



Release Notes for the Cisco TelePresence Exchange System Release 1.0(1)

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Note

Cisco TelePresence Exchange System Release 1.0(1) is an unsupported version. Cisco recommends that you install the most current Cisco TelePresence Exchange System version. Release notes for all versions of Cisco TelePresence Exchange System are available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

These release notes describe the new features and caveats of the Cisco TelePresence Exchange System release 1.0.(1).

This document also includes system requirements for the Cisco TelePresence Exchange System and information about additional Cisco platforms that interact with the Cisco TelePresence Exchange System.

For a list of open caveats that are pertinent to this release, see [Caveats, page 4](#).

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Introduction

The Cisco TelePresence Exchange System is an integrated video service-creation platform that enables service providers and strategic partners to offer secure cloud-based managed and hosted Cisco TelePresence and business video services. The Cisco TelePresence Exchange System is a software environment that simplifies end-to-end subscriber service provisioning; optimizes intelligent call routing for endpoints and network bandwidth; manages the call processing and allocation of media resources for conferencing; consolidates a centralized control point for management, billing, and administration; and presents an open application programming interface (API) for application integration such as scheduling and directory services.

Based on proven technology and powered by a fully redundant and horizontally scalable architecture, it delivers an open, scalable, and robust multi-tenant solution that can grow in scale and functions based on service needs. As a result, it accelerates time to market by simplifying the process of new services production and promotes service innovation through APIs that support service customizing.

For more details on the Cisco TelePresence Exchange System and its supported features and functionality, refer to the Product Overview chapter of the [Installation and Administration Guide for the Cisco TelePresence Exchange System Release 1.0](#).

System Requirements

[Table 1](#) summarizes the required hardware and minimum software releases that the Cisco TelePresence Exchange System solution requires.

Table 1 *Hardware and Software Requirements for the Cisco TelePresence Exchange System and Related Cisco Platforms*

Component	Required Hardware	Minimum Software Release
Cisco TelePresence Exchange System	Cisco TelePresence Exchange Server (quantity of 6)	1.0.2
Cisco Application Control Engine (ACE)	Cisco ACE 4710	4.1.1
Cisco Catalyst Switch	Cisco Catalyst 4948 Switch Note Cisco recommends a Gigabit Ethernet switch with at least 48 ports.	12.2(31) SGA11
Cisco TelePresence Manager	Cisco MCS 7845-I3	1.7.2(256)
Cisco TelePresence MSE 8000 Series	Cisco TelePresence MSE 8050 System Supervisor Blade	2.1(1.18)
	Cisco TelePresence ISDN Gateway MSE 8321	2.0(1.51)
	Cisco TelePresence MCU MSE 8510	4.1(1.51)
	Cisco TelePresence Server MSE 8710	2.1(1.35)
Cisco TelePresence Multipoint Switch	Cisco MCS 7843-I2	1.7.2
Cisco TelePresence System Endpoints	—	1.7.1

Table 1 **Hardware and Software Requirements for the Cisco TelePresence Exchange System and Related Cisco Platforms (continued)**

Component	Required Hardware	Minimum Software Release
Cisco Unified CM	Cisco MCS 7845	8.0(3a)SU2
Cisco TelePresence Video Communication Server (VCS)	—	X5.2
Cisco Router with IVR	Cisco 2811 Integrated Services Router (ISR) and Cisco AS5350XM Universal Gateway	12.4(15)T14
Cisco Session Border Controller	Cisco ASR 1002 to Cisco ASR 1006 Router	XE 3.2.1-15.1(1) or later
Browser support	Microsoft Internet Explorer (IE)	Version 7.x
	Mozilla Firefox	Version 3.x

Related Documentation

For more information about the Cisco TelePresence Exchange System, refer to the following documentation:

- [Installation and Administration Guide for Cisco TelePresence Exchange System Administration Release 1.0](#)
- [API User Guide for the Cisco TelePresence Exchange System Release 1.0](#)

To access the documentation suite for the Cisco TelePresence Exchange System, go to the following URL:

<http://www.cisco.com/go/ctx-docs>

For more information about the Cisco TelePresence Exchange System solution, refer to the following documentation:

- [Cisco TelePresence Manager 1.7 Administration and Installation Guide](#)
- [Cisco TelePresence Multipoint Switch Release 1.7 Administration Guide](#)
- Cisco TelePresence MSE 8000 Series documentation
http://www.cisco.com/en/US/products/ps11340/tsd_products_support_series_home.html
- Cisco Catalyst 4900 Series Switches documentation
http://www.cisco.com/en/US/products/ps6021/tsd_products_support_series_home.html
- Cisco ASR 1000 Series Aggregation Services Router documentation
http://www.cisco.com/en/US/products/ps9343/tsd_products_support_series_home.html
- [Cisco Application Control Engine \(ACE\) Quick Start Guide](#), [Cisco ACE Server Load Balancing Configuration Guide](#), and [Cisco ACE 4700 Series Appliance Administration Guide](#)
http://www.cisco.com/en/US/products/ps7027/tsd_products_support_series_home.html
- [Cisco Unified Communications Manager Security Guide, Release 7.1\(2\)](#)

Important Notes

Information in this section highlights items that might affect full operation of the Cisco TelePresence Exchange System, and includes the following topics:

- [Licensing, page 4](#)
- [Special Considerations for Interoperability with the Cisco TelePresence Manager, page 4](#)

Licensing

The Cisco TelePresence Exchange System requires the installation of a license to enable Meet-Me and direct dial services. The system checks the license before scheduling a meeting or initiating a Meet-Me or direct dial call. The system blocks these operations if a valid license is not detected.

The Cisco TelePresence Exchange System comes preinstalled with a 30-day evaluation license. After 30 days, you must install a permanent license to continue to use the Meet-Me and direct dial services. The permanent license is perpetual, meaning that it does not expire and does not need to be renewed.

The license is locked to the call engine servers. If you replace a call engine server, you need to request a new license file for the replacement server.

Special Considerations for Interoperability with the Cisco TelePresence Manager

To ensure proper interoperability between the Cisco TelePresence Manager and the Cisco TelePresence Exchange System, a Cisco support engineer must perform an additional configuration to enable the API on the Cisco TelePresence Manager during system installation. To arrange for this support, contact your local Cisco system engineer or file a support case at Cisco.com.

Be aware that if the necessary configuration is not done, the Cisco TelePresence Exchange System might fail to authenticate with the Cisco TelePresence Manager or might report the following API exception value and cause code: ERC_CTSMAN_COMMUNICATION_FAILURE (exception value), CTSMAN_INTERCOMPANY_NOT_CONFIGURED (cause code).

Caveats

This section addresses the open caveats in this release and provides information on how to use the Bug Toolkit to find further details on those caveats, and includes the following topics:

- [Open Caveats, page 4](#)
- [Accessing Bug Toolkit, page 5](#)

Open Caveats

[Table 2](#) describes the open caveats in this release of the Cisco TelePresence Exchange System:

Table 2 **Open Caveats in Cisco TelePresence Exchange System Release 1.0(1)**

Identifier	Headline
CSCto32362	CTX Subagent fails to reinit when the admin server goes up/down.
CSCto03758	Interop Static meeting field should be removed when provisioning a CTMS.
CSCto03760	getCallDetailRecords is missing CompanyScope from apiCallDetailRecord.
CSCto03761	CTX Admin – Non SUPER user can Edit Cluster Nodes.
CSCto03762	Diagnostic tool does not show endpoint leave_time while DB shows.
CSCto03763	Concurrent access by netop and endpoint leave results in call failures.
CSCto03764	SNMP does not indicate the type of server in the system description such as admin, engine or database.
CSCto03765	When accessing the Diagnostics > Meetings Diagnostics window in the administration console, the words Internal Error might display on the window instead of the meeting information.
CSCto03766	Prevent network and IP change commands from being run on database.
CSCto03767	SNMP accepts invalid IP address while creating trapdest.
CSCto03768	To prevent a lockout from the command line interface on the administrator server, use the boot option when performing an upgrade.
CSCto03772	In the Cisco TelePresence Exchange System API, the not equal (ne) operator is not recognized in query strings.
CSCto03774	In the Cisco TelePresence Exchange System API, the isEndpointFree method always returns a state of true.
CSCto03775	In the Cisco TelePresence Exchange System API, the getMeetings startTime and endTime queries fail.
CSCto03776	In the Cisco TelePresence Exchange System API, when using the getRegions method, if the query string includes the serviceProvider property, the result will indicate that the serviceProvider property was not found.

Accessing Bug Toolkit

You can use the Bug Toolkit to find information about caveats for this release, including a description of the problems and available workarounds. The Bug Toolkit lists both open and resolved caveats.



Note

For this release, only open caveats are listed because it is the first release.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Bug Toolkit, follow these steps:

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- Step 1** To access the Bug Toolkit, go to the following link:
<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the **Search for bug ID** field and click **Go**.
- Step 4** To look for information when you do not know the bug ID number, do the following:
- From the Select Product Category menu, choose **TelePresence**.
 - From the Select Products menu, choose the desired product.
 - From the Software Version menu, choose the version number.
 - Under Advanced Options, choose either **Use default settings** or **Use custom settings**.
 - When you select **Use default settings**, the system searches for severity 1, 2, and 3 bugs, open and fixed bugs, and only those bugs containing bug details.
 - When you select **Use custom settings**, you can specify the severity and status parameters or search for keywords within the bug headline and description.
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Documentation Updates

Document Omissions

This section addresses omissions from the *Installation and Administration Guide for the Cisco TelePresence Exchange System* and the Online Help for the Administration Console of the Cisco TelePresence Exchange System, and includes the following topics:

- [Omissions from the Online Help, page 6](#)
- [Omissions from the Installation and Administration Guide, page 7](#)

Omissions from the Online Help

The following information was omitted from the Online Help for the Administration Console of the Cisco TelePresence Exchange System.

- Mandatory settings for the Min Interop Meeting ID and Max Interop Meeting IDs in the CTMS Resource Fields table.
 - For the Min Interop Meeting ID field, you must enter a value of 1.
 - For the Max Interop Meeting ID field, you must enter a value of 2.
- The Viewing Call Detail Records section is missing from the Configuring Call Routing chapter. Information for both of these items can be found in the *Installation and Administration Guide for the Cisco TelePresence Exchange System* on Cisco.com.

Omissions from the Installation and Administration Guide

The following information on troubleshooting interop calls was omitted in the *Installation and Administration Guide for Cisco TelePresence Exchange System*.

Troubleshooting Interop Endpoints

Interop endpoints are single and three-screen endpoints that are H.323 and ISDN standards-based. All interop calls are routed through the hosted Cisco VCS.

When there are problems with guest dial out calls or an interop call drops, there are a number of steps that you can take to isolate the cause of the problem.

Procedure

To troubleshoot an interop call, perform the following procedure:

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- Step 1** Log in to the Cisco TelePresence Exchange System.
- Step 2** From the navigation pane, choose **Diagnostics > Meetings Diagnostics**.
The Meeting Diagnostics window displays.
- Step 3** In the search field, enter the Conference ID of the meeting that is experiencing connection problems and click **Search**.

You can find the Conference ID for a meeting by choosing either **Collaboration Services > Meetings** or **Collaboration Services > Standing Meetings**, and then clicking a specific meeting entry from under the Subject column to display the Meetings Overview window

From the Meetings Overview window, you can also launch directly to the Meeting Diagnostics windows for that meeting by clicking the **Go to Diagnostics** button (top).
- Step 4** In the search results that return, determine when each dial out participant joined and left the call and the disconnect reason for the call.

Look for endpoints that got disconnected before the end of the meeting time or for abnormal disconnect reasons such as rejected or resource shutdown. These issues generally indicate that an endpoint is unable to join a meeting.
- Step 5** Log in to the Cisco VCS as the administrator.
- Step 6** From the tool bar, choose **Status > Calls > History**.
The Call History window displays.
- Step 7** At the Status column, look at the status of the interop call that is experiencing problems.
- When the call status shows the call as rejected, determine if the call was routed to the right destination. If not, identify and fix the routing issue on the Cisco VCS.
For additional information on the Cisco VCS, refer to following location:
http://www.cisco.com/en/US/products/ps11337/tsd_products_support_series_home.html
 - When the call status indicates normal call clearing, the problem is not with the Cisco VCS.
To further diagnose the problem, select one of the following options:
 - For guest dial out calls to ISDN endpoints, check the status of the call on the Cisco TelePresence ISDN Gateway MSE 8321 resource.
For additional information on the Cisco TelePresence ISDN Gateway MSE 8321 refer to the following location:

http://www.cisco.com/en/US/products/ps11340/tsd_products_support_series_home.html

- For dial out calls placed on enterprise endpoints, check the status of the call on the session border controller (SBC).
- For URI and IP dial out calls, check the status of the call at the Cisco TelePresence Video Communication Server Expressway.

For additional information on the Cisco VCS Expressway, refer to following location:

http://www.cisco.com/en/US/products/ps11337/tsd_products_support_series_home.html

- When there is no record of the call on the Cisco VCS, check the status of the call on the appropriate Cisco MSE 8000 Series resource (Cisco TelePresence Server MSE 8710 or Cisco TelePresence MCU MSE 8510) in the network and use a static meeting to test why a dial out to an endpoint is failing.

For additional information on the Cisco MSE 8000 Series, refer to the following location:

http://www.cisco.com/en/US/products/ps11340/tsd_products_support_series_home.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

This document is to be used in conjunction with the documents listed in the [Related Documentation, page 3](#)

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