Cisco TelePresence Management Suite 13.2

Software Release Notes
Revised October 2012

Contents

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

New features in 13.2

Auto-extend scheduled conferences

Cisco TMS 13.2 introduces the option to extend scheduled conferences automatically by 15 minutes up to a maximum of 16 times.

The meeting extension will only happen if there is at least 1 participant still connected, and there are no conflicting meetings for any of the participants or the MCU within the next 15 minutes.

This is set in **Admin Tools > Conference Settings > Extend Scheduled Meetings Mode**, and can also be changed per conference from **Booking > New Conference > Advanced Settings** pane **> Extend Mode**.

Enable HTTPS access to the Cisco TMS Website (Windows 2008)

From Cisco TMS 13.2, it is possible to enable HTTPS access to the Cisco TMS website during installation or upgrade.

At the end of the installation or upgrade process a prompt appears stating: *HTTPS is not enabled for the Cisco TMS website. Would you like to enable it?*

- If **Yes** is chosen, a wizard allows importing or creating an SSL certificate to enable HTTPS access to the Cisco TMS website.
- If **No** is chosen, the wizard can be run at any time after install/upgrade and is found under the Cisco TMS program folder, example path: **C:\Program Files (x86)\TANDBERG\TMS\HttpsTool\TMSEnableHttpsTool.exe**.

It is not possible to disable HTTPS for the Cisco TMS website by running this tool.

Caution: Self-signed certificates are not automatically trusted by web browsers and are not recommended for use in production deployments. Administrators are encouraged to use a certificate provided by an enterprise or trusted Certificate Authority instead of using self-signed certificates.

Add Cisco Unified CM-registered endpoints running TE and TC software to Cisco TMS

New functionality has been introduced to give administrators the ability to register endpoints running TE 4.0 or later and endpoints running TC 5.0 or later to Cisco Unified Communications Manager and add them into Cisco TMS.

- If the endpoint is not already being managed by Cisco TMS, then it must be added first to Cisco Unified CM and then to Cisco TMS following the instructions in the Cisco TMS Administrator Guide.
- If the endpoint is already being managed by Cisco TMS, then it must be purged from Cisco TMS before being added to Cisco Unified CM and Cisco TMS. This will cause all CDR data and scheduled meeting data for this endpoint to be permanently deleted from Cisco TMS.

When endpoints running TE and TC software are registered to Cisco Unified CM and added to Cisco TMS, it is possible to schedule the endpoint and monitor the endpoint in Conference Control Centre. It is not possible to set phonebooks on the endpoint, receive CDR data from the endpoint, or upgrade the endpoint software from Cisco TMS.

Support for Cisco Unified CM-registered CTS and TX systems

The following systems are now supported in Cisco TMS if registered to Cisco Unified CM:

- CTS1310
- TX9000
- TX9200

Secure-only support for endpoints running TE software

Cisco endpoints running TE software have been added to the list of devices that support secure-only communication with Cisco TMS. This may be done using either HTTPS-only protocol or full X.509 certificate validation for both client and server communications. The feature requires TE software version TE 4.0 or later.

Send DTMF when scheduling with Cisco TelePresence Server

Cisco TMS can now instruct the Cisco TelePresence Server to send DTMF tones on connect for scheduled conferences. This applies to participants the Cisco TelePresence Server dials out to.

The DTMF string can be entered as follows:

1. In Cisco TMS go to **Booking > New Conference.**
2. Add participants including the Cisco TelePresence Server from the **Add Participants** pop-up window.
3. Click **OK**.
4. Click on the **Connection Settings** tab.

5. Click on the **Settings** link for the TS.
6. In the **Number Settings** pane enter the tones in the **DTMF Tones:** field.

The Cisco TelePresence Server must be running TS 2.2 software or above.

TC5 and CTS native call routing

It is now possible to schedule a point-to-point call in Cisco TMS between an endpoint running TC5 software and a CTS endpoint without the requirement for a Cisco TelePresence Server to bridge the call.

To choose whether a Cisco TelePresence Server will be used in these interop calls or not, go to **Administrative Tools > Configuration > Conference Settings > Conference Create Options > Enable Cisco CTS Native Interop Call Routing** and select either *Yes* (no Cisco TelePresence Server) or *No* (a Cisco TelePresence Server will host the call).

De-select subfolders when creating TMS Endpoints phone book source

When creating a phone book source of **Type**: *Cisco TMS Endpoints* there is now a check box called **Include Subfolders** which is selected by default.

When this option is de-selected, contacts are only imported from the selected folder and not from its subfolders.

Booking API services now available without licenses

For customers that use the booking API the following services no longer require a license:

- GetConferenceById
- GetConferenceIdByExternalId
- GetConferencesForSystems
- GetConferencesForUser
- GetRecurrenceConferenceById

Changed behavior

- The Booking API version has been updated to 9.
- Stack trace errors will now only be shown on the local Cisco TMS server, not on client machines.
- In the event that an error occurs when browsing to a page in the Cisco TMS web interface, the resulting stack trace can be viewed on the Cisco TMS server, or in the log-web.txt file.
- The configuration template for TC software has been updated to incorporate new settings introduced in the TC5.0 release.
- **Configuration Templates** are now accessed directly from the **Systems** menu, instead of from **Systems > Provisioning**.
- **TMS Tools** has been updated to support a future database credentials change.
- Cisco TMS ticket *Incorrect provisioning mode* will now report on endpoints running TC software to reflect the fact that from TC 5.0 software version, these endpoints can be provisioned by Cisco TMS.

Resolved issues

The following issues were found in previous releases and were resolved in 13.2.

Monitoring

Identifier	Bug Description
CSCtx45441	Cisco TelePresence Server will now show up in **Conference Control Centre** in the left hand folder view pane under the **Video Conferences** folder, as other Cisco MCUs do. Previously conferences booked on Cisco TelePresence Server showed under the Other folder.
CSCtx45081	Resolved the issue where changing the **Picture Mode** in **Conference Control Center** for a participant running TC software version TC4.0 or later did not change the picture mode for that participant.
CSCts94905	Resolved the issue where deleting the main participant from a permanent conference using the **Add Participants** pop-up window in **Conference Control Center** caused an exception which made it impossible to delete the conference.
CSCtx40188	Resolved the issue where the **Picture Mode** field reported *Enhanced CP* instead of *N/A* during a call for endpoints running TE software in **Systems > Navigator >** Select an endpoint running TE software **> Call Status** tab.
CSCtx39267	Corrected the wording to be *The main participant* instead of *The master participant* in **Conference Control Center >** select an ongoing conference **>** **Details** column **>** the tool tip which appears when hovering over the main participant with the mouse. This applies only to point-to-point calls and multisite calls hosted by an endpoint, not to conferences hosted on an MCU.
CSCtx38998	Removed the option to mute audio for remote participants in **Conference Control Centre** when the conference was hosted by an endpoint running TC software as the main participant. In this scenario, mute audio was muting the microphone of the main participant instead of muting the audio coming from the remote participant.
CSCtr03343	Resolved the issue where the Cisco TMS **Portal** page did not include active or finished ad hoc calls in the **Conferences and reservations** pane. Only scheduled calls were shown.

Systems management

Identifier	Bug Description
CSCtx39120	Ad hoc calls involving participants scheduled to take part in a One Button To Push (OBTP) conference are no longer disconnected when the OBTP conference begins. The ad hoc call will now only be disconnected if that participant is the main participant or a resource (eg Cisco Telepresence Content Server).
CSCtx45427	Removed the editable **Username** field from **Systems > Navigator >** Select a system running TC software with incorrect credentials in Cisco TMS **>** Click on **Connection** tab. At this time Cisco TMS can change the password for the Admin user only.
CSCtx45444	Resolved the issue where **Systems > Navigator >** **Discovered Systems** folder > Select a system > click on the **Logs** tab > click on **Trap Log** > **Description** column > *System Type* incorrectly showed *VAL:SpecificSystemType*. The correct system type is now shown.
CSCtx45437	Attempting to pre-register a Cisco CTS endpoint in Cisco TMS now gives an error message. Cisco CTS endpoints do not support preregistering in Cisco TMS.
CSCtx45085	Removed the **Take Snapshot** button from the **Change system image** window for Cisco CTS endpoints under **Systems > Navigator > Summary** tab **> System Image** pane, click **Change system image**. Snapshot is not supported for Cisco CTS endpoints.

Identifier	Bug Description
CSCtw76982	Resolved the issue where the field **IP Zone** in **Systems > Navigator >** select a Cisco CTS endpoint **> Settings > Edit Settings/View Settings** was missing. This affected Cisco CTS endpoints only.
CSCtx45090	Resolved the issue where the Cisco CTS system name did not update in Cisco TMS when edited in Cisco Unified Communications Manager. To update the system name a **Force Refresh** of the CUCM in Cisco TMS is required.
CSCtu71725	Resolved the issue where applying a persistent template to an endpoint running TC software when adding that endpoint into TMS gave the warning: *Not yet added: Wrong System Settings* despite all system settings being correct. When subsequently clicking on **Add System Despite Warnings** the persistent template was then removed from any other systems it was already set on.
CSCtx38091	Resolved the issue where including the **Setting** *Background Logo* for **System Type** *Other Type* in a configuration template containing other valid configurations, caused the template application to crash when applied to an endpoint running TC software. *Background Logo* is not supported for endpoints running TC software.
CSCtx38092	Resolved the issue where Cisco TMS incorrectly showed the **Local Phone Book** button for endpoints running TC software under **Systems > Navigator >** select an endpoint running TC software **> Phone Book** tab. If a server phone book was set on the endpoint by selecting the phone book in the left pane and clicking on the arrow to move it to the right pane, the **Local Phone Book** button appeared. Local phone books are not supported in TC software.
CSCtx37679	Resolved the issue where a stack trace error occurred when attempting to copy a system from one folder to another in **Systems > Navigator** if all available system licenses were already in use.
CSCtx37677	Corrected the configuration values for **SIP Server Type** for endpoints running TC software under **Systems > Navigator >** select an endpoint running TC software **> Settings > Edit Settings > Network Settings > SIP Server Type** to contain only valid server types.
CSCtx37534	Removed invalid *Callmanager* option for endpoints running TC software under **Systems > Navigator >** Select an endpoint running TC software **> Settings > Edit Settings > Network Settings > H323 Call Setup Mode.**
CSCtt16463	Added an option in the C Series configuration template in Cisco TMS to set **Video Input Source 2 Connector** to *DVI*.
CSCtx39118	Resolved the issue where Cisco TMS reported an audio call as *Video* under **Systems > Navigator >** Select an endpoint running TC or TE software **> Call Status** tab, field **Type.**
CSCtx37536	Resolved the issue where duo resolution on endpoints running TC 4.x software was reported as *_720p* instead of *720p* during a call, in **Systems > Navigator >** select an endpoint running TC 4.x software **> Call Status** tab.
CSCtu38205	Resolved the issue where the list of systems in **System Upgrade** (in **Systems > System Upgrade > System Upgrade >** select systems > click **Next**) could not be sorted by clicking on a column heading.
CSCtx47622	Resolved the issue where the **VideoInOut** and **VideoRes** columns reported *Unknown/Unknown* instead of properly identifying the video channels as *Off/Inactive* in an audio only call, in **Systems > Navigator >** Select an endpoint running TC 4.x software **> Call Status** tab.
CSCtx39264	Resolved the issue where the **State** field reported *Unknown* instead of properly identifying the state as *OnHold* in **Systems > Navigator >** Select an endpoint running TC or TE software **> Call Status** tab, when a call had been put on hold.
CSCtz40310	Resolved the issue where it was not possible to add a CTS 500-32 system into Cisco TMS, and a No HTTPS Response error occurred.

Reporting

Identifier	Bug Description
CSCtw32913	Resolved the issue where if the user language was set to Japanese, clicking **Conference Report** from **Booking > List Conferences** generated a PDF with corrupted field format.
CSCtx47627	Resolved the issue where exporting any report to pdf resulted in corrupt formatting if the user language was set to Japanese
CSCtx40081	Resolved the issue where the **Conference Id** was duplicated in the Endpoint CDR reporting under **Systems > Navigator >** select an endpoint **> Logs** tab **> Call Log.** This occurred for ad hoc calls where the call was made on an endpoint within 3 minutes of the previous conference including that endpoint ending.

Booking

Identifier	Bug Description
CSCtx11536	Resolved the issue where Cisco TMS did not redial participants the number of times specified in **Administrative Tools > Configuration > Conference Settings > Conference Connection/Ending Options > Connection Attempts for Scheduled Calls** when the participants failed to connect when the conference started.
CSCtx45425	Resolved the issue where it was possible to save a recurring weekly conference with invalid extra occurrences added in between the weekly occurrences.
CSCtx45434	In Cisco TMS Scheduler the wording for **Record Conference** in French (**Enregistrer la conference**) has been changed. The wording is now **Enregistrer le flux audio/video**.
CSCtx11035	Resolved the issue where modifying the first occurrence of a recurrent series, and then modifying the series (from a different occurrence) and selecting the option of **Only the occurrences with no modifications**, still overwrote the individual modification of the first occurrence.
CSCtx45428	Resolved the issue where it was not possible to book audio calls on a Cisco E20 endpoint from Cisco TMS. This occurred because the number of possible audio calls defaulted to 0 for endpoints which didn't report their audio capability to Cisco TMS. From version 13.2 Cisco TMS will default the number of audio calls to 1 instead of 0 if an endpoint does not report this information.
CSCtw94864	Resolved the issue where it was not possible to change the layout for a cascaded conference booked using a conference template. This only occurred if the participants in the template had been amended since it was originally created.
CSCtw91412	Resolved the issue where a conference booked using a conference template could initiate on a different MCU port and therefore with a different dial-in number than the one it was originally allocated on.
CSCtu30313	Resolved the issue where it was not possible to launch a conference from Cisco TMS on a TANDBERG Classic MCU running Dx.x software. Although it was possible to complete the booking of the conference on the MCU, the conference would fail to launch. This issue occurred in Cisco TMS versions 13.1, 13.1.1, and 13.1.2.
CSCtw83700	Resolved the issue where an error occurred when entering two or more correctly separated email addresses under **Booking > New Conference >** add participants using the **Add Participants** pop-up window and click **OK > Conference Information** tab **> Send E-mail to:** field.
CSCtx45439	Resolved the issue where it was not possible to move a recurrent meeting series into the future and save it, using the **Start time**/**End time** fields in **Booking > New Conference** after using the **Recurrence Settings** pop-up window. Viewing and clicking **OK** in the **Recurrence Settings** pop-up window after editing the **Start time**/**End time** fields reset the meeting series back to the original start date.

Identifier	Bug Description
CSCtx12736	Resolved the issue where booking a recurring conference and editing the second recurrence before the conference was saved resulted in too many instances of the recurrence.
CSCtt37980	Resolved the issue where a duplicate system name was displayed in **Scheduler** when booking a conference including a dial-out participant and a participant taken from an existing phone book connected to a *Cisco TMS Endpoints* phone book source.
CSCtt25990	Resolved the issue where if **Administrative Tools > Configuration > Network Settings > TMS Services** pane > **Enable Ad Hoc Conference Discovery** is set to *Yes*, Cisco TMS would send a disconnect request when an ad hoc call was made through the Gateway on an MPS.
CSCtu29793	Resolved the issue where an exception occurred when using a very large data set in **Booking > List Conferences >** Select a wide date range **>** click the **Export Log** or the **Export Details Log** button.
CSCtr80288	Resolved the issue where Cisco TMS allowed booking of a second conference involving MCUs when there were no free ports available. The symptoms were that it was not possible to change the initial conference or remove participants in **Booking > List Conferences** or in **Monitoring > Conference Control Center.**
CSCtx45087	Resolved the issue where scheduling a conference which included a Webex conference where the Webex password contained a space, resulted in a stack trace error.
CSCts50010	Resolved the issue where an error was thrown when accessing **Scheduler** via http://TMSServerIPAddress/tms/Booking if the **List your conferences when opening TMS Scheduler** check box had been selected.
CSCtt14322	Removed the option to enter DTMF tones for a point-to-point call scheduled from Cisco TMS. DTMF is not supported for any endpoint as part of the connection string.
CSCtx37541	Resolved the issue where Cisco TMS did not update the bandwidth for a scheduled conference when the bandwidth for the conference was edited in Cisco TMS before the start of the conference.
CSCtt25406	Resolved the issue where active instances of a recurrent conference were disconnected and dates for future instances of the recurrent conference were altered. This occurred when adding text into the **Conference Information** tab of a pending instance of a recurrent scheduled conference, either in **Monitoring > Conference Control Center** or in **Booking > List Conferences**.
CSCts31420	Resolved the issue where editing a conference in **Cisco TMS Scheduler** altered the start and end time if a setup and teardown buffer had been set.
CSCtx37539	Resolved the issue where it was not possible to start a call using bandwidth *Telephone* from Cisco TMS on endpoints running TC software. This happened whether the conference was scheduled using **Scheduler** or **Booking > New Conference**, or created ad hoc using **Systems > Navigator >** select an endpoint running TC software **> Call Status** tab.
CSCtx37538	Resolved the issue where selecting a phonebook entry with bandwidth set to *Max* when booking endpoints running TC software, resulted in the call being connected at the endpoint's default bandwidth.
CSCtx37432	Resolved the issue where, when searching for a meeting in the past in **Booking > Ad Hoc Booking**, an error occurred stating: You cannot book a meeting in the past. The error message now states: The selected start time is in the past, when searching for a meeting in the past on the **Ad Hoc Booking** page.
CSCtx37438	Resolved the issue where conferences which were booked from Cisco TMS with **Type** *Reservation* caused the local endpoint meeting calendar to report: Meeting will automatically connect. Conferences of **Type** *Reservation* do not automatically connect.
CSCty14430	Resolved the issue where if a recurrent conference was booked on a Cisco TMS in a particular time zone, and the iCalendar file received in the booking confirmation was opened on an Outlook client in a different time zone, the meeting start and end times would reflect the time in the Cisco TMS server time zone rather than the Outlook client time zone.

General

Identifier	Description
CSCtw71637	Resolved the issue where searching for a system in the top right search field in Cisco TMS by using firstname, space, then the first letter of the second name, returned an exception or extra characters along with the system name.
CSCtu38205	Resolved the issue where the list of systems generated from **Systems > System Upgrade > System Upgrade >** select systems **>** click **Next** could not be sorted by clicking on a column heading.
CSCtq96599	Resolved the issue where editing the ISDN dial in number for an IP zone caused the same ISDN dial in number to appear in the same field in the next IP zone viewed, if the latter did not have an ISDN dial in number set.
CSCtr32373	Resolved the issue where Cisco TMS did not use IP zones correctly to determine the most appropriate MCU to use if the participants were all using SIP and MCU failover was activated.

Open issues

The following issues apply to this version of Cisco TMS.

Identifier	Summary
CSCtw61036	Cisco TMS does not generate a "Lost Response" trap log event for Cisco VCS systems if the network connection is lost.
CSCtx29637	Using the GetConference() and SaveConference() Cisco TMS Booking API functions fail if using a "Directory" ParticipantCallType.
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.
CSCtr17122	No **Duration** data is displayed for Cisco VCS in **Systems > Navigator > Active Calls** tab.
CSCtr32285	In **Systems > Navigator >** select system **> Settings** tab **> Persistent Setting**, the **SIP URI** field is empty even though the SIP URI has been set using **Systems > Manage Dial Plan**.
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.
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.
CSCtr32376	When changing conference owner for a conference booked in Cisco TMS Scheduler, both previous and current owner will see the meeting in **Schedulers > My Conferences** page.
CSCtr32413	When booking one or more endpoints and a Cisco TelePresence Content Server through the booking API, the booking sometimes fails with a *There are not enough resources on any MCU to host your conference. Please go back and remove some of the participants, or lower the conference bandwidth.*
CSCtr35038	When a participant is added and then disconnected using Cisco TMS **Monitoring > Conference Control Center** from a permanent conference created on a Cisco MCU, the participant incorrectly remians as a pre-configured participant on the Cisco MCU.
CSCtr91535	Booking an external audio ISDN dial-out using a C-series endpoint will fail.

Identifier	Summary
CSCtr91647	Cisco TMS always adds a Cisco MCU for point-to-point calls with C-series endpoints if the IP bandwidth for the conference is set to more than 6000 Kbps even though the field **External MCU Usage in Routing** is set to *Always except p2p* (**Administration Tool > Configuration > Conference Settings > Advanced Conference Options** pane).
CSCts02650	Any communication with Cisco MCUs/Cisco TelePresence Servers is slow when they are set to use HTTPS and HTTP is turned off.
CSCts02666	**Administrative Tools > Activity Status >** select the description of an event **> Activity Log** displays incorrectly when Cisco TMS is installed on a non-English operating system.
CSCts02669	When a recurring conference is selected to be edited from TMS Scheduler, no indication is given to edit the single or all instances of the recurrence. The single conference only is changed.
CSCts02678	Unable to change the call direction of an external IP video dial-in participant from **Monitoring > Conference Control Center**.
CSCts02684	All alarms displayed in **Monitoring > Conference Control Center** does not display when the conference is opened. Old alarms are not cleared correctly.
CSCts02729	A conference booked with audio/video dial-in calls are displayed as ad-hoc calls in **Monitoring > Conference Control Center**.
CSCts75773	Cisco TMS overwrites the layout and encryption mode for ad hoc conferences on the Cisco MPS 800 when Ad Hoc discovery is enabled in **Administrative Tools >Configuration > Network Settings > TMS Services >** field **Enable Ad Hoc Conference Discovery**.
CSCtt07448	The language settings for confirmation email messages do not correspond with the language set for Cisco TMS Users.
CSCtx79485	The scheduled event which automatically checks for software updates does not identify and download newer software versions for registered systems in Cisco TMS when set to *Yes* under **Administrative Tools > Configuration > Network Settings > Automatic Software Update**.

Limitations

Cisco products

Equipment	Summary
Upgrading to Cisco TMS 13.2	When upgrading from Cisco TMS 12.1 or 12.2 with 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 will be corrected in a later version of the provisioning solution.
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 will be corrected in a later version of the provisioning solution.

Equipment	Summary
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 Cisco 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.
Cisco IP Video Phone E20	Cisco TMS does not currently support E20 on H.323 protocol.
E20 & EX devices	It is not possible to use 'pre-registration' for E20 and EX devices in Cisco TMS if the device is to be managed by Cisco TMS Agent Legacy.
MCU 42xx /45xx series MSE 84xx/85xx series	Cisco TMS 13.2 is not compatible with Cisco MCU and MSE blades running software older 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.
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.

Interoperability

Compatibility with existing integration products

Compatibility with Cisco integration products for Cisco TMS does not change from Cisco TMS 13.0 to Cisco TMS 13.2. A full list of compatible versions is listed below.

Note: In order to benefit from the latest features and updates, Cisco strongly recommends using the most recent versions of the integration products.

Cisco TMS integration compatibility matrix

Product	Compatible software version
TANDBERG See&Share	Version 3.3
Cisco TelePresence TMS - Microsoft LCS Integration	All versions
Cisco TelePresence Management Suite Extension for Microsoft Exchange	All versions
Cisco TelePresence Management Suite Extension for IBM Lotus Notes	All versions
Cisco TMS Sametime Integration for IBM Lotus	All versions
Cisco TelePresence Movi for IBM Lotus Sametime	All versions
Cisco TelePresence Management Suite Extension Booking API	All versions
Cisco TelePresence Management Suite Analytics Extension	All versions
Cisco TelePresence Management Suite Provisioning Extension	All versions

Cisco VCS interoperability for provisioning

Installations using the Provisioning Directory of Cisco TMS (used for Cisco Jabber Video for TelePresence and user-centric provisioning) must upgrade the Cisco VCS(s) in their clusters to X5.2 or later software to be compatible with this release of Cisco TMS. See the note in the installation section below for more information.

Upgrading to 13.2

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 documentation for the full list of compatible operating systems and database servers.

Important notes for installations using Cisco TMS Agent

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 Cisco 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 Cisco TMS Agent included with Cisco TMS version 13.2 is backwards compatible with the version shipped with Cisco VCS version X5.2 or newer and is unchanged from Cisco TMS version 13.1.

Caution: If you use or intend to use the TMS Agent 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 data. This can be accomplished using the Cisco TMS Agent Setting page located at **Administrative tools > Configuration > Cisco TMS Agent Setting**.
- If you are upgrading Cisco TMS from a version older than 12.6, or your Cisco VCS servers are not running X5.2 or newer 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 is not specifically mentioned in the guide, but is interchangeable with references to Cisco TMS 13.0 or Cisco TMS 12.6. The Cisco TMS installer program will not allow an upgrade to progress if replication has not been disabled as outlined in the above document.
- The local hostname of the Cisco TMS server must match the DNS A record of the server for the Cisco TMS Agent 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) guide.

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 you are running Cisco TMS integration software, review the Cisco TMS integration compatibility matrix before starting an upgrade.
- If upgrading from a version older 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 older 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 older 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 instructions

Cisco TMS uses the same installation program for both new installations of Cisco TMS and upgrades of previous Cisco TMS versions. Please review all notes provided in the Prerequisites and software dependencies section of this document before starting an upgrade.

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

Installing Cisco TMS

Cisco TMS uses the same installation program for both new installations of Cisco TMS and upgrades of previous Cisco TMS versions. Refer to the Cisco TelePresence Management Suite Installation and Getting Started Guide documentation for complete instructions for new installations.

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
2012-04-19	01	Original version
2012-10-24	02	Updated version containing Support for Cisco Unified CM-registered CTS and TX systems