Cisco TelePresence Management Suite 13.2.1

Software Release Notes
Revised December 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 13.2.1

Support for H323 on E20 endpoints

Cisco TMS now supports H323 for E20 endpoints.

Changed behavior

System names

The names of systems running TE and TC software have been changed in the Cisco TMS application as follows:

- Cisco TelePresence Personal – systems running TE software
- Cisco TelePresence Group Systems – systems running TC software

This change will only be seen here:

- **Systems > Configuration Templates > Configuration Templates > New Configuration Template > Select Advanced Settings >** Filter on system type.
- **Reporting > Call Detail Record**: reports generated here will reflect the new naming convention.

Resolved issues

The following issues were found in previous releases and were resolved in 13.2.1:

Booking

Identifier	Bug Description
CSCua26054	Resolved the issue where creating a conference would fail when the number of participants required an automatic cascade to three MCUs and Best Impression Distribution was selected. The issue also occurred when creating a conference template with the same number of participants. This did not occur with dial-in participants, when selecting the MCUs manually, or if using Least Cost Routing distribution.
CSCua09092	Resolved the issue where an unhandled exception could appear when clicking on **Booking > New Conference > Add Participants…** This occurred if a large number of conferences had already been booked for the day that the booking was attempted, and displayed a stack trace error and an error in the log-web.txt file.
CSCty98098	Resolved the issue where confirmation emails were not received when booking a One Button To Push conference including at least one non-Cisco TMS-managed participant (dial-in, dial-out, phone book entry, user).
CSCty94156	Resolved the issue where a SIP conference scheduled on an MCU in Cisco TMS did not register as SIP if H323 was disabled on the MCU. This happened because SIP registration was dependent on the H323 MCU prefix setup, meaning it would fail if H323 was turned off on the MCU.
CSCtx64185	Resolved the issue where Cisco TMS did not register SIP participants as taking up resources in stored bookings on an MCU, which made it possible to overbook SIP participants on the MCU in subsequent bookings.
CSCty43281	Resolved the issue where it was not possible to add E20 endpoints to a secure conference from **Conference Control Center** after the conference had been booked and saved. An error was generated stating: *Secure conference not supported by [endpoint name]*. It is now possible to add an E20 endpoint to a pre-booked secure conference from the **Conference Control Center**.

Systems management

Identifier	Bug Description
CSCua67538	Resolved the issue where editing the **Systems > Navigator > Edit Settings >** **Management Address** field for systems registered to a Cisco Unified Communications Manager resulted in Cisco TMS losing connection with the system. It is no longer possible to edit the **Name** field under **Edit Settings** here – this must be done from the Cisco Unified Communications Manager.
CSCtz83514	Resolved the issue where it was not possible to add Cisco TelePresence MX300, Profile 55 and SX20 systems which were registered to a Cisco Unified CM to Cisco TMS. When attempting to add the systems from **Systems > Navigator >** **Add Systems** **> From List > CUCM >** the system types above registered to the Cisco Unified CM are not displayed in the list.
CSCtz59012	Resolved the issue in **Systems > Navigator** where Cisco TMS inserted the system name in the **Settings > View Settings > Call Settings >** **H323 ID** field when H323 was disabled on the system.
CSCua52598	Resolved the issue where it was not possible to initiate an outgoing call at a bandwidth of 2048 kbps from **Systems > Navigator >** select a system running TC software **> Call Status**.
CSCua60353	Added Cisco TelePresence Server to the list of available MCUs to choose from in **Administrative Tools > Configuration > Conference Settings > Advanced Conference Options >** **Preferred MCU Type in Routing**
CSCua52587	Resolved the issue where enforcing management settings on a Cisco VCS in Cisco TMS changed the external manager address set on the Cisco VCS from the FQDN of the Cisco TMS to the IP address of the Cisco TMS. This could cause the HTTPS connection from the Cisco VCS to the Cisco TMS to fail.
CSCua65305	Resolved the issue where VCS tickets contained an invalid link to the VCS Warnings page. VCS tickets now contain a valid link to the Alarms page on the Cisco VCS.
CSCua52567	Cisco TMS now downloads software and release keys for Cisco TMSPE- and Cisco TMS Agent Legacy-provisioned systems.
CSCtz68686	Introduced a timeout increase option in the database for system upgrade software file upload.
CSCtz00863	Resolved the issue where Cisco TMS did not apply all persistent settings set here: **Systems > Navigator >** select any system **> Settings > Persistent Settings,** after clicking **Save**.
CSCty90987	Resolved the issue where tickets generated from Cisco VCS alarms and/or warnings were not clearing correctly in Cisco TMS once the issue had been fixed and acknowledged on the Cisco VCS.
CSCty90934	Resolved the issue where an incorrect software package was chosen when upgrading Cisco TelePresence Provisioning Legacy-provisioned Cisco SX20 endpoints. This occurred when upgrading from **Systems > System Upgrade > System Upgrade >** select **Systems managed by the TMS agent** and select a system **>** select **Upgrade Mode:** *Basic* **>** Click **Next**. The **Select Software and Release Keys** page showed the incorrect software upgrade package.

Phone books

Identifier	Bug Description
CSCtw52223	Resolved the issue where a call could fail when dialing an IP address entry from a Cisco TMS

Identifier	Bug Description
	phone book if **Administrative Tools > Configuration > General Settings > Route Phone Book Entries** was set to *Yes*. This happened because Cisco TMS incorrectly set the call protocol to IP instead of H323 or SIP for phone book entries which were IP addresses.

HTTPS Tool

Identifier	Bug Description
CSCua65316	Resolved the issue where the **HTTPS Enable Wizard** crashed when running with insufficient privileges. A message is now displayed if the tool is not run by a user with Administrator privileges.
CSCua65326	Resolved the issue where running the **HTTPS Enable Wizard** on an unsupported operating system version gave an unhandled .Net exception error. The tool runs on Windows 2008 server only. An error message will now be displayed instead.
CSCua65350	Resolved the issue where during the installation of Cisco TMS, the **HTTPS Enable Wizard** could disappear behind the **Installer** window leading the user to think that the **Installer** had hung. The **HTTPS Enable Wizard** will now always be on top of the **Installer**.

General

Identifier	Bug Description
CSCty46186	Resolved the issue where removing a user from an Active Directory group did not remove that user from Cisco TMS when clicking on **Administrative Tools > User Administration > Groups > Update Groups from AD** or **Administrative Tools > User Administration > Users > Synchronize all users with AD**.
CSCty66719	Resolved the issue where changing the value in **Administrative Tools > Network Settings > General Network Settings > Telnet/HTTP Command Timeout (in seconds)** did not change the timeout duration for Cisco TelePresence IP Gateway, Cisco TelePresence ISDN Gateway and Cisco TelePresence Server.

Open issues

Identifier	Summary
CSCua28639	Incorrect distribution of participants in cascaded conference template: If you create a conference template with No Distribution routing, then create another conference template with Best Impression routing which requires cascading, the number of participants distributed to each MCU in the second conference template is incorrect.
CSCua52581	Integration with Cisco TMSXE 2.x: Recurrent conferences booked in Outlook will synchronize into the Cisco TMS calendar, and will launch, either one day earlier or six days later than booked, depending on which time zone the Cisco TMS and users are configured with, and whether the recurrence is weekly or daily.
CSCua57862	Integration with Cisco TMSXE 2.x: The synchronizer component hangs and no meetings booked in Cisco TMS are synchronized to Exchange/Outlook. This occurs when booking orphans in Outlook with Cisco TMS versions 13.1.2 and later.
CSCua34693	When **Administrative Tools > Configuration > Conference Settings > Extend Scheduled Meetings Mode** is set to *Automatic Best Effort*, Cisco TMS tries to extend Ad-Hoc conferences by 15 minutes every minute. After this has happened 16 times an error message is displayed.
CSCua72784	In **TMS Tools > Configuration** there is an option **Change TMS Encryption Key**. This should not appear and has no function in this version of Cisco TMS.
CSCtr17122	In **Systems > Navigator >** select a Cisco VCS **> Active Calls** tab, the **Duration** column does not show any data when there are active calls on the Cisco VCS.
CSCua06260	It is not possible to modify or delete a See&Share-enabled conference.
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 Settings**, 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 MCU **> Settings > Extended Settings:** the **First meeting ID** field has a limit of 19 digits. The Cisco 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 the conference owner for a conference booked in Cisco TMS Scheduler is changed, both the previous and the new current owner will see the meeting in the **Scheduler > My Conferences** page.

Identifier	Summary
CSCtr32413	When booking one or more endpoints and a Cisco TelePresence Content Server through the booking API, the booking sometimes fails with this error: *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 to and then disconnected from a permanent conference created on a Cisco TelePresence MCU, using Cisco TMS **Monitoring > Conference Control Center,** the participant incorrectly remains as a pre-configured participant on the MCU.
CSCtr91647	Cisco TMS always adds a Cisco TelePresence MCU for point-to-point calls with C-series endpoints if the IP bandwidth for the conference is set to more than 6000 Kbps. This occurs even though the field **External MCU Usage in Routing** is set to *Always except p2p* (**Administrative Tools > Configuration > Conference Settings > Advanced Conference Options** pane).
CSCts02650	Any communication with Cisco TelePresence 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 editing a recurrent conference from TMS Scheduler, you are not asked whether you want to edit this instance or all instances of the recurrence. Only the selected instance will be changed.
CSCts02678	Unable to change the call direction of an external IP video dial-in participant from **Monitoring > Conference Control Center**.
CSCts02684	Alarms displayed in **Monitoring > Conference Control Center** do not display when the conference is opened. Old alarms are not cleared correctly.
CSCts02729	Conferences booked with audio/video dial-in participants are displayed as ad-hoc calls in **Monitoring > Conference Control Center**.
CSCtt07448	The language setting for confirmation email messages does not correspond with the language set for Cisco TMS users.

Limitations

Cisco products

Equipment	Summary
Cisco TelePresence MCU v4.3 or later	Cisco TelePresence MCU Software version 4.3 introduced new options for **Content mode**: *Passthrough*, *Hybrid*, *Transcoded*, and *Disabled*. This version of Cisco TMS cannot use the *Passthrough* or *Hybrid* content modes. When scheduling a conference with a Cisco TelePresence MCU running software version 4.3 or later, Cisco TMS uses **Content status** *H239Enabled* only. As a result, Content mode for that conference will either be set to Transcoded or Disabled. This will be resolved in a future Cisco TMS software release.
Cisco Unified Communication Manager-provisioned systems	When making an ad hoc call which involves a participant which is registered to a Cisco Unified Communication Manager, the Cisco Unified CM-registered system could appear twice in the **Conference Call Centre** in Cisco TMS.

Equipment	Summary
Upgrading to Cisco TMS 13.2.1	When upgrading from Cisco TMS 12.1 or 12.2 with Cisco TMS Agent Legacy replication enabled, the installer will stop the installation and show a warning. To compensate for a weakness in version 12.1 or 12.2 which may cause disabling replication to fail, the installer will give the user the option to continue with the installation. The Continue option should only be used when upgrading from TMS 12.1 or TMS 12.2 where disabling replication has failed.
Cisco TMS, Provisioning Directory	The provisioning directory will not be available immediately after a server boot or restart. The TMS Agent service takes longer to start up than the rest of the Cisco TMS interface, therefore browsing to **Systems > Provisioning > Directory** too quickly causes an information message to be shown advising that the service is still starting.
Cisco TMS Provisioning Phone book	It is not possible to preview the provisioning phone book source if you have more than 100 folders in the Provisioning Directory. This is resolved by upgrading to the Cisco TMS Provisioning Extension.
Cisco TMS, Provisioning Directory	Creating a phone book source of type Cisco TMS Provisioning Directory will result in an error if there are more than 100 folders in the Provisioning Directory. This is due to an OpenDS search limitation, so the number of folders must be less than 100. This is resolved by upgrading to the Cisco TMS Provisioning Extension.
Cisco TMS, Provisioning Directory	If a server such as Cisco TMS or Cisco VCS is offline for more than 24 hours while TMS Agent Data Replication is enabled, new changes will be replicated as normal when the server comes back online. However, changes on other replicating members during the downtime will not be replicated to the server. If necessary, run the command **`dsreplication initialize`** on the server to recover the missing entries.
Cisco TMS Agent Legacy Cisco VCS	Networks with high latency and low throughput may cause problems for Cisco VCS clusters with provisioning enabled. Potential issues include timeouts and only partial configuration of the TMS Agents. To minimize the impact of latency and distance between Cisco TMS and Cisco VCS, configure provisioning clusters before populating the provisioning directory with users. These procedures are described in the Cisco TMS Agent Legacy Provisioning Deployment Guide. If replication is being re-enabled or a Cisco VCS or VCS cluster is being added to the solution in a network with high latency, you can increase the default timeout of one hour: On the Cisco TMS server: • Go to the following registry location: **HKEY_LOCAL_MACHINE\SOFTWARE\Tandberg\TANDBERG Management Suite.** • Add the registry key *tmsAgentReplicationSetupTimeout* in minutes.
Hardware devices provisioned by Cisco TMS Agent Legacy	Cisco TMS will report a software upgrade as successful for a provisioned endpoint before the upgrade has started on the endpoint, even if the endpoint is offline. The report reflects that the job was successfully provisioned to the device's profile in Cisco TMS Agent Legacy or Cisco TelePresence Management Suite Provisioning Extension, not that the upgrade has been completed. Offline endpoints will attempt the upgrade the next time they are online and provisioned.
Hardware devices provisioned by Cisco TMS Agent Legacy	Cisco TMS is able to upgrade EX systems on software version TC4.2 and higher. Upgrading is not possible with TC4.1 software.

Equipment	Summary
Cisco TelePresence Management Server	For provisioning deployments using the Cisco Telepresence Management Server appliance, the provisioning directory must be limited to a maximum of 5000 users.
MCU 42xx /45xx series MSE 84xx/85xx series	Cisco TMS 13.2.1 is not compatible with Cisco TelePresence MCU and MSE blades running software earlier than version 2.0.
Cisco VCS X6.0	If Cisco TMS reports *no http response* for a Cisco VCS running X6.0, run the following on the Cisco VCS: Log in to Cisco VCS as root. Enter: **`echo "ServerAlias *" > /tandberg/persistent/etc/opt/apache2/ssl.d/tmsfix.conf`** Enter: **`/etc/init.d/httpd restart`** This will resolve the communication issue.
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

Cisco TMS 13.2.1 is not compatible with Cisco TMSXE 2.x. The latest release of Cisco TMS which is compatible with Cisco TMSXE 2.x is 13.1.1. To use Cisco TMS 13.2.1 with Cisco TMSXE, migrate Cisco TMSXE to version 3.x.

See the documentation for the Cisco TMS Extension products for information on compatibility with this version of Cisco TMS.

Upgrading to 13.2.1

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 Legacy

For installations using the Provisioning Directory of Cisco TMS (used for Cisco Jabber Video for TelePresence and large scale provisioning) there is a software version dependency between Cisco TMS and Cisco VCS. The TMS Agent that runs on the Cisco VCS must be compatible with the version running in the Cisco TMS installation and may require additional steps to perform an upgrade. The TMS Agent included with Cisco TMS version 13.2.1 is backwards compatible with the version shipped with Cisco VCS version X5.2 or later and is unchanged from Cisco TMS version 13.2.

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

- Before upgrading, Cisco recommends ensuring you have a backup of the Cisco TMS Agent Legacy data. This can be accomplished using the TMS Agent Setting page located at **Administrative tools > Configuration > TMS Agent Setting**.

- If you are upgrading Cisco TMS from a version earlier than 12.6, or your Cisco VCS servers are not running X5.2 or later software, you must follow the upgrade procedures in the document Cisco TelePresence Video Communication Server Cluster Creation and Maintenance Deployment Guide (X7.1) to upgrade your VCSs and Cisco TMS. Cisco TMS version 13.2.1 is not specifically mentioned in the guide, but is interchangeable with references to Cisco TMS 13.0 or Cisco TMS 12.6.
- The local hostname of the Cisco TMS server must match the DNS A record of the server for Cisco TMS Agent Legacy to operate correctly. Ensure that the DNS servers used by Cisco TMS contain forward and reverse (PTR) lookups for the Cisco TMS server.
- For specific instructions on setup of the Provisioning Directory feature of Cisco TMS, see Cisco TMS Agent Legacy Provisioning Deployment Guide and Cisco TelePresence Video Communication Server Cluster Creation and Maintenance Deployment Guide (X7.1).

Important notes for all installations

- To upgrade an existing installation, you will need the SQL Server 'sa' password from the initial Cisco TMS installation to complete the upgrade.
- Upgrades will interrupt Cisco TMS availability as the installation requires Cisco TMS services to be stopped and the server rebooted.
- If upgrading from a version earlier than Cisco TMS 12.6, the default Booking Confirmation email templates and phrase files will be updated. If you have customized these templates, these changes are not automatically added to your customized files but will still be available for use. To see the default usage of these new values and have them in your templates, customers with customized Booking Confirm templates or phrases must use the **Revert to Default** button on the **Edit Email Template** page. Once reset, you may re-add your customizations to the templates or phrase files.
- If upgrading from a version earlier than Cisco TMS 12.5, server phone books that had manually created entries in them will have the manual entries removed from the phonebook and placed in a newly created external source of type *Manual List*.
- If upgrading from a version earlier than Cisco TMS 12.2, the onetime database clean-up included in the TMS 12.2 release will be executed. This adds significant time for the installer to complete. For further details contact Cisco Technical Support.

Upgrade and installation instructions

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

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

Using the Bug Search Tool

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

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

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

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

4. Type the product name in the **Search** field and click **Search**.
5. 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
2012-07-05	01	Original version
2012-12-19	02	Updated version containing amendment to Important notes for all installations section.