



Optimized Conferencing for Cisco Unified Communications Manager

Solution Release Notes

January 2013

Contents

Introduction	1
Configuring the Optimized Conferencing solution	2
Open issues	2
Limitations	3
Compatibility.....	3
Using the Bug Search Tool	4
Getting help.....	4
Document revision history	5

Introduction

Optimized Conferencing for Cisco Unified Communications Manager extends video conferencing and call escalation across Cisco TelePresence conferencing products deployed with Cisco Unified Communications Manager. These release notes accompany the [Optimized Conferencing For Cisco Unified Communications Manager Solution Guide D149839](#), which describes the solution and provides links to the relevant product documentation.

For the Optimized Conferencing solution to operate across your network, the devices need to be running the following software or firmware:

- Unified CM 9.1 (recommended) or 8.6(2)
- Cisco VCS X7.0 or later (if implementing the extended configuration)
- TelePresence Conductor XC2.0
- MCU 4.2 or later (version 4.4 recommended)
- TelePresence Server 3.0
- EX series endpoints running TE6.0.1 software
- Cisco TelePresence immersive systems running CTS software release 1.9.2 or later
- Cisco Unified IP Phones 9900 series firmware release 9.3(2)
- Cisco Unified IP Phones 8900 series firmware release 9.3(2)
- Cisco TMS 14.1.1.

If any of the devices are running earlier software, follow the instructions in the [Optimized Conferencing For Cisco Unified Communications Manager Solution Guide](#) to ensure continuity in the operation of your video conference network while you roll out the upgrade program.

Configuring the Optimized Conferencing solution

Refer to the [Cisco TelePresence Conductor with Unified CM Deployment Guide XC2.0, CUCM 8.6.2 and 9.x \(D14998\)](#) for step by step instructions on configuring the devices within your Optimized Conferencing solution.

Configuration considerations

If conference participants using CTS endpoints experience the following symptoms:

- lack of video when joining a conference hosted on a TelePresence Server,
- call failure when joining a conference hosted on a TelePresence Server,

ensure the **telepresence-conductor-interop** normalization script is loaded on Cisco Unified CM. For information on the procedure to load the script, refer to Appendix 2 in the [Cisco TelePresence Conductor with Unified CM Deployment Guide XC2.0, CUCM 8.6.2 and 9.x, D14998](#).

Open issues

The following issues apply to this version of the Optimized Conferencing solution. The issues may be experienced by video conference participants using endpoints registered to Unified CM which join video conferences hosted on bridges (MCU or TelePresence Server) managed by TelePresence Conductor.

Identifier	Description
CSCud89449	If a call with an H.323 endpoint is escalated into a conference, the H.323 endpoints may receive the presentation in the main video rather than the presentation channel.
CSCuc34385	Unified CM is unable to handle Multiway [™] with Cisco ad hoc call escalation. This is a limitation and explained in the article "An ad hoc escalation of a rendezvous conference or Multiway [™] will cause a chained conference" in the Limitations section below.
CSCud83749	If a participant leaves a 3-party ad hoc conference, the remaining 2 endpoints in the call may lose video or audio following the participant leaving the call.
CSCud38739 CSCtx16122	Intermittent lack of video or audio experienced by H.323 endpoints registered to a Cisco VCS when in a call with a Unified CM endpoint (extended deployment model described in the <i>Optimized Conferencing For Cisco Unified Communications Manager Solution Guide, D14983</i>). If this is a persistent problem, the administrator should change the settings of the endpoint from H.323 to SIP.
CSCud83776	Clustering TelePresence Conductors is currently not supported in Cisco TMS 14.1.1. Only add a maximum of one node from a cluster into the TMS conference control center.
CSCud97814	Some endpoints, for instance C20, may have frozen or corrupted video when added to ad hoc conferences hosted on the TelePresence Server. If this is a persistent problem, the administrator should change the settings of the endpoint from TLS to TCP.
CSCuc26085	CTS 3000 endpoint users may experience corrupted video on calls escalated into MCU conferences.
CSCue04207	CTS 3000 endpoint users may experience corrupted video on calls de-escalated from MCU or TelePresence Server ad hoc conferences.
CSCud59961	EX60 endpoint users added to a Unified CM ad hoc conference may see the Welcome screen with a randomly generated conference name. This will not impact the conference.

Limitations

An ad hoc escalation of a rendezvous conference or Multiway™ will cause a chained conference

Clicking the conference button on the Unified CM endpoint will result in the endpoint trying to create a new ad hoc conference escalation rather than extending the rendezvous or Multiway conference. This will cause the ad hoc conference to be chained with the existing rendezvous or Multiway conference; the endpoints will be distributed across the two chained conferences, resulting in a degraded conference experience for the participants.

Compatibility

We endeavor to make our Cisco TelePresence products interoperable with all relevant standards-based equipment. While it is not possible to test all scenarios within the Optimized Conferencing solution, the matrix below indicates the equipment and software versions tested for compatibility with this release of the solution. The * beside a software version indicates that the version has been tested for compatibility with the other products in the solution. Software listed without an * indicates that although the software version has not been tested within the solution, to the best of our knowledge it is compatible with the solution.

Software Compatibility		Optimized Conferencing deployment with endpoints registered to Unified CM (see note 1 below table)	Extended deployment with endpoints registered to Cisco VCS (see note 2)
Infrastructure	Unified CM	8.6.2* 9.0.1* 9.1.1*	
	Cisco VCS		6.1 7 7.1 7.2 7.2.1*
	TelePresence Conductor	2.0*	See note 3
	MCU	4.2 4.3 4.4*	4.2 4.3 4.4*
	TelePresence Server	3.0 Remotely Managed mode *	2.2 2.3 3.0 Locally Managed mode
	Cisco TMS	14.1.1*	13.2 14.1.1
Endpoints	E20		TE4.1.1
	EX	TE6.0.1*	TC5.1.4 TC5.1.5*
	Jabber for Windows	9.0.4* 9.0.5* 9.1*	4.4 4.5

Software Compatibility		Optimized Conferencing deployment with endpoints registered to Unified CM (see note 1 below table)	Extended deployment with endpoints registered to Cisco VCS (see note 2)
	IP Phones	9.2 9.3* (8945, 9971) 9.4	
	CTS (see note 4 below table)	1.9.2*, 1.9.3*, TX6 (CTS 500-32, TX9000) 1.9.2, 1.9.3, TX6 (CTS 1300-47, CTS 1310-65, TX9200) 1.9.2*, 1.9.3, 1.10* (CTS 500-37, CTS 3000) 1.9.2, 1.9.3, 1.10 (CTS 1000, CTS 1100, CTS 1300, CTS 3010, CTS 3200, CTS 3210)	
	C, MX, SX		TC5.1.4 TC5.1.5* TC6.0* (C20, C40, C60, C90, SX20)

Note 1: refer to Figure 1 in the [Optimized Conferencing For Cisco Unified Communications Manager Solution Guide](#) for a schematic of the solution

Note 2: refer to Figure 2 in the [Optimized Conferencing For Cisco Unified Communications Manager Solution Guide](#)

Note 3: TelePresence Conductor is not part of the extended deployment model for Optimized Conferencing, however it is fully interoperable with the Cisco VCS.

Note 4: CTS endpoints will not transmit or receive video unless the **telepresence-conductor-interop** normalization script is loaded on Cisco Unified CM, see [Configuration considerations](#).

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.

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

1. Type the product name in the **Search** field and click **Search**.
2. 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 in setting up your Optimized Conferencing solution follow these steps:

- Check the [Open issues](#) and Configuration considerations sections in this release note
- Check the documentation accompanying the product, specifically the product release notes for known open issues

- Visit 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, by clicking on the Contacts/Support Cases tab.

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, including the solution architecture, what you expected to happen and what actually happened.

Document revision history

Date	Revision	Description
January 2013	01	1st release

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