Cisco TelePresence Management Suite

Version 13.1.2

Software release notes

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Contents

Introduction

Software version 13.1.2 is a maintenance release for the Cisco TelePresence Management Suite (Cisco TMS). This document lists and describes changes and issues solved for this release.

New features

This is a maintenance only release. There are no new features in this release.

Changed behavior

Identifier	Summary
CSCtt17322	Cisco TMS has a new EULA (End User License Agreement) as provided by Cisco Systems, Inc. The text can also be read at: http://www.cisco.com/go/eula

Booking API

Subject	Summary
Booking API	There is a new revision of the 3rd Party Booking API interface to incorporate the change for orphan occurrences. This new revision is labeled as version 8
Booking API	It is now possible to save conferences with the recurrence pattern as *Default*. Recurrence pattern *Default* allows a client to save a series in a single transaction including multiple exception instances, without explicitly defining the recurrence pattern for the series. The GetRecurrentConferenceById() function will be able to return all conference IDs associated with the series including the exceptions in a single transaction.
Booking API	When using a recurring series with End by Date, the FirstOccurrenceRecInstanceIdUTC field of ExConference will now be populated when saving and retrieving conferences.

Provisioning

Subject	Summary
TMS Agent Diagnostics	Cisco TMS will no longer display a warning ticket about different versions of TMS Agent running on a VCS if the VCS is running X7.0 and Cisco TMS is running TMS Agent v3.4. The TMS Agent versions are different between these releases (3.3 vs 3.4) but are compatible, so this ticket will now be suppressed if this combination is detected.
117338	Updated templates under **Systems > Provisioning > Configuration Templates** for new endpoints with Cisco software up to TC 4.2.1 and TE 4.1.0

Resolved issues

The following issues are resolved in this release.

Monitoring

Identifier	Summary
CSCtt00584	Resolved an interoperability issue with version 4.2 and higher of the Cisco TelePresence MCU that caused the SIP URI field in the tooltip displayed when hovering over the MCU in Conference Control Center to be blank.

Systems Management

Identifier	Summary
CSCtt00132	Resolved a caching issue introduced in Cisco TMS v13.1 that under certain conditions resulted in a system not being visible in **System > Navigator** immediately after it was added to Cisco TMS.
CSCtr91620	Resolved the issue introduced in Cisco TMS v13.1 where Cisco TMS improperly configured the externalmanager address in managed Cisco VCS and Cisco TelePresence Conductor systems to use HTTPS regardless of the secure-only setting in TMS. This would cause the system to fail to send feedback to Cisco TMS if HTTPS was not configured on the Cisco TMS Server. Cisco TMS now properly sets the URL to use HTTPS only if secure-only management is enabled in Cisco TMS at **Administrative Tools > Configuration > Network Settings > Secure-only device communication.**
CSCtt00565	Resolved the issue where Cisco TMS could display ConnectionStatus_NoHTTPSResponse or ConnectionStatus_NotRegisteredWithCucm in **System > Navigator** for system status. The statuses are now correctly displayed as *No HTTPS Response* and *Not Registered With CUCM* respectively. This also impacted the **Connection Status** view in the tree view panel of **Navigator**.
CSCts05784	Resolved the issue where a warning ticket was created in Cisco TMS for a Cisco VCS stating there was a mismatch in time zones, even though the time zones matched. An example of the issue: A Cisco VCS with time zone -6 America/Regina did not match the Cisco TMS time zone -6 Saskatchewan.
CSCtt71195	Resolved the issue where the field **Allow Remote Bookings** in **Systems > Navigator >** select Cisco CTS system **> Settings > Edit Settings/View Settings** was missing. This affected Cisco CTS systems only.
CSCtt11428 120385	Resolved the issue where the provisioning template **Conference Encryption Mode** for C-series endpoints did not have the option *On* in **Systems > Provisioning > Configuration Templates**.
CSCtt46524 121459	Resolved the issue were daylight saving for Brazil started at the incorrect date. Affected timezone: (GMT-03:00) Brasilia.
CSCtt19457	Resolved the issue where upgrading Cisco TMS to 13.1 or 13.1.1 failed with some installations using SQL Server 2008. This was due to a time-out because of an outdated and unused SQL procedure.
CSCts75773	Resolved the issue with ad hoc conferences that use a Cisco MPS and where **Ad Hoc Conferences Discovery** is enabled, changed the conference specific layout to the default setting on the MPS (template 1).

Booking API

Identifier	Summary

Identifier	Summary
CSCts98564	Resolved the issue where booking a recurring meeting that included an instance of the series occurring in the past on the day the meeting was booked would book that instance of the series as a meeting with no participants. The corrected behavior is all instances in the past are removed, including those occurring on the day of booking. The occurrence of the requested pattern in the future will be the first instance of the saved conference.
CSCts82318	Changed the error handling on retrieving conferences when there was inconsistent data on which participant was the VC Master for the conference. The error is now logged and no longer returns an exception to the Booking API. Prior to this change, if this error condition existed in the customer's TMS database, the Cisco TMSXE Synchronizer process could hang during synchronization.

General

Identifier	Summary
CSCtr80556	In Cisco TMS v13.1, the time zones for Russia were updated to account for the change in time zone rules adopted in 2011. This change had an error that left all Russian time zones off by one hour. This one hour offset is now fixed, and all Russian time zones are now handled correctly in Cisco TMS.

Reporting

Identifier	Summary
CSCts33831	Resolved issue introduced in Cisco TMS v13.1 where call detail records from a Cisco TelePresence ISDN GW were no longer collected.
CSCts82312	Resolved issue for scheduled calls involving an MCU introduced in Cisco TMS v13.1 where a duplicate call log record for calls involving the MCU would be created when using a Cisco TelePresence MCU running version 4.2 or newer.
CSCtt00984	Resolved the issue where an error was displayed when exporting to Excel for a report created in **Reporting > Conferences > Scheduling Interface > Data** tab.

Booking

Identifier	Summary
CSCtr67199	Cisco TMS v13.1 changed the way email addresses were validated to account for new top level domains. This change introduced a problem during booking where email addresses over a certain length/complexity could cause the booking process to stall for an extended time. This issue has now been resolved.
CSCtr28070	Resolved the issue where a double booking was possible if editing a non-recurring meeting into a recurring meeting while simultaneously removing occurrences of the new meeting that conflicted with another recurring meeting.
CSCts38070	Resolve the issue where booking a recurrent meeting using the Monthly pattern while using the setting 'Last...' (e.g. last Monday of every Month) caused the start time for all instances of the series except for the first instance to be midnight.
119789	Resolved the issue with a scheduled One-Button-To-Push conference where if a participant was set to call H.323 using IP Addresses, the One-Button-To-Push calendar on the calling system would fail to connect the call.
CSCts38075	Resolved the issue where changing the recurrence pattern of an existing series that results in fewer instances of the meeting could result in some instances of the new meeting pattern being deleted.
CSCtt00571	Resolved the issue with scheduled One-Button-To-Push conferences where it was not possible to book a participant that could only be connected as dial-out from the conference (E.g. an External Dial Out participant, phonebook entry, etc). The conference would be rejected with *No Route Possible*. This combination is now allowed and the Cisco TelePresence MCU will

Identifier	Summary
	auto-connect those participants at conference start time.
CSCts71454	Resolved the issue where it was possible to set audio/video mute under the **Booking > New Conference >** add participants **> Connection Settings** tab, but it was not activated on the Cisco TelePresence MCU during the conference. This only occurred for a phone book entry which was not registered in Cisco TMS (e.g. an external entry). This applied to both SIP and H.323.
CSCtt74724	Resolved the issues where a conference series started one day ahead of the originally booked time where: ▶ The booking was made by a user in a different time zone than the server (e.g: user is -6 GMT, server is +2 GMT). ▶ It was a recurrent conference with a weekly/monthly pattern. ▶ It was booked using the API (e.g: Exchange, Domino). For the error to occur the conference had to be booked at a time close enough to midnight so that the conference would start the following day at server time.

Limitations

Cisco products

Equipment	Summary
TMS Phone books	It is not possible to preview provisioning source (phone book) if you have more than 100 groups. Cisco has not found any low risk fix for this and has decided to rewrite this for the next major release of Cisco TMS. Customer with this problem is encouraged to contact support.
Upgrading to Cisco TMS 13.1.2	When upgrading from Cisco TMS 12.1 or 12.2 if replication is 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 allow the user to select to continue the installation. The Continue option should only be used if upgrading from TMS 12.1 or TMS 12.2 and disabling replication failed.
E20	It is not possible to use 'pre-registration' for E20 devices in Cisco TMS if the device is to be managed by Cisco TMS Agent.
MCU 42xx /45xx series MSE 84xx/85xx series	Cisco TMS 13.1.2 is not compatible with MCU and MSE blades using software older then version 2.0.
MCU 42xx /45xx series MSE 84xx/85xx series	Participant drag and drop is not available for SIP participants on a Cisco TelePresence MCU that were originally dial-out calls.
Hardware devices provisioned by Cisco TMS Agent	Cisco TMS will report an upgrade as successful for a Cisco TMS Agent provisioned endpoint before the upgrade my actually start or finish successfully on the device. The reporting of success in Cisco TMS is reporting that the job was successfully provisioned to the device's profile in the Cisco TMS Agent.
Hardware devices provisioned by Cisco TMS Agent	When performing a software upgrade for Cisco TMS Agent managed device, Cisco TMS will report the upgrade as successful even if the device is offline at the time. The upgrade is successfully provisioned into the device's profile, and the device will attempt the upgrade the next time it is online and provisioned.
Hardware devices provisioned by Cisco TMS Agent	Cisco TMS is able to upgrade EX systems on version TC4.2 and higher, however upgrading is not possible with TC4.1 software.
Cisco TMS Agent Cisco VCS	Network latency and 'distance' between Cisco TMS and the Cisco VCS systems can affect the ability to enable Cisco VCS clusters with provisioning on those Cisco VCS. On a network with high latency and lower throughput, enabling a provisioning cluster may lead to timeouts and potentially partial configurations of the Cisco TMS Agents. To minimize this impact of network "distance", it is important to configure provisioning clusters before populating the provisioning directory with users as described in the Cisco TMS Provisioning Deployment guide. However, 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, then the default timeout (one hour) can be increased by adding the registry key tmsAgentReplicationSetupTimeout (in minutes) at the following registry location on the Cisco TMS server: HKEY_LOCAL_MACHINE\SOFTWARE\Tandberg\TANDBERG Management Suite.
Cisco TMS, Provisioning Directory	Provisioning Directory will not be available immediately after server restart as it takes longer to start up than the rest of the Cisco TMS interface. If a user browses to the **Systems > Provisioning > Directory** before the service has finished starting up, an information message is shown to have the user check back shortly.
Cisco TMS, Provisioning Directory	When **TMS Agent Data Replication** is enabled, if a server (such as Cisco TMS or Cisco VCS) is out of the replication topology for more than 24 hours and then comes online again, all changes that have happened on any other replication member during that time will not be copied across to the server when it comes

Equipment	Summary
	back online. However, all new changes will be copied as normal. If necessary, missing entries modified or added during the downtime can be recovered to the server by running the "dsreplication initialize" from the command line on the server.
Cisco TMS, Provisioning Directory	Information for the screen **Directory**, in **Systems > Provisioning > Directory** is not translated in Cisco TMS 13.1.2. The information for this screen and the procedures involving this screen is described in Cisco TMS Provisioning Deployment Guide.
Cisco TMS, Provisioning Directory	Due to an OpenDS search limitation, the maximum number of Provisioning Directory folders that you can have when using the Provisioning Directory as a Phone Book Source is 100. Having greater than 100 folders will create an error in the default created Provisioning Source or when trying to create a Phone Book Source utilizing the Cisco TMS Provisioning Directory as the source.
Cisco TMS	On Cisco TMS installations using Windows 2008, request filtering by defaults limits uploading files larger then 30MB. This will prevent uploading software files larger then 30MB to the Software Manager page in Cisco TMS. For files larger then 30MB, it is recommended that administrators copy the file directly to the configure software directory folder on the server.
Cisco TelePresence Management Server	If the Cisco TMS Agent is to be utilized on the management server appliance, the provisioning directory should be limited to no more than 5000 users.
Cisco VCS X6.0	If Cisco TMS reports *no http response from the Cisco VCS* when trying to communicate with Cisco VCS running X6.0, the following additional Cisco VCS configuration is needed: ▶ 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` Cisco TMS will now be able to communicate with Cisco VCS.

Open issues

Identifier	Summary
CSCtq96599	An issue in **Administrative Tool > Locations > IP Zones** where you ► Edit an IP zone's dial in ISDN number (IP zone A) ► Click **Save**, ► Open another IP zone that doesn't have an ISDN dial in number (IP zone B) The result is that the IP zone B's ISDN number currently being viewed displays the ISDN number entered in IP zone A.
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 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 UTF-8 characters (æ,ø,å,# and &), Cisco TMS displays and error.
CSCtr32373	IP-zones are not taken into account when routing SIP-only conferences.
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.
CSCtr80288	It is possible to book a conference with cascading Cisco MCUs where there are no free ports available on one of the Cisco MCUs.
CSCtr91535	Booking an external audio ISDN dial-out using a C-series endpoint will fail.
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.

Identifier	Summary
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**.
CSCts31420	Conferences edited with Cisco TMS Scheduler that have been created with either Cisco TMS or Scheduler, changes the start time if you have a **Default Setup Buffer** defined in Cisco TMS **Administration Tools > Configuration > Conference Settings > Conference Create Options** pane.
CSCts50010	An error is displayed in Cisco TMS Scheduler if the logged-in user has **List your conferences when opening TMS Scheduler** checked in the their TMS user personal information.
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 emails do not correspond with the language set for Cisco TMS Users.

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 13.1.2. A full list of compatible versions is listed below.

Note: Cisco strongly recommends using the most recent versions of integration products to have access to all features and updates.

Cisco TMS integration compatibility matrix

Product	Compatible software version
TANDBERG See&Share	v3.3
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 TMS 3rd Party Booking API	All versions
Cisco TelePresence Management Suite Analytics Extension	All versions

Cisco TelePresence VCS interoperability for Provisioning

Installations using the Provisioning Directory of Cisco TMS (used for Cisco Movi 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.

Installation and Upgrade

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 Movi 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 13.1.2 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 then 12.6, or your Cisco VCS servers are not running X5.2 or newer software, you *must* follow the upgrade procedures the document Cisco TelePresence VCS Deployment Guide – Cluster creation and maintenance (VCS X6.1) to upgrade your VCSs and Cisco TMS. Cisco TMS version 13.1.2 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.
- If you are upgrading an existing installation of Cisco TMS running version 12.6 or newer, you no longer are required to disable replication before starting the Cisco TMS upgrade.
- 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 lookups for the Cisco TMS server. DNS reverse lookups (PTR records) that were required in Cisco TMS 12.5, are no longer required.

For specific instructions on setup of the Provisioning Directory feature of Cisco TMS, please refer to the Cisco TMS Provisioning Deployment guide and Cisco TelePresence VCS Deployment Guide – Cluster creation and maintenance (VCS X6.1) 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 the server rebooted.
- If you are running any of the external integration products with Cisco TMS, such as Messaging, IM, 3rd Party Booking, make sure to review the chapter 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 then Cisco TMS 12.5, server phone books that had manually created entries in them will have the manual entries removed from the phonebook 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 more details on this update, see the TANDBERG Management Suite v12 Release Note

Upgrading Cisco TMS

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. Refer to the Cisco TelePresence Management Suite Installation and Getting Started Guide documentation 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.

Checking for updates and getting help

If you experience any problems when configuring or using the Cisco TMS, consult the online help available within the UI of your Cisco TMS. The online help explains how the individual features and settings work.

If you cannot find the answer you need, check the web site at http://www.cisco.com/cisco/web/support/index.html where you will be able to:

- Make sure that the Cisco TMS is running the most up-to-date software.
- Find further relevant documentation, for example product user guides, printable versions of the online help, reference guides, and articles that cover many frequently asked questions.
- Get help from the Cisco Technical Support team. Click on **Technical Support Overview** for information on accessing Cisco Technical Services. Make sure you have the following information ready before raising a case:
  - The serial number and product model number of the unit (if applicable).
  - The software build number which can be found on the product user interface.
  - Your contact email addresses or telephone number.
  - A full description of the problem.

References and related documents

The following table lists documents and web sites referenced in this document. All product documentation can be found on www.cisco.com.

Name	Document reference
Cisco TelePresence Video Communication Server Cluster Creation and Maintenance Deployment Guide (X7.0)	D14367.11
Cisco TMS Provisioning Deployment guide	D14368.05
Cisco TelePresence Management Suite Release Note (13.1)	D14837.03
TANDBERG Management Suite v12 Release Note	D50539.10