Introduction


Cisco TMSXE 3.1.3 is a maintenance release for users of 3.0 or later, and a major upgrade for users of earlier versions.

The changes to the product are described in this document.

Changes to interoperability

Ensure that you read the Interoperability [p.10] section of this document, which contains important information about upcoming changes to Exchange version support and support for older versions of the product.
Product documentation

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

- [Cisco TelePresence Management Suite Extension for Microsoft Exchange Installation Guide](#)
- [Cisco TelePresence Management Suite Extension for Microsoft Exchange Administrator Guide](#)
- [Cisco TelePresence Management Suite Extension for Microsoft Exchange User Guide](#)

New features and functionality

The following features and functionality have been added to Cisco TMSXE 3.

New in 3.1.3

Support for redundant client access servers

Cisco TMSXE now supports redundant client access servers (CAS), provided a network load balancer is set up with a sticky IP connection (affinity) to one CAS server.

If the network load balancer cannot reach this primary CAS, Cisco TMSXE will be redirected to another CAS and re-subscribe to resource mailboxes, as subscriptions are stored per CAS instance. This may impact performance while re-subscription is ongoing.

For guidance on configuration, see the TechNet article [Load Balancing Requirements of Exchange Protocols](#).

New in 3.1.2

Support for client certificate authentication with Microsoft Exchange

The Cisco TMSXE service user can now authenticate with Exchange Web Services using a certificate rather than a username and password if desired. For requirements and instructions, see the installation guide.

Support for Microsoft Exchange 2010 Service Pack 3 and removal of workaround

Service Pack 3 is now supported and required for Exchange 2010 with Cisco TelePresence form. This SP removes the need for the setting **Forward meeting requests without script when Cisco form is present in Exchange 2010**, which has been removed from the configuration tool.

For customers not using the Cisco TelePresence form, Service Pack 2 is supported. Note that errors will be logged on system connect if using SP2, and that support for SP2 will be discontinued in an upcoming release of Cisco TMSXE.

Improved logging

Configuration tool logging is now initialized earlier, allowing the log to catch more events.

Support for Participant Access Code

For customers using WebEx Enabled TelePresence, the Booking Service now supports relaying Participant Access Code from WebEx Productivity Tools with TelePresence to Cisco TMS.
**File system access granted to Cisco TMSXE Application Pool**
The Cisco TMSXE Application Pool (IIS APPPOOL\TMSXEApplicationPool) is now given Full Control permissions to the folders Config, Logs, and Storage.

**Support for using Cisco TMSXE without access to Active Directory**
For special scenarios where Cisco TMSXE cannot access Active Directory, a special mode is now available. See the appendix of Cisco TMSXE Installation Guide for further information.

**New in 3.1**

**Support for WebEx Enabled TelePresence**
WebEx Productivity Tools with TelePresence adds a special panel to Outlook where users can include telepresence and WebEx properties with their meeting.

Using WebEx Productivity Tools with TelePresence, users can book:
- Telepresence with WebEx meetings; telepresence with WebEx
- TelePresence-only meetings
- WebEx-only meetings

Note that running WebEx Productivity Tools with TelePresence requires that each user has access to a WebEx site. Customers with no WebEx site can still use the Cisco TelePresence form to get advanced settings when booking telepresence meetings from Outlook.

**Introducing Cisco TMS Booking Service**
In support of WebEx Productivity Tools with TelePresence, Cisco TMS Booking Service has been added to the installer and is needed alongside the core application and configuration tool. Booking Service uses Microsoft IIS web server.

Installing Booking Service is only required for customers intending to use WebEx Productivity Tools with TelePresence.

**Introducing the WebEx Scheduling Mailbox**
For users without WebEx Productivity Tools with TelePresence, administrators can set up a special mailbox for WebEx and let users invite WebEx to their telepresence meetings.

Booking using the WebEx Scheduling Mailbox will always consume telepresence infrastructure resources. Booking WebEx-only conferences using this feature is therefore not supported.

**New Cisco TMS notification templates**
Cisco TMSXE now uses Cisco TMS email templates, inserting its own notifications and error messages when necessary.

Users will now get consistent booking confirmations and event notifications independently of the booking client they use.

The previous Cisco TMSXE-specific HTML email templates have been removed from the product.

**Migration support from 2.x discontinued**
Migration from Cisco TMSXE 2.x is no longer supported in Cisco TMSXE 3.1.
To get Cisco TMSXE 3.1.3 if using 2.2.x or 2.3, follow the installation guides for each product to do the following:

1. If necessary, upgrade to Cisco TMS 13.2.x to get compatibility with Cisco TMSXE 3.0.2.
2. Migrate to Cisco TMSXE 3.0.2.
4. Upgrade to Cisco TMSXE 3.1.

**Added room mailbox configuration compatibility check**

Not all Exchange room mailbox configuration options are compatible with Cisco TMSXE. If room mailboxes are not configured in a consistent way that is compatible with Cisco TMSXE requirements, the configuration tool will now present an error message, and all issues will be listed in the configuration log.

The documentation has also been updated to include more detail on the required room mailbox configuration.

**Configuration tool always prompts to restart service on close**

Regardless of how configuration tool was launched, it will now prompt the administrator to start the service when the tool is closed.

**Improved time zone support and data cleanup**

As the latest version of Cisco TMS and Cisco TelePresence Management Suite Extension Booking API improves time zone support for scheduling, upgrading to this version of Cisco TMSXE involves a data cleanup that harmonizes Cisco TMS and Exchange conference data. For more information and instructions, see the installation guide.

**Updated and simplified Cisco TelePresence meeting request form**

The custom meeting request form for Outlook is now called Cisco TelePresence. The form has been updated to include fewer and clearer options for users, focusing on the core features and functionality that meeting organizers rely on.

**Improved best effort booking logic**

The best effort booking mechanism that "downgrades" meetings to Reservation when some resources are not available has been improved in this version.

Specifically, when modifying existing bookings:

- If modifying a single occurrence of a meeting series, any resulting downgrades will now only apply to the occurrence.
- If modifying an ongoing meeting, Cisco TMSXE will not downgrade the meeting unless the time of the meeting is changed to outside the original meeting timespan. If not modifying the time of the meeting, adding unavailable rooms will cause those rooms to be dropped, leaving the original booking intact.

**Improved logging**

The Windows service, Booking Service, and configuration tool now create separate log files.

For detail on how logging works, see the troubleshooting sections of the installation and administrator guides.
New in 3.0.1

Support for in-place upgrades
When upgrading from Cisco TMSXE version 3.0, in-place upgrades are now supported. See Upgrading to 3.1.3 [p.10] for more information.

Improved logging
Logging has been improved when incorrect passwords or corrupted data are encountered.

New in 3.0

Backend and procedures
Cisco TMSXE 3.0 employs different technologies than previous releases. Installation and configuration procedures have changed, and the backend architecture is different. These procedures and solutions are described in the following documents:

- Before installing, see Cisco TelePresence Management Suite Extension for Microsoft Exchange Installation Guide (3.0).
- For a system overview, description of the security model, and troubleshooting, see Cisco TelePresence Management Suite Extension for Microsoft Exchange Administrator Guide.

Installation on a separate server
Previous versions of Cisco TMSXE were installed on the Exchange server itself. We recommend installing Cisco TMSXE 3.0 on a separate server. For further guidance on requirements and best practices for installation, see Cisco TelePresence Management Suite Extension for Microsoft Exchange Installation Guide (3.0).

New configuration tool for administrators
New installations of Cisco TMSXE need to be configured to integrate with your existing environment. To simplify this process, the new configuration tool has been integrated with the Cisco TMSXE installer. The installer will start the tool in wizard mode, guiding the administrator through the necessary steps to get Cisco TMSXE up and running.

Easy migration
Two tools are included with this release to ease the migration of settings and conference data from existing deployments of Cisco TMSXE 2.3.x or 2.2.

- The export tool extracts settings and endpoint data from the old installation.
- The configuration tool imports these settings and migrates them to the new installation.

Note that the migration tools are only available for 3.0, not for 3.1.

Email notification templates
When you install Cisco TMSXE, customizable notification templates are created on the server. This enables administrators to tailor the look and feel of notifications and include specific information in some or all notifications. Both HTML and plain text templates are available.
Resolved issues

The following issues were resolved in Cisco TMSXE version 3.

Resolved in 3.1.3

<table>
<thead>
<tr>
<th>Bug Toolkit Identifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCul63082</td>
<td>Resolved issue where email notifications about meetings that had been downgraded or declined would be sent out for new systems added to Cisco TMSXE, although the administrator had specified that notifications should not be sent.</td>
</tr>
<tr>
<td>CSCuj63548</td>
<td>Major improvements to overall performance for larger deployments.</td>
</tr>
<tr>
<td>CSCul65159</td>
<td>Resolved issue where mailbox updates to Cisco TMSXE would not start in some scenarios.</td>
</tr>
<tr>
<td>CSCul30283</td>
<td>Resolved issue where new systems could not be added to Cisco TMSXE in some deployment scenarios with Exchange 2010 SP 3.</td>
</tr>
</tbody>
</table>

Resolved in 3.1.2

<table>
<thead>
<tr>
<th>Bug Toolkit Identifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCuh53561</td>
<td>Resolved issue where, if an Outlook-created booking was updated both from Cisco TMS and Outlook, and the pull subscription to Exchange was lost, Cisco TMSXE would remove the booking or some resources in the booking.</td>
</tr>
<tr>
<td>CSCui03015</td>
<td>Resolved issue that caused Cisco TMS Booking Service not to restart after a Cisco TMS upgrade.</td>
</tr>
<tr>
<td>CSCui56650</td>
<td>Resolved issue where, in some scenarios, Cisco TMS would lose the time zone information for single meetings handled by Cisco TMSXE, for example when bookings already exist in a mailbox that is added. Meetings would launch at the scheduled time, but the displayed time zone would be incorrect.</td>
</tr>
</tbody>
</table>

Resolved in 3.1

The following issues found in previous versions have been resolved in 3.1:

<table>
<thead>
<tr>
<th>Bug Toolkit Identifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCto93684</td>
<td>New time zone handling in Cisco TMS, Cisco TelePresence Management Suite Extension Booking API, and Cisco TMSXE resolves multiple time zone-related issues found in previous releases.</td>
</tr>
<tr>
<td>CSCue08709</td>
<td>New time zone handling in Cisco TMS, Cisco TelePresence Management Suite Extension Booking API, and Cisco TMSXE resolves multiple time zone-related issues found in previous releases.</td>
</tr>
<tr>
<td>CSCue32780</td>
<td>Resolved issues where Cisco TMS and Exchange would become out of sync due to meetings being accepted by Exchange and rejected by Cisco TMS. Several scenarios could lead to this issue; see also CSCue51098 below.</td>
</tr>
<tr>
<td>CSCue51098</td>
<td>Installation guide updated to include more settings that are required for resource mailboxes to avoid conflicts and out of sync conditions.</td>
</tr>
<tr>
<td>CSCue59860</td>
<td>Installation guide updated with requirement for Cisco TMSXE to have network access to Active Directory.</td>
</tr>
</tbody>
</table>
## Resolved issues

### Resolved in 3.0.2

The following issues found in a previous release have been resolved in Cisco TMSXE 3.0.2:

<table>
<thead>
<tr>
<th>Bug Toolkit Identifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCtz25360</td>
<td>Resolved issue where, if the first occurrence of a recurrent meeting was moved to any time earlier than the original first occurrence, Cisco TMSXE would throw an exception and replicate erroneous meeting times to the resource calendars.</td>
</tr>
<tr>
<td>CSCtz47563</td>
<td>Removed installation guide section describing Repair option not available in product.</td>
</tr>
<tr>
<td>CSCub08460</td>
<td>Resolved issue where some video resources would be removed from bookings under certain conditions.</td>
</tr>
<tr>
<td>CSCub17835</td>
<td>Improved logging of purged Cisco TMS systems in migrated bookings.</td>
</tr>
<tr>
<td>CSCub25478</td>
<td>Documentation now explicitly states that bookings including a single system are saved with the same connection type as other meetings. In versions prior to 3.0, these bookings would be saved as Reservation Only.</td>
</tr>
<tr>
<td>CSCub36295</td>
<td>Solved issue where Cisco TMSXE would keep retrying when failing to create impossible bookings, such as meetings that occur in the past.</td>
</tr>
<tr>
<td>CSCub58071</td>
<td>Resolved issue where modifying several instances of a recurrent series and saving them, then sending all updates, might cause Cisco TMS to become out of sync with Exchange calendars.</td>
</tr>
<tr>
<td>CSCub62599</td>
<td>Resolved issue where adding and then replacing video resources to occurrences of a non-video meeting series caused Cisco TMS to become out of sync with Exchange calendars.</td>
</tr>
<tr>
<td>CSCub62650</td>
<td>Resolved issue where adding video resources to a non-video meeting caused a very low bandwidth to be set for the meeting in Cisco TMS.</td>
</tr>
</tbody>
</table>
| CSCuc01715            | Aligned naming of services and processes:  
  - Task Manager process is now called Cisco TMSXE  
  - Application file is now called Cisco TMSXEService.exe |
| CSCuc01722            | Resolved issue with processing of corrupt meetings during migration. |
| CSCuc01730            | Infrastructure systems from Cisco TMS are no longer displayed in the configuration tool system overview. |

### Resolved in 3.0.1

The following issues found in a previous release have been resolved in Cisco TMSXE 3.0.1:

<table>
<thead>
<tr>
<th>Bug Toolkit Identifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCty13390</td>
<td>Solved issue where deletion of meetings in Cisco TMS would not replicate correctly to Outlook.</td>
</tr>
<tr>
<td>CSCty01916</td>
<td>An FQDN entered or imported to the configuration tool as uppercase will now be automatically changed to lowercase.</td>
</tr>
</tbody>
</table>
### Resolved in 3.0

The following issues found in previous releases are not valid for Cisco TMSXE 3.0:

<table>
<thead>
<tr>
<th>Bug Toolkit Identifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCty97487</td>
<td>Replication now working for ad hoc bookings from Cisco TMS, and for bookings with a blank subject, organizer, or both.</td>
</tr>
<tr>
<td>CSCty97727</td>
<td>Corrupted Exchange meetings that do not exist in Cisco TMS are now deleted when encountered during migration. During operation, Cisco TMSXE will not attempt replication of corrupted Exchange meetings, but leave them intact. All occurrences of corrupted meeting data are logged.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bug Toolkit Identifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCtr25483</td>
<td>Several reports have been made of high server load causing Cisco TMSXE to stop functioning when using Windows Server 2008 with Exchange 2007 in large deployments. When the configuration tool is opened, the error message &quot;The interface is unknown&quot; is displayed, and the service will resume only after restarting the Exchange Information Store.</td>
</tr>
<tr>
<td>CSCtr77811</td>
<td>Multi-domain controller environments only: When connecting existing meeting rooms with existing bookings, the administrator should not &quot;import existing bookings&quot; until verifying that the system ID tag has replicated to all domain controllers. By default this tag is stored in <code>customAttribute1</code> on the Active Directory user object for a resource.</td>
</tr>
<tr>
<td>CSCtr77808</td>
<td>The configuration tool will crash on startup if the tmsconfuser does not have rights in Cisco TMS.</td>
</tr>
<tr>
<td>CSCtr32319</td>
<td>Some organizers receive repeated notifications that &quot;You cannot book a conference in the past&quot; for non-modified conferences that have completed successfully.</td>
</tr>
<tr>
<td>CSCtr32322</td>
<td>A meeting series that does not contain video resources can only have one exception where an occurrence include video resources. Cisco TMS will silently cancel any further occurrences with exceptions, due to a limitation of the Cisco TMS Booking API. Refer to <em>Cisco TelePresence Management Suite Extension for Microsoft Exchange User Guide (3.1.3)</em> for user guidance on creating and modifying meeting series with exceptions.</td>
</tr>
<tr>
<td>CSCtr32301</td>
<td>Subject changes in an occurrence of a recurrent meeting are now correctly reflected in the confirmation email message from Cisco TMSXE.</td>
</tr>
<tr>
<td>CSCtr32581</td>
<td>Solved issue where, when modifying an occurrence of a recurrent series, the organizer would get a confirmation email message about the entire series, but not about the exception.</td>
</tr>
<tr>
<td>CSCtr32304</td>
<td>Booking a meeting where a system is busy in one occurrence leaves the meeting as <em>Tentative</em> rather than <em>Declined</em> in the busy room calendar.</td>
</tr>
<tr>
<td>CSCtr32315</td>
<td>Test email messages sent using the &quot;Change Sender Address for E-mail&quot; functionality may have an erroneous timestamp.</td>
</tr>
<tr>
<td>CSCtr32383</td>
<td>Mail sent by Cisco TMSXE uses the Active Directory object's Display name rather than the display name configured in the administration tool.</td>
</tr>
<tr>
<td>CSCtr32311</td>
<td>Modifying the participant list of a recurrent meeting from Cisco TMS sometimes causes Exchange and Cisco TMS to become out of sync.</td>
</tr>
<tr>
<td>CSCto48952</td>
<td>Replacing an endpoint in a future occurrence of a recurrent meeting may fail if the meeting series has already started. A workaround that avoids this issue is cancelling the occurrence in question and booking it as a separate meeting.</td>
</tr>
</tbody>
</table>
Bug Toolkit Identifier | Description
--- | ---
CSCtr32341 | Modifying a meeting series so that it begins in the past may cause Cisco TMS and Exchange to contain out of sync occurrences.
CSCtr32325 | Using Outlook to delete an Outlook-created series that has been modified using Cisco TMS does not delete participants added via Cisco TMS from either system.
CSCtr32328 | When installing Cisco TMSXE in an Exchange 2007 environment, reverting to an earlier version is not possible.
CSCtt00577 | When changing a recurrent series from a "(first, second, third, fourth) NNNday of every X months" pattern to a "Day N of every X months" pattern using Outlook, the series pattern is not updated in Cisco TMS.

Open issues
The following issues apply to this version of Cisco TelePresence Management Suite Extension for Microsoft Exchange.

Identifier | Description
--- | ---
CSCul63091 | The configuration tool will not display a warning on first run after installation if no licenses for API usage are present in Cisco TMS. The error will be logged, and on subsequent runs of the configuration tool, a warning will be displayed.
CSCug45448 | If setting the free/busy status for the organizer to Free when booking a meeting with the WebEx Scheduling Mailbox, WebEx will be removed from the meeting.
CSCug45450 | The display name and location of a room mailbox, which are used by WebEx Productivity Tools with TelePresence, are only read from Global Address Book on startup of the Cisco TMSXE Windows service. As a workaround, if modifying the display name or location of a room during Cisco TMSXE operation, the service must be restarted for these settings to be read.
CSCug37593 | When a room has been removed from Cisco TMS, Cisco TMSXE will keep trying to push updates to the room until it is removed from Cisco TMSXE.

Limitations

<table>
<thead>
<tr>
<th>Limitation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal calendars not automatically updated</td>
<td>Microsoft Exchange does not allow other applications to access and modify personal calendars. When an existing booking is modified using Cisco TMS, Cisco TMSXE will update the room (resource) calendar, but not the calendars of the organizer and the participants. The organizer must distribute the updated information to the participants.</td>
</tr>
</tbody>
</table>
### Limitation

**Limitation** | **Description**
---|---
Extending ongoing meetings can cause participants to be dropped | If extending an ongoing meeting to a time when one or more participants are already scheduled for another meeting, these participants will automatically reject the meeting in Exchange and subsequently get dropped from the conference by Cisco TMS. 
This behavior is as expected with mailboxes set not to allow conflicts in Microsoft Exchange, and is not caused by Cisco TMS or Cisco TMSXE.

No support for per-resource subject line settings | Make sure the following settings are configured identically for *all* Exchange resources to be added to Cisco TMSXE:

- **Delete the subject**
- **Add the organizer’s name to the subject**
- **Remove the private flag on an accepted meeting**

Also note that combining **Delete the subject** with **Add the organizer’s name to the subject** will result in blank meeting subjects in Cisco TMS and Cisco TMSXE.

See *Cisco TelePresence Management Suite Extension for Microsoft Exchange Installation Guide* for information on how to configure these settings.

### Interoperability

#### Upcoming changes to version support

Support for Cisco TMSXE 2.x will end at the release of Cisco TMSXE 4.0. All support for Microsoft Exchange 2003 is thereby discontinued.

Customers currently running Cisco TMSXE 2.x must migrate to Microsoft Exchange 2010 and Cisco TMSXE 3.0.2, which includes the necessary tools for migrating Cisco TMSXE. They can then upgrade to the latest version.

Support for Microsoft Exchange 2007 will be discontinued in a future release later than 4.0.

#### Upgrading to 3.1.3

For complete upgrade instructions, please see *Cisco TelePresence Management Suite Extension for Microsoft Exchange Installation and Guide*.

#### Prerequisites and software dependencies

The minimum Cisco TMS version required is 14.3.

In order to perform an in-place upgrade, the installed version of Cisco TMSXE must be 3.0 or later. If an earlier version is installed, the administrator must perform a full installation with data migration.
See *Cisco TelePresence Management Suite Extension for Microsoft Exchange Installation Guide (3.0)* for migration instructions.

**Upgrade instructions**

To upgrade Cisco TMSXE to version 3.0.2:

1. Unzip the deliverable archive on the Cisco TMSXE server.
2. Run the installer.
3. A prompt will notify you that a previous version is detected on the server. Click **Upgrade**. The setup wizard launches.
4. Click **Next** to start the setup.
5. Accept the terms in the license agreement and click **Next**.
6. Follow all instructions provided by the installer.
7. When the upgrade is completed, click **Finish**. The configuration tool launches.
8. Step through the configuration tool. All settings from the previous version are kept and will be re-validated as you click **Next**.
9. Click **Finish** when all settings have been validated. A prompt will ask you whether you want to start the Cisco TMSXE service. If you decline, follow the instructions in *Cisco TelePresence Management Suite Extension for Microsoft Exchange Installation Guide* when you are ready to start Cisco TMSXE.

**Document revision history**

<table>
<thead>
<tr>
<th>Date</th>
<th>Revision</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2013</td>
<td>07</td>
<td>Version 3.1.3 released</td>
</tr>
<tr>
<td>December 2013</td>
<td>06</td>
<td>Specified that version requirement for Cisco TMS is now 14.3 or later.</td>
</tr>
<tr>
<td>August 2013</td>
<td>05</td>
<td>Version 3.1.2 released. (Note that 3.1.1 was released for limited distribution only.)</td>
</tr>
<tr>
<td>2013-04-19</td>
<td>04</td>
<td>Version 3.1 released</td>
</tr>
<tr>
<td>2012-09-07</td>
<td>03</td>
<td>Version 3.0.2 released</td>
</tr>
<tr>
<td>2012-03-28</td>
<td>02</td>
<td>Version 3.0.1 released</td>
</tr>
<tr>
<td>2012-02-20</td>
<td>01</td>
<td>Version 3.0 released</td>
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</table>
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