



# Cisco Collaboration Meeting Rooms (CMR) Hybrid Release Notes

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**Cisco TelePresence Management Suite (TMS) 14.4**

**WebEx WBS29**

June 2014

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## What's New in this Release

This section describes new and changed information in Cisco Collaboration Meeting Rooms (CMR) Hybrid (formerly called WebEx Enabled TelePresence), beginning with Update 3:

### New in Update 3

This release of CMR Hybrid features improvements to the meeting experience and a new Unified CM-centric deployment model.

The following new features require TMS 14.4 or later:

- **Allow Early Join** introduces the ability for TelePresence participants to join a meeting up to 5 minutes before the scheduled start time.
  - When set to Yes, **Administrative Tools > Configuration > Conference Settings > Allow Participants to Join 5 Minutes Early** ensures that Cisco TMS allocates the conference 5 minutes before the meeting start time on the Main Participant (MCU or TS).  
For best results, enable TMS to dynamically increase ports for a meeting above the number selected at the time it was scheduled.
  - This is a best effort feature, so if the Main Participant does not have the resources available, some or all participants may be unable to join the meeting within the 5 minute window.




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**Note** Cisco TMS does not dial out to WebEx until the scheduled start time of the meeting.

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- **Resource Availability Check on Extension** introduces a new global setting to control how meetings extend beyond their scheduled end time: **Administrative Tools > Configuration > Conference Settings > Resource Availability Check on Extension**.  
This setting works in conjunction with *Extend Conference Mode* and applies to Automatic Best Effort or Endpoint Prompt. The options are:
  - *Best Effort*: Conferences will only automatically extend beyond the scheduled end time on a best effort basis if all resources are available for the next 15 minutes.
  - *Ignore*: Cisco TMS will ignore the resource availability check, and conferences will automatically extend beyond the scheduled end time regardless of whether all the resources are available or not. The only exception to this is if the port used on the main participant clashes with another conference.
- TelePresence Server with CMR Hybrid: The dial out sequence on conference start has changed so that the WebEx participant is the last one to be connected.
- WebEx option key requirement removed: Enabling WebEx in Cisco TMS no longer requires an option key.

New Unified CM-centric deployment model that requires Cisco Unified CM 9.1.2 or 10.5 or later:

- Bridges are trunked to Unified CM (with Early Offer enabled)
- Endpoints are registered to Unified CM
- Unified CM provides call registration and routing of voice and video between all connected endpoints.
- Simplified deployment and cheaper licensing model using Expressway x8.1 or later

- Expressway is used only for firewall traversal
- VCS (formerly VCS Control and VCS Expressway) is not required



**Note** The original deployment models described in previous releases of CMR Hybrid are still supported. For details on all supported deployment models and configuration steps, refer to the: [CMR Hybrid Configuration Guide \(TMS 14.4 - WebEx WBS29\)](#).

## Bug Fixes

The following bugs are fixed in this release:

- [CSCui45636](#) - Grouped endpoint does not dial out to TSP audio provider, due to lack of video resources.
- [CSCul48708](#) - Original invitees are automatically added to a forwarded meeting invitation in Outlook.
- [CSCuf31410](#) - Cannot add TelePresence to recurring WebEx-only meeting scheduled with WebEx and TelePresence Integration to Outlook.

## Known Issues

The following are known issues in this release:

- WebEx presentation quality is reduced by TelePresence. The WebEx cloud reduces the maximum resolution and frame rate supported between TelePresence and WebEx to XGA/15.

This is due to the following factors:

- The maximum presentation resolution supported by different TelePresence models varies.
- The TelePresence MCU does one shared-encode presentation channel adjusted down to the lowest-common denominator for all participants in the meeting
- The TelePresence Server does an individual encode per participant.
- Quality of TelePresence Reduced by WebEx Participants. Video and audio from WebEx participants can be poor due to uncontrolled environments where poor lighting conditions and background noise can make seeing and hearing that participant difficult.

Suggested workarounds:

Ask important participants to attend from a TelePresence room or make sure ahead of time that they have set up their WebEx PC or Mobile client for best results:

- A fast, well-performing PC or Tablet
- High quality USB or integrated camera in a properly-illuminated office or cubicle environment
- Great quality PC audio or a separate IP telephone with full-duplex speaker phone or high-quality headset or handset

## Notes for Existing Customers

Existing CMR Hybrid customers are not required to change to the new Unified CM-centric deployment model. If upgrading to Unified CM 9.1.2 or 10.5 or later, customers can trunk their bridges directly to Unified CM with no changes in configuration on VCS Control or VCS Expressway. Unified CM 10.5 or later is highly recommended.

## Notes for New Customers

New customers are highly encouraged to use the new Unified CM-centric deployment model. Customers who have already purchased VCS, however, are recommended to follow the original CMR Hybrid deployment model with bridges registered to VCS Control.

# Required Products for Cisco CMR Hybrid

This section lists the specific products required for Cisco CMR Hybrid.

In [Table 1](#) below, each product and the specific version required are provided.



**Note**

Unified CM is only required if you are going to deploy Cisco CMR Hybrid with endpoints registered to Unified CM.

**Table 1** Required Products for Cisco CMR Hybrid

Product	Minimum Version	Recommended Version
Cisco WebEx Meeting Center <b>Note</b> For best performance, it is highly recommended to enable Globally Distributed Meetings (GDM) on the WebEx site.	WBS29	WBS29 or later
Cisco TelePresence Management Suite (TMS)	14.4	14.4 or later
Cisco TelePresence Management Suite Provisioning Extension (TMSPE)**	1.1	1.2 Localization of smart scheduler, usability improvements
Cisco TelePresence Management Suite Extension for Microsoft Exchange (TMSXE)***	3.1	4.0 Exchange 2013 support, updated Windows support
<b>Either of the following call control products:</b>		
Cisco TelePresence Video Communication Server (VCS) See <a href="#">Important Configuration Notes for VCS Expressway</a> . <b>or</b>	X7.2.2	X7.2.3, x8.1.1  X7.2.3 is recommended to avoid the OpenSSL Heartbleed vulnerability
Cisco Expressway (Required for the Unified CM-centric deployment model) <b>Note</b> Traversal licenses are still required with Expressway when doing business-to-business or business-to-consumer calls. <b>Note</b> A Unified CM license is required to purchase Cisco Expressway.	X8.1	X8.1.1

**Table 1** Required Products for Cisco CMR Hybrid

Product	Minimum Version	Recommended Version
Cisco Unified Communications Manager (Unified CM) <ul style="list-style-type: none"> <li>Required for deployments with bridges trunked to Unified CM</li> <li>Optional for deployments with bridges registered to VCS Control</li> </ul>	8.6.2  9.1.2 or 10.5 or later is required for deployments with bridges trunked to Unified CM.	9.1.2, 10.5.1  10.5.1 is recommended for deployments with bridges trunked to Unified CM.
Cisco MCU*	4.4 (latest maintenance release)  4.5 required for deployments with bridges trunked to Unified CM	4.5
Cisco TelePresence Server (TS)*	3.1	4.0  Third Party Interop feature key requirement lifted

\*Customers can deploy either MCU or TS or both. At least one MCU or TS must be deployed for Cisco CMR Hybrid to work.

\*\*Required for scheduling with Cisco WebEx Smart Scheduler.

\*\*\*Required for scheduling with Cisco WebEx and TelePresence Integration to Outlook.

## Ordering and Deploying CMR Hybrid

Please work with an approved partner or your Cisco account team to order and deploy CMR Hybrid.

To order and deploy CMR Hybrid, follow these steps:

**Step 1** Submit an Assessment to Quality (A2Q) form using the online tool, available from the Cisco account team.

**Step 2** After the A2Q form is approved, your WebEx Meeting Center site is provisioned for CMR Hybrid.



**Note** A WebEx site provisioning form is no longer required. A sales order form is no longer required for customers deploying TMS 14.4 or later and TelePresence Server 4.0 or later. No additional licensing for these is required.

**Step 3** After your WebEx site is provisioned for CMR Hybrid, your deployment partner configures your TelePresence infrastructure components to complete the deployment.

## CMR Hybrid Deployment Playbook

A comprehensive, step-by-step guide for partners deploying CMR Hybrid is available in the CMR Hybrid Community:  
<https://communities.cisco.com/docs/DOC-54037>.



**Note**

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To access the CMR Hybrid Community, a Cisco.com account (username and password) is required.

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## Important Configuration Notes for VCS Expressway

- VCS Expressway must be assigned a static IP address.
- Firewall must have port 5061 open to allow access to Expressway.

**If this port is not configured correctly, calls will not take place correctly.**

## Cisco Expressway-E and Cisco VCS Expressway X8.1 and X8.2 Encryption Issue and Workarounds

There is an issue with the Encrypt on Behalf feature in Cisco Expressway-E and VCS Expressway X8.1 and X8.2 when using Static NAT. Because Expressway-E and VCS Expressway X8.1 or X8.2 use the Ethernet 2 IP address for the media part in SDP, the media part of calls will fail. (Caveat ID: CSCum90139). Customers using Static NAT on their VCS Expressways running X7.2.2 are recommended to upgrade to release X7.2.3 to avoid the OpenSSL Heartbleed vulnerability in X7.2.2.

If you are using Static NAT on VCS Expressway X8.1 or X8.2, Cisco recommends one of the following workarounds:

- Downgrade VCS Expressway to X7.2.2.
- Reconfigure Expressway-E or VCS Expressway X8.1 or X8.2 to not use Static NAT.
- Use Expressway-C or VCS Control to Encrypt on Behalf instead of Expressway-E or VCS Expressway.

To use Expressway-C or VCS Control to encrypt on behalf, do the following:

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- Step 1** On MCU, turn Encryption **OFF** for all conferences.
  - Step 2** On Expressway-C or VCS Control, change the dedicated WebEx Traversal zone to **Force Encrypted**.
  - Step 3** On Expressway-E or VCS Expressway, change the dedicated WebEx DNS zone to **Encryption Auto**.
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## Cisco WebEx and TelePresence Integration to Outlook Requirements

The following section provides the requirements for meeting organizers to schedule meetings using the WebEx and TelePresence Integration to Outlook.

WebEx and TelePresence Integration to Outlook requires one of the following Microsoft Outlook versions:

- Microsoft Outlook 2007 for Windows
- Microsoft Outlook 2010 for Windows

## Known Issues

- Scheduling with Microsoft Outlook for Mac is not supported at this time. Mac users can schedule meetings using Smart Scheduler or TMS.
- Scheduling using the Outlook plug-in provided with another version of the WebEx Productivity Tools is not supported when the WebEx and TelePresence Integration to Outlook is installed. Only one plug-in can be installed and used on a single computer.
- The WebEx and TelePresence Integration to Outlook works with WebEx Meeting Center only. WebEx Meetings is not supported at this time.

For information about scheduling WebEx-enabled TelePresence meetings with the WebEx and TelePresence Integration to Outlook, see the *Scheduling with the WebEx and TelePresence Integration to Outlook Quick Reference Guide* provided by Cisco.

## Scheduling WebEx Meetings for Another Host

The WebEx and TelePresence Integration to Outlook allows a WebEx user to assign a delegate to schedule or edit meetings on their behalf.

For example, if you need to host WebEx meetings on a regular basis, you can give your assistant permission to schedule meetings for you.

After being given permission, your delegate can schedule, edit, cancel, and start meetings for you.

To assign a delegate to schedule meetings for you, you must do both of the following:

1. On your WebEx site, give the delegate scheduling permission.
2. In Microsoft Outlook, share your calendar with the delegate.

For details on how to assign a delegate to schedule meetings for you and how to schedule meetings for another host, refer to the following chapters in the *WebEx and TelePresence Integration to Outlook User Guide* provided by Cisco:

- Chapter 3, “Assigning a Delegate to Schedule WebEx Meetings for You”
- Chapter 4, “Scheduling for Another Host”

This information is also available in the online help for the WebEx and TelePresence Integration to Outlook in Microsoft Outlook.

To access the help, do the following:

- In the main Microsoft Outlook window, click the **Schedule Meeting** menu and select **Help**.

## Cisco Smart Scheduler Requirements

The following section provides the requirements for meeting organizers to schedule meetings using Cisco Smart Scheduler.

Smart Scheduler requires one of the following browsers:

- Internet Explorer - version 9 or later
- Mozilla Firefox - version 15 or later
- Safari - version 6.0.2 or later
- Chrome - version 24 or later

For information about scheduling WebEx-enabled TelePresence meetings with Cisco Smart Scheduler, see the *Cisco WebEx and TelePresence Scheduling with Smart Scheduler Quick Reference Guide* provided by Cisco.

## Notes About Unified CM

If Unified CM is used, it cannot not be in the SIP signaling path of TS or MCU for CMR Hybrid meetings. The SIP signaling path between MCU/TS and the WebEx cloud must only pass through VCS Control and Expressway.

If PSTN access is required for audio, the outbound audio call from MCU may traverse the Unified CM. Endpoints may be registered to Unified CM and traverse a Unified CM-VCS SIP trunk when dialing into TS/MCU that is registered to VCS Control.

## Endpoint Compatibility for Features

- Any standard SIP and H.323 video device registered to VCS or Unified CM can be part of the meeting as long as it can connect to either the MCU or the TelePresence Server. For details, refer to the release notes for [MCU](#) and [TelePresence Server](#).
- One-Button-to-Push (OBTP) and Automatic Connect are the supported dialing methods (Conference Types) that TMS uses to connect endpoints to a meeting. With OBTP, participants join the meeting using a button on the endpoint. With Automatic Connect, TMS automatically dials and connects endpoints at the start of the meeting.

**Table 2** TMS Conference Types Supported by Cisco TelePresence Endpoints

	One-Button-to-Push	Automatic Connect
CTS and TX-series endpoints	YES	YES
SX-20, EX, MX, or C-series endpoints registered to Unified CM	YES	YES
SX-20, EX, MX or C-series endpoints registered to VCS	YES	YES
MXP series, T150 and E20 endpoints	NO (Manual Dial)	YES
Jabber, Jabber Video, WebEx Meeting Center and Mobile Clients	One Button to Click	No
Unsupported third-party endpoints	NO	YES (MCU out-dials endpoint)



**Note** As there is only one conference type per meeting, OBTP and Automatic Connect cannot be set for the same meeting. If the meeting organizer schedules a meeting using OBTP and includes endpoints that do not support OBTP, a meeting participant using an endpoint that does not support OBTP must manually dial a call-in number or URI from that endpoint to join the meeting. All other endpoints that support OBTP will be able to press a single button on the phone, touch panel or remote control to join the meeting.

## WebEx Meeting Center Requirements

This section provides the requirements for WebEx Meeting Center:



- [WebEx Meeting Center Video Requirements, page 9](#)
- [WebEx Meeting Center for Windows - Minimum system requirements, page 9](#)
- [WebEx Meeting Center for Mac - Minimum system requirements, page 10](#)
- [Supported Screen Resolutions for Presentation Sharing, page 10](#)
- [Mobile Client Support, page 10](#)

## WebEx Meeting Center Video Requirements

- HD camera recommended
- To send or receive video with a resolution of 720p (HD resolution), ensure that your system meets the following minimum requirements.

Send:

- A webcam capable of producing HD video. WebEx supports most webcams of this type
- A computer with at least 2 GB of RAM and a quad-core processor
- A fast, reliable network connection

Receive:

- A computer with at least 2 GB of RAM and a dual-core processor
- A fast, reliable network connection

- To send or receive video with a resolution of 360p (SD resolution), ensure that your system meets the following minimum requirements.

Send:

- A webcam capable of producing HD/SD video. WebEx supports most webcams of this type
- A computer with at least 1 GB of RAM and a quad-core processor
- A fast network connection

Receive:

- A computer with at least 1 GB of RAM and a dual-core processor
- A fast network connection

## WebEx Meeting Center for Windows - Minimum system requirements

- XP 32-bit (SP3), 2003, Vista 32-bit/64-bit, Windows 7 32-bit/64-bit
- One of the following browsers:
  - Internet Explorer 6, 7, 8, 9 (IE 9 supports Windows 7 only)
  - Firefox: latest (32-bit)
  - Chrome: latest
- Browsers require JavaScript and cookies enabled
- Sun Java 5 or higher
- Recommend ActiveX be enabled for Internet Explorer
- Intel or AMD processor (1GHz or faster)

- At least 512 MB RAM (at least 2 GB RAM for Vista)

## WebEx Meeting Center for Mac - Minimum system requirements

- Mac OS X 10.5, 10.6, 10.7, 10.8
- One of the following browsers:
  - Safari 4/5/5.1
  - Firefox latest
  - Chrome latest
- Browsers require JavaScript and cookies enabled
- Apple Java 5 or higher
- Intel processor
- At least 512 MB RAM

## Supported Screen Resolutions for Presentation Sharing

To utilize the full screen while presenting, Cisco recommends setting your computer to a 4:3 aspect ratio screen resolution. The following screen resolutions are recommended:

- 1024 x 768
- 1152 x 864
- 1280 x 1024
- 1600 x 1200

## Mobile Client Support

iOS and Android WebEx Mobile clients release 5.0 now support TelePresence-enabled WebEx meetings. They can receive and send video, and they can display the content shared by TelePresence, Windows and Mac WebEx participants, but they cannot share content in TelePresence-enabled WebEx meetings.

BlackBerry clients can join on audio, but cannot send or receive video or display or content share.

**Table 3** *Mobile Client Support*

Feature Support	iOS	Android	BlackBerry*
Send Audio to TelePresence	YES	YES	YES
Send Video to TelePresence	YES	YES	NO
Share Content to TelePresence	NO	NO	NO
Receive Audio from TelePresence	YES	YES	YES
Receive Video from TelePresence	YES	YES	NO
Display Content from TelePresence	YES	YES	NO
Send/Receive Video via Cellular	YES	YES	NO
WebEx Session Type	YES	YES	YES

\* Sending and receiving video with the BlackBerry 10 mobile client is not supported.

## Mobile Client Downloads

[Cisco WebEx Meetings for iOS](#) is available in the iTunes store.

[Cisco WebEx Meetings for Android](#) is available in the Google Play store.

[Cisco WebEx Meetings for Blackberry](#) is available in the Blackberry World store.

## Support for Recurring Meetings

Recurring WebEx-enabled meetings are supported with the following exceptions:

- Cisco Smart Scheduler does not support making changes to a single instance of a recurring meeting.
- WebEx cannot be added to single instance of a non-WebEx-enabled recurring meeting.
- WebEx cannot be removed from a single instance of a WebEx-enabled recurring meeting.
- Rescheduling the time of a single instance of a recurring WebEx-enabled meeting is not supported.
- Deleting an instance of a recurring WebEx-enabled meeting is not supported.
- Removing rooms from a single instance of a recurring meeting is supported using Cisco TMS only.

## Cisco CMR Hybrid Features

- **Scheduling Meetings Using the TMS Admin Booking UI**  
One-Button-to-Push and Auto Connect conference types supported.
- **Scheduling Meetings Using the Smart Scheduler UI**
- **Scheduling Meetings Using the WebEx and TelePresence Integration to Outlook**
- **WebEx Audio via SIP or PSTN**
- **TSP Audio via PSTN**
- **WebEx Account Single Sign On (SSO)**
- **Two-way Video and Content Share**
- **Scheduling Using WebEx Scheduling Mailbox**

Using any mail client that supports Microsoft Exchange, invite TelePresence rooms and a specific WebEx scheduling email address to create a CMR Hybrid meeting.

## Cisco CMR Hybrid Meeting Experience

This section provides a basic overview of the end user experience of the following:

- [Starting the Meeting, page 12](#)
- [During the Meeting, page 12](#)
- [Ending the Meeting, page 13](#)

**Note**

For more details about the meeting experience, including how to schedule meetings, refer to the Cisco TelePresence CMR Hybrid Configuration Guide.

## Starting the Meeting

The meeting is started the following way:

- At the scheduled start time of the meeting, the MCU/TS calls into WebEx.
  - If the WebEx host has not joined the meeting, the MCU/TS becomes the default WebEx host.
- TelePresence participants join the meeting.
  - If meeting was scheduled using Auto Connect, TMS dials and connects each supported endpoint.
  - If meeting was scheduled using One-Button-to-Push (OBTP), participants using endpoints that support OBTP press the button to join the meeting.
  - Participants using endpoints that don't support either Auto Connect or OBTP, join the meeting by dialing the video dial-in number listed in the meeting invitation.
- WebEx Participants join the meeting.
  - The WebEx host and attendees click the Join Using WebEx button or link in the meeting invitation.
  - If a WebEx participant is currently connected to a TelePresence system, a message appears asking them if they are currently sharing a presentation using TelePresence and provides them the option to continue sharing on TelePresence.

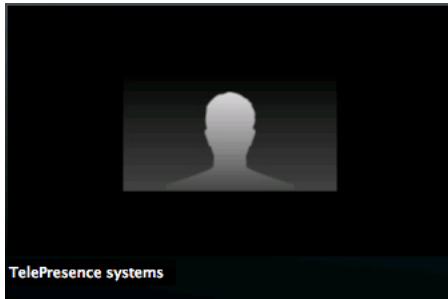
**Note**

Starting a meeting early is supported using the Setup Buffer setting when scheduling the meeting in TMS. The WebEx host may start the WebEx portion of the meeting early, whether or not any TelePresence participants have joined the call.

## During the Meeting

During the meeting, participants have the following experience:

- TelePresence participants see and hear WebEx participants.
  - If WebEx participants do not have a camera or their camera is turned off, a black silhouette is displayed to WebEx and TelePresence participants and WebEx participants when they are the active speaker.
- WebEx participants see and hear TelePresence participants.
  - In the default Meeting Center view, WebEx participants see the active speaker from either WebEx or TelePresence.
  - In the Meeting Center full screen view, WebEx participants see the active speaker from either WebEx or TelePresence in a large image and the other WebEx participants in a row of smaller images below the active speaker.
- In the WebEx Meeting Center, all TelePresence endpoints are displayed as one WebEx participant called “TelePresence systems” both in the Participant List and when a TelePresence user is the active speaker.
  - In the Meeting Center full screen view, the “TelePresence systems” participant appears as a black silhouette, as shown in

**Figure 1 “TelePresence systems” in Full Screen View**

- TelePresence users share a presentation by simply plugging in their computer to the display cable of the endpoint and (if required) pressing a presentation button to start content sharing to TelePresence and WebEx.
- WebEx users share a presentation by taking the ball and then selecting the content to present. If the WebEx site does not allow WebEx participants to take the presenter ball, then the WebEx host must pass the ball to the WebEx participant.
- The WebEx host may mute all or individual WebEx participants, however it is not possible for the host to mute the TelePresence participants.
- When a WebEx participant who joined via audio speaks, the video of the last active WebEx participant who has video turned on is displayed instead of a silhouette image.
- The link bandwidth between MCU/TS and WebEx is set by the WebEx client with the lowest bandwidth. The bandwidth of the link can go up as soon as the WebEx client with the poorest bandwidth leaves the meeting. For example, if a WebEx client that joins the meeting is only capable of 360p, the maximum bandwidth for all WebEx participants will be 360p. When that participant leaves the meeting, if all other participants are capable of a higher bandwidth, like 720p, the bandwidth will go up for all participants.
- TelePresence Server, by default, sends video in the ActivePresence screen layout, which displays the active speaker in a full screen pane with additional participants appearing in up to six equally sized overlaid panes at the bottom of the screen (up to four panes for 2 and 4 screen endpoints). In full screen mode in WebEx, WebEx participants appear in equally sized panes below the TelePresence video at the bottom of the window.

## Ending the Meeting

Behavior of how a meeting ends depends on the following four factors:

1. If the meeting organizer sets Extend Mode when scheduling the meeting in TMS to allow the meeting to extend beyond its scheduled end time
2. If Resource Availability Check on Extension is enabled in TMS, with Extend Conference Mode set to *Automatic Best Effort* or *Endpoint Prompt* and configured to use the Conference Type: *No Connect* or *One Button To Push*.
3. When the WebEx host leaves the meeting
4. When the MCU/TS leaves the meeting



**Note** Extending a meeting is supported for both TelePresence and WebEx using the Extend Mode setting when scheduling a meeting in TMS.

## Ending the Meeting at the Scheduled End Time

The meeting ends at the scheduled end time under any of the following circumstances:

- The WebEx host leaves the meeting at or before the scheduled end time of the meeting and they choose to end the meeting for all participants.\*
- The meeting organizer, when scheduling the meeting in TMS, did not set the meeting to extend.
- The TelePresence portion of the meeting ends if there are not enough video ports available to extend the TelePresence portion of the meeting.
- The TelePresence portion of the meeting ends if Extend Conference Mode in TMS is not set to enable extension of the meeting.



**Note** \*When the WebEx host leaves a meeting, they can choose to allow other participants to continue the meeting or to end the meeting for all participants.

## Extending the Meeting Beyond the Scheduled End Time

The meeting extends beyond the scheduled end time under any of the following circumstances:

- The TelePresence meeting extends if the meeting organizer, when scheduling the meeting in TMS, sets the meeting to extend and there are resources available to extend the meeting.
- The TelePresence meeting extends if Resource Availability Check on Extension is enabled in TMS, in conjunction with Extend Conference Mode set to *Automatic Best Effort* or *Endpoint Prompt* and must only be used with the Conference Type: *No Connect* or *One Button To Push*.
- The WebEx meeting extends if the host stays in the meeting after the scheduled end time of the meeting.



**Note** TelePresence meeting extension is not guaranteed. If resources (ports) are fully booked at the scheduled end time of the meeting, the TelePresence meeting will end.

## Caveats

The following are known issues in CMR Hybrid:

### CSCup95241

- Symptom: MCU/TelePresence Server displays random WebEx characters during CMR Hybrid meeting. Random user ID string displayed as username of TelePresence Server/MCU.
- Conditions: MCU/TelePresence Server registered to Unified CM 10.5.1.
- Workaround: Register MCU/TelePresence Server to VCS instead of Unified CM.
- Additional Information: WebEx implemented the addition of the "display name" of "Cisco WebEx meeting" in the Contact header of 200 Ok response to the INVITE. VCS B2BUA only supports "display name" in the To header of 200ok. B2BUA filters out "Display name" in the Contact and will not pass through PAI and RPID it received. As the workaround, Cisco configures the CUSP from the WebEx cloud side to insert a Display name "Cisco WebEx Meeting" in the **To** header in 200 Ok before 200 Ok is forwarded to the VCS on the customer's premises.

### CSCuc19669

- Symptom: User cannot add WebEx to or remove WebEx from an instance of a recurring TelePresence meeting.
- Conditions: Meeting organizer schedules recurring TelePresence meeting. Meeting organizer attempts to add WebEx to or remove WebEx from an instance of the recurring meeting.

- Workaround: None.
- Additional Information: For complete details on how recurring meetings are supported, see [Support for Recurring Meetings, page 11](#).

**CSCui48708**

- Symptom: Original invitees are automatically added to a forwarded meeting invitation in Outlook.
- Conditions: Schedule a WebEx-enabled TelePresence meeting using the WebEx and TelePresence Integration to Outlook in Microsoft Outlook 2007 or 2010 and include one or more invitees. Close the meeting and later reopen it in Outlook and click **Forward**. Result: The “To:” field of the meeting invitation to be forwarded contains one or more of the original invitees.
- Workaround: Replace original invitees in meeting invitation to be forwarded with the invitees you want to add.
- Fixed: WebEx WBS29.6

**CSCui45636**

- Symptom: Grouped endpoint does not dial out to TSP audio provider, due to lack of video resources.
- Conditions: In TMS, when the Auto Connect reservation type is selected and port limits are set on TelePresence Server, if a meeting is scheduled with no One-Button-to-Push or call-in participants, the audio call from TelePresence Server to the TSP audio provider will never connect.
- Workaround: Meeting organizer must manually add a video port (call-in participant) to the meeting (using the WebEx and TelePresence Integration to Outlook, Smart Scheduler or TMS).
- Fixed: TelePresence Server 3.1.1

**CSCuf31410**

- Symptom: Error message is displayed indicating that you cannot book meetings in the past.
- Conditions: Schedule a recurring WebEx-only meeting using the WebEx and TelePresence Integration to Outlook. After at least one meeting has taken place, edit the meeting using the WebEx and TelePresence Integration to Outlook and add some telepresence rooms or allow additional participants to join using video devices and then click Save.
- Workaround: Delete current recurring meeting, then reschedule a new recurring meeting with all new participants added.
- Further Problem Description: Adding TelePresence to a recurring meeting after the first meeting occurrence is not supported.
- For details on the support for recurring meetings in CMR Hybrid, refer to [Support for Recurring Meetings, page 11](#).
- Fixed: TMS 14.4

For a complete list of caveats for the individual hardware components in Cisco CMR Hybrid, refer to the release notes for each on Cisco.com.

## What's Not Supported in Cisco CMR Hybrid

The following are not supported in the Cisco CMR Hybrid solution:

- Third Party Audio without TSP Link
- Cisco TelePresence Multipoint Switch (CTMS)

The Cisco TelePresence Multipoint Switch (CTMS) is not a supported conferencing component for Cisco CMR Hybrid meetings. Customers who must use CTMS, must continue to use Cisco TelePresence WebEx OneTouch 1.0 for combined WebEx and TelePresence meetings.

Existing TelePresence WebEx OneTouch 1.0 customers who want to use CMR Hybrid will have to migrate from CTS-Manager and CTMS to TMS and TelePresence Server and/or MCU. Contact Cisco for more information.

- Cisco TelePresence Conductor



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**Note** Cisco TelePresence Conductor may be used in the same network deployment as CMR Hybrid as long the bridges used for CMR Hybrid are not managed by Conductor.

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- Cisco Unified Video Conferencing (CUVC)
- Third-party MCU or conferencing bridges, including:
  - Radvision, Avaya, Polycom, etc.
- WebEx Training Center, Event Center, Sales Center and Node
- WebEx MeetingPlace, WebEx Meetings, Cisco WebEx Meetings Server
- WebEx Whiteboard and file upload shares