



Release Notes for Cisco Unified Videoconferencing Manager Release 5.1

Revised: October 11, 2007, OL-13560-02

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Introduction

This document contains information that supplements Cisco Unified Videoconferencing Manager version 5.1 documentation. Cisco Unified Videoconferencing Manager is a single-installation product that contains the following components:

- The Resource Manager is a simple-to-use, web-based application for managing and monitoring visual communication in multi-site organization deployments. It provides resource management of network devices for video and audio meetings, as well as scheduling, call-routing, and conference-control functionalities.

Cisco Unified Videoconferencing Manager includes an internal ITU-T H.323 version 4-compliant gatekeeper to provide call-control for IP telephony and multimedia communication networks and an internal SIP User Agent to provide management and call-control for IP telephony and multimedia communication on SIP networks.

- The Network Manager provides a central management interface, enabling network administrators to easily and intuitively control, configure, and maintain Cisco Unified Videoconferencing deployments.

System Requirements

- Cisco supports the Cisco Unified Videoconferencing Manager when installed on the Cisco MCS 7825 server operating system only. The Cisco MCS 7825 server operating system is shipped with the Cisco Unified Videoconferencing Manager software.
- Cisco Unified Videoconferencing Manager is supplied with a fully functional temporary license key which supports 30 concurrent ports and is valid for 30 days from the date of installation.
- Before installing Cisco Unified Videoconferencing Manager, make sure that ports 1098, 1099, and 8080 are not occupied. The Cisco MCS 7825 server operating system comes configured with these ports open.



Note Do not interrupt the installation procedure. After starting the service, allow several minutes for initialization of the server before logging in to the web user-interface.

- Cisco Unified Videoconferencing Manager is configured to use Active Directory Server as its user database, with security groups used for managing user roles. By default, all users except the administrator are given the role of Meeting Organizer. To modify this behavior, go to Advanced Settings > LDAP Configuration > Advanced and change the user-role mapping.
- After installation, log in as an administrator to configure the network and resources in the system.



Note To enable scheduling, meeting types must be downloaded from a specific MCU. If more than one MCU is present, upload Resource Manager meeting types from the Resource Manager to those MCUs. To modify meeting type (service) settings, update the service parameters in a specific MCU, download the service to the Resource Manager, and then upload the service to all other MCUs.

Related Documentation

You can find the following related documentation at this URL:

http://www.cisco.com/en/US/products/ps7088/tsd_products_support_series_home.html

- *Installation Guide for Cisco Unified Videoconferencing Manager Release 5.1*
- *Administrator Guide for Cisco Unified Videoconferencing Manager Release 5.1*
- *User Guide for Cisco Unified Videoconferencing Manager Release 5.1*
- *Troubleshooting Guide for Cisco Unified Videoconferencing Manager Release 5.1*

New Software Features in Cisco Unified Videoconferencing Manager Release 5.1

New features in Cisco Unified Videoconferencing Manager 5.1 are described in this section.

Administrator Experience Enhancements

- **SIP Support**—Can now manage multiple MCUs and support Virtual MCU functionality in SIP mode when working with other third-party SIP servers. SIP endpoints must be registered to the third-party SIP servers.
- **MCU v5.1 Support**—Supports the newly released MCU version 5.1, including the capacity-plus and switched-HD conference features.
- **Simplified Meeting Types**—MCU services are defined on the MCUs, and then downloaded to the Resource Manager. They are no longer defined in the Resource Manager.
- **Supports Cisco Call Manager Deployment in H.323**—Deployable in a Cisco Call Manager environment with the manual configuration of the Cisco IOS H.323 Gatekeeper or internal gatekeeper.
- **Sony Endpoint Support**—Supports upload and retrieval of configuration files to and from Sony endpoints, as well as firmware upgrades on Sony endpoints. Supports scheduling and managing meetings with the embedded MCU and Gateway of Sony endpoints.
- **Service Restart and Log Access**—Administrator web-interface access to the application service restart and to the application log.
- **Resource Calculation Enhancement**—Produces a more dynamic resource calculation model that allows an endpoint-initiated ad-hoc meeting to dynamically expand to a larger size than is allowed by a single EMP card. Automatically recycles unused meeting resources back into the system.
- **CDR for Scheduling Events**—Logs CDR entries for scheduling, rescheduling, and meeting-cancellation events.
- **Custom E-mail Format**—Provides a mechanism for the customization of Resource Manager e-mail formats.
- **Debugging**—Enables an XML API debugging level in Resource Manager.

User-Interface Improvements

- Virtual Rooms—Each user can define multiple virtual rooms where scheduled or ad-hoc meetings are hosted according to user preference.
- Leading Gateway—If a Gateway is set to DID mode, dial-in terminals can be routed to their appropriate meetings by dialing the default gateway telephone number. A terminal is routed to a destination-conference according to the telephone number of the terminal. If no associated conference is found, then the dial-in call is routed back to the Gateway for an IVR session.
- In-Meeting Control Enhancement—Display is associated with the MCU(s) and MCU conference-ID(s) of a meeting. A hierarchical view displays meeting participants. In-Meeting Control is similar to the MCU interface with the addition of new icons: Duo Stream, Self See, Participant Information, and Change Participant Name.
- View All Meetings—User view of all meetings within an organizations. Meeting details for meetings not belonging to the user are hidden.

Localization

Cisco Unified Videoconferencing Manager supports English (US). Upon customer request, the following additional languages can be supported with the Resource Manager Language Pack:

- Chinese (Simplified / Traditional)
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Russian
- Spanish (international)

Resource Manager Language Pack is an additional installer file that runs on an existing Cisco Unified Videoconferencing Manager installation to add multi-language support. The Resource Manager Language Pack is language-specific.

Network Manager supports English (US). Upon customer request, the following additional languages can be supported:

- Chinese (Simplified)
- Japanese
- Korean

Interoperability

Cisco Unified Videoconferencing Manager is interoperable with the following products:

- Cisco IOS H.323 Gatekeeper
- Cisco Unified Communications Manager 5.0 or later (formerly Cisco Unified CallManager)

- Microsoft LCS 2005
- Broadsoft IPCentrix
- RADVISION / Cisco MCU versions 3.x, 4.0.x, 4.1.x, 4.2.x, 5.0, and 5.1
- RADVISION / Cisco Gateway versions 4.x and 5.x
- Sony Endpoints: PCS 1, PCS 11, PCS 1600, TL30, TL50, G50, and G70
- Microsoft Active Directory 2000 and Microsoft Active Directory 2003
- Netscape iPlanet Directory Server
- Sun One Directory Server
- Microsoft Internet Explorer browser, version 6.0 and higher (supports the Cisco Unified Videoconferencing Manager web-interface)
- MS SQL 2000 Database Server
- Oracle 9i Database Server

Installation Notes

For detailed installation procedures, see the *Installation Guide for Cisco Unified Videoconferencing Manager*.

Upgraded Products

The Cisco Unified Videoconferencing Manager 5.1.0.5.7 installer supports upgrade of Cisco Unified Videoconferencing Manager version 5.0.0.5.21 and higher.

Uninstall

To uninstall Cisco Unified Videoconferencing Manager, go to **Start > Programs > Cisco Unified Videoconferencing Manager > Uninstall Cisco Unified Videoconferencing Manager**.

Caveats

Open Caveats for Cisco Unified Videoconferencing Manager Release 5.1

- MCU administrator credentials—Resource Manager performs many operations on the MCU using the administrator credentials. The Resource Manager administrator credentials may be lost which prevents Resource Manager from performing certain operations on the MCU. These operations include terminal conference, mute/unmute, and remove or disconnect a meeting participant. The only time the administrator credentials might be lost is during the MCU upgrade process.
- Network Manager loses its internal data when upgrading to the latest version of Cisco Unified Videoconferencing Manager version 5.1. The administrator must redetect the network elements in order to re-populate the Network Manager database.

- The default external SIP server signalling port is 5060 and the protocol is UDP. When working with Microsoft LCS, you must configure the protocol to TCP. For details, see the *Administrator Guide for Cisco Unified Videoconferencing Manager*.
- A recurring meeting cannot be rescheduled in Microsoft Outlook, if the number of recurrences in the rescheduled series of meetings is different than in the originally scheduled series.
- Gateways configured in Resource Manager should have a service with 64Kbps bandwidth defined in order for gateway resource calculation to function correctly.
- Resource Manager does not support the Force Conference PIN Protection field in the MCU service definition.
- If the No Self-See property is selected for an MCU service, and you drag terminals to the layout box of the In-Meeting Control window, terminals that comply with the No Self-See restriction are not displayed.
- MCU version 4.x features, such as Encryption and Qualivision, function correctly with Resource Manager but are not displayed as meeting type information or in the In-meeting Control user-interface.
- Adjusting the server clock disrupts the status of any recurring meetings that are scheduled.
- The Resource Manager operates with Microsoft Exchange Server 2003 SP2. Some exchange servers use a mechanism that blocks spam e-mails from rogue applications. Resource Manager must be registered as a trusted party with each exchange server before it has permission to send e-mails through this type of restricted exchange server.
- In the Resource Management section of the Resource Manager, if you change the terminal settings, the changes are not reflected in Meeting Templates on the Terminals tab or in My Meetings.
- If an MCU is taken offline, in-session meetings running on the MCU are cancelled. These meeting records move to the History tab in the All Meetings and My Meetings sections.
- If both Java Runtime Error 1.4 and Java Runtime Error 5.0 are installed on your computer, and then you remove JRE 5.0, an error message appears when you launch the Resource Manager Configuration Tool and Network Manager
- If you restart the application, allow a few minutes for the service to initialize correctly.
- When an internal gatekeeper or an Cisco IOS H.323 Gatekeeper is operating with a third-party gatekeeper such as a Cisco IOS gatekeeper, the Resource Manager sets the neighbor relationship and the virtual service entry (for call-routing) in this gatekeeper. There are cases when the virtual service and neighbor settings are lost after the Cisco IOS H.323 Gatekeeper or internal gatekeeper licenses are updated.
- If the Download and Upload services operate between MCU V5.1 and MCU V4.2, in some cases the service on the MCU V4.2 includes a redundant view.
- In Resource Manager, if an incorrect MCU password is used when adding an MCU V5, the MCU can still be connected; however, there may be some operational failures. This issue does not occur with MCU V4.
- Access to Internal Gatekeeper logs is not configurable. If the Internal Gatekeeper log files are only available to the Network Manager via a file transfer protocol (FTP) which is disabled and cannot be enabled on any server running a Cisco Windows Operating System because of the lack of security of the FTP protocol, then an attempt to access Internal Gatekeeper logs fails from the Network Manager log view. In this case, manually copy log files located on the hard drive in C:\Program Files\Cisco\Unified Videoconferencing Manager\Gatekeeper\Log\GK. If the server was upgraded from CUVCM version 5.0, the ECS gatekeeper logs are located in C:\Program Files\Cisco\Unified Videoconferencing Manager\Enhanced Communication Server\Log\GK.

- Some Capacity Plus meeting types are mistakenly displayed as standard meeting types.
- In Network Manager, the content of the Cisco IOS Gatekeeper log is empty. The Cisco IOS Gatekeeper log is part of the Network Manager log file.
- The Administrator account for Network Manager and Resource Manager is managed separately for each of the applications even though the login ID for Network Manager can be the same as the login ID for Resource Manager. Because the Configuration Tool is part of Resource Manager, the Administrator account for Resource Manager must be used to access the Configuration Tool.
- A license update might not take effect immediately on rare occasions. It may take up to two days for the Network Manager license to take effect.

Resolved Caveats for Cisco Unified Videoconferencing Manager Release 5.1

In-Meeting Control Feature Gap

Closed the feature gap with the MCU In-Meeting Control screen.

LDAP Synchronization Limitation

Resolved issue that e-mail addresses from LDAP accounts cannot be longer than 128 characters.

EMP Card Reboot

On occasion, an EMP card reboots using a different internal ID. This causes the Resource Manager and MCU not to be synchronized, and the Resource Manager will fail to create a conference on the designated EMP card unless a manual re-synchronization is performed on the MCU. This patch fixes the issue by automatically re-synchronizing Resource Manager and MCU when such events are detected.

Resource Manager Meeting Termination

For auto-extended meetings in the Resource Manager, due to a timing problem, some meetings do not terminate. The symptom is that an end-user will see several, empty, current conferences in the system. This issue has been resolved.

Invited EP Connected or Disconnected in the In-Meeting Control UI

When an invited EP is connected or disconnected in the In-Meeting Control UI, an e-mail is sent to the meeting organizer: This behavior should be configurable, currently, it is always enabled. E-mail is disabled by default to fix this issue.

Early Start Time

If a meeting is scheduled and then an early start time is applied that is greater than the time remaining before the scheduled start time (for example, the scheduled time of the meeting is 2:00 pm and then a 10-minute early start time is applied at 1:55 pm), the meeting fails to start successfully at the early start time and the Resource Manager restarts the meeting at the scheduled start time.

Ad Hoc Virtual Room

- Ad hoc Virtual Room meeting termination—If an endpoint-initiated, virtual-room meeting is created, and the termination option is “xxx minutes after host's terminal has left,” the meeting does not terminate if a host terminal is not defined in the virtual room.
- Ad hoc Virtual Room e-mail notification—If an endpoint-initiated, virtual-room meeting is created, an e-mail notification is sent for this ad hoc meeting, which is incorrect behavior.

E-mail Related

- Lotus Notes e-mail display—In meeting-invitation e-mail display for Lotus Notes, the content of the meeting invite and the time zone is displayed incorrectly.
- Meeting ID display in e-mail notification—In some languages, the meeting ID is not displayed in the e-mail notification.

Japanese Language Display

Missing translations and formatting issues for the Japanese language display of the Resource Manager.

MCU Resource Calculation

- For MCU version 5.1.0.0.24, in order for the Resource Manager to properly calculate resources, make sure that H.239 is disabled for the service. This problem is fixed in MCU versions higher than MCU version 5.1.0.0.24.
- For MCU version 5.1.x.x.x, in order for the Resource Manager to correctly calculate resources, make sure the reserved port setting is set to “1” for the service. To do this, in the Automatic Service Definition window, click **Advanced Management and Security**, and then in the Management and Security window, on the Port Reservations and Limits tab, enter **1** in the “Number of ports guaranteed (reserved) when a conference starts” box.

Daylight Saving Time (DST)

The DST-related issues, caused by the 2007 DST rule change in North America, are now included. They are also included in Hotfix_500xx_51002_tzupdaterutility_2.

MCU Authorization Mode

- When working in MCU authorization mode, it may take more than 10 seconds for the Resource Manager to create a meeting on the MCU.
- When working in MCU authorization mode in an SIP deployment, an endpoint-initiated conference appears twice in the All Meetings window.

Resource Manager Internal Database ID of MCU Service

Keep the Resource Manager internal DB ID of MCU service the same. An MCU service with service prefix 81 is downloaded to the Resource Manager, and then this service is later removed from the Resource Manager. If a new service 81 is downloaded to the Resource Manager, it will have the same internal database ID as the deleted service 81. This is an important issue in the case of a third-party application calling the Resource Manager Web Service API to retrieve service information.

Virus Signature

A virus signature was found in Cisco Unified Videoconferencing Manager v5.1.0.5.12. This is a signature and not the actual virus but can still trigger virus scanners.

Use the CA scanner at <http://ca.com/us/securityadvisor/virusinfo/virus.aspx?id=64469> to clean this signature. Full resolution is accomplished by uninstalling version 5.1.0.5.12 and installing version 5.1.0.5.13.

Using the Bug Toolkit

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access Bug Toolkit, you need these items:

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

Procedure

-
- | | |
|---------------|--|
| Step 1 | To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs . |
| Step 2 | Log in with your Cisco.com user ID and password. |
| Step 3 | To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click Go . |
-

For information about how to search for bugs, create saved searches, create bug groups, and so forth, click **Help** on the Bug Toolkit page.

Troubleshooting

For detailed troubleshooting procedures, see the *Troubleshooting Guide for Cisco Unified Videoconferencing Manager*.

Documentation Updates

The *Installation Guide for Cisco Unified Videoconferencing Manager* incorrectly lists the Cisco MCS Server 7835 as a minimum system requirement. The Cisco MCS Server 7835 is not supported in Release 5.1.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

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

This document is to be used with the documents listed in the “[Related Documentation](#)” section on page 3.

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