



# Release Notes for *Cisco TelePresence Manager* *Release 1.4.x*

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# Introduction

This Release Note describes the open caveats and additional information for Cisco TelePresence Manager Release 1.4.x.


**Note**

CTS-Manager is supported only in an enterprise intranet environment. NAT deployment is not supported.

## New Information

### Support for Country-Specific Daylight Savings Time

You can learn if CTS-Manager supports country-specific DST policies by visiting the following link:  
[http://www.cisco.com/en/US/tech/tk648/tk362/technologies\\_tech\\_note09186a008094fef5.shtml](http://www.cisco.com/en/US/tech/tk648/tk362/technologies_tech_note09186a008094fef5.shtml)

### Support for Cisco Unified Communications Manager 6.x

#### Device Profiles

Unified CM 6.x now supports specific Cisco TelePresence device types, including CTS-1000, CTS-3000, and CTS-3200. Previously, a single, generic device type was supported for all Cisco TelePresence endpoints.

If you have existing Cisco TelePresence endpoints registered with Unified CM as a generic device type and you want to change each one to a specific device type you must perform the following procedure. You only need to perform the following procedure for existing, generic Cisco TelePresence endpoints.


**Caution**

If you are going to use one of the new, specific device types, instead of the generic device type “Cisco TelePresence”, you must first upgrade CTS-Manager to version 1.4.

- Step 1** Log into Unified CM and delete the existing, generic Cisco TelePresence device.
- Step 2** Check the profile and make sure the device is deleted.
- Step 3** Add the device to Unified CM and specify the specific device type.
  - Add the Directory Number (DN)
  - Verify the room phone is associated with the new device
  - Save your changes and restart the CTS endpoint
  - Verify the CTS is registered with Unified CM
- Step 4** Stop TFTP
- Step 5** Stop CTI
- Step 6** Add the new device to the profile.

**Note** Repeat Steps 1-6 for each existing, generic Cisco TelePresence endpoint you are deleting and re-adding.

**Step 7** Start TFTP

**Step 8** Start CTI

**Step 9** From the CTS-Manager System Configuration > Discovery Service window, trigger a discovery to sync with the new devices.

Once discovery is completed and the databases are synchronized meeting organizers will receive new confirmation or action required emails for all existing scheduled meetings.

For more information regarding adding and deleting devices to Unified CM profiles refer to:

*Cisco Unified Communications Manager Installation Guide for Cisco TelePresence System Release 1.4*

## Trust Certificates

If you upgrade your Unified CM server you need to supply a new Trust Certificate to CTS-Manager. The new certificate you upload to CTS-Manager must have a different name than any older certificate.

## Support for CTS-3200

Version 1.4 of CTS-Manager supports the Cisco TelePresence System 3200. CTS-3200 is discoverable from CTS-Manager 1.4, and all CTS-Manager 1.4 scheduling and monitoring features are working. For more information about the CTS-3200 refer to:

*Cisco TelePresence System 3200 Assembly, Use & Care, and Field Replacement Unit Guide*

*Cisco TelePresence Hardware Options and Upgrade Guide*

*Cisco TelePresence System Release 1.4 Administrator's Guide*

## Support for Interoperability

CTS-Manager 1.4 supports interoperability (Interop) between Cisco TelePresence endpoints and video conferencing devices.

Interop conferencing is managed by a Cisco Unified Video Conferencing (CUVC) device that acts as a Cisco TelePresence endpoint. Only one CUVC device at a time can be registered with CTS-Manager 1.4. The CUVC resources determine how many video conferencing devices can be supported for a scheduled meeting.

CUVC devices communicate with a Cisco TelePresence Multipoint Switch (CTMS) to support Interop scheduling through CTS-Manager 1.4. A CTMS must be registered with CTS-Manager 1.4 to support interoperability with a CUVC.

## Software Releases and Component Firmware Versions

[Table 1](#) provides the current recommended set of software releases and component firmware versions for the Cisco TelePresence solution.

**Table 1**      **Software Releases and Component Firmware Versions**

Product/Component	Recommended Version	Release Date
Cisco TelePresence System (CTS)	1.4	7/28/08
CTS component firmware: Display AppCode for Gen1 Displays	1.05	8/15/2007
CTS component firmware: Display BootCode for Gen1 Displays	1.01	8/15/2007
CTS component firmware: Display App_Code for Gen2 Displays	11.01	8/15/2007
CTS component firmware: Display BootCode for Gen2 Displays	11.05	8/15/2007
CTS component firmware: Camera firmware version	346:xxx	8/15/2007
Cisco TelePresence Manager (CTS-Manager)	1.4	8/7/08
Cisco TelePresence Multipoint Switch (CTMS)	1.1.1	8/7/08
Cisco Unified Communications Manager (CUCM)	6.x	5/14/08
Cisco Unified IP Phone 7970G	8.3(2)	8/10/2007

## Hardware Support and Upgrade Path

Table 2 shows the servers supported for each version of Cisco TelePresence Manager.

**Table 2**      **Hardware Support and Upgrade Path**

Cisco TelePresence Manager Version	Shipping	Supported	May be Upgraded to CTS-Manager Versions:
1.1	MCS-7835-H2-CTS1	MCS-7835-H1-CTS1 MCS-7835-H2-CTS1	1.2, 1.3
1.2	MCS-7835-I2-CTS1 MCS-7835-H2-CTS1	MCS-7835-H1-CTS1 MCS-7835-H2-CTS1 MCS-7835-I2-CTS1	1.3
1.3	MCS-7835-I2-CTS1 MCS-7835-H2-CTS1	MCS-7835-H1-CTS1 MCS-7835-H2-CTS1 MCS-7835-I2-CTS1	1.4
1.4	MCS-7835-I2-CTS1 MCS-7835-H2-CTS1	MCS-7835-H2-CTS1 MCS-7835-I2-CTS1	NA

# Cisco TelePresence Software Compatibility Matrix

	CTS 1.0	CTS 1.1.1	CTS 1.2.0/1	CTS 1.2.2/3	CTS 1.3	CTS 1.4	CTMS 1.0.2 or earlier	CTMS 1.0.3 or 1.0.4	CTMS 1.1	CTMS 1.1.1	CTS-MAN 1.0	CTS-MAN 1.1	CTS-MAN 1.2	CTS-MAN 1.3	CTS-MAN 1.4
CTS 1.0	Y	Y	N	N	N	N	Y	N	N	N	Y	N	N	N	N
CTS 1.1.1	Y	Y	Y	Y	N	N	Y	Y	N	N	Y	Y	N	N	N
CTS 1.2.0/1	N	Y	Y	Y	N	N	Y	Y	N	N	N	N	Y	N	N
CTS 1.2.2/3	N	Y	Y	Y	Y	N	N	Y	Y	Y	N	N	Y	Y	Y
CTS 1.3	N	N	N	Y	Y	Y	N	Y(N)	Y	Y	N	N	N	Y	Y
CTS 1.4	N	N	N	N	Y	Y	N	N	N	Y	N	N	N	Y	Y
CTMS 1.0.2 or earlier	Y	Y	Y	N	N	N	NA	NA	NA	NA	N	Y	Y	N	N
CTMS 1.0.3 or 1.0.4	N	Y	Y	Y	N	N	NA	NA	NA	NA	N	Y	Y	Y	Y
CTMS 1.1	N	Y(N)	N	Y	Y	N	NA	NA	NA	NA	N	N	Y(N)	Y	Y
CTMS 1.1.1	N	N	N	Y	Y	Y	NA	NA	NA	NA	N	N	Y(N)	Y	Y
CTS-MAN 1.0	Y	Y	N	N	N	N	N	Y(N)	N	N	NA	NA	NA	NA	NA
CTS-MAN 1.1	N	Y	N	N	N	N	Y	Y	N	N	NA	NA	NA	NA	NA
CTS-MAN 1.2	N	N	Y	Y	N	N	Y	Y	N	N	NA	NA	NA	NA	NA
CTS-MAN 1.3	N	N	N	Y	Y	Y	N	Y	Y	Y	NA	NA	NA	NA	NA
CTS-MAN 1.4	N	N	N	Y	Y	Y	N	Y	Y	Y	NA	NA	NA	NA	NA
CTS500	N	N	N	N	N	Y	N	N	N	Y	N	N	N	N	Y
CTS3200	N	N	N	N	N	Y	N	N	N	Y	N	N	N	N	Y
CUCM 5.1.3	Y	Y	Y	Y	Y	N	Y	Y	Y		Y	Y	Y	Y	Y
CUCM 6.0, 6.1	N	Y	Y	Y	Y	Y	N	Y	Y		N	Y	Y	Y	Y
SBC 3.6	N	N	Y	Y	Y	Y	N	N	N		NA	NA	NA	NA	NA
SIP70.8-3-3SR2S	N	Y	Y	Y	Y	Y	DC	DC	DC		N	Y	Y	Y	Y
SIP70.8-2-2	Y	Y	Y	Y	N	Y	DC	DC	DC		Y	Y	N	N	N

## Open Caveats

### CSCte19489

**Symptom:** PreQualification Assistant failed the connection test for the IBM Domino calendar server.

**Conditions:** DIIOP and HTTP ports were not set to allow anonymous access.

**Workaround:** Set both DIIOP and HTTP ports to allow anonymous access. In IBM Domino Administrator, go to Configuration > Ports > Internet Ports. Under the Web and DIIOP tabs in the Authentication Options section, make sure that Anonymous is selected.

**Fixed:** 1.7

### CSCso83891

**Symptom:** After changing the hostname / ipaddress configuration of Unified CM with same configuration in CTS-Manager the custom meeting data such as Interop meetings, Privacy preference and switching preference are lost.

**Conditions:**

1. Unified CM's IP address is changed so the IP address at CTS-Manager needs to be changed.
2. Unified CM is restored on a different Unified CM and now CTS-Manager is configured with new Unified CM.

In such cases even though the Cisco TelePresence rooms are the same because the Unified CM is considered different CTS-Manager deletes all rooms and meetings and adds new rooms and syncs a fresh with the Exchange/Domino. This causes the custom data to be lost.

**Workaround:** Change to Unified CM to use the old configuration and restore to CTS-Manager backup so that all the custom changes to the meetings are restored.

#### **CSCsr63982**

**Symptom:** CTS-Manager restart results in resetting the Calendar window duration to default value.

**Conditions:** This happens when the default number of days for room and MCU calendar push is modified using the Policy Management screen. These take effect. However upon restart of CTS-Manager, the default values are used for the calendar push.

**Workaround:** Triggering maintenance task, updating room schedule, or modifying the default values in CTS or CTMS policy results in pushing the calendar with the right number of days.

**Further Description:** During CTS-Manager initialization, the default number of days for room and MCU calendar push is read from Configuration Entry instead of the Configuration policies. The Admin UI exposes the Configuration policy values to be modified. When these are modified, these take effect until the next CTS-Manager restart. However, upon restart CTS-Manager picks these values again from Configuration Entry table instead of the configuration policy.

The remaining configuration parameters (Upcoming Alert, Early start time, etc) are properly read from Configuration policy and so are not impacted.

#### **CSCsr53939**

**Symptom:** In CTS-Manager, under "Support > Multipoint Conference Unit" there is a MCU that is in Non-Scheduled state; user selects the MCU and clicks on "View Meetings". After this, in "Support > Scheduled Meetings" view, one or more meetings are displayed with MCU in question associated with them.

#### **Conditions:**

1. In CTS-Manager, under "Support > Multipoint Conference Unit" there is a MCU in "Scheduled" state. User selects the MCU and clicks on "Details" and checks "Migrate All Meetings To" box and clicks on "Save".
2. There are one or more meetings hosted on source MCU selected in above step such that meeting start time is already in past but end time is in future and they are in scheduled state (meeting is not launched yet).

**Workaround:** Before performing migrate all operation, navigate to "Support > Scheduled Meetings" and make sure that for the source MCU there are no scheduled meetings whose start time is already in past but end time is in future. It is recommended to do migrate all operation in maintenance hours.

**Further Description:** The Migrate All operation fetches only future meetings from database. It does not fetch current meetings, as a result current meetings are not migrated to target MCU.

#### **CSCsr52514**

**Symptom:** In CTS-Manager, under "Support > Multipoint Conference Unit", user selects MCU and clicks on "View Meetings". The "Control State" of the MCU device is "Non-Scheduled", but "Support > Scheduled Meetings" view shows one or more meetings associated with this MCU.

#### **Conditions:**

1. CTMS Administrator has reduced CTMS resources.
2. In CTS-Manager, under "Support > Multipoint Conference Unit" user selects an MCU and clicks on "Migrate All Meetings To".

Second step is executed within 2 hours of step 1.

**Workaround:** Navigate to "Support > Scheduled Meetings" view and select the impacted meeting. Change the value for "MultiPoint Conference Unit" to another MCU and click on "Apply".

**Further Description:** MCU resource reduction as well as migrate all operation should occur simultaneously for this problem to occur. This is a very rare condition.

#### **CSCsr21292**

**Symptom:** One of the following conditions are observed when the associated Unified CM profile is changed. This causes a large amount of data to be processed within a short period.

1. When a user schedules a new meeting, an email is not received from CTS-Manager for more than 20 minutes. CTS-Manager displays 'Not available' in the email status corresponding to this meeting.
2. CTS-Manager does not display one or more scheduled meetings.
3. Cisco TelePresence Multipoint Switch's administrative UI does not display one or more scheduled meetings involving three or more rooms. Such meetings would have been created in the next 7 days.

**Conditions:** These symptoms have been observed very infrequently. These are typically observed when Cisco TelePresence Manager manages more than 150 rooms.

**Workaround:** Log into CTS-Manager as a user with administrative privileges. Navigate to the 'System Settings->System' screen and restart the system. Wait for 30 minutes for the system to come back up (the administrative client would be logged out) and verify the new meetings have been processed correctly.

**Further Description:** This behavior is very infrequent. When Cisco TelePresence Manager processes a significantly large amount of data in a short period of time, it results in some synchronization errors which cause these symptoms.

#### **CSCsr40035**

**Symptom:** A user creates a recurrent meeting with one or more rooms. This recurrent meeting is set without any end date.

CTS-Manager displays the last few instances of such a meeting in error. The meeting is waiting for more information from the calendar server (e.g. Microsoft Exchange).

**Conditions:** These symptoms are typically observed for such recurrent meetings created with previous versions of Cisco TelePresence Manager.

**Workaround:** The user should navigate to his/her calendar client (e.g. Microsoft Outlook) and delete all instances of such meetings. Wait for 5 minutes. Recreate the recurrent meeting with the same rooms.

**Further Description:** In previous versions, Cisco TelePresence Manager does not store recurrent meetings without an end date and certain other characteristics correctly. When the software is upgraded to version 1.4 this erroneous data is not auto-corrected. Deleting these previous meetings would delete such erroneous data and alleviate the issue.

#### **CSCso13522**

**Symptom:** A scheduled meeting continues to display In Progress status even after the call is disconnected.

**Conditions:** This is a rare occurrence wherein an endpoint sends incorrect call start and call end notification. Specifically, if the call fails for an unknown reason.

**Workaround:** Scheduled meeting continues to stay in progress state and would be eventually marked completed within 24 hours duration.

**CSCso05840**

**Symptom:** Meeting stays in "Waiting for more information" state in CTS-Manager. It is not pushed to the phones and meeting organizer does not receive a confirmation email.

**Conditions:**

1. Exchange 2007 environment.
2. Meeting Organizer is the room itself (proxy logs into room account to schedule a meeting).
3. Outlook Web Access is used to schedule this meeting.

**Workaround:** Use Outlook 2003 instead of OWA to schedule the meeting. OWA is not supported.

**CSCsf06564**

**Symptom:** Mailbox usage values are not reflected correctly on the administrative user interface (UI) screens (System Configuration -> Microsoft Exchange). Values displayed show a maximum capacity of -1 KB.

**Conditions:** The Microsoft Exchange administrator has not allocated a mailbox size for the user account created for use specifically by the Cisco TelePresence Manager. Instead the size allocated is inherited from the size set for the user group or groups under which this user is created.

**Workaround:** Set the mailbox size parameters explicitly for the Exchange user account used by Cisco TelePresence administrator. Product documentation provides pointers on steps required to set the mailbox quota.

**Further Description:** In the Cisco TelePresence Manager deployment, when meetings are scheduled via Microsoft Exchange, Cisco TelePresence Manager evaluates the resources available for these meetings and sends out confirmation clarification e-mails to an administrative e-mail account. The mailbox size of this account is monitored by reading the mailbox quota parameters for the account.

The mailbox parameters must be explicitly set for this mailbox account. The alternative mechanism of setting default mailbox parameters for all the enterprise and reading them for this administrative account is evaluated here.

There are three possibilities in reading mailbox quota parameters:

- Option 1: Reading the mailbox parameters when these are explicitly set on the user account. In this case, the mailbox quota is read from the attribute in Active Directory:  
`mDBStorageQuota`  
  
Also, in this case, the attribute `mDBUseDefaults` is set to false.
- Option 2: When the user account has no explicit mailbox quota values set on it, and the value `mDBUseDefaults`  
  
is set to true the default values set on the System Policy object are read and applied on the user. However, the default System Policy must be set in order for this information to be retrieved.
- Option 3: If the default policy is not set the user has unlimited usage of the mailbox. In this case it is not possible to monitor the mailbox usage.

Evaluating all these conditions, it is recommended the deployments use option 1 or option 2.



# Closed Caveats

## Issues Fixed in Release 1.4

### **CSCsm34931**

An attempt to restore backed up CTS-Manager data fails. The restore log displays 'Unable to copy partition a to partition b' (or vice versa). It has been verified that the CTS-Manager version used to back up data is identical to the one used to restore the same backup file.

### **CSCsl10618**

Administrator does not receive a valid confirmation when a software upgrade is finished in certain condition when selecting switch-version at the same time with the upgrade. The 'Finish' button in the upgrade wizard is not enabled in this case. Administrator doesn't know if the upgrade is finished or not.

### **CSCsm54149**

A Cisco TelePresence Room associated with Cisco TelePresence System device is not marked as unmanaged in Cisco TelePresence Manager.

### **CSCsm69020**

CTS-Manager services fail to authenticate with external subsystems like Cisco Unified Communication Manager, Microsoft Exchange server, IBM Domino server, Microsoft Active Directory, Domino Directory, etc.

### **CSCso05318**

CTS-Manger email not received for single meeting. Web UI shows the email state as pending.

### **CSCso15467**

System Error log level resets to the default 'ERROR' level after an upgrade.

### **CSCso25992**

The database maintenance time reflected is UTC time i.e of CTS-Manager server irrespective of user preference timezone reflected everywhere.

### **CSCso29301**

Remote\_account user name does not accept names with numbers. CLI will return "unsuccessful" and web UI will return "Invalid account name" as Error.

### **CSCso02588**

CTS-Manager displays an incorrect number of instances for a recurrent meeting.

### **CSCsq48839**

CTS-Manager incorrectly calculates overlapping meeting resources.

## Issues Fixed in Release 1.3.2

**CSCsq64865**

CTS-Manager sends out confirmation emails without any meeting changes.

**CSCsq77460**

Email login failed with exception.

**CSCsq75176**

If the Unified CM page is updated from an IP address to a hostname, or vice versa, multipoint meetings are not pushed to the Cisco TelePresence Multipoint Switch (CTMS).

**CSCsq59301**

Incorrect version of Unified CM displayed on System Information page.

**CSCsq51502**

From the System Configuration > System Settings page - changing IP address, Subnet Mask, or Default Gateway returns an error and breaks the network connection.

**CSCsq47602**

Multipoint meetings with no enddate are not expanded to 365 days after upgrade from 1.2.

**CSCsq82862**

Data in Logon name field not migrating during upgrade.

**CSCsq89781**

Discovery failure due to Unified CM AXL service down error can cause phone calendar push failure.

## Issues Fixed in Release 1.3.1

**CSCso86516**

Server gets http error 500 after stop and start Service Manager from admin CLI.

**CSCso63587**

One button to push is not working for meetings which are in scheduled state in CTS Manager.

**CSCso26626**

CTS Manager upgrade process states that the CD-ROM patch file is not found.

**CSCsq15600**

Unified CM Discovery process displays x% progress and appears to be get stuck and does not indicate completion.

**CSCsq12855**

Switch Exchange user will fail test.

**CSCsq15790**

One button to push fails and gets busy tone.

**CSCsq31094**

After upgrade from version 1.1 or 1.2 to 1.3, some multipoint meetings go into err state.

## Issues Fixed in Release 1.3

CSCsj20917	CSCsk39537	CSCsk26193
CSCsh83696	CSCsi09331	CSCsh83696
CSCsf98249	CSCsf99034	CSCsg44093
CSCsg55878		

## Issues Fixed in Release 1.2

CSCsk87878	CSCsk50832	CSCsk64583
CSCsj24637	CSCsi56987	CSCsk56890
CSCsi51327	CSCsi09331	CSCsg26669
CSCsg73287	CSCsi51161	CSCsi49383
CSCsk79109	CSCsk77717	CSCsk74862
CSCsk56979	CSCsk17940	CSCsk38966
CSCsj55847	CSCsj42407	CSCsi64122
CSCsi55511	CSCsi24758	CSCsf06619
CSCsg10620	CSCsg35192	CSCsg46572
CSCsg56475	CSCsg57601	CSCsg58128
CSCsg59782		

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