



Release Notes for *Cisco TelePresence Manager Release 1.9*

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Introduction

This release note describes the open caveats and additional information for all releases associated with Cisco TelePresence Manager (CTS-Manager), Release 1.9.x.


Note

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

Hardware Support and Upgrade Path

[Table 1](#) shows the servers supported by Cisco TelePresence Manager 1.9.

[Table 2](#) shows the supported servers by version number and Cisco product ID.

Table 1 *Hardware Support and Upgrade Path*

Hardware	Install/Upgrade	Minimum Memory Required	Endpoints Supported: Microsoft Exchange	Endpoints Supported: IBM Domino
UCS C220 M3	Install	8 GB	500	150
UCS C210 M2	Install/Upgrade	8 GB	500	150
MCS 7845 I3	Upgrade	4 GB*	100	100
MCS 7845 I3	Install/Upgrade	6 GB	300	100
MCS 7845 H2/I2	Upgrade	8 GB	100	50
MCS 7835 H2/I2	Upgrade	4 GB*	100	50

*6 GB is recommended.

Table 2 *Hardware Support by Version and Product ID*

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-H2-CTS1 MCS-7835-I2-CTS1	MCS-7835-H2-CTS1 MCS-7835-I2-CTS1	1.5, 1.6.0, 1.6.x

Table 2 **Hardware Support by Version and Product ID**

Cisco TelePresence Manager Version	Shipping	Supported	May be Upgraded to CTS-Manager Versions:
1.5, 1.5.x	MCS-7845-H2-CTS2 MCS-7845-I2-CTS2	MCS-7835-H2-CTS1 MCS-7835-I2-CTS1 MCS-7845-H2-CTS2 MCS-7845-I2-CTS2	1.6.0, 1.6.x, 1.7.x
1.6.x	MCS-7845-H2-CTSx MCS-7845-I2-CTSx	MCS7845-H2-CTSx MCS7845-I2-CTSx	1.7, 1.8
1.7.x	MCS-7845-I3-CTS1 MCS-7835-I3-CTS1 (Commercial Express only)	New Installs: MCS-7845-I2 or I3 Commercial Express: MCS-7835-I3-CTS1 only Upgrades: MCS-7845-H2-CTSx MCS-7845-I2-CTSx MCS-7835-H2-CTSx MCS-7835-I2-CTSx Note MCS-7835-Ix-CTSx or MCS-7835-Hx-CTSx for enterprise: CTS-Manager 1.7.0.x when installed on the MCS-7835 enterprise requires a memory upgrade from 2 GB RAM to 4 GB RAM.	1.8
1.8.x	MCS-7845-I3-CTS1 UCS-C210M2-VCD2 UCS-SP5-C220E with: <ul style="list-style-type: none"> • UCS-HDD300GI2F105 • VMW-VS5-STD-1A 	MCS-7845-I3-CTS1 UCS-C210M2-VCD2 UCS-SP5-C220E with: <ul style="list-style-type: none"> • UCS-HDD300GI2F105 • VMW-VS5-STD-1A 	1.9
1.9.x	MCS-7845-I3-CTS1 UCS-C210M2-VCD2 UCS-SP5-C220E with: <ul style="list-style-type: none"> • UCS-HDD300GI2F105 • VMW-VS5-STD-1A 	MCS-7845-I3-CTS1 UCS-C210M2-VCD2 UCS-SP5-C220E with: <ul style="list-style-type: none"> • UCS-HDD300GI2F105 • VMW-VS5-STD-1A 	

Specification-based Hardware Support

Beginning with release 1.8, CTS-Manager now supports specification-based hardware using VMware.

For more information on supported hardware, refer to the following links:

http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization_Supported_Applications#TelePresence_Applications

http://docwiki.cisco.com/wiki/UC_Virtualization_Storage_System_Design_Requirements#TelePresence_Applications

For more information on VMware support, refer to the following links:

http://docwiki.cisco.com/wiki/Unified_Communications_VMware_Requirements#VMware_Feature_Support_for_TelePresence_Applications

http://docwiki.cisco.com/wiki/Unified_Communications_Virtualization_Sizing_Guidelines#TelePresence_Applications

http://docwiki.cisco.com/w/index.php?title=Unified_Communications_Virtualization_Downloads_%28including_OVA/OVF_Templates%29#TelePresence_Applications

Software Upgrade Path

Upgrading from CTS-Manager 1.7 or 1.8 to 1.9 is supported. CTS-Manager versions 1.7 and later require device and feature licenses.

No upgrade license or key is required, as long as customers have an installed device and feature license and a current support contract.

For more information, refer to “Existing Customers Upgrading to CTS-Manager 1.9” in the CTS-Manager 1.9 Administration and Installation Guide:

http://www.cisco.com/en/US/docs/telepresence/cts_manager/1_9/admin/ctm_cfg.html#wp1328782

Cisco TelePresence Software Compatibility Matrix

For Cisco TelePresence software compatibility information, refer to the information located at the following URL:

http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html

Cisco TelePresence Manager Open-Source Software Licenses

License agreements for the open-source software used in Cisco TelePresence Manager are available at the following URL:

http://www.cisco.com/en/US/products/ps7074/products_licensing_information_listing.html

What New in this Release

This section describes new and changed information in Cisco TelePresence Manager beginning with release 1.9.4.

New in Release 1.9.4

Support for scheduling with the following endpoints:

- SX80
- IX5000

CTS-Manager 1.9.4 supports TLS V1.0 only

Fixes for the following bugs:

- [CSCur05104](#)
- [CSCur53260](#)
- [CSCur53372](#)
- [CSCur53414](#)
- [CSCur57763](#)
- [CSCur57794](#)
- [CSCur73117](#)
- [CSCuq92943](#)

New in Release 1.9.3

Support for scheduling with the following endpoints:

- MX200G2
- MX300G2
- MX700
- MX800

Fixes for the following bugs:

- [CSCup83618](#)
- [CSCup95693](#)
- [CSCum35636](#)
- [CSCuc79703](#)
- [CSCuo22168](#)
- [CSCui95138](#)
- [CSCuj51200](#)
- [CSCum73047](#)
- [CSCum84376](#)
- [CSCun37322](#)

New in Release 1.9.2

Fixes for the following bugs:

- [CSCuh25163](#)
- [CSCug71740](#)
- [CSCua91692](#)
- [CSCuh36893](#)
- [CSCui45559](#)
- [CSCui45646](#)

Known issue:

- [CSCui58705](#)

New in Release 1.9.1

- Support for Microsoft Exchange 2010 SP3
- **The following features are not supported in this release:**
 - CTMS Network Multipoint
 - Device groups
 - Intergroup scheduling

Fixes for the following bugs:

- [CSCua05566](#)
- [CSCub48257](#)
- [CSCue18892](#)
- [CSCue60727](#)
- All bug fixes from 1.8.3 through 1.8.5 are included in release 1.9.1 but not in 1.9.0

New in Release 1.9

- **Network Multipoint for Scheduled Meetings**

CTS-Manager now supports scheduled network multipoint meetings. A maximum of 11 CTMS devices and 440 segments are supported in a meeting. CTMS Network Multipoint is enabled by logging in to the CTS-Manager Administrative Web UI and going to the **Configure > Application Settings > Bridges and Servers** tab.

For more information, see the CTMS Network Multipoint 1.9 Design Guide for release 1.9, at the following URL:

http://www.cisco.com/en/US/docs/telepresence/multipoint_switch/1_9/design/guide/CTMS_Network_Multipoint_Design.html

- **WebEx OneTouch Meeting Scheduling with WebEx Productivity Tools for Microsoft Outlook**
Meeting organizers can schedule TelePresence meetings with WebEx directly in Microsoft Outlook using the WebEx Productivity Tools plug-in. Logging into CTS-Manager is not required.
- **Device Grouping in CTS-Manager**

You can group endpoints with CTMS devices, so that when a meeting is scheduled, CTS-Manager reserves devices from the same group as the endpoint(s). Grouping is especially useful for large geographically-dispersed companies with many endpoints and CTMS devices. Groups are created and managed by logging in to the CTS-Manager Administrative Web UI and going to **Configure > Device Groups**.

- **Virtualization Support**

Multiple instances of CTS-Manager and CTMS can now be installed as virtual machines on the UCS C210 M2 server using VMware ESXi 4.1.

- 1 CTS-Manager and 1 CTMS can be installed on a single UCS server.
- CTS-Manager with up to 4 instances on a single server, for service provider deployments with no more than 50 endpoints under management per instance of CTS-Manager.

For more information about virtualization, including sizing guidelines, application support and storage requirements, refer to the Cisco Unified Communications Virtualization Wiki:

http://docwiki.cisco.com/wiki/Before_You_Buy_or_Deploy_-_Considerations_for_Design_and_Procurement#Useful_Links

- **Support for CTX Without External LDAP**

CTX to CTS-Manager integration using scheduling API no longer requires and LDAP/AD server for authentication.

- **CUVC Support Discontinued**

The CUVC option for interop devices has been removed from the Configure > Application Settings > Bridges and Servers tab.

Before upgrading from Cisco TelePresence Manager 1.8x, the MXE option must be selected.

- **MXE Support Discontinued**

In earlier versions of the CTS-Manager release notes, CTMS 1.8 and Media Experience Exchange (MXE) 5600 with limited interoperability was supported.

Based on recent testing, it has been determined that MXE 5600 interop with CTMS 1.8 or later is a solution Cisco can no longer recommend to customers. As a result, support for MXE 5600 is discontinued with CTS-Manager and CTMS 1.8 and 1.9.

Existing customers are encouraged to migrate to TelePresence Server for interop.

For options regarding MXE 5600, contact your Cisco account team or send an inquiry to Ravi Bansal via email: ravbansa@cisco.com.

- **Support for Microsoft Exchange 2010 SP2**

- **Clustering Support Discontinued**

Cisco no longer provides support for the clustering feature originally introduced in release 1.8. For questions, contact Ron Lewis: ronlewis@cisco.com.

- **Fixes for the following bugs:**

- [CSCtt05599](#)
- [CSCtt44865](#)
- [CSCtu05767](#)
- [CSCtj21302](#)

- **Known Issues with Scheduling Meetings on TelePresence Server**

The following issues should be noted prior to implementation of scheduling meetings on TelePresence Server:

- CSCub70207 - If the meeting subject field is over 50 characters, the meeting is not created.
- CSCuc09833 - CTS-Manager over subscribes TS resources if the meeting is changed to add more ports.
- CSCub12057 - CTS-Manager won't schedule a meeting that uses TS if there are too many conf errors.
- CSCuc45654 - Interop meeting not scheduled to use TS if the dial ID has been reused from an earlier meeting on the same day.
- CSCuc43405 - TS multipoint call-in number does not check range and meeting is not pushed to the TS if the dial plan is over 10 digits.

**Note**

There are no workarounds for these known issues. As a result, Cisco recommends for customers to postpone migration to TelePresence Server until these issues are fixed.

New in Release 1.8.5

- Fixes for the following bugs:
 - [CSCuc79048](#): CTS-Manager does not push a meeting to TelePresence Server (TS) if the meeting subject is empty.
 - [CSCuc93997](#): TS ports calculation incorrect in room declined/add scenario.
 - [CSCud23079](#): Wrong call-in number is displayed after scheduling a meeting where TS is the multipoint scheduling device.
 - [CSCuc98978](#): CTS-Manager overbooks MCU resources, exceeding the maximum segments/ports capacity limit.

New in Release 1.8.4

- Support for Microsoft Exchange 2010 SP2
- Fixes for the following bugs:
 - [CSCuc45654](#): Interop meeting not scheduled to use TelePresence Server (TS) if the Dial ID is reused from an earlier meeting on the same day.
 - [CSCub70207](#): CTS-Manager does not push a meeting to TS when the meeting subject is longer than 50 characters.

**Note**

In release 1.8.4, the meeting subject is limited (truncated) to 50 characters for TS 2.2 and 80 characters for TS 2.3.

- [CSCuc09833](#): CTS-Manager overschedules TS resources.
- [CSCtq93187](#): Meeting name does not update in TS.
- [CSCuc43405](#): TS Multipoint call-in number does not check range and meeting is not pushed to TS if dial plan is over 10 digits.

**Note**

When adding a TelePresence Server in the Configure > Bridges and Servers window, it is required to use the same number of digits in the Multipoint Call-In Number Start and Multipoint Call-In Number End fields when either the start or end range is over 2147483647.

- [CSCub12057](#): CTS-Manager does not push new TS meetings when the maximum number of conferences has been reached on TS.
- For detailed information about migrating meetings from CUVC or MXE to TelePresence Server, refer to the following section in the CTS-Manager 1.8 Administration and Installation Guide:
http://www.cisco.com/en/US/docs/telepresence/cts_manager/1_8/admin/ctm_cfg.html#wp1496671

New in Release 1.8.3

- Fixes for the following bugs:
 - [CSCua66606](#)
 - [CSCub11314](#)
- Known Issues with Scheduling Meetings on TelePresence Server

The following issues should be noted prior to implementation of scheduling meetings on TelePresence Server:

- [CSCub70207](#) - If the meeting subject field is over 50 characters, the meeting is not created.
- [CSCuc09833](#) - CTS-Manager overschedules TS resources if the meeting is changed to add more ports.
- [CSCub12057](#) - CTS-Manager won't schedule a meeting that uses TS if there are too many conf errors.
- [CSCuc45654](#) - Interop meeting not scheduled to use TS if the dial ID has been reused from an earlier meeting on the same day.
- [CSCuc43405](#) - TS multipoint call-in number does not check range and meeting is not pushed to the TS if the dial plan is over 10 digits.

**Note**

There are no workarounds for these known issues. As a result, Cisco recommends for customers to postpone migration to TelePresence Server until these issues are fixed.

New in Release 1.8.2

- The Extend Multipoint Meetings feature is now available for multipoint meetings using TelePresence Server (TS), using the following options:
 - ‘Allow all meeting organizers to extend meetings up to (minutes):’
The ‘Always Extend’ setting is available, however the ‘Extend, if resources available’ setting is not compatible with TS.
 - ‘Allow these meeting organizers to extend meetings’

**Note**

Meetings using TS are extended automatically. There is no message on the phone or control device asking the user if they want to extend the meeting.

- Fix for the following bug:
 - [CSCtz76485](#)
- The following is a known issue in release 1.8.2:
 - Symptom: Only multipoint meetings scheduled to use CTMS are revalidated after changing Extend Multipoint Meetings settings, so any meetings scheduled to use TS will not be extended.
 - Conditions: CTS-Manager is configured with 3 CTMSs and 2 TelePresence Servers. Upgrade CTS-Manager to release 1.8.2 and change the Extend Multipoint Meetings setting from ‘Do not end meetings until they are ended by the participants’ to ‘Allow all meeting organizers to extend meetings up to (minutes):30’ and select ‘Always extend.’
 - Workaround: If the meetings scheduled to use TS are modified (time change), they will be extended.



Note Meetings scheduled after upgrading to 1.8.2 will be extended.

New in Release 1.8.1

- Alert Management: When disk usage is close to or exceeds a user-configurable threshold, an alert email is sent. The email is sent to the email address configured in the Copy Outgoing Email To field on the Configure > Application Settings > Email tab.

New in Release 1.8

• Clustering Support Discontinued

Cisco no longer provides support for the clustering feature originally introduced in release 1.8. For questions, contact Ron Lewis: ronlewis@cisco.com.

- WebEx Multisite: Provides the ability to expand the number of WebEx users managed by CTS-Manager by adding additional WebEx scheduling servers. WebEx scheduling servers are added in the Configure > Bridges and Servers window. Meeting organizers select the server to which they have been assigned in the Meeting Manager window, the first time the schedule a TelePresence Meeting with WebEx.
- User Delegate: Allows a meeting organizer to allow other users to manage their meetings. The delegate user(s) receive email notifications and have access to the same features as the meeting organizer, including the ability to access Meeting Manager to view meeting details, change meeting options and preferences.
- TelePresence Server Scheduling: Now supported for scheduling multipoint meetings. It supports interoperability with videoconferencing and the new TelePresence call-in number feature. A TelePresence Server is added in the Configure > Bridges and Servers window and configured in the Configure > Application Settings > Bridges and Servers tab.



Note Cisco recommends for customers to postpone migration to TelePresence Server until the known issues detailed in release 1.9 are fixed (see above).

- UCS Server: The Cisco UCS C210 M2 server is now supported for CTS-Manager. It provides a high-performance solution for large-scale TelePresence environments.



Note Only a single CTS-Manager can be installed on a UCS server at one time. Except for the required VMware software, no other software can be installed on the UCS. This includes Cisco TelePresence Multipoint Switch (CTMS) and Cisco TelePresence Recording Server (CTRS).

- **TelePresence Call-In Number:** Introduced in version 1.8 of Cisco TelePresence Multipoint Switch (CTMS) and Cisco TelePresence Manager (CTS-Manager), the Cisco TelePresence Call-in Number feature enables a Meeting Organizer to allow users to join the meeting from Cisco TelePresence endpoints that are not scheduled in the meeting invitation. For more information, see TelePresence Call-In Number:
http://www.cisco.com/en/US/docs/telepresence/cts_manager/1_8/call_in_number.html
- **EX, MX and C-series Endpoints:** EX, MX and C-series endpoints can now be scheduled in TelePresence meetings. Endpoints with TC5.0 or later software that are registered to a Unified CM version 8.6(1) or later are discovered automatically by CTS-Manager. Endpoints with TC5.0 or later registered to a VCS must be added manually in the Configure > Endpoints window. Endpoints with TC5.0 or later support One-Button-to-Push. Endpoints with TC4.x or earlier function as VC endpoints.
- **Browser Security:** Secures communication between the CTS-Manager web server and the browser through which you access the CTS-Manager Administrative UI. Browser security eliminates website security certificate warnings, which you receive if your web server is not secure. In CTS-Manager, you can set up either inter-device security, which is an existing feature, or browser security, which is introduced in CTS-Manager release 1.8. The deployment of both security features at the same time is not supported.

For more information on browser security, see the Cisco TelePresence Security Solutions:
http://www.cisco.com/en/US/products/ps8332/products_installation_and_configuration_guides_list.html
- **Intelligent link to Cisco Prime Collaboration Manager:** Provides a real-time unified view of Cisco TelePresence meetings and real-time troubleshooting to simplify video collaboration management.
- **Administration web user interface settings remembered for each user:** User layout options, like column sorting and filtering, are preserved for the next time a page is accessed or the user logs in.



Note May 2012 Update: CTS-Manager and CTMS 1.8 and 1.9 are not compatible with MXE.

Fixes for the following bugs:

- [CSCtf01268](#)
- [CSCtg35790](#)
- [CSCth86011](#)
- [CSCti31325](#)
- [CSCti55683](#)
- [CSCtj12393](#)
- [CSCtj26731](#)
- [CSCtn41034](#)

- [CSCtb73388](#)
- [CSCtd01771](#)
- [CSCtl79841](#)
- [CSCtn90706](#)
- [CSCto05480](#)
- [CSCto84693](#)
- [CSCtk09411](#)
- [CSCto03469](#)
- [CSCtq63008](#)
- [CSCtj21302](#)
- [CSCtj59759](#)
- [CSCtl04723](#)
- [CSCtl98246](#)
- [CSCto08928](#)
- [CSCto23343](#)
- [CSCto26850](#)
- [CSCto31918](#)
- [CSCto87842](#)
- [CSCto94543](#)
- [CSCtq41464](#)
- [CSCtq41500](#)
- [CSCtq84849](#)
- [CSCtr75485](#)
- [CSCtt02104](#)

New in Release 1.7

This section describes new and changed information in Cisco TelePresence Manager beginning with Release 1.7.

- WebEx OneTouch - Meeting organizers can now add WebEx participants to their meeting. Meeting organizers can be assigned to one of three WebEx roles:
 - WebEx Permitted User - can request WebEx for meetings on an individual basis
 - WebEx Premium User - automatically has WebEx for all meetings
 - Non-Permitted WebEx User - is not permitted to use WebEx with meetings

For complete details on how to configure WebEx for the Cisco TelePresence System, including CTS-Manager, refer to the “Cisco WebEx OneTouch Configuration Guide for the Cisco TelePresence System” at the following URL:

http://www.cisco.com/en/US/docs/telepresence/cts_admin/webex_solutions/guide/cts_webex_config.html

- Easy Video Conference Scheduling - Third party VC endpoints can now be configured as groupware resources in the same manner as CTS endpoints which allows meeting organizers to reserve VC rooms from their calendar application, along with CTS endpoints. Once a VC room is included in a scheduled TelePresence meeting, CTS-Manager automatically recognizes that it is a video conferencing interop meeting, reserves the necessary resources, generates the call in number and meeting number, and includes the call-in information for the VC participants in the meeting confirmation email.
- Meeting Extension- Flexible meeting extension features, including the new Meeting Extension Premium role that allows specific user groups to have the capability to extend meetings.
- Enforced License-based features:
 - Room-based licenses - correspond to the number of CTS devices (rooms) used for TelePresence meetings, based on one license per room. License are available in groups of 10, 50 and 100 rooms.
 - Feature-based licenses include:
 - Scheduling API - supports organizations that need calendaring integration other than with MS Exchange or IBM Domino.
 - Metrics Dashboard and Reporting API - Metrics dashboard gives administrators an overview of scheduled meetings, return on investment, and travel avoidance savings. The reporting API allows developers to gather both scheduled and ad hoc meeting information, plus survey answers to compute custom metrics dashboards to meet customers needs.
 - For more information about these APIs, go to <http://developer.cisco.com>.
 - When upgrading to CTS-Manager 1.7, you can get an upgrade license.



Note Upgrade License Procedure: Please refer to [CSCti46839](#), page 36 for an important note about the process of getting an upgrade license.

- VC Rooms status and configuration - The Support > VC Rooms window displays status information for all video conferencing meeting rooms registered with CTS-Manager. The Configure > VC Rooms window allows you to add and view the status of video conferencing rooms in CTS-Manager.
- Graphic user interface for CTS-Manager updated to Cisco standard style.
- System Resources - The Troubleshoot > System Resources window provides tracking information for memory, disk usage, and Ethernet traffic in a graphical snapshot format.
- Not-A-TelePresence Meeting - Allows a meeting organizer who schedules a meeting with only one Telepresence room to select option of non-Telepresence meeting to prevent an error message.
- Microsoft Exchange 2010 with Windows Server 2008 and IBM Domino 8.5 support.
- HD-Interop with Media Experience Engine (MXE) - New gateway for inter-operation with non-CTS endpoints configured in the Configure > Application Settings > Bridges and Servers window.
- Remove Email Prefixes from the Pushed Meeting Subject - In the Configure > Application Settings > Email window, this feature allows email prefixes including “FW:”, “RE:” and “Updated:” can be removed from the subject line of TelePresence meeting emails. This feature is useful when a meeting organizer, participant or administrator wants to sort TelePresence meeting emails by subject in order to find an email related to a specific meeting.
- Cisco Unified Video Conferencing (CUVC) Gateway now supports high definition interoperation with non CTS endpoints using 720P or standard definition using CIF.
- Support for multiple CUVC Servers using CUVC-M solution for scalability.

- Group email by conversation in Microsoft Outlook - This feature allows you to group CTS-Manager emails by Outlook's group by Conversation feature. This feature groups emails according to their subject line making it easier for you to sort and find emails related to scheduled meetings.

New in Release 1.6.5

- Fixes for the following bugs:
 - [CSCtf46535](#)
 - [CSCtf60552](#)
 - [CSCtg76975](#)
 - [CSCtf15500](#)
 - [CSCte79769](#)
 - [CSCtg90896](#)
 - [CSCtg90910](#)
 - [CSCtg90932](#)
 - [CSCsz44470](#)
 - [CSCtg38615](#)
 - [CSCtg31293](#)
 - [CSCtg66265](#)

New in Release 1.6.3

- Support for NTLMv2 authentication policy for Exchange 2007 EWS is now available in this release.
- Support for unlimited LDAP servers with Microsoft Exchange WebDAV and EWS environments.

New in release 1.6.x

- Studio mode recording - allows an administrator to turn on global studio mode recording if all managed CTS endpoints are upgraded to the supported version. CTS is configured using the CTS UI, with a preferred recording server which would dial out to meetings, allowing the one button to push recording for the meeting
- Concierge changed to Live Desk
- Tentative Room Reservations - CTS-Manager now processes room reservations which are in tentative state. A tentative state implies meeting invite has been viewed by room/CTS-500 owner but not accepted yet. CTS-Manager would treat a tentative reservation as an accepted reservation
- Support for MS Exchange 2003/2007 deployments using Windows 2008 platform
- Enhancement Email Management - more support to email notifications on a global basis, admin can turn off or on email notifications
- Hardware MIB- new hardware MIBs are supported in 1.6 release
- Support for MS Exchange 2007 Web Services using FBA (Form Based Authentication)
- SD Interop supported with CIF; HD Interop with CUVC 7.0 supports 720p

- Support for multiple Unified CM Clusters - supports One Button To Push in Unified CM multi-cluster deployment. The ens user does not need to dial any special number to dial across the clusters in that CTS-Manager will formulate the numbers dialed by CTS end points to go across clusters based on Unified CM configurations.
- Support for multiple LDAP Domains/Forests in MS Exchange Deployments - CTS-Manager supports interacting with a maximum of 5 LDAP servers per deployment
- Optional First-Time Setup using the Pre-Qualifier tool

CTS-Manager Release 1.9.x Caveat Reference

Table 5 summarizes caveats found in CTS-Manager Release 1.9.

Table 3 Release Caveats and Caveats Corrected Reference

CDETS Number	Software Release	
	1.9	
	Found in Release	Corrected in Release
CSCuq92943	1.9.3	1.9.4
CSCur73117	1.9.3	1.9.4
CSCur57794	1.9.3	1.9.4
CSCur57763	1.9.3	1.9.4
CSCur53414	1.9.3	1.9.4
CSCur53372	1.9.3	1.9.4
CSCur53260	1.9.4	1.9.4
CSCur05104	1.9.4	1.9.4
CSCup83618	1.9.2	1.9.3
CSCum35636	1.9.2	1.9.3
CSCuo22168	1.9.2	1.9.3
CSCui58705	1.9.2	Known issue
CSCuj51200	1.9.2	1.9.3
CSCum73047	1.9.2	1.9.3
CSCum84376	1.9.2	1.9.3
CSCui45646	1.9.1	1.9.2
CSCui45559	1.9.1	1.9.2
CSCug71740	1.9.1	1.9.2
CSCuc79703	1.9	1.9.3
CSCun37322	1.9	1.9.3
CSCtx92222	1.9	
CSCui94785	1.9	
CSCue18892	1.9	1.9.1
CSCtz83897	1.9	

Table 3 Release Caveats and Caveats Corrected Reference (continued)

CSCtz83907	1.9	
CSCtx43546	1.9	
CSCtx43899	1.9	
CSCty55831	1.9	
CSCty58137	1.9	
CSCty71168	1.9	
CSCty74856	1.9	
CSCtz10763	1.9	
CSCtz56478	1.9	
CSCtz56866	1.9	
CSCtz59575	1.9	
CSCtz73917	1.9	
CSCtz76200	1.9	
CSCtz76485	1.9	
CSCtz86421	1.9	
CSCtz78586	1.9	
CSCua05566	1.9	1.9.1

Caveats for CTS-Manager Release 1.9

CSCuq92943

Symptom: When logs are configured for archiving to remote storage (SFTP or FTP), no archive files are created on the remote site.

Condition:

Workaround: Use local storage instead of remote storage.

CSCur73117

Symptom: Cisco TelePresence IX5000-series endpoints are not supported by default.

Condition:

Workaround: Customer must run script to enable support for it.

CSCur57794

Symptom: Apache 2.0.59 has been affected by multiple vulnerabilities. Those are identified by the Common Vulnerability and Exposures (CVE) IDs.

CVE-2008-2364

CVE-2008-2939

CVE-2009-1891

CVE-2009-2412

CVE-2009-3094
 CVE-2009-3095
 CVE-2009-3555
 CVE-2009-3560
 CVE-2009-3720
 CVE-2010-0425
 CVE-2010-0434
 CVE-2010-1452
 CVE-2010-1623

Condition:**Workaround:** None.**CSCur57794**

Symptom: Apache 2.0.59 has been affected by multiple vulnerabilities. Those are identified by the Common Vulnerability and Exposures (CVE) IDs.

CVE-2008-2364
 CVE-2008-2939
 CVE-2009-1891
 CVE-2009-2412
 CVE-2009-3094
 CVE-2009-3095
 CVE-2009-3555
 CVE-2009-3560
 CVE-2009-3720
 CVE-2010-0425
 CVE-2010-0434
 CVE-2010-1452
 CVE-2010-1623

Condition:**Workaround:** None.**CSCur57763**

Symptom: Remote attackers be able to invoke MBean methods and execute arbitrary code via unspecified vectors In JBoss 5.1.0.

Condition:**Workaround:** None.**CSCur53414**

Symptom: CTS-Manager includes a version of SSL that is affected by the vulnerability identified by the Common Vulnerability and Exposures (CVE) IDs:

CVE-2014-3566

Condition: Exposure is not configuration dependent.

Workaround: None.

CSCur53372

Symptom: SX80 device is not discoverable.

Condition: Cisco TelePresence SX80 is not discoverable.

Workaround: None.

CSCur53260

Symptom: CTS-Manager has old Russian timezone.

Condition: Wrong timezone and time for scheduled meetings if Outlook configured for new Russian timezones.

Workaround: None.

CSCur05104

Symptom: CTS-Manager includes a version of bash that is affected by the vulnerabilities identified by the Common Vulnerability and Exposures (CVE) IDs:

CVE-2014-6271

CVE-2014-7169

This bug has been opened to address the potential impact on this product.

Condition: Running default configuration.

Workaround: None.

CSCup83618

Symptom: Upgrading to 1.9.2 fails to switch to new version.

Condition: Upgrading from 1.9.1 to 1.9.2. The subject line of a meeting contains a new line character (^M) and the meeting has MCU resources allocated.

Workaround: None, except if the meeting with the new line character can be identified. In that case, remove the new line character from the subject line of the meeting or remove the meeting and then upgrade again.

CSCum35636

Symptom: The following problems are observed in the Application Settings:

- Customize... and Publish All Locales Buttons appear on the Email page, but should not be there.
- Unable to modify any configurations under Application Settings.
- Delimiting character “\” appears in the Additional Text in Email field and most of the text is missing.

Conditions: Upgrade to 1.9.2.0-22. Enter text with punctuation into Additional Text in Email field under Application Settings.

Workaround: Before upgrading from 1.8.5 to 1.9.2, remove all text in Additional Text in Email field.

CSCuo22168

Symptom: When exporting meetings using the CTS-Manager web UI, WebEx-enabled meetings are not marked with a “Yes” in the exported .tsv file. They are still marked as “No”.

Conditions: TelePresence Meetings scheduled using the Outlook productivity tool plug-in to add WebEx.

Workaround: None.

If needed, one can use the script uploaded in CSCum96237 to export. However, the external script requires root access to run and also it will export all meetings in the DB and cannot be filtered. Filtering can be done in the .tsv result file if needed.

CSCuc79703

Symptom: Unable to reallocate second or third TelePresence Server as a resources of a meeting.

When trying to move the CTMS resources or the meeting to the second TelePresence Server, it defaults back to the first TelePresence Server.

Conditions: CTS-Manager 1.9.0. When user has two or more TelePresence Servers and a CTMS as MCU resources.

Workaround: None.

CSCun37322

Symptom: CTS-Manager does not add MX300 G2 to its endpoint inventory.

Conditions: When trying to import endpoint inventory under normal operating conditions.

Workaround: None.

CSCtx92222

Symptom: Changing the room display name on an LDAP/mailbox server is not reflected in CTS-Manager, even after the daily maintenance cycle.

Conditions: EWS deployments only. WebDAV deployments will pick up the changes during the daily maintenance cycle.

Workaround: Restart CTS-Manager.

CSCui94785

Symptom: When configuring the Intercompany feature on the Configure > Application Settings > Bridges and Servers tab in CTS-Manager, a user is allowed to select both ‘Another Company Hosts’ and ‘Our Company Hosts’ options. The user should only be allowed to select one of these options, because selecting both may lead to call failures.

Conditions: Normal configuration and implementation.

Workaround: Select only one of the options, as stated in the [administration guide](#). Once this is configured it cannot be changed.

CSCui58705

Symptom: TelePresence Server fails to switch during meeting.

Conditions: CTS-Manager 1.9.2. Meeting has video conferencing endpoints as participants. MXE is in scheduled state and is unreachable.

Workaround: Change MXE to non-scheduled state.

Further Problem Description: When TelePresence Server attempts to switch the video source, the error message: “invalid MCU name: Not Available” is displayed.

CSCuj51200

Symptom: Exporting a meeting takes a long time when there are 1-2 days worth of meetings (~1000). Nothing is exported and the logs show a Tomcat socket timeout exception if trying to export more.

Conditions:

Workaround: Export 1 day at a time, if possible.

CSCum73047

Symptom: Wrong scheduling devices displayed when primary scheduling device is TelePresence Server.

Conditions: Schedule a meeting with TelePresence Server, then try to edit scheduling devices under **Meetings > Bridges and Servers**. All CTMS devices which don't have resources are displayed.

Workaround: None.

CSCum84376

Symptom: All text is missing after a new line in Additional Text in Email field under Application Settings.

Conditions: Upgrade CTS-Manager to higher version. On Application Settings page, enter text with new line in the Additional Text in Email field.

Workaround: None.

CSCui45646

Symptom: Confirmation email doesn't contain call-in number and meeting number.

Conditions: Intercompany meeting scheduled with TelePresence Server as the primary scheduling device.

Workaround: Change the scheduling device to CTMS.

CSCui45559

Symptom: TelePresence Server resources are oversubscribed.

Conditions: CTS-Manager 1.9.1. Multiple CTMSs and TelePresence Servers.

Workaround: None.

CSCug71740

Symptom: CTS-Manager discovery fails.

Conditions: CTS-Manager 1.9.1. Unified CM release 10.x

Workaround: None.

CSCue18892

Symptom: Cannot use **utils snmp** commands from the CLI, including 'utils snmp save' to save SNMP configuration.

Conditions: CTS-Manager 1.9.0.

Workaround: Open a case with the Cisco Technical Assistance Center (TAC) to manually save the SNMP configuration.

CSCtz83897

Symptom: MX300 status on the Support > Endpoints > Capability tab does not display “In Use” while in meeting.

Conditions: MX300 is participating in a meeting.

Workaround: None.

CSCtz83907

Symptom: CTS 1310 that is configured in Unified CM for 30 fps, is not displayed with that capability on the Support > Endpoints > Capability tab.

Conditions: CTS 1310 is configured to 30 fps in Unified CM.

Workaround: None.

CSCtx43546

Symptom: Endpoints displayed as “In Use” after meeting has ended.

Conditions:

These steps are followed:

1. Schedule meeting
2. Join the meeting
3. After some time end the meeting

Workaround: After the maintenance cycle or when a participant joins the other meeting the “In Use” icon disappears.

CSCtx43899

Symptom: TC5 endpoint Error Sync status and critical message can't push to calendar.

Conditions: problem on the cluster test bed with TC5 endpoints

TC-5 endpoints are displayed with an Error Sync status on the Microsoft Exchange page after fresh install.

System Message is displaying the critical error for each TC-5 endpoints: “Failed to push meeting calendar to the end point”.

Workaround: Schedule new meeting with these endpoints and after that the Sync status has changed to OK status.

CSCty55831

Symptom: Meeting disappears in CTMS and CTS-end point cannot dial into scheduled meeting.

Conditions: It happens when the number of meetings on one CTMS exceeds 1000 for next 14 days.

Workaround: Check how many meetings are on that CTMS for the next 5 days by going to Monitor > Meetings in the CTS-Manager administrative web UI.

If the value is less than 800 then change the conf push window to 5 days.

CSCty58137

Symptom: CTS-Manager sends out duplicate confirmation emails when a presentation codec is added to or removed from the CTS endpoint configuration in Unified CM.

Conditions: CTS-Manager 1.7.4 - 1.8.

Workaround: None.

CSCty71168

Symptom: TC5 endpoint scheduled to join meeting through Rendezvous Point CTMS always joins from the leaf CTMS.

Conditions: CTS-Manager sends wrong information to the endpoint.

Workaround: None.

CSCtz10763

Symptom: Meetings associated with a video conferencing (VC) room are still displayed in the CTS-Manager administrative web UI.

Conditions: After deleting the VC room, re-add it, then delete it again.

Workaround: None.

CSCtz56478

Symptom: Meetings cannot be migrated between CTMSs when a single occurrence was migrated before.

Conditions: Recurring network multipoint meeting scheduled. Intergroup scheduling is enabled.

Workaround: None.

CSCtz56866

Symptom: Meeting Details page for meeting in CTS-Manager contains WebEx information when wrong WebEx setting is selected in WebEx Productivity tools plug-in.

Conditions: Meeting scheduled with WebEx using WebEx Productivity Tools plug-in. "Meeting center free meeting" conference type is selected in plug-in. Receive error and no WebEx information in the confirmation email. CTS-Manager has the WebEx info in the Meeting Details page which is not correct.

Workaround: None.

CSCtz59575

Symptom: Inconsistent WebEx information in CTS-Manager confirmation email.

Conditions: Meeting scheduled with WebEx using WebEx Productivity Tools plug-in. "Meeting center free meeting" conference type is selected in plug-in. Receive error indicating WebEx is enabled in the "Meeting summary" but the WebEx information is not included.

Workaround: None.

CSCtz73917

Symptom: Sync status displayed as "Not Available" for cluster database server on Configure > Cluster Management > Database Servers page.

Conditions: Backup is set to "Weekly."

Workaround: None.

CSCtz76200

Symptom: Removing endpoints from the CTMS used for TelePresence Call-In Number, changes the call-in number of meeting.

Conditions: Network multipoint meeting. TelePresence Call-In Number enabled for meeting.

Workaround: None.

CSCtz76485

Symptom: Switching version fails.

Conditions: After upgrading.

Workaround: None.

CSCtz86421

Symptom: Alias hostname missing after upgrade of CTS-Manager cluster.

Conditions: Upgrade CTS-Manager in clustered configuration with Exchange 2010 to 1.8.x and 1.9.x.

Workaround: After upgrade, log into the primary application server, go to Configure > System Settings > Cluster and manually update the alias hostname.

CSCtz78586

Symptom: Participating endpoints and WebEx are not displayed in the Reporting API for network multipoint meetings.

Conditions:

These steps are followed:

1. Network multipoint meeting with Intergroup Scheduling enabled.
2. Network multipoint meeting with Intergroup disabled.
3. Invite endpoints from two groups.
4. Network multipoint meeting is scheduled with 2 CTMSs and WebEx is enabled for this meeting.
5. One-Button-to-Push from invited endpoints to this meeting.
6. After meeting has ended, generate reporting API report.

Workaround: None.

CSCua05566

Symptom: Can't update all occurrences for one room recurring meeting.

Conditions: Schedule recurring meeting and invite one endpoint to it.

Go to Meetings Details page and try to change some settings for this meeting and apply changes for all occurrences.

Workaround: Apply changes for one occurrence.

CTS-Manager Release 1.8.x Caveat Reference

Table 5 summarizes caveats found in CTS-Manager Release 1.8.

Table 4 **Release Caveats and Caveats Corrected Reference**

CDETS Number	Software Release	
	1.8	
	Found in Release	Corrected in Release
CSCup95693	1.8.5	1.9.3
CSCuh36893	1.8.5	1.9.2
CSCui95138	1.8.1	1.9.3
CSCua91692	1.8.1	1.9.2
CSCuh25163	1.8.0	1.9.2
CSCub48257	1.8.1	1.9.1
CSCue60727	1.8.5	1.9.1
CSCuc98978	1.8.4	1.8.5
CSCud23079	1.8.4	1.8.5
CSCuc93997	1.8.4	1.8.5
CSCuc79048	1.8.3	1.8.5
CSCuc09833	1.8.3	1.8.4
CSCuc43405	1.8.3	1.8.4
CSCuc45654	1.8.3	1.8.4
CSCub12057	1.8.2	1.8.4
CSCua66606	1.8.1	1.8.3
CSCub11314	1.8.1	1.8.3
CSCub70207	1.8	1.8.4
CSCtq93187	1.8	1.8.4
CSCuj05444	1.8	
CSCtn43535	1.8	
CSCtt05599	1.8	
CSCtt38042	1.8	
CSCtt39967	1.8	
CSCtt44865	1.8	
CSCtt97042	1.8	
CSCtu05767	1.8	
CSCts22412	1.8	
CSCtu00286	1.8	
CSCts99097	1.8	

Caveats for CTS-Manager Release 1.8

CSCup95693

Symptom: The Troubleshoot > Log Files > Archive page doesn't display the calendar picker next to the "Download logs for" field. No calendar date is displayed and there is no response when the calendar icon is clicked.

Condition: A backslash (\) was entered in the Storage Path field.

Workaround: None.

CSCuj05444

Symptom: CTS-Manager accessible on revoked browser security certificate.

Condition: Install and apply browser security successfully. From CA, make the applied certificate revoked. Access CTS-Manager administrative web UI from Internet Explorer browser.

Workaround: Access CTS-Manager administrative web UI from a different browser.

CSCuh36893

Symptom: Multipoint meeting gets allocated resources on two MCUs (one CTMS and one TelePresence Server) after attempting to add a video conferencing room to an intercompany meeting.

Conditions: CTS-Manager 1.8.5.

Workaround: Open the meeting details, select a third MCU as a conference bridge. CTS-Manager will reallocate all resources to the third MCU for all endpoints.

CSCui95138

Symptom: SNMP: warning:: 502030_DB_DATA_PURGE_WARNING [meta sequenceId=121] Some data did not get purged as indicated by 1 exception(s) that occurred between Wed May 22 04:19:32 UTC 2013 and Wed May 22 04:19:32 UTC 2013. COMMENT=Event Managed by Correlation Engine (racing condition) CORR EVENT" seen and can trigger SNMP trap if turned on.

Conditions: CTS-Manager 1.8.1.

Workaround: None.

CSCua91692

Symptom: When adding a endpoint running TC5 software with a time zone of +5:30 to CTS-Manager, the CTS-Manager administrative web UI freezes after clicking **Validate**.

Conditions: CTS-Manager 1.8.1. NullPointerException is invoked when adding the endpoint.

Workaround: None.

CSCuh25163

Symptom: Upgrade from 1.8.x to 1.9.1 failed switching version.

Workaround: Contact TAC or BU to do the following:

1. Download the script **unloadCTM1_8_0_0_to_1_9_0_0.sh** in the CDETS attachment.
2. Log in to CTS-Manager as remote user.
3. `cd /partB/usr/local/ctis/db/migration/`

4. `cp unloadCTM1_8_0_0_to_1_9_0_0.sh unloadCTM1_8_0_0_to_1_9_0_0.sh.bkp` (this is to take a backup of existing script)
5. FTP or SFTP the attached script **unloadCTM1_8_0_0_to_1_9_0_0.sh** in step #1 to `/partB/usr/local/ctis/db/migration/`
6. Change permission, owner and group using below Linux command:


```
chmod 755 unloadCTM1_8_0_0_to_1_9_0_0.sh
chgrp informix unloadCTM1_8_0_0_to_1_9_0_0.sh
chown informix unloadCTM1_8_0_0_to_1_9_0_0.sh
```
7. Re-run the switch version from the CTS-Manager administrative web UI. Do not run upgrade again.

1.9.1 should be already in the inactive partition at this point. Only run switch version.

CSCub48257

Symptom: Switching software version does not happen after upgrade.

Conditions: If any meeting subject has special characters like a new line character (CRLF) at the beginning or in between characters of the subject.

Workaround: Contact the Cisco Technical Assistance Center (TAC).

CSCue60727

Symptom: When multiple interop meetings are scheduled at the same time consuming different resources and if a meeting organizer keeps adding rooms to their meeting, the capacity of the TelePresence Server will eventually reach its limit and the meeting will go into an error state.

Conditions: Interop meetings are scheduled at the same time and consume different resources hosted on the same TelePresence Server.

Workaround: Run the daily maintenance and wait for resource allocation to happen for all the meetings in error state.

CSCuc98978

Symptom: CTS-Manager overbooks MCU resources, exceeding the maximum segments/ports capacity limit.

Conditions: The rooms in the meeting were deleted/re-added to the database with the same email address.

Workaround: Manually migrate overbooked meetings to a different CTMS or TS, if available.

Fixed: 1.8.5.

CSCud23079

Symptom: Wrong call-in number is displayed for a meeting in the **Monitor > Meetings > Details** page.

Conditions: Call-in number feature is enabled and then the meeting is scheduled with TS chosen as the multipoint scheduling device.

Workaround: None.

Fixed: 1.8.5.

CSCuc93997

Symptom: Multipoint meetings display an insufficient multipoint resources error even though there are TS video ports available.

Conditions: In some cases where rooms are removed and then re-added, TS ports are overallocated.

Workaround: None.

Fixed: 1.8.5.

CSCuc79048

Symptom: Meeting not pushed to TS but appears in the CTS-Manager **Monitor > Meetings** page and the confirmation email is sent to the meeting organizer.

Conditions: Meeting was created with no subject and scheduled to use TS as the multipoint scheduling device.

Workaround: Add a subject to the meeting.

Fixed: 1.8.5.

CSCuc09833

Symptom: CTS-Manager overschedules TS resources.

Conditions: When four TS devices are configured in CTS-Manager 1.8.x.

Workaround: None.

Fixed: 1.8.4.

CSCuc43405

Symptom: Meetings are not pushed to TelePresence Server.

Conditions: Telepresence Server Multipoint Call-In Number range is outside of CTS-Manager's supported range of 1 to 2147483647.

Workaround: Modify the Unified CM dial plan to make the dial number within CTS-Manager's range.

Fixed: 1.8.4.

CSCuc45654

Symptom: Some interop meetings are not pushed to TS if the Dial ID is the same as an existing meeting in a different time slot. This happens if the newly created meeting occurs before the existing meeting.

Workaround: Delete the existing meeting from the TS, then re-push the calendar to the TS by going to **Support > Bridges and Servers**, selecting the TS and clicking **Update Schedule**.

Fixed: 1.8.4.

CSCub12057

Symptom: Meeting is not pushed to TelePresence Server.

Conditions: When the total # of meetings within the calendar push window is more than 200 and the maximum number of conferences has been reached on TS.

Workaround: Go to **Configure > Policies**, select TS and click **Edit**. Reduce the number of days pushed to TS to a number of days that have fewer than 200 total meetings that use TS during that period of time.

Fixed: 1.8.4.

CSCua66606

Symptom: No error 501212 Insufficient Resources emails for multipoint meetings is sent when CTS-Manager cannot book a meeting due to insufficient resources. The meeting organizer is not notified when a meeting is in error due to insufficient multipoint scheduling device resources after CTS-Manager first attempts resource allocation on CTMS, then TS, and then fails. If only CTMS servers are configured as multipoint scheduling devices, then 501212 emails are generated and sent successfully to the meeting organizer.

Conditions: Configure a CTMS as the primary scheduling device with a TS as the secondary scheduling device on CTS-Manager 1.8.x.

Workaround: None. The TS must be removed from CTS-Manager for 501212 Insufficient Resource emails to be sent, and/or only CTMS servers can be configured as multipoint scheduling devices. Using either of these workarounds, 501212 emails are sent to the meeting organizer informing them their meeting could not be booked due to insufficient resources.

Fixed: 1.8.3.

CSCub11314

Symptom: Meeting pushed to endpoint fails for a TelePresence meeting which includes WebEx.

Conditions: Meeting scheduled using WebEx Productivity Tools plug-in for Microsoft Outlook and the following possible conditions:

1. No toll-free call-in number is configured on the WebEx administration site.
2. A third-party teleconference service provider is selected for Conference Type in the WebEx Productivity Tools plug-in instead of WebEx Audio.

Workaround: None.

Fixed: 1.8.3.

CSCub70207

Symptom: CTS-Manager does not push a meeting to Telepresence Server.

Conditions: Meeting subject longer than 50 characters.

Workaround: Scheduler must modify the meeting in Microsoft Outlook to shorten the meeting subject to less than 50 characters.

Fixed: 1.8.4.

CSCtq93187

Symptom: CTS-Manager is unable to update the subject name of a booked meeting on TelePresence Server.

Conditions: This occurs if the meeting is already booked by CTS-Manager on TelePresence Server and only the Subject Name is changed.

Workaround: None.

CSCtn43535

Symptom: Two Unified CMs appear after DNS is set in CTS-Manager. One appears with an Error status and the other appears with an OK status.

Conditions: CTS-Manager installed with DNS disabled. After installation, DNS is enabled in the Configure > System Settings window.

Workaround: None. System will function normally.

CSCtt05599

Symptom: “Provide a Call-In Number for Other Participants?” options set to Null in the Meeting Manager > Meeting Options tab.

Conditions: “Allow meeting organizers to send a call in number for unscheduled TelePresence endpoints to join” and “Meeting organizers must enable this feature for each individual meeting” are selected in the Configure > Application Settings > Bridges and Servers tab. Recurring meeting scheduled with three CTS endpoints and the first occurrence is in the past. Settings changed in Configure > Application Settings > Bridges and Servers tab to “A call in number is always included” and then the endpoints, time or date of the second meeting occurrence are changed.

Workaround: Disable and Re-enable TelePresence Call-In Number.

CSCtt39967

Symptom: CTS-Manager in cluster deployment has log levels set to Debug in the Troubleshoot > Log Files > Log Levels tab.

Conditions: After fresh install of CTS-Manager cluster, standalone CTS-Manager 1.8 is during first-time set up of primary application server of the cluster.

Workaround: Manually change the log levels to Error. Leaving log levels set to Debug a long period of time can performance issues.

CSCtt44865

Symptom: “Provide a Call-In Number for Other Participants?” options set to Null in the Meeting Manager > Meeting Options tab.

Conditions: “Allow meeting organizers to send a call in number for unscheduled TelePresence endpoints to join” and “Meeting organizers must enable this feature for each individual meeting” are selected in the Configure > Application Settings > Bridges and Servers tab. Recurring meeting scheduled with three CTS endpoints. Settings changed in Configure > Application Settings > Bridges and Servers tab to “A call in number is always included” and then an endpoint is deleted from the meeting.

Workaround: Disable and Re-enable TelePresence Call-In Number.

CSCtt97042

Symptom: “Finish” button does not appear after adding secondary application server in cluster. “In Process” message is displayed.

Conditions: Setting up CTS-Manager in cluster deployment.

Workaround: Make sure the secondary application server was added successfully by going to Configure > Cluster Management > Application Servers tab and making sure the added application server status is green. When it is green, the process is finished.

CSCtu05767

Symptom: Video Conference Call-In Number in the Meeting Details window is incorrect. Video Call-In Number shown on the endpoint phone/display device is also incorrect.

Conditions: TelePresence Server (TS) set as primary multipoint scheduling device. Meeting scheduled with VC rooms using TS.

Workaround: To get the correct number, refer to the Call-In Number for Video Conferencing Devices in the email confirmation.

CSCts22412

Symptom: Call-in number for VC room and TelePresence Call-In number is changed.

Conditions: The time of a scheduled recurring meeting with VC and TelePresence call-in numbers is changed by one hour. 2 hours before and 2 hours after the meeting, no other meeting can have the same conference ID.

Workaround: None.

CSCtu00286

Symptom: Secure connection failed for EWS during first-time setup.

Conditions: During first-time setup of primary application server of a CTS-Manager cluster, change from normal to secure mode and uploaded valid certificates.

Workaround: If EWS fails during first-time setup, change to normal mode instead of secure mode and after FTS, upload valid certificates and change back to secure mode.

CSCts99097

Symptom: “Provide a Call-In Number for Other Participants?” is not selected in the Meeting Manager window even though “Allow meeting organizers to send a call in number for unscheduled TelePresence endpoints to join” and “A call in number is always included” are selected in the Configure > Application Settings > Bridges and Servers window.

Conditions: “Allow meeting organizers to send a call in number for unscheduled TelePresence endpoints to join” and “Meeting organizers must enable this feature for each individual meeting” are selected in the Configure > Application Settings > Bridges and Servers window, then the meeting is scheduled. After that, “A call in number is always included” is selected in the Configure > Application settings > Bridges and Servers window.

Workaround: Set “Provide a Call in Number for Other Participants” manually on the Meeting Manager > Meeting Options tab.

CTS-Manager Release 1.7.x Caveat Reference

Table 5 summarizes caveats found in CTS-Manager Release 1.7

Table 5 Release Caveats and Caveats Corrected Reference

CDETS Number	Software Release	
	Found in Release	Corrected in Release
	1.7, 1.7.1, 1.7.2, 1.7.3, 1.7.4	
CSCtt02104	1.7.4	1.8.0
CSCtq84849	1.7.2	1.8.0
CSCtq41500	1.7.2	1.8.0
CSCtq41464	1.7.2	1.8.0
CSCto94543	1.7.3	1.8.0
CSCto87842	1.7.2	1.8.0
CSCto31918	1.7.2	1.8.0
CSCto26850	1.7.2	1.8.0

Table 5 Release Caveats and Caveats Corrected Reference (continued)

CSCto23343	1.7.2	1.8.0
CSCto08928	1.7.2	1.8.0
CSCtl98246	1.7.2	1.8.0
CSCtq63008	1.7.2	1.8.0
CSCtj37423	1.7	1.7.1
CSCtj21302	1.7.0.1	1.9.0
CSCtr75485	1.7	1.8.0
CSCtl04723	1.7	1.8.0
CSCtj59759	1.7	1.8.0
CSCti29463	1.7	1.8.0
CSCti75883	1.7	1.7.1
CSCti82509	1.7	1.7.1
CSCtj10358	1.7	1.7.1
CSCtj02033	1.7	1.7.1
CSCti76119	1.7	1.7.1
CSCti66053	1.7	1.7.1
CSCti43867	1.7	1.7
CSCti46839	1.7	1.7.1
CSCth96341	1.7	1.7.1
CSCti43416	1.7	1.8
CSCti28481	1.7	1.7.1
CSCtk09411	1.7	1.8.0

Caveats for CTS-Manager Release 1.7

CSCtt02104

Symptom: No error message appears when a meeting is migrated to a CTMS that does not have enough resources.

Conditions: Attempt to migrate a meeting to a CTMS that does not have enough resources.

Workaround: None

Fixed: 1.8.0

CSCtr75485

Symptom: Symptom 1: Some rooms missing from meeting. Symptom 2: After Exchange maintenance task recurring exceptions are missing.

Conditions: After maintenance window

Workaround: Reacceptance of recurring meetings restores the missing instances. Root cause is that changes done in CTS-Manager to support Exchange 2007 SP2 and Exchange 2010 broke the handling of recurring exceptions (both for 2010 and 2007).

Fixed: 1.8.0

CSCtq84849

Symptom: Meeting extension option cannot be enabled.

Conditions: Meeting Extension Premium Users was enabled and later became disabled and grayed out.

Workaround: Restarting CTS-Manager enabled the meeting extension options.

Fixed: 1.8.0

CSCtq41500

Symptom: Endpoint licenses invalid after software upgrade.

Conditions: The software was upgraded from version 1.7.2.0-237 to version 1.8.0.0-3229.

Workaround: License must be reinstalled.

Fixed: 1.8.0

CSCtq41464

Symptom: Software upgrade can not switch to new version after upgrade.

Conditions: The software was upgraded when the “switch versions” option was selected.

Workaround: CTS-Manager must be switched manually after the software upgrade, by clicking the Switch Versions button in the Configure > Software Upgrade window.

Fixed: 1.8.0

CSCto94543

Symptom: Dates are not upgraded in the Monitor > Metrics Dashboard, Monitor > TelePresence Utilization, Monitor > Meeting Benefits, and Monitor > VC Utilization windows if endpoints are removed.

Conditions: Endpoints are removed before the data for those rooms are stored in the database.

Workaround: Restart CTS-Manager.

Fixed: 1.8.0

CSCto87842

Symptom: Recurring meeting with individual meeting instances that have been changed cause endpoint (room) sync failures. Multiple rooms (endpoints) fail to sync. After booking a P2P or MP recurring meeting and changing any instance by adding a room, the added room will then show a sync failure.

Conditions: After upgrading to 1.7.2 and after booking a P2P or MP recurring meeting and changing any instance by adding a room, the added room (endpoint) will then show a sync failure.

Workaround: Switch the CTS-Manager version back to 1.7.1 will allows rooms to sync successfully.

Fixed: 1.8.0

CSCto31918

Symptom: Meeting status does not change to “In Progress” in the Monitor > Meetings window after meeting is started.

Conditions: Start meeting, log in to CTS-Manager administrative UI and go to Monitor > Meetings.

Workaround: None.

Fixed: 1.8.0

CSCto26850

Symptom: Cannot log in as live desk user.

Conditions: group fqdn was added manually and OU has special characters.

Workaround: None.

Fixed: 1.8.0

CSCto23343

Symptom: Recurring meetings run out conference IDs.

Conditions: When CUVC conference ID length is set to 1 and when 10 or more meetings are created in the same time slot, the last meetings may not be scheduled and throw a “resource not available” error.

Workaround: Move the meeting to a different time slot, it is more likely to get updated with a new and unique conference ID.

Fixed: 1.8.0

CSCto08928

Symptom: Some CUVC interop meetings may fail to be updated with error “Cannot generate unique conference ID on the conferencing bridge...” in TelePresence Engine Component logs.

Conditions: When CUVC Conference ID length is set to 1 and about 9-10 meetings are created in the same or overlapping time slot, updating one of the meeting may throw error to generate unique conf Id in the TelePresence Engine Component logs.

Workaround: Move the meeting to a different time slot, it is more likely to get updated with a new and unique conference ID.

Fixed: 1.8.0

CSCt198246

Symptom: No SNMP trap sent with power supply failure or disk failure.

Conditions: Power supply or disk failure

Workaround: None.

Fixed: 1.8.0

CSCt104723

Symptom: Scheduled daily maintenance does not complete.

Conditions: Connection problem with Exchange server.

Workaround: None.

Fixed: 1.8.0

CSCtj59759

Symptom: Number to Dial is not displayed in Meeting Options tab of Meeting Manager.

Conditions: User schedules a meeting with one endpoint.

Workaround: Once logged in, user must click the Summary page to find the Number to Dial field to enter the dial number.

Fixed: 1.8.0

CSCtj21302

Symptom: No warning message appears asking user if they want to save changes and changes are saved in the Configure > Application Settings window.

Conditions: Change some setting on one of the Application Settings page

Click another tab or item in the left pane of the window to navigate away from the window.

Workaround: None.

Fixed: 1.8.0

CSCtq63008

Symptom: Information about configuring WebEx with proxy server is not found in documentation.

Workaround: None.

Fixed: 1.8.0

CSCtk09411

Symptom: `utils network ipv6 host` CLI command does not work.

Conditions: User enters opens CTS-Manager CLI and enters the command `utils network ipv6 host`.

Workaround: None. ipv6 is not supported for CTS-Manager 1.8. No ipv6-related commands are available.

Fixed: 1.8.0

CSCtj37423

Symptom: When CTS-Manager has been configured in Microsoft Exchange Web Services mode, modifying the time of an individual occurrence of a recurring meeting could create a duplicate occurrence in CTS Manager.

Conditions: An occurrence of a recurring meeting is modified in the Exchange server to have a different start time of day.

Workaround: None.

Fixed: 1.7.1

CSCti29463

Symptom: Using a web browser that can open with multiple tabs or windows can cause WebEx user authentication to fail. Also, clicking the Preferences link in the meeting details window can cause an HTTP 500 error.

Conditions: Using a browser with multiple tabs and windows.

Workaround: Close all tabs, windows and browser sessions.

Fixed: 1.8

CSCti75883

Symptom: When scheduling a meeting using the Scheduling API, the meeting does not get scheduled.

Conditions: Meeting was scheduled using RDATE.

Workaround: Schedule the meeting using RRULE.

Fixed: 1.7.1

CSCti82509

Symptom: Test connection to Microsoft Exchange server fails in CTS-Manager PreQualification Assistant Tool and CTS-Manager.

Conditions: CTS-Manager admin password includes a percent (%) sign.

Workaround: Avoid creating a CTS-Manager admin password that includes a percent (%) sign.

Fixed: 1.7.1

CSCtj10358

Symptom: Clicking the WebEx button in Cisco TelePresence meeting confirmation email to go to the CTS-Manager login screen, meeting organizer cannot log in on first attempt and receives the following error: “Insufficient credential ‘Meeting Organizer’. Requires credential ‘SysAdmin, Administrator or Live Desk’.”

Conditions: When the meeting organizer clicks the WebEx button in the confirmation email and tries to log in to CTS-Manager the first time.

Workaround: Refresh browser window.

Fixed: 1.7.1

CSCtj02033

Symptom: When trying to log in to CTS-Manager, user sees blank page or “Service Temporarily Unavailable” error message.

Conditions: CTS-Manager is under a heavy load of HTTP requests, which can occur when it is managing more than 100 CTS endpoint devices and more than 25 concurrent user logins.

Workaround: Wait for 30 minutes and log in again. If the problem persists after a couple of login attempts, contact Cisco TAC.

Fixed: 1.7.1

CSCti76119

Symptom: Unable to download logs.

Conditions: When the time to build the log tar bundle is outside the range of 30 sec to 3 min. This is related to the total size of the logs, but is driven by time consumed to build the tar bundle.

Workaround: Downloading logs using CLI:

Log in to the CLI as the SysAdmin user and use the following command:

file get activelog ctis/adminui/logs/AdminUI.log

To get all of the logs, you must get all of the files using the above command on an SFTP server.

Fixed: 1.7.1

CSCti66053

Symptom: When the WebEx reserve key pool is below watermark and you try to enable WebEx for a meeting, new WebEx meeting keys will be requested from WebEx. Due to a duplicate WebEx key returned from WebEx site, the WebEx enable operation fails. This happens very rarely.

Conditions: When you try to make a reserve API call to WebEx, a DB exception error occurs stating a unique constraint violation and WebEx is not successfully enabled.

Workaround: Wait five minutes and try to enable WebEx again. The new set of keys may not have a duplicate key and the operation will be successful.

Fixed: 1.7.1

CSCti43867

Symptom: Insufficient CTMS resources to create meetings.

Conditions: Deleting an in-progress meeting from Microsoft Outlook or IBM Lotus Notes does not delete it from CTS-Manager.

Workaround: Provision the CTMS with enough segments or schedule a new meeting at a different time.

Further Problem Description: Because CTS-Manager doesn't delete in-progress meetings or free up resources used by them, a CTMS that is already scheduled at full capacity will still have insufficient resources for creating new meetings, even if an in-progress meeting is deleted to free up resources.

Fixed: 1.7

CSCti46839

Symptom: Production License Registration page does not have a vertical scroll bar, so you can't click the Migration License link that is located at the bottom of the page.

Conditions:

1. Upgrade system from 1.6 or 1.5 to 1.7 and click the Get an Upgrade License.
2. Click the link <http://cisco.com/go/license>.

Product License Registration page appears, but without scroll bar and Register for Upgrade/Migrate License link is located at the bottom of this page so the user can't find it.

Workaround: Open a new browser window and do the following:

1. Go to <http://cisco.com/go/license> and log in. The Product License Registration page appears.
2. In the Migration License section at the bottom of the page, click **Register for Upgrade/Migrate License**. The Select Product page appears.
3. From the drop-down menu, select Cisco TelePresence Manager and click **Goto Upgrade/Migration License Portal**. The Upload Features page appears.
4. Copy and paste the MAC Address into the first field and the Upgrade Code into the next field and click the Agreement checkbox to accept the terms of the end-user license agreement.

If the upgrade code does not appear, please contact licensing@cisco.com.

5. Enter your contact information, making sure your email address is correct, and click **Continue**.
6. The license file will arrive via email in less than one hour.
7. Save the license file.



Note You can rename the file without special characters or spaces, but don't change the information in it.

8. In Cisco TelePresence Manager, go to the **Configure > Licenses** window, click the **License Files** tab and upload the license file.



Note If you don't receive the license file after one hour or have problems uploading the license file, contact the Cisco Technical Assistance Center (TAC). If the number of room licenses you receive does not match the total licenses you purchased, email licensing@cisco.com with information about your license and your proof of purchase, including your Cisco sales order number or purchase order number.

Fixed: 1.7.1

CSCth96341

Symptom: After upgrading CTS-Manager to version 1.7, the IBM Domino VC rooms cannot be added to CTS-Manager.

Conditions: The issue appears when there is an upgrade to version 1.7.

Workaround: Upload the IBM Domino Certificate (TrustedCerts.class) again.

Fixed: 1.7.1

CSCti43416

Symptom: No confirmation email is sent when migrating all meetings from one bridge or server to another.

Conditions: When migrating all meetings from one bridge or server to another.

Workaround: None.

Fixed: 1.8

CSCti28481

Symptom: A meeting from one MXE to another MXE results in mismatch of meeting number and bridge number shown in Meetings > Meeting Details > Bridges and Servers window and the confirmation email sent by the CTS-Manager. VC Rooms can join only after CTS joins.

Conditions: Migrating a meeting from one MXE to another or both CTMS and MXE.

Workaround: Use the bridge number shown in the confirmation email to call in to the meeting and make sure CTS rooms join before VC rooms.

Fixed: 1.7.1

CTS-Manager Release 1.6.x Caveat Reference

Table 5 summarizes caveats found in CTS-Manager Release 1.4 to 1.6.5.

Table 6 Release Caveats and Caveats Corrected Reference

CDETS Number	Software Release	
	1.6.1, 1.6.2, 1.6.3, 1.6.4, 1.6.5	
	Found in Release	Corrected in Release
CSCto05480	1.6.5	1.8.0
CSCtn90706	1.6.5	1.8.0
CSCtj55176	1.6.5	1.7.2
CSCti56048	1.6.5	1.7.1
CSCti55683	1.6.5	1.8
CSCth75847	1.6.5	1.7
CSCti01542	1.6.5	1.7
CSCth55904	1.6.5	1.7
CSCth29806	1.6.5	1.7
CSCtg17709	1.6.5	1.7
CSCth38766	1.6.5	1.7
CSCtg66265	1.6.5	1.6.5
CSCti55683	1.6.5	1.8.0
CSCti31325	1.6.5	1.8.0
CSCtn41034	1.6.5	1.8.0
CSCto84693	1.6.4	1.8.0
CSCth40762	1.6.4	1.6.5
CSCtj26731	1.6.3	1.8.0
CSCtj12393	1.6.2	1.8.0
CSCtf46535	1.6.2	1.6.5
CSCtf60552	1.6.2	1.6.5
CSCtg76975	1.6.3	1.6.5
CSCtf15500	1.6.0	1.6.5
CSCte79769	1.6.1	1.6.5
CSCtg90896	1.6.4	1.6.5
CSCtg90910	1.6.4	1.6.5
CSCtg90932	1.6.4	1.6.5
CSCsz44470	1.6.0	1.6.5
CSCtg38615	1.6.4	1.6.5
CSCtg31293	1.6.4	1.6.5
CSCtg35790	1.6.4	1.8.0

Table 6 Release Caveats and Caveats Corrected Reference (continued)

CSCth86011	1.6.4	1.8.0
CSCtf96934	1.6.0	1.6.4
CSCtf63273	1.6.0	1.6.4
CSCtf63205	1.6.1	1.7
CSCtf34465	1.6.3	1.6.4
CSCtf55004	1.6.2	1.7
CSCtf70611	1.6.4	1.7
CSCte98832	1.6.3	1.7
CSCtf06189	1.6.3	1.7
CSCtf06584	1.6.3	1.7
CSCtf09279	1.6.3	1.7
CSCtd57073	1.6.1	1.7.1
CSCtd72972	1.6.1	1.7
CSCtd76058	1.6.1	1.7
CSCte07818	1.6.2	1.7
CSCte64866	1.6.x	1.7
CSCtg31979	1.6.x	None
CSCtd78813	1.6.1	1.7
CSCte15533	1.6.1	1.7
CSCtf01268	1.6.1	1.8.0
	Software Release	
	1.6	
CDETS Number	Found in Release	Corrected in Release
CSCtl79841	1.6.0	1.8.0
CSCtd01771	1.6.0	1.8.0
CSCtb73388	1.6.0	1.8.0
CSCsz60047	1.6.0	1.6.0
CSCsz80533	1.6.0	None
CSCta97404	1.6.0	1.6.0
CSCtb37936	1.6.0	1.6.0
CSCtb45402	1.6.0	1.7
CSCtb74377	1.6.0	1.6.0
CSCtc04031	1.6.0	1.6.0
CSCtc26855	1.6.0	1.6.0
CSCtc33539	1.6.0	1.6.0
CSCtc39950	1.6.0	None
CSCtc42007	1.6.0	1.6.1

Table 6 Release Caveats and Caveats Corrected Reference (continued)

CSCtc44339	1.6.0	1.7
CSCtc49952	1.6.0	1.7
CSCtc52790	1.6.0	1.7
CSCtc57772	1.6.0	1.7
CSCtc57776	1.6.0	1.7
CSCtc62358	1.6.0	1.7
CSCtc67046	1.6.0	1.7
CSCtc68154	1.6.0	1.7
CSCtc72044	1.6.0	1.7
CSCtc74099	1.6.0	1.7
CSCtc77284	1.6.0	1.6.1
CSCtc77297	1.6.0	1.6.1
CSCtc77494	1.6.0	1.6.1
CSCtc77744	1.6.0	1.7
CSCtc80656	1.6.0	1.6.1
CSCtc83234	1.6.0	1.6.1
CSCtc85636	1.6.0	1.6.1
CSCtc96559	1.6.0	1.7
CSCtd11066	1.6.0	1.6.0
CSCtd14526	1.6.0	1.7
CSCtd57073	1.5, 1.6	1.6.1
CSCtc64866	1.6.x	1.7
Software Release		
1.5.1		
CDETS Number	Found in Release	Corrected in Release
CSCsy30732	1.5.1	1.6
Software Release		
1.5.0		
CDETS Number	Found in Release	Corrected in Release
CSCsv77664	1.4	1.5.1

Caveats for CTS-Manager Release 1.6.5

CSCto05480

Symptom: CTS-Manager assigns the same video access ID to two interop meetings that are less than 2 hours apart.

Workaround: None.

Fixed: 1.8.0

CSCtn90706

Symptom: Misleading help description in security status.

Conditions: Under MCU/capacity.

Workaround: None.

Fixed: 1.8.0

CSCtj55176

Symptom: CTS-Manager fails to authenticate with Unified CM.

Conditions: CTI Service is not running on the publisher node of the Unified CM cluster.

Workaround: Start the CTI Service on the publisher node of the Unified CM cluster.

Fixed: 1.7.2

CSCti56048

Symptom: Video Conference Interop: Bridge Phone Number” in confirmation email and “Video Conference Access Number” in webui meeting details not consistent while they mean the same thing.

Conditions:

Workaround: None.

Fixed: 1.7.1

CSCti55683

Symptom: Export schedule meeting -> showing wrong entry after view it via Excel.

Conditions: Seems only for a large amount of data.

Workaround: None.

Fixed: 1.8

CSCth75847

Symptom: Question mark shows as status for some future scheduled meetings.

Conditions: Occurs when some future meetings are scheduled.

Workaround: None.

Fixed: 1.7

CSCti01542

Symptom: Prequalification test for Microsoft Exchange EWS fails mailbox quota test.

Conditions: If the CTS-Manager user login name is different from the LHS of the email ID and there is no matching email ID for the user.

Workaround: Add a secondary email ID that uses the CTS-Manager login name as the LHS of the email ID appended with the SMTP domain.

Fixed: 1.7

CSCth55904

Symptom: CTS-Manager shows room synchronization failure in Microsoft Exchange WebDAV mode. System log files show it is unable to perform room synchronization due to an unexpected meeting returned back from the Microsoft Exchange Server. This could manifest to another system where a meeting deleted from the room calendar does not get deleted from CTS-Manager.

Conditions: This occurs if the room calendar does not contain any scheduled meeting during a specific time period.

Workaround: Create a monthly recurring meeting that starts in the past and ends 6 or more months in the future.

Fixed: 1.7

CSCth29806

Symptom: One or more recurring meeting instances, deleted from calendar are not deleted from the CTS-Manager database.

Conditions: This issue occurs if the recurring meeting has one or more instances modified (subject, room and/or time) and the whole recurring meeting series is deleted.

Workaround: The workaround is to create a future recurring meeting with the same set of rooms as the original meeting that was not deleted from the CTS-Manager database.

Fixed: 1.7

CSCtg17709

Symptom: CTS-Manager fails to communicate with Cisco Unified Communications Manager (Unified CM) displaying the following error message: "Failed to initialize the Trust Manager for CCM Adapter:java.io.IOException: stream does not represent a PKCS12 key store
java.io.IOException: stream does not represent a PKCS12 key store".

Conditions: CTS-Manager upgrade from release 1.5 to release 1.6.

Workaround: None.

Fixed: 1.7

CSCth38766

Symptom: When the system is loaded with a very large number of meetings, TelePresence Engine may fail to save the resource reservation records for some meetings in the database during first-time startup.

Conditions: This may happen when CTS-Manager is syncing a large number of meetings for the first time along with meeting deletions and modification at the same time.

Workaround: Maintenance cycle will fix this issue. Meeting modification specific meeting will fix this issue.

Fixed: 1.7

CSCtg66265

Symptom: The Intercompany Access Number in the confirmation email for an intercompany meeting has a period following the country code. This is not an E164 format.

Conditions: In order for CTS-Manager to evaluate the country code of origin separately from the E164 dial number, the user must provide the E164 number beginning with the country code followed by a "." and the local phone number. Example:123.12345555

Workaround: None.

Fixed: 1.6.5

CSCti31325

Symptom: IMM not supported on MCS-78x5 server.

Conditions: Customer trying to use IMM interface to control the server since the data center is not physically accessible.

Workaround: None.

Fixed: 1.8.0

CSCti55683

Symptom: Schedule meeting shows wrong entry after exporting and view it with Excel.

Conditions: Exporting large amount of data.

Workaround: None.

Fixed: 1.8.0

CSCtn41034

Symptom: CTS-Manager does not send an email Access Number Prefix is modified

Conditions: When Access Number is modified from a CUVC profile.

Workaround: Deallocate the CUVC, Wait for all the Interop meetings are processed, then change the Access Number Prefix and select Scheduled mode from the CUVC profile. Side effect of the workaround is not fully evaluated.

Fixed: 1.8.0

Caveats for CTS-Manager Release 1.6.4

CSCto84693

Symptom: JBoss Enterprise Application Platform Status Servlet Request Information Disclosure and JBoss Web Console Cross-Site Scripting (CVE-2009-2405) - JBoss Enterprise vulnerabilities.

Conditions: Scan of CTS-Manager performed.

Workaround: None.

Fixed: 1.8.0

CSCth40762

Symptom: CTS-Manager Pre-Qualification Assistant Tool doesn't work due to unsupported domain version.

Conditions: Using LDAP with CTS-Manager in an environment where the domain controller is running Windows 2008 R2 OS

Workaround: None.

Fixed: 1.6.5

CSCtg31293

Symptom: Clicking Scheduled Meeting Details opens a very small web browser window.

Conditions: When using the IP address of the CTS-Manager to launch the web UI.
e.g. https://<server ip address>

Workaround: Use the DNS name of CTS-Manager to launch the web UI.
e.g. https://<server name>

Fixed: 1.6.5

CSCtg38615

Symptom: Attempts to log in to CTS-Manager causes a SocketTimeoutException error. Out of memory is noticed in TE logs.

Conditions: Unknown.

Workaround: Restart CTS-Manager.

Fixed: 1.6.5

CSCtg90932

Symptom: Microsoft Exchange calendar sync with more than 850 rooms, takes too long and needs to be optimized.

Conditions: Large database.

Workaround: None.

Fixed: 1.6.5

CSCtg90910

Symptom: Restarting CTS-Manager with more than 850 rooms crashes CTS-Manager.

Conditions: Large database.

Workaround: None.

Fixed: 1.6.5

CSCtg90896

Symptom: Discovery of more than 850 rooms takes more than 2.5 hours which is significantly more than the typical 30 minutes for this load.

Conditions: Codec devices version 1.6.4, 1.6.3, and possibly all 1.6.x.

Workaround: None.

Fixed: 1.6.5

CSCtf70611

Symptom: Adding rooms to and deleting rooms from a meeting in the calendar are incorrectly displayed in the Cisco TelePresence Manager UI.

Conditions: Modifying rooms in the calendar for a TelePresence meeting that is in progress.

Workaround: None.

Fixed: 1.7

CSCtg35790

Symptom: JDBC Server Externally Available.

Conditions: Informix JDBC server running that allows remote access to the Informix database if user knows the password.

Workaround: None.

Fixed: 1.8

CSCth86011

Symptom: CTS-Manager doesn't support certain OS versions of LDAP/Exchange.

Conditions: OS 2008 R2.

Workaround: None.

Fixed: 1.8

Caveats for CTS-Manager Release 1.6.3

CSCtg76975

Symptom: In Microsoft Exchange EWS deployment, meeting deleted from room calendar is still showing in CTS-Manager.

Conditions: Unknown.

Workaround: None.

Fixed: 1.6.5

CSCtf55004

Symptom: Scheduled multi-point meeting gets rejected due to insufficient MP resource.

Conditions: The scheduled meeting time overlaps with other existing meeting.

Workaround: None.

Fixed: 1.7

CSCte98832

Symptom: Meeting is not downloaded to phone.

Conditions: Room is added to a meeting while in progress.

Workaround: None.

Fixed: 1.7

CSCtf06189

Symptom: Time zone information is shown with null value on Scheduled Meeting page.

Conditions: N/A.

Workaround: None.

Fixed: 1.7

CSCtf06584

Symptom: CTS-Manager throws error while uploading CAPF certificate.

Conditions: This problem happens when CTS-Manager was downgraded from 1.6.x version to 1.5.x version.

Workaround: None.

Fixed: 1.7

CSCtf09279

Symptom: Live Desk user cannot login to CTS-Manager.

Conditions: Live Desk user is part of a group in a peer domain or additional domain.

Workaround: Move the Live Desk user to local domain.

Fixed: 1.7

CSCtf34465

Symptom: Discovery remains in starting state.

Conditions: Add Cisco Unified Call Manager 8.0.x.

Workaround: None.

Fixed: 1.6.4

CSCtj26731

Symptom: Admin user created using **set account** cli command can not log in to CTS-Manager administrative web UI.

Conditions: Only when the user is assigned with certain password combinations and phrases which are restricted.

Workaround: None.

Fixed: 1.8.0

Caveats for CTS-Manager Release 1.6.2

CSCtf46535

Symptom: No meeting information in CTS-Manager after upgrading from 1.5.x to 1.6.x.

Conditions: Domino super user has LDAP DN format name.

Workaround: None.

Fixed: 1.6.5

CSCtf60552

Symptom: Whenever a meeting is created after March 28th (the day when the UK changes from GMT to BST and applies DST), the email notification sent from CTS-Manager displays the wrong time (one hour earlier).

The meeting in the OWA calendar as well as the meeting details of the CTS-Manager web UI (Support > Scheduled Meetings) both have the correct time.

It's only a cosmetic issue with the meeting notification received by the user. This, however, may confuse them.

Conditions: - Microsoft Outlook 2007 SP1, version: 08.01.0240.006

- CTS-Manager 1.6.2.0 (64)

- User scheduling the meeting is in EU/London time (GMT) timezone.

- Scheduled meeting time is during UK Daylight Saving Time (DST) (British Summer Time).

For GMT DST starts on Sunday, March 28, 2010 at 1:00 AM local standard time and ends on Sunday, October 31, 2010 at 2:00 AM local daylight time.

Workaround: None.

Fixed: 1.6.5

CSCte07818

Symptom: DB restore to a different server can cause login failed with, "System is being maintained. Try again later," and never recover.

Conditions: DB didn't initialize successfully.

Workaround: Restart DB and restart server.

Fixed: 1.7

CSCte64866

Symptom: Test connection fails for Exchange installed using EWS.

Conditions: Super user's AD domain and SMTP email domain are different. Only windows authentication is enabled in IIS for EWS.

Workaround: Use AD domain without the **.com** in the domain name field on Exchange page. Mailbox quota will say unable to get info though.

Fixed: 1.7

CSCtg31979

Symptom: Multi-forest LDAP support needs to be expanded.

Conditions: Can't add more than one LDAP server for Microsoft Exchange WebDAV and EWS.

Workaround: None.

CSCtj12393

Symptom: TelePresence endpoint doesn't show sync status even though everything is operating correctly.

Conditions: CTS-Manager deployed with IBM Domino and meetings were created when the Resource Reservation database was not using the Resource Reservation Template 7 and later.

Workaround: The Resource Reservation database must be created using the Resource Reservation Template 7 and later. This is a CTS-Manager requirement:
http://www.cisco.com/en/US/partner/docs/telepresence/cts_manager/1_7/admin/ctm_installIBM.html.

Fixed: 1.8

Caveats for CTS-Manager Release 1.6.1

CSCtd78813

Symptom: Adding a Cisco Unified CM server with a secure profile cause the Test Connection command to fail, displaying the following message: 'Unable to create provider null'.

Conditions: Unified CM server has no certificate.

Workaround: When adding a Cisco Unified CM server with a secure profile in CTS-Manager add a certificate for that Unified CM server.

Fixed: 1.7

CSCte15533

Symptom: Cisco Unified CM publisher goes into error mode.

Conditions: Subscriber is deleted from the Cisco Unified CM and discovery is triggered on the publisher with CTI running on both publisher and subscriber.

Workaround: When removing one node from cluster, it's suggested to restart RisDC and AMC services on all nodes.

Fixed: 1.7

CSCte79769

Symptom: After deleting a room some meetings in that room are not removed from the CTS-Manager database.

Conditions: CTS-Manager was down or had network connectivity problems when the room deletion occurred and lost its connection to the Microsoft Exchange server.

Workaround: None.

Fixed: 1.6.5

CSCtf63205

Symptom: CTS-Manager web UI login by Live Desk group members or the Admin group members unsuccessful.

Conditions: Unknown.

Workaround: Unknown. System may recover by itself after some time.

Fixed: 1.7

CSCtd57073

Symptom: Test Connection with complex password will pass for a secure Unified CM, but will fail in the runtime of Discovery. Once the password is changed and if Discovery is kicked off, Discovery will be OK showing all the rooms, but the Unified CM server will show error status in UI.

Conditions: Secure Unified CM profile with complex password.

Workaround: Change the password to avoid complex characters do a Test Connection, save and restart CTS-Manager.

Fixed: 1.7.1

CSCtd72972

Symptom: When a user tries to convert an intercompany recurrent meeting from one type of intercompany to another type of intercompany, i.e., hosted type to hosting type (type maps on UI to ->Another company option to Our company option) or vice versa. The dialog to apply the settings provide user with both the options, i.e., apply to all the future instances and apply to this instance.

Conditions: Both of the options of intercompany, our company type and another company type are enabled globally in the enterprise and user is trying to convert the recurrent meeting from one type of intercompany to another.

Workaround: User must always choose in this type of conversion the option to apply all and not the option to apply to this instance.

Fixed: 1.7

CSCtd76058

Symptom: Pre-Qualification Assistant tool and CTS-Manager Retrieve mailbox quota information failed even with the quota set as recommended.

Conditions: This occurs if the userID and display name are the same for a user in Domino.

Workaround: None, other than ignoring this particular failure message.

Fixed: 1.7

CSCtf01268

Symptom: Insufficient JBOSS access controls may allow access to sensitive applets.

Conditions: JBoss provides access to various files and Java servlets. Some of these are reachable externally with no authentication required.

Workaround: None.

Fixed: 1.8.0

Caveats for CTS-Manager Release 1.6

CSCtl79841

Symptom: Backup to remote SFTP server failed.

Conditions: Remote SFTP run on SunOS nemesis 5.9 Generic_118558-27 sun4u sparcsunw,sun-fire-v240.

Workaround: None.

Fixed: 1.8.0.

CSCtd01771

Symptom: Security advisory on vulnerabilities on the TSL/SSL package.

Conditions: An industry-wide vulnerability exists in the TLS protocol that may potentially impact any Cisco product that uses any version of TLS /SSL. The vulnerability exists in how the protocol handles session re-negotiation and exposes users to a potential Man-in-the-middle attack.

Workaround: None.

Fixed: 1.8.0.

CSCtb73388

Symptom: CTS-Manager does not determine the correct CTMS for a interop scheduled call.

Conditions: User schedules a non-interop meeting and later changes it to an interop meeting.

Workaround: None.

Fixed: 1.8.0.

CSCsz44470

Symptom: Manual version switch fails after upgrade.

Conditions: Upgrade is done with “automatically switch version after upgrade” set to No. After upgrade is done, CTS-Manager is restarted before the version is switched.

Workaround: Upgrade again but do not restart before switching the version.

Fixed: 1.6.5

CSCtf15500

Symptom: Establishing secure IBM Domino connection does not work when a secure HTTP port is provided.

Conditions: Fresh installation.

Workaround:

- In the CTS-Manager Administration UI, select IBM Domino in the left navigation pane.
- Select secure bind method.
- Specify the port value to the normal DIIOP port configured in IBM Domino Server.
- This workaround requires normal DIIOP port to be enabled.

Fixed: 1.6.5

CSCtf96934

Symptom: Admin user not able to login... System reports that it is in maintenance mode.

Conditions: This occurs after db restore and if db did not recover.

Workaround: * It is fixed - It should not occur any more.

* In rare circumstances - if it occurs again, there is no work around.

Fixed: 1.6.4

CSCtf63273

Symptom: When looking at restore script log, it is observed that it is trying to delete a row from db matching a filename “07.23.10.tar.gz” or “CTSMAN_db_backup...03-27-”. For both of them, it is throwing errors.

Conditions: The reason is, db output is wrapping long filenames into two lines and hence, they are broken in any single line. They need to be concatenated to form valid filenames and only then, operation should be attempted.

Workaround: None.

Fixed: 1.6.4

CSCsz60047

Symptom: CTS-Manager/CTMS/CTRS won't create a default snmp “admin” user for fresh installation.

Conditions: All the customer created, modified snmp users and trap destinations will still be migrated. However, system created default “admin” user with default password, “snmppassword”, unchanged won't be migrated to 1.6 or later releases.

Workaround: None.

Fixed: 1.6.0

CSCsz80533

Symptom: When a Scheduled Studio mode recording call is launched and ended, the meeting doesn't show in-progress/completed on CTS-Manager web UI. CTS-Manager currently doesn't support transitioning meeting states based on Inbound call notifications. CTS gets a inbound call notification from CTRS when a studio mode recording is launched.

Conditions: Happens with studio mode scheduled recording meetings only.

Workaround: None.

CSCta97404

Symptom: A modified Single room recurring meeting instance does not show in CTS-Manager.

Conditions: This might happen if the changes are done within a few minutes of creating the meeting. Sometimes the Exchange doesn't send out event when an instance date is changed.

Workaround: Users can update the meeting instance to reflect the correct request.

Fixed: 1.6.0

Caveats for CTS-Manager Release 1.5.1

CSCsy30732

Symptom: SNMP trap will be delayed by 40 seconds if a power cord is removed from an HP server.

Conditions: Always - if you remove and plug power cord back in within less than 30 seconds, you may not receive a trap to indicate there was a power change.

Workaround: None

Caveats for CTS-Manager Release 1.5

CSCsv77664

Symptom: CTS-Manager pop up is missing the radio button to click Yes/No when a meeting organizer logs into CTS-Manager from a Confirmation email and modifies a recurring meeting.

Conditions: When the browser computer's Display settings has the DPI setting set to “Custom settings” with a larger font size.

Workaround: Select “Normal size (96 DPI)” for Control Panel->Display->Settings->Advanced->General->DPI settings. Your computer will restart after changing the settings.

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Product Name	Function
CTS-CTMS	Cisco TelePresence Multipoint Switch
CTS-Manager	Cisco TelePresence Manager
CUVC	Cisco Unified Video Conferencing
CUVC-M	Cisco Unified Video Conferencing Manager

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2. The CTS-Manager calendaring feature for scheduling TelePresence calls may only be used for Intra-company Use. The CTS-Manager calendaring feature may not be used with more than one calendaring application. Customers in a shared office space with multiple tenants using their own calendaring solution must deploy one CTS-Manager per tenant.

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For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

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