Cisco TelePresence Management Suite Provisioning Extension Version 1.0

Software Release Notes
September 2012

Contents

Introduction

Cisco TelePresence Management Suite Provisioning Extension enables large-scale provisioning of users and endpoints through Cisco TelePresence Video Communication Server. Cisco TMSPE is an advanced, scalable application server backend.

This document describes the main features of Cisco TMSPE version 1.0 and the changes from Cisco TelePresence Management Suite Agent Legacy, the provisioning feature included in Cisco TMS.

Product documentation

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

- *Cisco TelePresence Management Suite Provisioning Extension Deployment Guide*
- *Cisco TelePresence Management Suite Provisioning Extension White Paper: Why Upgrade to Cisco TMSPE?*
- *Cisco TelePresence FindMe User Guide*

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The multi-master replication model of Cisco TMS Agent Legacy has been replaced by a single data source for phone books, user configurations, and FindMe data.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

Resolved issues

The following issues were found in Cisco TMS Agent Legacy and are resolved or no longer valid in Cisco TMSPE 1.0.

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.
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
CSCty99876	A large number of simultaneous connections to the FindMe portal may cause the application to hang, and the TMS Provisioning Extension Windows service must be restarted. The issue will be resolved in a coming maintenance release of Cisco TMSPE.
CSCtx29933	Alphabetical sorting of users containing non-ASCII characters is incorrect.
CSCtx68125	When database connectivity is down, services fail to initiate and no alarm is raised.
CSCtx73115	Cisco VCS limitations on number of users, FindMe accounts, and phonebook entries are not imposed by Cisco TMSPE. Cisco VCS will raise a ticket if any limitation is exceeded.
CSCty16066	If the server goes down or the Windows service is stopped for other reasons during a user import, the import must be cancelled after restart and can then be re-initiated after a 10 minute timeout.
CSCty19211	When moving users between clusters, FindMe devices are not included.
CSCty21134	When moving users between groups, a full synchronization with Cisco VCS must be initiated. See the deployment guide for instructions.
CSCty38544	Internet Explorer 9 only: when using the "Edit in User Portal" feature in the FindMe administrator interface on two accounts consecutively, the first user's portal will be displayed until the page is reloaded.
CSCtx00855	Phone book access control is not inherited when adding new sub-groups. ACL for the new group must be added manually.
CSCtx45442	When assigning configuration templates to a group for the first time, no scrollbar appears. It appears the second time the dialog is opened.
CSCty26383	Dual scrollbars sometimes appear in Edit Configurations dialog.
CSCtx45683	Enabling TLS for sending account information is not possible.

Limitations

Limitation	Required action
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". The problem is seen on both Windows Server 2003 and 2008, and can be solved with the following hotfixes: ■ Windows Server 2003: http://support.microsoft.com/kb/958687 ■ Windows Server 2008 R2: http://support.microsoft.com/kb/2194664http://support.microsoft.com/kb/2444328 Note that the default connection protocol is TCP/IP.

Limitation	Required action
Per-user configurations no longer supported	To support large-scale deployment, Cisco TMSPE does not permit creating specific configurations per user.
	If such configurations are present in Cisco TMS Agent Legacy, they will be migrated as *read-only* on each user's page in the User Repository.
	1. Transfer the configurations to one or more group templates.
	2. Include the user(s) needing these configurations in the group(s).
	3. Delete the migrated *read-only* parameters on each user.
	For further instructions on transferring configurations, see *Cisco TelePresence Management Suite Provisioning Extension Deployment Guide*.
Dual network interface not supported	Like Cisco TMS, this extension does not support the use of two network interfaces. (Identifier CSCtx52264)

Interoperability

Issue	Description and workaround
Older endpoint software does not support Cisco TMSPE	Software upgrade functionality has changed in Cisco TMSPE and is not compatible with older endpoint software versions.
	We recommend upgrading all provisioned Cisco TelePresence endpoints to the latest software versions prior to migration:
	■ Cisco TelePresence TE software version 4.1 or later for Cisco IP Video Phone E20
	■ Cisco TelePresence TC software version 5.1 or later for the Cisco TelePresence System EX and MX Series
	■ Cisco Jabber Video for TelePresence 4.3 or later
	Failure to upgrade to a compatible version may lead to endpoints "upgrading" continuously.
	See *Cisco TelePresence Management Suite Provisioning Extension Deployment Guide* for further requirements and recommendations.

Updating to Cisco TMSPE 1.0

Prerequisites and software dependencies

Cisco TelePresence Management Suite Provisioning Extension 1.0 requires:

■ Cisco TMS 13.2 or later

■ Cisco VCS X7.1 or later

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

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:

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.

Document revision history

Date	Revision	Description
2012-09-18	03	Added information about changed handling of phone book requests. Added link to Cisco TMSPE whitepaper.
2012-05-10	02	Removed invalidated issue CSCty45700. Installing with a default database instance works as expected.
2012-04-27	01	Release of Cisco TMSPE 1.0.

Getting help

If you experience any problems when configuring or using Cisco TelePresence Management Suite Provisioning Extension, 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.

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