# Cisco TelePresence Management Suite Provisioning Extension Version 1.3

## Software Release Notes
## Revised November 2014

## Contents

## Introduction

This document describes the main features of Cisco TelePresence Management Suite Provisioning Extension version 1.3, and changes from previous versions.

## Product documentation

The following documents provide guidance on installation, initial configuration, and operation of the product:

- *Cisco TelePresence Management Suite Provisioning Extension with Cisco VCS Deployment Guide*
- *Cisco TelePresence Management Suite Provisioning Extension with Unified CM Deployment Guide*
- *Cisco TelePresence FindMe User Guide*

## New features

### New in 1.3

#### Enable and disable Call-in participants

In Smart Scheduler, users can add Video Call-in and Audio Only Call-in participants to a meeting. This feature can now be enabled or disabled by the administrator in **Administrative Tools > Configurations > Provisioning Extension Settings > TelePresence User Portal**.

**Cascading bridges when using CMRs**

It is now possible to reserve ports on a bridge for cascading. This is set in Cisco TMS under **Systems > Provisioning > Users > Configure CMR Template > Allow Cascading**.

## New in 1.2

**Collaboration Meeting Rooms**

Users can now create their own Collaboration Meeting Room (CMR) on TelePresence Conductor that is permanently available at a fixed video address.

- The administrator configures entitlement and group permissions from the Cisco TMSPE administrative interface.
- Users create their CMR from the Cisco TMSPE user portal.
  They can then edit their own Collaboration Meeting Room name, pin, and change the default video layout.

Collaboration Meeting Rooms require Cisco TelePresence Conductor version XC2.3.

### Auto-connected recording devices and other participants

Users can use the new **Favorites** feature to add a recording alias as an auto-connected participant that will be connected whenever a new meeting is initiated in the CMR.

Auto-connected participants can also be used for adding other participants in support of different scenarios, such as:

- the user's own endpoint– to avoid the user having to wait in their own meeting for others to join.
- an IPVCR (or alternative playback device) to play back a recording.
- an audio bridge. To have a parallel video and audio conference, this can be used to trigger the cascade.
- a single alias that quickly brings together a team of people for an emergency meeting.

### Additional administrative CMR features

The administrator can:

- Impersonate a user to create, update, or delete the user's CMR.
- Add bridge-specific JSON objects to templates as custom parameters used on meeting creation.
- Export an overview of all CMRs that have been created as a comma-separated file.
- Troubleshoot using the new service added for Collaboration Meeting Rooms in **Administrative Tools > Diagnostics > Provisioning Extension Diagnostics**.
  The service verifies connections to TelePresence Conductor and checks for any discrepancies. A ticket will be raised if the two are out of sync.
- Regenerate CMRs when changes have been made to the user repository or CMR templates.
- Reset the CMR configuration on TelePresence Conductor, deleting all CMRs.
  Note that this process will take a long time if thousands of CMRs have been set up. General TelePresence Conductor configuration will not be affected.

**Localized User Portal**

Smart Scheduler, Collaboration Meeting Room, and FindMe user interfaces are now available in:

- English (US)
- Chinese (CN)
- Chinese (TW)
- Danish
- Dutch
- French
- German
- Italian
- Japanese
- Korean
- Portuguese (BR)
- Russian
- Spanish (ES)
- Swedish

Users can change their own language setting by accessing their account settings from the user portal menu.

Time zone display has also been improved.

### Favorites

A new Favorites feature has been added to the User Portal that allows users to store SIP video and audio addresses for easy access and setting up automatic connections.

### Smart Scheduler improvements

Smart Scheduler bookings can now include:

- automatically connected (dial-out) participants from the Favorites, including recording aliases.
- users from the user repository or Favorites as call-in participants.
  When the user information includes an email address, Cisco TMS will email invited users with meeting information.

### Support for Cisco Unified Communications Manager

Collaboration Meeting Room and Smart Scheduler can be configured to work in deployments with Cisco Unified Communications Manager (Unified CM). For details, see the new *Cisco TMSPE with* Unified CM *Deployment Guide*.

Note that device provisioning and FindMe are only available in Cisco VCS-based deployments.

### Changes to Active Directory and LDAP support

The default port for Active Directory imports is now 3268, whether or not Kerberos is used. Existing configurations will not be changed on upgrade.

New settings have been added to allow Cisco TMSPE administrators to change the field mappings for user import from Active Directory/LDAP. The new settings can be found in **Administrative Tools > Configuration > Provisioning Extension Settings**, where the new sections are called **Active Directory Field Mapping for New User Imports** and **LDAP Field Mappings for New User Imports**.

### New databases

When installing all features of Cisco TMSPE 1.2, two new databases are created in addition to the **tmspe** database.

The new databases are called **tmspe_vmr** and **tms_userportal**.

### Customized installation

The administrator can customize the installation by manually selecting or deselecting the CMR and User Portal features with their respective databases.

### Updated hardware requirements and recommendations

For Cisco TMS, Cisco TMSXE 4.0, and Cisco TMSPE 1.2, we provide new guidance on estimating the size of your deployment, and updated hardware requirements based on deployment size.

- Memory requirements have been increased from earlier minimums to accommodate new functionality, including more extensive data caching that improves the overall application performance.
- Specific hardware and virtualization recommendations are made available for large deployments.
- Identical information on deployment sizes and hardware requirements can be found in *Cisco TMS Installation and Upgrade Guide*, and the Cisco TMSXE and Cisco TMSPE deployment guides.

### Improvements to Cisco TMS booking behavior

This release of Cisco TMSPE requires Cisco TMS 14.4, in which multiple improvements to booking behavior have been implemented, which benefit Smart Scheduler and all other clients using Cisco TelePresence Management Suite Extension Booking API.

Most of the improvements apply to recurrent meeting series. For an overview of the changes, see the **New in 14.4** section of *Cisco TMS Release Notes (14.4)*, particularly the subsections **Conference recurrence improvements** and **Changes to Cisco TMSBA (Booking API)**.

### Changes to software requirements

- Java 7, 32-bit or 64-bit is now required to install Cisco TMSPE. The 1.2 software has been tested with update 51. See Upgrading from previous versions [p.12] for instructions if you are currently running Java 6.
- Support for Internet Explorer 8 in the User Portal is discontinued in this release.

See the deployment guide for full and updated requirements for each release.

## New in 1.1

### Smart Scheduler

Cisco TMSPE includes a new, light-weight scheduler for telepresence meetings with and without WebEx.

Smart Scheduler replaces Cisco TMS Scheduler, which has been removed from Cisco TMS as of version 14.2. Requests for Cisco TMS Scheduler will be redirected to Smart Scheduler if installed.

Features:

- Clean, intuitive user interface
- Touchscreen-friendly controls
- Support for Cisco Collaboration Meeting Rooms Hybrid 2.0

- Support for single and recurrent meetings. Note that exceptions to a recurrent series are not supported at this time.
- Incremental search for telepresence rooms
- Booking confirmation by email handled by Cisco TMS

Users can schedule:

- Telepresence rooms
  Any bookable system in Cisco TMS can be scheduled directly.
- Call-in participants
  Any system that is not supported by Cisco TMS booking can be scheduled as a call-in participant, including devices provisioned by Cisco TMSPE.
  Call-in participants must use SIP for video or SIP Audio.

Meetings can be telepresence only or include WebEx.

### FindMe redesign

The FindMe pages have been simplified and redesigned in the same style as Smart Scheduler:

- New look and feel
- Streamlined **My Locations** page
- Better suited for touchscreens and smaller screens
- Redundant ring duration option *Until caller hangs up* removed
- Easier to remove unused devices

On the administrator side, FindMe is now disabled by default when Cisco TMSPE is installed for the first time. Once configured, administrators can enable FindMe from the **Provisioning Extension Settings** page.

A notification will now be shown when enabling or disabling FindMe that the Cisco TMSPE service must be restarted for the change to take effect.

The FindMe pages will now only be available for users that have been set up with a video address.

### Account settings

From the portal, provisioning, Smart Scheduler, and FindMe users can access their Cisco TMSPE account settings, where they can:

- See their username and video address (SIP URI)
- Change their provisioning password
- Change their preferred date and time format (saved per web browser)
- See their current time zone as detected on their computer
- Add a WebEx site, username, and password, if this has not already been configured for them in Cisco TMS

### Portal pages are HTTPS only

Smart Scheduler, FindMe, and the account settings page can now only be reached on HTTPS. HTTP requests to these locations will be redirected to HTTPS.

### Auto-send account information

The administrator may now opt to automatically send the email message containing provisioning information to users when they are imported from Active Directory. This scheduled import job is run every night, and email will be sent on import completion.

The new setting is located in **Administrative Tools > Configuration > Provisioning Extension Settings > Account Information Email** and is called *Send Automatically on User Import*.

### Improved device repository management

The device repository page now includes a toolbar that lets the administrator:

- select and deselect all devices
- delete selected devices
- download a list of all provisioned devices as comma-separated values in a file that may be opened in Excel or other applications for further processing

### Support for Java 7

Cisco TMSPE 1.1 supports and requires Java 7 update 17, 32-bit or 64-bit.

### Migration support discontinued

As Cisco TMSPE 1.1 requires Cisco TMS 14.2 or later, which does not support Cisco TMS Agent Legacy, it is not possible to migrate directly from the legacy product to this version.

See Migrating from Cisco TMS Agent Legacy [p.12].

### Service startup is automatic

The startup mode of the Cisco TMSPE Windows service is now set to *Automatic*.

## New in 1.0

### Large-scale provisioning of user personalization, phone books, and endpoint configuration

The multi-master replication model of Cisco TMS Agent Legacy has been replaced by a single data source for phone books, user configurations, and FindMe data.

- SQL database on Cisco TMS server is the single configuration source for replication.
- Cisco VCS pulls data from Cisco TMSPE using APIs.
- Auto-created phone book includes all provisioning users. Tailored phone books based on groups and sub-groups of provisioning users can be created as desired.
- Any phone book/corporate directory from Cisco TMS can be provisioned to any supported device.

### Change to handling of phone book requests

Administrators migrating from Cisco TMS Agent Legacy should note that phone book requests for each device must now be handled by the Cisco VCS that provisioned the device. For further information, see *Cisco TelePresence Video Communication Server Deployment Guide*.

## Cisco TelePresence FindMe

With FindMe, users can be reached on any device using a single ID. Cisco TelePresence FindMe is an optional, but fully integrated part of Cisco TMSPE.

FindMe provides the ability for administrators and users to specify which endpoints (video and audio-only) should ring when someone calls a user's FindMe ID. FindMe also allows a user to specify fallback devices which will be called if any of the default devices are busy or not answered.

### New FindMe backend

Administrators can configure account IDs for each user, set up location and device templates, and choose whether to add new devices to FindMe automatically on provisioning.

FindMe accounts can also be created to define forwarding rules for groups such as support desks.

FindMe may be deployed using Cisco TMSPE without the provisioning features.

### New FindMe portal for users

The new FindMe portal is located on the Cisco TMS server, where users can log on with their Active Directory credentials. The portal has an updated graphical user interface.

See *Cisco TelePresence FindMe User Guide* for descriptions of how to use the portal to modify a FindMe profile with additional locations and devices and keep the profile up to date.

## Active Directory user import

Several types of Active Directory and LDAP source are supported for on-demand or automated import and synchronization of groups and users:

- Secure Microsoft Active Directory with Kerberos
- Secure LDAP with StartTLS or SSL
- Standard Microsoft Active Directory
- Standard LDAP

## Provisioning Extension diagnostics

The diagnostics are available under **Administrative Tools > Provisioning Extension Diagnostics**.

- **Run Health Check** to get an updated status of the Cisco TMSPE services.
- Alarms pane lists issues and incidents, corrective actions are included in the alarm details.

## Migration wizard

A migration tool is available for users of the TMS Agent feature in Cisco TMS, now referred to as TMS Agent Legacy.

Cisco TMSPE will migrate the following from Cisco TMS Agent Legacy:

- Groups and users
- Active Directory import settings
- Provisioning configurations
- FindMe configurations

- Access control list (ACL) data
- Phone book data

Note that the migration wizard is not available in versions later than 1.0.

# Resolved issues

## Resolved in 1.3

| Identifier | Description |
|---|---|
| CSCuq29908 | Added information for Windows Server requirements. Windows Server 2008 R2 Service Pack1 is necessary to run Cisco TMSPE. |
| CSCup54806 | Resolved the issue where the TMS Provisioning Extension Windows Service was incorrectly installed as an interactive service. |
| CSCtx45683 | Resolved the issue where it was not possible to send email from the Provisioning Directory with TLS. |
| CSCup13538 | Resolved the issue where the install of Cisco TMSPE 1.2 failed due to failing credential check for the SQL databases. |
| CSCup10388 | Resolved the issue where the install was unsuccessful due to a failed encryption check. |
| CSCuo69489 | Moved the error message for PIN validation in the CMR Template screen to be aligned with other error messages in the same screen. The text is now displayed inside the field. |
| CSCuo69488 | Changed range indication.<br><br>In the **Edit CMR Template** pop-up box, the field used to limit conference duration; **Maximum Minutes** now displays the range *1 - 100805* instead of *0 - 100805*. |
| CSCuo14809 | Resolved the issue where pages did not load for users with permission set to only access **Systems > Provisioning**. |

## Resolved in 1.2

The following issues found in the previous version were resolved in 1.2:

| Identifier | Description |
|---|---|
| CSCue38077 | Resolved issue with high CPU load during synchronization when provisioning a device with the same address as a FindMe alias. |
| CSCul32000 | Resolved display issue on the **Systems > Provisioning > Users** and FindMe pages seen with Firefox. |
| CSCul16660 | Resolved the issue where adding dial-out participants was not possible using Smart Scheduler. |
| CSCuo16683 | Resolved the issue where FindMe created unnecessary entries in the log when trying to update/insert devices where the user had been deleted. |
| CSCuo16668 | Resolved the issue where installing Cisco TMSPE created two root folders in the Provisioning Directory. |
| CSCuo16662 | Removed the possibility to list the directories of Cisco TMSPE using a web browser. |
| CSCuo16656 | Resolved the issue where Smart Scheduler did not reflect language settings set in Cisco TMSPE. |

| | |
|---|---|
| CSCul67658 | Resolved the issue where the time zone in Smart Scheduler was not in consistent with the time zone of the client computer. |
| CSCue62346 | Resolved the issue where global WebEx option **Add WebEx to All Conferences** is *Enabled* and the meeting WebEx option is *Disabled*, Webex was still added to the meeting. |
| CSCue62860 | Resolved the issue when booking recurring meetings in the future displayed the wrong start day. |
| CSCuj87619 | Resolved the issue where upgrading from a previous version, the browser cache had to be cleared for the Cisco TMSPE Self Service Portal and administrator interface to display as expected. |
| CSCug48210 | Resolved the issue where shifting a recurrent series of bookings forward in time gave an incorrect notification saying that the rooms were busy. |
| CSCui09918 | Resolved issue where meetings booked with dial-in and dial-out participants in Cisco TMS and then opened in Smart Scheduler with the same user, an erroneous warning appeared. |
| CSCtx49359 | Resolved issue where the character combination @# in the database password caused the installer to fail. This combination is now valid. An "Illegal password" prompt will be displayed if a password contains four consecutive underscores. |
| CSCug74973 | Resolved issue where installation failed with a new, manually created database. (Upgrading with an existing manually created database worked as expected.) |
| CSCuf47536 | Resolved issue where it was not possible to use hyphens inside variables in video or device address pattern. |

## Resolved in 1.1

The following issues found in the previous version were resolved in 1.1:

| Identifier | Description |
|---|---|
| CSCui59690 | The Provisioning Extension Diagnostics page no longer reports errors for FindMe when the feature is disabled. |
| CSCue84125 | Import of provisioned devices to phone books will now include devices for users not associated with a video address. Note that the phone book source must be regenerated once for these users to be included. |
| CSCuf36048 | Resolved issue with Kerberos AD import locking up when hostname was pointing to a round-robin DNS entry rather than the FQDN of the global catalog server. |
| CSCue02749 | Resolved issue where updating the database password using TMS Tools would fail. |
| CSCub64391 | No longer requiring a Video Address Pattern for phone book entries when FindMe is not being used. |
| CSCty99876 | Resolved issue where a large number of simultaneous connections to the FindMe portal could cause the application to hang, and the TMS Provisioning Extension Windows service had to be restarted. |
| CSCue03915 | Resolved issue where searching for users with non-ASCII characters in their names would fail in the user repository. |
| CSCub86676 | Resolved issue where granting access to the same phone book multiple times in a row would cause the phone book to crash. |

| Identifier | Description |
|---|---|
| CSCtx42816 | Resolved issue requiring users to empty browser cache after Cisco TMSPE upgrade. |
| CSCty65492 | Resolved issue where renaming a configuration template would not immediately take effect in all parts of the user interface. |
| CSCty93080 | When there is insufficient space on the installation server, the installer will now display an appropriate error message. |
| CSCua68204 | Whitespace will now be stripped before saving any updated value to a configuration template, to avoid invalid values getting stored and applied. |
| CSCud41095 | Added basic support for TLS-based import from LDAP using the *SSL* connection type. Certificate handling is not supported. |
| CSCud04702 | Added device type to user-created FindMe devices so that they will correctly synchronize with Cisco VCS. |
| CSCua07195 | Improved error handling and notifications when sending account information email fails. |
| CSCuc48464<br><br>CSCub85138 | In **Administrative Tools > Configuration > Provisioning Extension Settings > Cisco TMS Connection**, made it possible to switch **HTTPS connection** from *No* to *Yes* when:<br>■ HTTP is disabled in IIS.<br>■ The current certificate has expired. |
| CSCtz91294 | Resolved issue with authenticating to Cisco TMS from installer when IIS is set up to redirect all requests to HTTPS. |
| CSCua78970 | Resolved installer encoding issues preventing SQL passwords containing special (non-ASCII) characters and quote marks from working. |
| CSCub92536 | Added support for forced encryption on SQL instance connections, resolving issue where instances requiring encryption would throw an error and fail to connect during installation. |
| CSCtz84374 | The installer now validates SQL connection strings and notifies users that the only valid format for including a port is using a colon between the instance and port. |
| CSCtx52264 | Improved error message when trying to install on a server with multiple network interface cards, which is not supported. |

## Resolved in 1.0

The following issues were found in Cisco TMS Agent Legacy and are resolved or no longer valid in Cisco TMSPE.

| Description |
|---|
| **SIP Authentication Password** and **SIP Authentication LoginName** are now only editable if specified by the endpoint's template schema. |
| Simplified field names in configuration templates, removed leading "Configuration". |
| All characters that are not escaped are now supported for email addresses, per RFC 2822. |
| The software upgrade mechanism can now be used for all currently provisionable endpoints except Jabber Video. |
| Endpoint software can no longer be "upgraded" to the same version that is already running on the endpoint. |
| New configuration template architecture makes it impossible to edit configurations that are not supported by the device's configuration template schema. |

| Description |
| --- |
| No longer distorting very long provisioning usernames. |

# Open issues

The following issues apply to this version of Cisco TelePresence Management Suite Provisioning Extension:

| Identifier | Description |
| --- | --- |
| CSCty98124 | User CDRs are not created when the string "sip:" is pre-pended to the address of a provisioned device. |
| CSCuq33246 | It is not possible to log on to the User Portal using Japanese. |
| CSCuq24248 | The installer fails if the Windows account used to install Cisco TMSPE contains an ! (exclamation mark). |

# Limitations

| Feature | Limitation |
| --- | --- |
| Java support | Upgrading Java during operation of this product is not supported.<br><br>Java version 8 is not supported.<br><br>**CAUTION:** Do not upgrade Java while Cisco TMSPE is running. Disable the Windows service prior to any upgrade. We strongly recommend disabling automatic Java updates on the server. |
| Smart Scheduler | ▪ The site administrator configured for communication with Cisco TMS will receive an e-mail notification every time a meeting is booked or updated in Smart Scheduler.<br>▪ Modifying single instances of recurrent meetings is currently not possible in Smart Scheduler. Series with exceptions created in Cisco TMS or other booking interfaces may not be modified using Smart Scheduler.<br>▪ Modifying a previously booked meeting series with a computer set to a different time zone than used for the original booking, will change the recurrence pattern's end date to use the latest time zone. |
| Named Pipe connection issues using SQL Express | In the MSDE mode using the Named Pipe protocol, connection to the database may fail with the error "The specified network name is no longer available".<br><br>The problem is seen on Windows Server 2008, and can be solved with the following hotfixes:<br><br>Windows Server 2008 R2:<br>http://support.microsoft.com/kb/2194664http://support.microsoft.com/kb/2444328<br><br>Note that the default connection protocol is TCP/IP. |
| Dual network interface not supported | Like Cisco TMS, this extension does not support the use of two network interfaces. (Identifier CSCtx52264) |
| Language settings | In the Self Service Portal, the **Language** setting for each particular user in **Account Settings** does not influence the language setting in Cisco TMS. |

| Feature | Limitation |
|---------|-----------|
| TelePresence Conductor scheduling | Cisco TMSPE scheduling with TelePresence Conductor does not currently support Cisco Collaboration Meeting Rooms Hybrid. |
| McAfee Antivirus | McAfee Antivirus will occasionally corrupt files required for Cisco TMSPE to run. Disable McAffe Antivirus during install. |

# Updating to Cisco TMSPE 1.3

## Prerequisites and software dependencies

Cisco TelePresence Management Suite Provisioning Extension 1.3 requires:

- Cisco TMS 14.5 .
- Cisco TelePresence Conductor XC2.4

One or both of the following is also required:

- Cisco VCS X8.1 or later
- Unified CM 9.1 or 10.0

For installation instructions, full system requirements, and other prerequisites, see *Cisco TelePresence Management Suite Provisioning Extension Deployment Guide* for Cisco VCS or Unified CM.

### Migrating from Cisco TMS Agent Legacy

Direct migration to this version of Cisco TMSPE is not supported.

Before upgrading to 1.3, customers running Cisco TMS Agent Legacy must migrate by way of:

- Cisco TMS 13.2.x
- Cisco TMSPE 1.0

Instructions for migration can be found in *Cisco TelePresence Management Suite Provisioning Extension Deployment Guide* for Cisco TMSPE 1.0 with Cisco TMS 13.2.5

## Upgrading from previous versions

### If the server is running Java 7

To upgrade from Cisco TMSPE 1.1 or 1.0 if Java 7 is already installed on the server:

1. Ensure that all critical Windows Updates are installed on your server.
2. Close all open applications and disable virus scanning software.
3. Extract the Cisco TMSPE installer from the zip archive to the Cisco TMS server.
4. Run the Cisco TMSPE installer as administrator.
5. Follow the installer instructions.

Any existing provisioning and FindMe configurations will be kept when upgrading.

**If the server is running Java 6**

To upgrade from Cisco TMSPE 1.1 or 1.0 if the server is still running Java 6:

1. Uninstall Cisco TMSPE on the server. Do not remove any other files.
2. Install Java 7.
3. Ensure that all critical Windows Updates are installed on your server.
4. Close all open applications and disable virus scanning software.
5. Extract the Cisco TMSPE installer from the zip archive to the Cisco TMS server.
6. Run the Cisco TMSPE installer as administrator.
7. Follow the installer instructions.

# Technical support

If you cannot find the answer you need in the documentation, check the website at
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.

To view a list of Cisco TelePresence products that are no longer being sold and might not be supported, visit:
www.cisco.com/en/US/products/prod_end_of_life.html and scroll down to the TelePresence section.