



Cisco TelePresence Management Suite Extension for Microsoft Exchange Version 4.0

Software Release Notes
May 2014

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Introduction

Cisco TelePresence Management Suite Extension for Microsoft Exchange integrates Cisco TelePresence Management Suite with Office 365 and Microsoft Exchange 2013, 2010, and 2007, allowing organizers to book videoconference resources through their Outlook clients.

Cisco TMSXE 4.0 is a major upgrade for users of earlier versions.

The changes to the product are described in this document.

Changes to interoperability

Ensure that you read the [Interoperability \[p.7\]](#) section of this document, which contains important information about upcoming changes to Exchange version support and support for older versions of the product.

Product documentation

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

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

New features and functionality

The following features and functionality have been added to Cisco TMSXE 4.

Support for Microsoft Exchange 2013

Cisco TMSXE can now be used with Exchange 2013.

Note that Exchange 2013 SP1 is not supported, and that undocumented changes in SP1 are also causing issues with Cisco TMSXE for Office 365, see [Limitations \[p.6\]](#).

Support for Office 365 in technical preview—extended field trial

We have extended the Early Field Trial (EFT) program for Cisco TMSXE supporting Office 365 (Exchange Online).

- Until the EFT program completes, Cisco TMSXE is not supported for production use with Office 365.
- When the EFT program completes, we will provide an update to documentation and/or software.

Multiple Client Access Servers and autodiscovery

Cisco TMSXE now supports having multiple Client Access Servers through the use of CAS autodiscovery.

When Client Access Server (CAS) autodiscovery is enabled, the Cisco TMSXE service user will connect to the Exchange CAS using an autodiscovery service configured on the domain.

Note that CAS autodiscovery is not supported for Exchange 2007-based deployments.

Mailbox impersonation

The Cisco TMSXE service user can now impersonate resource mailboxes when making calls, thus avoiding throttling in Office 365, which does not support throttling policies. For other Exchange versions, enabling this setting will eliminate the need for special throttling policies for the service user.

Note that impersonation is not supported for Exchange 2007-based deployments.

Redundancy

Cisco TMSXE can now be installed on multiple clustered servers. When enabled in the installer, the setup process guides the administrator through the setup of the first node and additional nodes. Cisco TMSXE clustering provides active/passive redundancy.

This clustering does not affect Cisco TMS Booking Service, which requires a load balancer for redundancy. For instructions on setting up redundancy for both Cisco TMSXE and Cisco TMS Booking Service, see the deployment guide.

Note that redundancy is not supported for Exchange 2007-based deployments and deployments where Cisco TMS and Cisco TMSXE are co-located on the same server.

Batch import of endpoints and mailboxes

The configuration tool now supports importing **.csv** files containing multiple Cisco TMS system IDs and mailbox names for endpoints, simplifying the setup process. A **.csv** file containing all endpoints/mailboxes that have been added to Cisco TMSXE can also be exported.

Add and remove mailboxes while Cisco TMSXE is running

You can now add and remove endpoints while the Cisco TMSXE Windows service and the Cisco TMS Booking Service are running. The changes will be applied automatically without restarting the service, after a minimum of 10 and a maximum of 30 minutes after saving the change.

Improvements to startup performance and memory usage

Improved performance in high load scenarios. Significantly reduced:

- The memory footprint of Cisco TMSXE.
- Startup times for deployments with a large number of endpoints.

Cisco TMSXE Meeting Analyzer

The Cisco TMSXE setup now also installs Meeting Analyzer, which is a troubleshooting tool for identifying any discrepancies between bookings in Cisco TMS and Exchange and storing reports of the results. Meeting Analyzer also generates its own log.

For detail and instructions, see the deployment guide's [Troubleshooting](#) section.

Automatic configuration adjustment for large deployments

When 500 or more mailboxes are added to Cisco TMSXE, configuration changes are made automatically to optimize for larger deployments.

Deployment Guide replaces Installation Guide and Administrator Guide

All information for administrators on deploying and troubleshooting Cisco TMSXE is now gathered in [Cisco TelePresence Management Suite Extension for Microsoft Exchange Deployment Guide](#), which replaces the guides for installation and administration.

Updated hardware requirements and recommendations

For Cisco TMS, Cisco TMSXE 4.0, and Cisco TMSPE 1.2, we provide new guidance on estimating the size of your deployment, and updated hardware requirements based on deployment size.

- Memory requirements have been increased from earlier minimums to accommodate new functionality, including more extensive data caching that improves the overall application performance.
- Specific hardware and virtualization recommendations are made available for large deployments.
- Identical information on deployment sizes and hardware requirements can be found in *Cisco TMS Installation and Upgrade Guide*, and the Cisco TMSXE and Cisco TMSPE deployment guides.

Improvements to Cisco TMS booking behavior

This release of Cisco TMSXE requires Cisco TMS 14.4, in which multiple improvements to booking behavior have been implemented, which benefit Cisco TMSXE and all other clients using Cisco TelePresence Management Suite Extension Booking API.

Most of the improvements apply to recurrent meeting series. For an overview of the changes, see the **New in 14.4** section of [Cisco TMS Release Notes \(14.4\)](#), particularly the subsections **Conference recurrence improvements** and **Changes to Cisco TMSBA (Booking API)**.

Support for adding organizer to blank subjects

A new setting **Never Display Organizer in Subject** has been added to the configuration tool's **Advanced Settings** tab.

When resource mailboxes are set to both **Delete Subject** and **Add Organizer to Subject**, enabling this setting keeps the subject for the meeting entirely blank.

Disabling the setting will inject the organizer's name in the subject after the subject has been removed.

Built-in performance monitoring

Administrators can now choose to enable performance monitoring during installation, which allows the use of the Windows Performance Monitor tool to track Cisco TMSXE performance.

Logging improvements

A filtered log containing only information about declined and downgraded bookings is now available.

For detail, see **Troubleshooting > Logs** in the Deployment Guide.

Up-to-date system and mailbox information

The display names of systems are now periodically refreshed by Cisco TMS Booking Service, making the information available to Productivity Tools more up to date.

Support for changing the service user

Changing the service user used to connect Cisco TMSXE with Exchange is now supported.

Previously, making such a change would break the link between meetings in Cisco TMS and Exchange.

Display invalid certificate

When invalid certificates are disallowed and the server presents an invalid certificate to the Cisco TMSXE configuration tool, the administrator now has the option to click to view and inspect the certificate.

Other changes

- Added a warning about potential declines and downgrades of existing meetings before first-time synchronization with a newly added mailbox.
- The configuration tool **Systems** tab now supports the use of **Shift+arrow** to select multiple systems.
- Windows Server 2012 is now supported.
- If the connection to Exchange Web Services (EWS) fails, the administrator gets prompted to look at the EWS log.
- The *No Connect* option, which requires all participants to manually call into the meeting, is now available in the Cisco TelePresence form.
- **TMSXEConfig-log-file.txt** now logs the Cisco TMSXE version on logger initialization.
- Improved handling of system replacement / reassociating a mailbox with a different system.
- Improved error messages.
- Allowed root folder as storage location for data and configuration files.

Resolved issues

The following issues found in previous versions were resolved in Cisco TMSXE version 4.

Bug Toolkit Identifier	Description
CSCun83494	The configuration tool is now able to stop the Cisco TMSXE Windows service when Cisco TMS is down.
CSCum95482	Resolved issue where the processing of bookings would halt when encountering a meeting missing required properties, including Subject , Start , and End Time . Cisco TMSXE will now ignore bookings that are missing these properties as invalid.
CSCuh55312	Resolved issue where dates in Cisco TMS would be off by one week if modifying a series in Outlook to start before the original start date.
CSCul63091	Resolved issue where the configuration tool would not display a warning on first run after installation if no licenses for booking API usage were present in Cisco TMS.
CSCug45450	Resolved issue where the display name and location of a room mailbox, which are used by WebEx Productivity Tools with TelePresence, were only read from Global Address Book on startup of the Cisco TMSXE Windows service. The service no longer needs to be restarted for these settings to be read.
CSCun81744	Added description for the Cisco TMSXE Windows service.
CSCum10453	Resolved issue where occurrences of a series were deleted from Exchange, but not from Cisco TMSXE.
CSCuo24174	Resolved issue with the <i>Allow Untrusted Certificates</i> option not working when used with Booking Service and Productivity Tools. Note that this setting is not recommended, and that once enabled, it is irreversible.
CSCuo24178	Resolved issue with redundant replication events that were also written to log when no changes had been made to a booking.
CSCuo08303	Resolved issue where booking a series from Outlook that spanned a DST event and had exceptions and conflicts for some participants, which would cause exceptions on days with conflict to have the wrong start time.

Open issues

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

Identifier	Description
CSCuo72702	In some scenarios, replication of bookings from Exchange to Cisco TMS will not be able to resume after losing connectivity to Exchange Web Services. Workaround: Restart the Cisco TMSXE service after an Exchange outage (on both nodes if using clustering). No data will be lost, as bookings created during replication downtime will be replicated to Cisco TMS after restarting.

Identifier	Description
CSCuo72713	In clustered deployments, using Meeting Analyzer or leaving the application open causes unnecessary negotiations between nodes. This behavior is not destructive and will not trigger failovers. The issue has been resolved and will be addressed in a coming release of Cisco TMSXE.
CSCun79705	Cisco TMSXE does not use the Cisco TMS email content type setting when selecting the formatting for email notifications.
CSCuo16083	Setup with Booking Service will be discontinued and the installer will crash if: <ul style="list-style-type: none"> ■ the default IIS site has been deleted and no other site exists. ■ the site does exist, but is set up with HTTPS binding only.
CSCun69531	Productivity Tools fail if HTTP binding is not enabled in IIS, even though HTTPS is used. The issue has been resolved and will be addressed in a coming release of Cisco TMSXE.
CSCug45448	If setting the free/busy status for the organizer to <i>Free</i> when booking a meeting with the WebEx Scheduling Mailbox, WebEx will be removed from the meeting.
CSCug37593	When a room has been removed from Cisco TMS, Cisco TMSXE will keep trying to push updates to the room until the room is also removed from Cisco TMSXE.

Limitations

Limitation	Description
Personal calendars not automatically updated	Microsoft Exchange does not allow other applications to access and modify personal calendars. When an existing booking is modified using Cisco TMS, Cisco TMSXE will update the room (resource) calendar, but not the calendars of the organizer and the participants. The organizer must distribute the updated information to the participants.
No support for per-resource subject line settings	Make sure the following settings are configured identically for <i>all</i> Exchange resources to be added to Cisco TMSXE: <ul style="list-style-type: none"> ■ Delete the subject ■ Add the organizer's name to the subject ■ Remove the private flag on an accepted meeting See <i>Cisco TelePresence Management Suite Extension for Microsoft Exchange Deployment Guide</i> for information on how to configure these settings.

Interoperability

Support for Cisco TMSXE 2.x ends as of the release of Cisco TMSXE 4.0. All support for Microsoft Exchange 2003 is thereby discontinued.

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

Upcoming changes to version support

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

Upgrading to 4.0

For complete upgrade instructions, please see *Cisco TelePresence Management Suite Extension for Microsoft Exchange Deployment Guide (4.0)*.

Prerequisites and software dependencies

In order to perform an in-place upgrade, the installed version of Cisco TMSXE must be 3.0 or later. If an earlier version is installed, the administrator must perform a full installation with data migration.

See [Cisco TelePresence Management Suite Extension for Microsoft Exchange Installation Guide \(3.0\)](#) for migration instructions.

Upgrade instructions

To upgrade Cisco TMSXE to version 4.0:

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

Document revision history

Date	Revision	Description
May 2014	01	Release of Cisco TMSXE 4.0.

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