



# Cisco TelePresence Management Suite

Version 13.1.1

Software release notes

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## Introduction

Software version 13.1.1 is a maintenance release for the Cisco TelePresence Management Suite (Cisco TMS) and Server products. This document lists and describes changes and caveats solved for this release.

# Changed behavior

## General

Subject	Summary
Online Help	The contents of the online help system have been updated to reflect the additions and changes included in the 13.1 release of the Cisco TMS.

## Resolved caveats

The following issues are resolved in this release.

### Settings

Internal reference	Identifier	Summary
117670	CSCts38085	The setting <b>Enable Cisco CTS Native Interop Call Routing</b> in <b>Administration Tools &gt; Configuration &gt; Configuration Settings</b> was shown in error. This setting is no longer displayed as this functionality is not yet available in Cisco TMS.

### Localization

Internal reference	Identifier	Summary
117384	CSCtr59202	Resolved issue seen with new installations (applies to version 13.1 only) where non-Latin characters would not display correctly. Installations upgraded to version 13.1 from a previous version were not affected.

### Provisioning

Internal reference	Identifier	Summary
117538	CSCts38066	Resolved issue where attempting to upgrade a Cisco TelePresence MX200 system that was provisioned by TMS Agent would return 'No suitable software found' when using Basic or Advanced Upgrade modes. Matching software is now properly displayed for this device type.

### Administration

Internal reference	Identifier	Summary
118457	CSCts15735	Resolved issue introduced in version 13.1 where using the <b>Administrative Tools &gt; User Administration &gt; Users &gt; New</b> button to manually create a user would always fail and display the message "There where some problem saving the user". The error message text and the issue creating users have both been corrected.

# Known 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 main release of Cisco TMS. Customer with this problem is encouraged to contact support.
Upgrading to Cisco TMS 13.1.1	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 13.1.1 is not compatible with MCU and MSE blades using software older than 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.
Cisco TMS Agent	Cisco TMS13.1 and 13.1.1 include version 3.4 of the Cisco TMS Agent which is not currently available on the Cisco VCS. This will result in a Trouble Ticket being displayed in Cisco TMS for those VCS systems stating 'TMS Agent Software Version Differs from Cluster Master'. This ticket is accurate, but the condition is acceptable as 3.4 is backwards compatible with version 3.3. This ticket can be safely ignored until a Cisco VCS release is available to update the TMS Agent version running on the Cisco VCS.
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 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 <a href="#">Cisco TMS Provisioning Deployment guide</a> . 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 <b>Systems &gt; Provisioning &gt; Directory</b> before the service has finished starting up, an information message is shown to have the user check back shortly.

Equipment	Summary
Cisco TMS, Provisioning Directory	When <b>TMS Agent Data Replication</b> 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 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 <b>Directory</b> , in <b>Systems &gt; Provisioning &gt; Directory</b> is not translated in Cisco TMS 13.1.1. The information for this screen and the procedures involving this screen is described in <a href="#">Cisco TMS Provisioning Deployment Guide</a> .
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 than 30MB. This will prevent uploading software files larger than 30MB to the Software Manager page in Cisco TMS. For files larger than 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	<p>If Cisco TMS reports <i>no http response from the Cisco VCS</i> when trying to communicate with Cisco VCS running X6.0, the following additional Cisco VCS configuration is needed:</p> <ul style="list-style-type: none"> <li>▶ Log in to Cisco VCS as root.</li> <li>▶ Enter: <code>echo "ServerAlias *" &gt; /tandberg/persistent/etc/opt/apache2/ssl.d/tmsfix.conf</code></li> <li>▶ Enter: <code>/etc/init.d/httpd restart</code></li> </ul> <p>Cisco TMS will now be able to communicate with Cisco VCS.</p>

# Open Caveats

## Settings

Internal reference	Identifier	Summary
117631	CSCts05784	A warning ticket is created in Cisco TMS for a Cisco VCS stating there is a mismatch in time zones, even though the time zones do in fact match. An example of the issue: A Cisco VCS with time zone -6 America/Regina does not match the Cisco TMS time zone -6 Saskatchewan.
116654	CSCtr28070	There is an issue where Cisco TMS allows user to make overlapping conferences.

# 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 13.1.1. 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 13.1.1 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 the document [Cisco TelePresence VCS Deployment Guide – Cluster creation and maintenance \(VCS X6.1\)](#) to upgrade your VCSs and Cisco TMS. Cisco TMS version 13.1.1 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, 3<sup>rd</sup> 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 than 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](http://www.cisco.com).

Name	Document reference
<a href="#">Cisco TelePresence Video Communication Server Cluster Creation and Maintenance Deployment Guide (X6.1)</a>	D14367.08
<a href="#">Cisco TMS Provisioning Deployment guide</a>	D14368.05
<a href="#">Cisco TelePresence Management Suite Release Note (13.1)</a>	D14837.03
<a href="#">TANDBERG Management Suite v12 Release Note</a>	D50539.10

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