



Cisco TelePresence Management Suite Provisioning Extension Version 1.1

Software Release Notes
Revised August 2013

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Introduction

Cisco TelePresence Management Suite Provisioning Extension enables large-scale provisioning of users and endpoints through Cisco TelePresence Video Communication Server.

The product also provides a backend and portal for FindMe and, as of version 1.1, Smart Scheduler, a user-friendly scheduling interface for telepresence resources.

This document describes the main features of Cisco TMSPE version 1.1, changes from 1.0, and changes from Cisco TelePresence Management Suite Agent Legacy to Cisco TMSPE 1.0.

Note that migration from Cisco TMS Agent Legacy is no longer supported, see [Prerequisites and software dependencies \[p.7\]](#).

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 FindMe User Guide](#)

New features

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 WebEx Enabled TelePresence 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.

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 \[p.8\]](#).

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 1.1

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. |
| 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. |

| Identifier | Description |
|--------------------------|---|
| 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 <i>SSL</i> 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 CSCub85138 | In Administrative Tools > Configuration > Provisioning Extension Settings > Cisco TMS Connection , made it possible to switch HTTPS connection from <i>No</i> to <i>Yes</i> when: <ul style="list-style-type: none"> ■ HTTP is disabled in IIS. ■ 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. |
| 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 |
|------------|--|
| CSCu74973 | Installation fails with a new, manually created database. Upgrading with an existing manually created database works as expected. |
| CSCuf47536 | Unable to use hyphens inside variables in video or device address pattern. |
| CSCue61300 | Provisioning E20 users does not visibly consume Cisco TMS provisioning licenses. |
| CSCug20176 | Per-user time zone setting in Cisco TMS not applied by Smart Scheduler. |
| CSCug48210 | Telepresence rooms erroneously reported as busy when meeting series is moved forward. Saving the update still works as expected, and the rooms will be booked. |

Limitations

| Feature | Limitation |
|--|---|
| Java support | <p>Upgrading Java during operation of this product is not supported.</p> <p>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.</p> |
| Smart Scheduler | <ul style="list-style-type: none"> ■ 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. ■ 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. ■ 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 | <p>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".</p> <p>The problem is seen on both Windows Server 2003 and 2008, and can be solved with the following hotfixes:</p> <ul style="list-style-type: none"> ■ Windows Server 2003: http://support.microsoft.com/kb/958687 ■ Windows Server 2008 R2: http://support.microsoft.com/kb/2194664http://support.microsoft.com/kb/2444328 <p>Note that the default connection protocol is TCP/IP.</p> |
| Dual network interface not supported | <p>Like Cisco TMS, this extension does not support the use of two network interfaces. (Identifier CSCtx52264)</p> |

Updating to Cisco TMSPE 1.1

Prerequisites and software dependencies

Cisco TelePresence Management Suite Provisioning Extension 1.1 requires:

- Cisco TMS 14.2 or later, 14.2.2 if using Smart Scheduler.
- Cisco VCS X7.2 or later

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

Migrating from Cisco TMS Agent Legacy

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

Before upgrading to 1.1, 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.

Upgrading from previous versions

To upgrade from Cisco TMSPE 1.0:

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.
5. Follow the installer instructions.

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

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.

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.

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

Document revision history

| Date | Revision | Description |
|------------|----------|---|
| 2013-08-13 | 07 | Added bug toolkit ID for CSCui59690. |
| 2013-06-17 | 06 | Updated to reflect the release of Cisco TMS 14.2.2, which addresses two issues adversely affecting Smart Scheduler. See Cisco TelePresence Management Suite Release Notes (14.2.2) for details. Cisco TMS 14.2.2 is now a requirement for deployments using Smart Scheduler. |
| 2013-05-15 | 05 | Added open issue CSCu74973. |
| 2013-04-24 | 04 | Release of Cisco TMSPE 1.1. |
| 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. |

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