Cisco TelePresence Management Suite 13.2.2

Software Release Notes
Revised December 2012

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Product documentation

The following documents provide guidance on installation, initial configuration, and operation of the product:

- Web help integrated in the Cisco TMS software.
- Cisco TelePresence Management Suite Installation and Getting Started Guide 13.2
- Cisco TelePresence Management Suite Administrator Guide 13.2
- Cisco TelePresence Video Communication Server Cluster Creation and Maintenance Deployment Guide X7.1
- Cisco TMS Agent Legacy Provisioning Deployment Guide

Resolved issues

The following issues were found in previous releases and were resolved in 13.2.2:

Booking

Identifier	Bug Description
CSCub45522	Resolved the issue when booking a conference where Japanese characters in an external participant dial-in name were replaced with '???'. This fix will only work for newly created conferences: all participants already saved prior to upgrading to 13.2.2 will continue to display '???' instead of the Japanese characters.
CSCuc81304	Resolved the issue where an error was displayed when booking a conference with a Cisco TelePresence T3 System, when the preferred Cisco TelePresence Server for the T3 is also managed by the same Cisco TMS. The error occurred when selecting **Booking > New Conference >** Add the participants **> Connection Settings > Distribution:** *Best Impression*.
CSCua87774	Resolved the issue where a stack trace error was displayed when attempting to book a recurrent conference in **Booking > New Conference**. This occurred when clicking on **Add Participants**, if the user booking the conference had restricted booking permissions set, and another user had previously booked a conference for the same time period with the same systems.
CSCua81843	Resolved the issue where point-to-point conferences scheduled from Cisco TMS with a bandwidth of 1920k and above were downspeeded to 384k if the dialing participant was a Polycom system.

Systems Management

Identifier	Bug Description
CSCuc81348	Added further settings to Configuration Templates for F9.x and TC5.x software.
CSCuc81357	Resolved the issue where changing to secure management in Cisco TMS did not update affected systems until **Administrative Tools > Network Settings > TMS Services> Enforce Management Settings on Systems > Enforce Now** was clicked.
CSCuc81292	Resolved the issue where the incorrect name could appear in Configuration Templates for E20 and systems running TC software.

Phone Books

Identifier	Bug Description
CSCuc13591	Resolved the issue where an endpoint that is in H.323 direct call setup mode, and has no SIP, H323 ID or E.164 alias, will not appear in the Cisco TMS Endpoints phone book source.

Monitoring

Identifier	Bug Description
CSCub01168	Java 7 introduced a defect (Java bug ID 6997116) which caused conferences in **Conference Control Center** not to load. This was partly fixed in Java 7 update 7, but there were still image loading issues that have now been resolved with a Java rendering function change in Cisco TMS.

Identifier	Bug Description
CSCuc63330	Resolved the issue where endpoints could be disconnected from an ad hoc conference hosted on an MCU.
CSCua34693	Resolved the issue where Cisco TMS tried to extend Ad-Hoc conferences by 15 minutes every minute when **Administrative Tools > Configuration > Conference Settings > Extend Scheduled Meetings Mode** was set to *Automatic Best Effort*. After this had happened 16 times an error message was displayed.

Reporting

Identifier	Bug Description
CSCub45567	Resolved the issue where Cisco TMS could periodically lose call detail records from Cisco TelePresence MCUs or Cisco TelePresence Servers.

Booking API

Identifier	Bug Description
CSCua57862	Resolved the issue where the Cisco TMSXE 2.x synchronizer component hung and no meetings booked in Cisco TMS were synchronized to Microsoft Exchange/Outlook. This occurred when orphans were already booked in Outlook with Cisco TMS version 13.1.2 and later. Clients referencing version 7 or earlier no longer get a **FrequencyType** of *Default* for recurring conferences.
CSCua52581	Changed the Booking API so that clients referencing version 7 or less should send their day of week list in the Cisco TMS local sever time zone. Clients referencing version 8 or later should send their day of week list in UTC. This resolved the issue where Cisco TMSXE 2.x changed recurrent bookings by one day or six days if a new day had started in UTC but not in local time, or vice versa.

TMS Tools

Identifier	Bug Description
CSCua72784	Resolved the issue where the option **Change TMS Encryption Key** was shown in **TMS Tools > Configuration** menu.

Web Conferencing

Identifier	Bug Description
CSCua06260	Resolved the issue where an error occurred when modifying or deleting a scheduled conference which included TANDBERG See&Share.

Open issues

Identifier	Summary
CSCua28639	Incorrect distribution of participants in cascaded conference template: If you create a conference template with No Distribution routing, then create another conference template with Best Impression routing which requires cascading, the number of participants distributed to each MCU in the second conference template is incorrect. This is resolved in a forthcoming release of Cisco TMS.
CSCtr17122	In **Systems > Navigator >** select a Cisco VCS **> Active Calls** tab, the **Duration** column does not show any data when there are active calls on the Cisco VCS.
CSCtw61036	Cisco TMS does not generate a "Lost Response" trap log event for Cisco VCS systems if the network connection is lost. This is resolved in a forthcoming release of Cisco TMS.
CSCtx29637	Using the GetConference() and SaveConference() Cisco TMS Booking API functions fail if using a "Directory" ParticipantCallType. This is resolved in a forthcoming release of Cisco TMS.
CSCtw63828	A user who belongs to a group which has *Read Only* access to a system is not able to view tickets for that system in **Systems > Ticketing Service**.
CSCtr08909	In **Monitoring > Conference Control Center,** when participants are moved from a scheduled conference to another conference, the participants still get the end conference notifications from the conference that they were moved from.
CSCtr32285	In **Systems > Navigator >** select system **> Settings** tab **> Persistent Settings**, the **SIP URI** field is empty even though the SIP URI has been set using **Systems > Manage Dial Plan**. This is resolved in a forthcoming release of Cisco TMS.
CSCtr32338	In **Systems > Navigator >** select a Cisco TelePresence Server **> Settings > Extended Settings:** the **First meeting ID** field has a limit of 9 digits. The Cisco TelePresence Server has a limit of 32. In **Systems > Navigator >** select a Cisco Telepresence MCU **> Settings > Extended Settings:** the **First meeting ID** field has a limit of 19 digits. The Cisco Telepresence MCU has a limit of 32. This is resolved in a forthcoming release of Cisco TMS.
CSCtr32354	In **Reporting > Billing Code Statistics**, when trying to view detailed data records for billing codes that contain certain UTF-8 characters (æ,ø,å,# and &), Cisco TMS displays an error. This is resolved in a forthcoming release of Cisco TMS.
CSCtr32376	When the conference owner for a conference booked in Cisco TMS Scheduler is changed, both the previous and the new current owner will see the meeting in the **Scheduler > My Conferences** page.
CSCtr35038	When a participant is added to and then disconnected from a permanent conference created on a Cisco TelePresence MCU, using Cisco TMS **Monitoring > Conference Control Center,** the participant incorrectly remains as a pre-configured participant on the MCU.
CSCtr91647	Cisco TMS always adds a Cisco TelePresence MCU for point-to-point calls with C-series endpoints if the IP bandwidth for the conference is set to more than 6000 Kbps. This occurs even though the field **External MCU Usage in Routing** is set to *Always, except point to point* (**Administrative Tools > Configuration > Conference Settings > Advanced Conference Options** pane).

Identifier	Summary
CSCts02650	Any communication with Cisco TelePresence MCUs/Cisco TelePresence Servers is slow when they are set to use HTTPS and HTTP is turned off.
CSCts02669	When editing a recurrent conference from TMS Scheduler, you are not asked whether you want to edit this instance or all instances of the recurrence. Only the selected instance will be changed.
CSCts02684	Alarms displayed in **Monitoring > Conference Control Center** do not display when the conference is opened. Old alarms are not cleared correctly. This is resolved in a forthcoming release of Cisco TMS.
CSCts02729	Conferences booked with audio/video dial-in participants are displayed as ad-hoc calls in **Monitoring > Conference Control Center**.
CSCtt07448	The language setting for confirmation email messages does not correspond with the language set for Cisco TMS users.

Limitations

Cisco products

Equipment	Summary
Cisco TelePresence MCU v4.3 or later	Cisco TelePresence MCU Software version 4.3 introduced new options for **Content mode**: *Passthrough*, *Hybrid*, *Transcoded*, and *Disabled*. This version of Cisco TMS cannot use the *Passthrough* or *Hybrid* content modes. When scheduling a conference with a Cisco TelePresence MCU running software version 4.3 or later, Cisco TMS uses **Content status** *H239Enabled* only. As a result, Content mode for that conference will either be set to Transcoded or Disabled. This will be resolved in a future Cisco TMS software release.
Cisco Unified Communication Manager-provisioned systems	When making an ad hoc call which involves a participant which is registered to a Cisco Unified Communication Manager, the Cisco Unified CM-registered system could appear twice in the **Conference Call Centre** in Cisco TMS.
Upgrading to Cisco TMS 13.2.2	When upgrading from Cisco TMS 12.1 or 12.2 with Cisco TMS Agent Legacy replication enabled, the installer will stop the installation and show a warning. To compensate for a weakness in version 12.1 or 12.2 which may cause disabling replication to fail, the installer will give the user the option to continue with the installation. The Continue option should only be used when upgrading from TMS 12.1 or TMS 12.2 where disabling replication has failed.
Cisco TMS, Provisioning Directory	The provisioning directory will not be available immediately after a server boot or restart. The TMS Agent service takes longer to start up than the rest of the Cisco TMS interface, therefore browsing to **Systems > Provisioning > Directory** too quickly causes an information message to be shown advising that the service is still starting.
Cisco TMS Provisioning Phone book	It is not possible to preview the provisioning phone book source if you have more than 100 folders in the Provisioning Directory. This is resolved by upgrading to the Cisco TMS Provisioning Extension.

Equipment	Summary
Cisco TMS, Provisioning Directory	Creating a phone book source of type Cisco TMS Provisioning Directory will result in an error if there are more than 100 folders in the Provisioning Directory. This is due to an OpenDS search limitation, so the number of folders must be less than 100. This is resolved by upgrading to the Cisco TMS Provisioning Extension.
Cisco TMS, Provisioning Directory	If a server such as Cisco TMS or Cisco VCS is offline for more than 24 hours while TMS Agent Data Replication is enabled, new changes will be replicated as normal when the server comes back online. However, changes on other replicating members during the downtime will not be replicated to the server. If necessary, run the command **`dsreplication initialize`** on the server to recover the missing entries.
Cisco TMS Agent Legacy Cisco VCS	Networks with high latency and low throughput may cause problems for Cisco VCS clusters with provisioning enabled. Potential issues include timeouts and only partial configuration of the TMS Agents. To minimize the impact of latency and distance between Cisco TMS and Cisco VCS, configure provisioning clusters before populating the provisioning directory with users. These procedures are described in the Cisco TMS Agent Legacy Provisioning Deployment Guide. If replication is being re-enabled or a Cisco VCS or VCS cluster is being added to the solution in a network with high latency, you can increase the default timeout of one hour: On the Cisco TMS server: • Go to the following registry location: **HKEY_LOCAL_MACHINE\SOFTWARE\Tandberg\TANDBERG Management Suite.** • Add the registry key *tmsAgentReplicationSetupTimeout* in minutes.
Hardware devices provisioned by Cisco TMS Agent Legacy	Cisco TMS will report a software upgrade as successful for a provisioned endpoint before the upgrade has started on the endpoint, even if the endpoint is offline. The report reflects that the job was successfully provisioned to the device's profile in Cisco TMS Agent Legacy or Cisco TelePresence Management Suite Provisioning Extension, not that the upgrade has been completed. Offline endpoints will attempt the upgrade the next time they are online and provisioned.
Hardware devices provisioned by Cisco TMS Agent Legacy	Cisco TMS is able to upgrade EX systems on software version TC4.2 and higher. Upgrading is not possible with TC4.1 software.
Cisco TelePresence Management Server	For provisioning deployments using the Cisco Telepresence Management Server appliance, the provisioning directory must be limited to a maximum of 5000 users.
MCU 42xx /45xx series MSE 84xx/85xx series	Cisco TMS 13.2.2 is not compatible with Cisco TelePresence MCU and MSE blades running software earlier than version 2.0.
Cisco VCS X6.0	If Cisco TMS reports *no http response* for a Cisco VCS running X6.0, run the following on the Cisco VCS: Log in to Cisco VCS as root. Enter: **`echo "ServerAlias *" > /tandberg/persistent/etc/opt/apache2/ssl.d/tmsfix.conf`** Enter: **`/etc/init.d/httpd restart`** This will resolve the communication issue.

Equipment	Summary
Cisco TMS	Uploading software files larger than 30MB using **Systems > System Upgrade > Software Manager > Upload New Software** will not work if Cisco TMS is running on a Windows 2008 server. Software files larger than 30MB must be copied directly to the folder specified in **Administrative Tools > Configuration > Network Settings > General Network Settings > URL Where Software Packages Can Be Downloaded**. This is a default limitation of IIS7.

Upgrading to 13.2.2

Prerequisites and software dependencies

The operating system and database server requirements for Cisco TMS have not changed in this release. Refer to the Cisco TelePresence Management Suite Installation and Getting Started Guide for the full list of compatible operating systems and database servers.

Important notes for installations using Cisco TMS Agent Legacy

For installations using the Provisioning Directory of Cisco TMS (used for Cisco Jabber Video for TelePresence and large scale provisioning) there is a software version dependency between Cisco TMS and Cisco VCS. The TMS Agent that runs on the Cisco VCS must be compatible with the version running in the Cisco TMS installation and may require additional steps to perform an upgrade. The TMS Agent included with Cisco TMS version 13.2.2 is backwards compatible with the version shipped with Cisco VCS version X5.2 or later and is unchanged from Cisco TMS version 13.2.

Caution: If you use or intend to use the Cisco TMS Agent Legacy and Provisioning Directory features of Cisco TMS, the following must be strictly adhered to before starting an upgrade of Cisco TMS:

- Before upgrading, Cisco recommends ensuring you have a backup of the Cisco TMS Agent Legacy data. This can be accomplished using the TMS Agent Setting page located at **Administrative tools > Configuration > TMS Agent Setting**.
- If you are upgrading Cisco TMS from a version earlier than 12.6, or your Cisco VCS servers are not running X5.2 or later software, you must follow the upgrade procedures in the document Cisco TelePresence Video Communication Server Cluster Creation and Maintenance Deployment Guide (X7.1) to upgrade your VCSs and Cisco TMS. Cisco TMS version 13.2.2 is not specifically mentioned in the guide, but is interchangeable with references to Cisco TMS 13.0 or Cisco TMS 12.6.
- The local hostname of the Cisco TMS server must match the DNS A record of the server for Cisco TMS Agent Legacy to operate correctly. Ensure that the DNS servers used by Cisco TMS contain forward and reverse (PTR) lookups for the Cisco TMS server.
- For specific instructions on setup of the Provisioning Directory feature of Cisco TMS, see Cisco TMS Agent Legacy Provisioning Deployment Guide and Cisco TelePresence Video Communication Server Cluster Creation and Maintenance Deployment Guide (X7.1).

Important notes for all installations

- To upgrade an existing installation, you will need the SQL Server 'sa' password from the initial Cisco TMS installation to complete the upgrade.
- Upgrades will interrupt Cisco TMS availability as the installation requires Cisco TMS services to be stopped and the server rebooted.
- If upgrading from a version earlier than Cisco TMS 12.6, the default Booking Confirmation email templates and phrase files will be updated. If you have customized these templates, these changes are not automatically added to your customized files but will still be available for use. To see the default usage of these new values and have them in your templates, customers with customized Booking Confirm templates or phrases must use the **Revert to Default** button on the **Edit Email Template** page. Once reset, you may re-add your customizations to the templates or phrase files.

- If upgrading from a version earlier than Cisco TMS 12.5, server phone books that had manually created entries in them will have the manual entries removed from the phonebook and placed in a newly created external source of type *Manual List*.
- If upgrading from a version earlier than Cisco TMS 12.2, the onetime database clean-up included in the TMS 12.2 release will be executed. This adds significant time for the installer to complete. For further details contact Cisco Technical Support.

Upgrade and installation instructions

Cisco TMS uses the same installation program for both new installations of Cisco TMS and upgrades of previous Cisco TMS versions.

See the Cisco TelePresence Management Suite Installation and Getting Started Guide for complete instructions for completing an upgrade or installation.

Using the Bug Search Tool

The Bug Search Tool contains information about open and resolved issues for this release and previous releases, including descriptions of the problems and available workarounds. The identifiers listed in these release notes will take you directly to a description of each issue.

To look for information about a specific problem mentioned in this document:

1. Using a web browser, go to the Bug Search Tool.
2. Sign in with a Cisco.com username and password.
3. Enter the bug identifier in the **Search** field and click **Search**.

To look for information when you do not know the identifier:

1. Type the product name in the **Search** field and click **Search**.
2. From the list of bugs that appears, use the **Filter** drop-down list to filter on either *Keyword*, *Modified Date*, *Severity*, *Status*, or *Technology.*

Use **Advanced Search** on the Bug Search Tool home page to search on a specific software version.

The Bug Search Tool help pages have further information on using the Bug Search Tool.

Getting help

If you experience any problems when configuring or using Cisco TMS, see the "Product documentation" section of these release notes. If you cannot find the answer you need in the documentation, check the web site at http://www.cisco.com/cisco/web/support/index.html where you will be able to:

- Make sure that you are running the most up-to-date software.
- Get help from the Cisco Technical Support team.

Make sure you have the following information ready before raising a case:

- Identifying information for your product, such as model number, firmware version, and software version (where applicable).
- Your contact email address or telephone number.
- A full description of the problem.

Document revision history

Date	Revision	Description
2012-10-31	01	Original version
2012-12-19	02	Updated version containing amendment to Important notes for all installations section.

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