Cisco TelePresence Management Suite Extension for Microsoft Exchange Version 3.1.2

Software Release Notes
Revised February 2014

Contents

Introduction

Cisco TelePresence Management Suite Extension for Microsoft Exchange integrates Cisco TelePresence Management Suite with Microsoft Exchange 2007 and 2010, allowing organizers to book videoconference resources through their Outlook clients.

Cisco TMSXE 3.1.2 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.

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 3.1.2

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.

Note that due to an issue with this feature, version 3.1.3 is now required if using Exchange 2010 with Service Pack 3.

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.

Bookings 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 3.1.2 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.
3. Upgrade to Cisco TMS 14.2.
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 3.1.2 [p.9] 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 3.1.2

Bug Toolkit Identifier	Description
CSCuh53561	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.
CSCui03015	Resolved issue that caused Cisco TMS Booking Service not to restart after a Cisco TMS upgrade.
CSCui56650	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.

Resolved in 3.1

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

Bug Toolkit Identifier	Description
CSCto93684 CSCue08709	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.
CSCue32780	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.
CSCue51098	Installation guide updated to include more settings that are required for resource mailboxes to avoid conflicts and out of sync conditions.
CSCue59860	Installation guide updated with requirement for Cisco TMSXE to have network access to Active Directory.
CSCtz25360	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.

Resolved in 3.0.2

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

Bug Toolkit Identifier	Description
CSCtz47563	Removed installation guide section describing *Repair* option not available in product.
CSCub08460	Resolved issue where some video resources would be removed from bookings under certain conditions.
CSCub17835	Improved logging of purged Cisco TMS systems in migrated bookings.
CSCub25478	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*.
CSCub36295	Solved issue where Cisco TMSXE would keep retrying when failing to create impossible bookings, such as meetings that occur in the past.
CSCub58071	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.
CSCub62599 CSCub76168	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.
CSCub62650	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.

Bug Toolkit Identifier	Description
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:

Bug Toolkit Identifier	Description
CSCty13390	Solved issue where deletion of meetings in Cisco TMS would not replicate correctly to Outlook.
CSCty01916	An FQDN entered or imported to the configuration tool as uppercase will now be automatically changed to lowercase.
CSCty97487	Replication now working for ad hoc bookings from Cisco TMS, and for bookings with a blank subject, organizer, or both.
CSCty97727	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.

Resolved in 3.0

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

Bug Toolkit Identifier	Description
CSCtr25483	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 "The interface is unknown" is displayed, and the service will resume only after restarting the Exchange Information Store.
CSCtr77811	Multi-domain controller environments only: When connecting existing meeting rooms with existing bookings, the administrator should not "import existing bookings" until verifying that the system ID tag has replicated to all domain controllers. By default this tag is stored in **customAttribute1** on the Active Directory user object for a resource.
CSCtr77808	The configuration tool will crash on startup if the tmsconfuser does not have rights in Cisco TMS.
CSCtr32319	Some organizers receive repeated notifications that "You cannot book a conference in the past" for non-modified conferences that have completed successfully.

Bug Toolkit Identifier	Description
CSCtr32322	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 *Cisco TelePresence Management Suite Extension for Microsoft Exchange User Guide (3.1.2)* for user guidance on creating and modifying meeting series with exceptions.
CSCtr32301	Subject changes in an occurrence of a recurrent meeting are now correctly reflected in the confirmation email message from Cisco TMSXE.
CSCtr32581	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.
CSCtr32304	Booking a meeting where a system is busy in one occurrence leaves the meeting as *Tentative* rather than *Declined* in the busy room calendar.
CSCtr32315	Test email messages sent using the "Change Sender Address for E-mail" functionality may have an erroneous timestamp.
CSCtr32383	Mail sent by Cisco TMSXE uses the Active Directory object's Display name rather than the display name configured in the administration tool.
CSCtr32311	Modifying the participant list of a recurrent meeting from Cisco TMS sometimes causes Exchange and Cisco TMS to become out of sync.
CSCto48952	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.
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
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

Limitation	Description
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 organizers'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.

Upgrading to 3.1.2

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

Date	Revision	Description
February 2014	07	Updated with notice to upgrade to 3.1.3 if using Exchange 2010 Service Pack 3.
December 2013	06	Specified that version requirement for Cisco TMS is 14.3 or later.
August 2013	05	Version 3.1.2 released. (Note that 3.1.1 was released for limited distribution only.)
2013-04-19	04	Version 3.1 released
2012-09-07	03	Version 3.0.2 released
2012-03-28	02	Version 3.0.1 released
2012-02-20	01	Version 3.0 released

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