



# Cisco TelePresence Management Suite Extension for Microsoft Exchange

## Release Notes

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Software version 2.3

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# Introduction

These release notes addresses issues resolved in Cisco TelePresence Management Suite Extension for Microsoft Exchange since version 2.2.

## Product name change

As of this release, the product name is Cisco TelePresence Management Suite Extension for Microsoft Exchange, with the short form Cisco TMSXE.

## Custom form name change

As of this release, the (optional) custom Outlook form for booking videoconferences is referred to as the Cisco form.

## Installation path change

All program files for new installations will be placed in C:\Program Files\Cisco\Conferencing eXtensions for Microsoft Exchange. For upgraded installations, the path remains C:\Program Files\TANDBERG\.

# Functionality changes

## Videoconference master selection

The videoconference master is the participant in the conference who is considered to be the "chair" and the one who will be prompted to start a manually connected conference, or extend the meeting if more time is needed.

All determination of videoconference master has now been transferred to Cisco TelePresence Management Suite, which will add the first videoconference resource in the **Location** field as the videoconference master. If this endpoint is not able to be the master, Cisco TMS will select the first resource on the list that is eligible to be the videoconference master both when the conference is booked and if it is edited later.

An eligible conference master is a system that is able to receive messages regarding the conference from Cisco TMS. Cisco IP Video Phone E20 is an example of a system that is not able to be the conference master.

Upgrading customers should note that the functionality will affect new and modified conferences only. Previously booked items will *not* be automatically updated.

## Limitations to resource calendar booking

Videconference bookings must not be created nor modified using a resource calendar, in order to avoid synchronization issues.

As of version 2.3, the option to decline meetings originating in Cisco TMS from resource calendars has been removed.

## Making and modifying bookings in the past

The Cisco TMS Booking API has changed behavior when an organizer modifies a recurrent series of meetings that has occurrences in the past. The modifications will now only be stored for future occurrences.

This functionality change partially addresses scenarios where organizers receive multiple notifications that meetings cannot be booked in the past (caveat reference number 86836).

# Changes to requirements and documentation

## Requirements changes

In order to minimize compatibility issues and make sure users take full advantage of recent improvements to the Cisco TelePresence Management Suite Booking API, limitations have been made to the list of supported environments and software versions.

Requirements are included in this document in their entirety; the main changes are highlighted below:

### Exchange server software

- Exchange 2003 SP2 is now supported with Windows Server 2003 R2 32-bit SP2 only
- Exchange 2007 SP3 is now supported with
  - Windows Server 2003 R2 64-bit SP2
  - Windows Server 2008 R1 SP3

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**Note:** Several reports have been made of high server load causing Cisco TMSXE to stop functioning when using Windows Server 2008 with Exchange 2007 in large deployments. When the configuration tool is opened, the error message "The interface is unknown" is displayed, and the service will resume only after restarting the Exchange Information Store. The problem is caused by the use of CDOEX technology that has been de-emphasized by Microsoft. For new Cisco TMSXE deployments, using Windows Server 2003 R2 is therefore recommended. Cisco is committed to resolving this issue in a future release for the Windows Server 2008 environment.

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### Client software

Microsoft Outlook 2007 Service Pack 2 is now the only email client supported for Cisco TMSXE.

### Cisco TMS requirement

Cisco TMS must now be version 13.0.2 or newer for compatibility with Cisco TMSXE.

## Documentation changes

As of this release, four documents covering the Cisco TMSXE product are available:

Title	Description	Reference
<i>Cisco TelePresence Management Suite Extension for Microsoft Exchange Release Notes (2.3)</i>	Describes features, changes, and caveats in the latest release of Cisco TMSXE.	D14848
<i>Cisco TelePresence Management Suite Extension for Microsoft Exchange Installation Guide (2.3)</i>	Installation and initial configuration procedures for administrators.	D14846
<i>Cisco TelePresence Management Suite Extension for Microsoft Exchange Administrator Guide (2.3)</i>	Functional overview, software reference and troubleshooting information for administrators.	D14847

Title	Description	Reference
<i>Cisco TelePresence Management Suite Extension for Microsoft Exchange User Guide (2.3)</i>	Guidance for end users on creating and modifying bookings using Outlook and using the Cisco form.	D14753

Substantial changes have been made to system requirements (see above), and new sections in the documentation include:

- Best practices for deployment (in the installation guide)
- Understanding the logs and Troubleshooting (in the administrator guide)

Requirements are also included in this document in their entirety.

# Resolved caveats

Below is an overview of issues resolved in Cisco TelePresence Management Suite Extension for Microsoft Exchange since version 2.2.

Reference	Description
72541	To avoid <b>Yes/No</b> buttons disappearing from view when there are large quantities of error messages in the configuration tool message box, a split into multiple boxes has been made.
80718	Solved issue where adding Cisco TMS-registered endpoints to occurrences of a meeting series created for a non-registered endpoint would generate a "Could not process your reservation" error notification to the organizer.
82672	Solved issue where restarting the synchronizer would trigger the error message "Index was outside the bounds of the array", seen on fresh setups with few bookings.
84098	In Cisco TMS, the setting <b>Administrative Tools &gt; Conference settings &gt; Auto Generate Password</b> creates a random password (or pin code) for every new conference. If this setting is enabled, bookings created through Outlook and Cisco TMSXE will also have an auto generated password. In previous releases no password would be generated for conferences booked using the Cisco form. Instead, a blank password would be specified for the conference if the field was left empty.  This issue has now been addressed, and passwords will be generated as expected. Cisco TMSXE will no longer allow blank passwords when using the form.
84260	Reconfiguring multiple systems from Cisco TMS will no longer cause a "Could not create or write to temp directory" error.
84929	Corrected the handling of non-US locales. Previously, setting the Windows Server Regional and Language settings to Italian, the date/time format in Cisco TMSXE would become invalid and the synchronizer would stop. The "Rebook all meetings" option in the administration panel would also stop working, and the error message "Submitted SQL statement was incomplete" would be displayed.
86574	Corrected handling of changes to sender email address settings. In 2.2, <i>Full Access</i> was required for the sender email address. Starting with 2.3, <i>Send As</i> privileges are sufficient.  Note: <ul style="list-style-type: none"><li>■ Exchange Information Store must be restarted after granting <i>Send As</i> privileges for the change to register with Cisco TMSXE.</li><li>■ <i>Full Access</i> privileges will no longer necessarily work without <i>Send As</i> being specified.</li></ul>
87497	Improved handling of recurrent meetings. Resolved issues include: <ul style="list-style-type: none"><li>■ Updates to recurrent meetings with exceptions would sometimes cause Cisco TMS and Cisco TMSXE conference information to become out of sync.</li><li>■ In a recurrent meeting with more than one exception: When removing a participant from a (non-exception) occurrence and later putting the same participant back in, this is not reflected back to Cisco TMS.</li><li>■ If the first instance of a recurrent series has been modified, updating the entire series at a later time would in some cases lead to unexpected behavior.</li></ul>
87560	When AD lookup of local account name fails, this is expected behavior. It will now be logged as INFO instead of ERROR.
87567	The configuration tool will no longer fail if no systems are registered in Cisco TMS.

Reference	Description
87801	Deleting one occurrence of a recurrent meeting from the Exchange room calendar will leave the occurrence as still booked in Cisco TMS.
87806	Resolved issue where organizer would receive error notification when changing the resource for a meeting to <b>Show As Free</b> in the resource calendar.
87878	Corrected handling of special characters in EML filenames that could cause synchronizer to halt.
88220	The synchronizer will no longer halt if an attendee list cannot be read.
88223	Booking a recurrent series that starts in the past can result in out-of-sync bookings between Exchange and Cisco TMSXE.
88224	Changing the subject of a recurrent meeting via Cisco TMS does not change the subject for all rooms/occurrences in Exchange.
88226	When only one meeting in a series contains video resources, removing this occurrence from Cisco TMS now correctly removes it from Exchange.
88229	When updating one occurrence of a recurrent meeting with a new room and time in Cisco TMS, the deleted room's Exchange calendar will retain the original booking.
88437	Resolved issue where repeated changes to videoconference master for a recurrent meeting using the location field would stop taking effect.
88539	Resolved issue where deleting some recurrent meetings from Outlook would generate the error notification "Could not process your reservation ... You cannot make a route between less than two participants" to organizer and cause Cisco TMS and Exchange to become out of sync.
88891	Changing the video conference master of a recurrent meeting from Cisco TMS no longer causes Exchange and Cisco TMS to become out of sync.
89180	In some scenarios where an endpoint is removed from an occurrence of a recurrent meeting, the endpoint may be immediately re-added by the Cisco TMSXE synchronizer. This may happen if the endpoint is used in a different booking that conflicts with other occurrences of the same series.
89586	In some scenarios, modifying a recurrent meeting using Cisco TMS can make the Cisco TMSXE synchronizer hang.

# Open caveats

The below list contains known limitations of the Cisco TMSXE product that affect versions up to and including 2.3.

Reference	Description
72332	Several reports have been made of high server load causing Cisco TMSXE to stop functioning when using Windows Server 2008 with Exchange 2007 in large deployments. When the configuration tool is opened, the error message "The interface is unknown" is displayed, and the service will resume only after restarting the Exchange Information Store. The problem is caused by the use of CDOEX technology that has been de-emphasized by Microsoft. For new Cisco TMSXE deployments, using Windows Server 2003 R2 is therefore recommended. Cisco is committed to resolving this issue in a future release for the Windows Server 2008 environment.
76885	Multi-domain controller environments only: When connecting existing meeting rooms with existing bookings, the administrator should not "import existing bookings" until verifying that the system ID tag has replicated to all domain controllers. By default this tag is stored in <b>customAttribute1</b> on the Active Directory user object for a resource.
86347	The configuration tool will crash on startup if the tmsconfuser does not have rights in Cisco TMS.
86836	Some organizers receive repeated notifications that "You cannot book a conference in the past" for non-modified conferences that have completed successfully.
86887	A meeting series that does not contain video resources can only have one exception where an occurrence include video resources. Cisco TMS will silently cancel any further occurrences with exceptions, due to a limitation of the Cisco TMS Booking API. Refer to <i>Cisco TelePresence Management Suite Extension for Microsoft Exchange User Guide</i> (2.3) for user guidance on creating and modifying meeting series with exceptions.
87738	Booking a meeting at midnight (00h) will book on different days in Exchange and Cisco TMS.
87740	Modifying one instance of a recurrent meeting that happens around midnight will sometimes lead to Cisco TMS and Exchange becoming out of sync.
87742	
87532	
87746	Subject changes in an occurrence of a recurrent meeting are not reflected in the confirmation email message from Cisco TMSXE.
87797	When modifying an occurrence of a recurrent series, the organizer will get a confirmation email message about the entire series, not about the exception.
88221	Booking a meeting where a system is busy in one occurrence leaves the meeting as <i>Tentative</i> rather than <i>Declined</i> in the busy room calendar.
88226	If a recurrent meeting without video resources has one occurrence updated to include video resources, and this exception is then deleted from Cisco TMS, it will not be removed from room calendars in Exchange.
88238	Test email messages sent using the "Change Sender Address for E-mail" functionality may have an erroneous timestamp.
88240	Mail sent by Cisco TMSXE uses the Active Directory object's Display name rather than the display name configured in the administration tool.

Reference	Description
88892	Modifying the participant list of a recurrent meeting from Cisco TMS sometimes causes Exchange and Cisco TMS to become out of sync.
88893	Deleting a recurrent meeting that has been modified repeatedly can cause bookings to not be correctly updated and deleted across calendars.
88894	Adding "garbage" characters to the <b>Location</b> field may cause the wrong resource to be designated videoconference master.
89178	Replacing an endpoint in a future occurrence of a recurrent meeting may fail if the meeting series has already started. A workaround that avoids this issue is cancelling the occurrence in question and booking it as a separate meeting.
115029	Modifying a meeting series so that it begins in the past may cause Cisco TMS and Exchange to contain out of sync occurrences.
115112	Using Outlook to delete an Outlook-created series that has been modified using Cisco TMS does not delete participants added via Cisco TMS from either system.
115180	When installing Cisco TMSXE version 2.3 in an Exchange 2007 environment, reverting to an earlier version is not possible.
115206	Exchange 2003 on Windows Server 2003 only: Replacing an endpoint in an occurrence of a recurrent meeting may fail. A workaround that avoids this issue is cancelling the occurrence in question and booking it as a separate meeting.

# Requirements

## Server requirements

The requirements assume you are installing on an operational Exchange server and that all Microsoft requirements for the Exchange server are satisfied.

### Exchange 2003

Product	Version/service pack (SP)	Additional requirements and recommendations
Microsoft Exchange Server 2003	SP 2	<ul style="list-style-type: none"> <li>■ Standard or Enterprise Editions.</li> <li>■ Exchange System Manager must be installed on the server.</li> </ul>
Microsoft Windows Server 2003 R2 32-bit	SP 2	<a href="#">Domain functional level</a> Windows 2000 native mode or higher recommended, see below.
Microsoft .NET Framework	2.0 SP 2 or later	

### Exchange 2007

Product	Version/service pack (SP)	Additional requirements and recommendations
Microsoft Exchange Server 2007	SP 3	<ul style="list-style-type: none"> <li>■ Standard or Enterprise Editions.</li> <li>■ The server must have the Mailbox Server role installed.</li> </ul>
Microsoft Windows Server 2003 R2 64-bit (Recommended, see note below)	SP 2	<a href="#">Domain functional level</a> Windows 2000 native mode or higher recommended, see below.
Windows Server 2008 R1 64-bit	SP 2	See note below for caveats.
Microsoft .NET Framework	2.0 SP 2 or later	

**Note:** Several reports have been made of high server load causing Cisco TMSXE to stop functioning when using Windows Server 2008 with Exchange 2007 in large deployments. When the configuration tool is opened, the error message "The interface is unknown" is displayed, and the service will resume only after restarting the Exchange Information Store. The problem is caused by the use of CDOEX technology that has been de-emphasized by Microsoft. For new Cisco TMSXE deployments, using Windows Server 2003 R2 is therefore recommended. Cisco is committed to resolving this issue in a future release for the Windows Server 2008 environment.

## Domain functional level

The Active Directory domain functional level must be Windows 2000 native mode or higher in order to support the group permissions used on the calendars for Exchange 2003. Windows 2000 mixed mode does not support these group permissions.

If opting to keep mixed mode for the domain functional level, the two default security groups will not be created by the installer, and you must apply your own set of permissions on the resource calendars as described in [Defining calendar security groups](#).

## Exchange licensing

Installing Cisco TMSXE has no impact on your Microsoft Exchange licenses.

The user accounts and mailboxes created to represent Cisco TMS systems do not require or consume Client Access Licenses (CAL) for your Exchange server. CAL licenses are tied to users or devices accessing the server, not the mailboxes themselves. An installation of Cisco TMSXE only needs one CAL for the server's components themselves.

## Client requirements

Product	Requirements
Microsoft Outlook 2007 Service Pack 2	Note that Service Pack requirement is absolute; Service Pack 1 has known issues with Cisco TMSXE.
Microsoft Outlook Web Access (OWA)	<ul style="list-style-type: none"> <li>■ Only supported with Exchange 2007.</li> <li>■ The custom videoconference booking form is not available when using OWA.</li> </ul>

## Cisco TMS requirements

Version	13.0.2 or later
Network	<ul style="list-style-type: none"> <li>■ HTTP (HTTPS optional) connectivity is required from the Exchange Server to Cisco TMS.</li> <li>■ Cisco TMS must be able to send email to the Exchange Server's domain.</li> </ul>
Licensing	<p>Either:</p> <ul style="list-style-type: none"> <li>■ One Cisco TelePresence Management Suite Extension for Microsoft Exchange option key per 25 endpoints integrated with Cisco TMS, usually recommended for smaller deployments. See below for detail on how system licenses are activated.</li> <li>■ One Application Integration Package option key per Exchange Server integrated with Cisco TMS, recommended for deployments with a large number of systems to be integrated.</li> </ul>

## Enabling option keys

To enable an option key in Cisco TMS:

1. Go to [Administrative Tools > General Settings](#).
2. In the **Licenses and Option Keys** pane, click **Add Option Key**.

3. Input the option key string.
4. Click **Save**.

## Per system licensing

Note that each system to be integrated with Exchange must already have been added to and licensed for use with Cisco TMS.

Once the Exchange Integration Option has been activated in Cisco TMS, the **Allow Remote Bookings** setting determines whether each system is using a license.

The first time Exchange booking is used for a system, **Allow Remote Bookings** will be toggled to **Yes** for that system in Cisco TMS, provided a license is available. If no more licenses are available, **Allow Remote Bookings** will still be set to **No** for that system, and the requested booking will be denied. A Cisco TMS ticket will be generated to notify the administrator that no more licenses are available.

To view and/or manually modify the setting:

1. In Cisco TMS, go to [Systems > Navigator](#).
2. Select the system you want.
3. Click the [Settings](#) tab.
4. In the **TMS Scheduling Settings** pane, you will find **Allow Remote Bookings** set to **Yes** or **No**.
5. If you want to modify the setting, click **Edit Settings**.
6. Use the checkbox to toggle the setting.
7. Click **Save**.

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**Note:** The **Allow Remote Bookings** setting is only visible if one or more Microsoft Exchange Option keys have been activated in Cisco TMS. If an Application Integration Package option is also activated, the setting will be void and therefore hidden.

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# References and related documents

Documents and web sites referenced in this document are listed below.

All product documentation for Cisco TMSXE can also be found on our website:

[http://www.cisco.com/en/US/products/ps11472/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps11472/tsd_products_support_series_home.html)

Title	Reference
<a href="#">Cisco TelePresence Management Suite Extension for Microsoft Exchange Installation Guide (2.3)</a>	D14846
<a href="#">Cisco TelePresence Management Suite Extension for Microsoft Exchange Administrator Guide (2.3)</a>	D14847
<a href="#">Cisco TelePresence Management Suite Extension for Microsoft Exchange User Guide (2.3)</a>	D14753
<a href="#">Cisco TelePresence Management Suite Release Notes (13.0.2)</a>	D14834

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## Checking for updates and getting help

We recommend registering your product at <http://www.tandberg.com/services/video-conferencing-product-registration.jsp> in order to receive notifications about the latest software and security updates. New feature and maintenance releases are published regularly, and we recommend that your software is always kept up to date.

If you experience any problems when configuring or using the product, consult the documentation at <http://www.tandberg.com/support/video-conferencing-documentation.jsp> for an explanation of how its individual features and settings work. You can also check the support site at <http://www.tandberg.com/support/> to make sure you are running the latest software version.

You or your reseller can also get help from our support team by raising a case at <http://www.tandberg.com/support/>. Make sure you have the following information ready:

- The software build number which can be found in the product user interface (if applicable).
- Your contact email address or telephone number.
- The serial number of the hardware unit (if applicable).

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