



Cisco WebEx Enabled TelePresence Release Notes

December 2013

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What's New in this Release

This section describes new and changed information in Cisco WebEx Enabled TelePresence, beginning with Update 1:

New in Update 2

The following new features require WebEx Meeting Center WBS29 or later:

- Network-based recording of WebEx Enabled TelePresence meetings
 - WebEx and TelePresence Integration to Outlook and WebEx Meeting Center client automatically discover if recording is enabled and display the appropriate message
 - Recording playback displays both WebEx and TelePresence video with content share, chat and polling (if enabled)
 - User can navigate through recording via playback controls or clicking thumbnails of the video
 - User can see visual representation in the recording of when participants are talking
- Two-way video support with iOS and Android mobile apps
 - TelePresence participants can now see and hear iOS and Android participants
 - iOS and Android mobile apps receive and transmit video, display the content shared by TelePresence and by Windows/Mac WebEx participants, but cannot share content
 - Blackberry clients can join as audio-only participants, but cannot share or receive content
- Ability to enable/disable the welcome screen displaying WebEx information when no participant is sharing content
 - Welcome screen is disabled by default
- Support for custom session types.
 - Session types define the features and options that are available for scheduled sessions. When your WebEx service has the custom session types option enabled, you can create sessions types that restrict WebEx features for specific groups of users.
- WebEx and TelePresence Integration to Outlook plug-in enhancements:
 - WebEx panel moved to top. Status indicators and collapsible panels.
 - Quick start tips that appear at first launch on how to add TelePresence and WebEx to a meeting.
- Improved content resolution quality
- Separate participant access code support for WebEx and TelePresence Integration to Outlook and TMSXE 3.1.1
- WebEx ball passing is now automatic for TelePresence participants
 - TelePresence users automatically grab the ball when connecting their video cable. WebEx users can now grab the ball back anytime and share their desktop or application by pressing “Make Me Presenter”.
- WebEx Meeting Center Client Dual-Screen Support
 - Windows and Mac WebEx Meeting Center users with dual PC displays can display content on one screen and full-screen video on the other.

Fixes for the following bugs:

- [CSCui45636](#)
- [CSCud14907](#)

New in Update 1

The following new features require TMS 14.3 or later software:

- TSP Audio support for TelePresence Server

This feature requires the following TelePresence Server release 3.1 and the Third Party Interop key to be loaded on the TelePresence Server.

For more information, refer to the Cisco TelePresence Server Software Release Notes 3.1(1.80)

- End of Meeting warning messages

TMS notifies MCU or TelePresence Server to display a text message in each participant's video stream that indicates how many minutes remain before the meeting ends. All TelePresence endpoints, regardless of version, can receive the text message.

By default, the message is displayed at 5 minutes and again at 1 minute before the end of the meeting and will remain on screen for 10 seconds. These settings are configurable. For more information, refer to [Configuring Conference Settings in Cisco TMS](#) in the Cisco WebEx Enabled TelePresence Configuration Guide.

- Note: Because WebEx is a single participant connection to the MCU/TelePresence Server, the in-video text message will not be visible to WebEx participants unless a TelePresence participant is the active speaker.
- Participant Access Code in meetings booked through the Cisco TMS web interface or Cisco TMS Booking API (including Smart Scheduler and the WebEx and TelePresence Integration to Outlook).

The participant access code is visible in the following places:

- WebEx Details tab in View/Edit Conference in TMS
- Booking confirmation email (when the field is in use)
- ParticipantAccessCode in the WebEx element

For more information, refer to the Cisco TelePresence Management Suite Administrator Guide, Version 14.3.

- TMS 14.3 now reconnects calls through TelePresence Server if they disconnect during a meeting, including WebEx video.

The following is a change in functionality:

- TelePresence Server 3.1 changes the layout sent from TelePresence to WebEx clients.

Only single-screen layout is displayed to WebEx participants. ActivePresence layout is not supported in this release.

Fixes for the following bugs:

- [CSCuf07989](#)
- [CSCug58050](#)

Known Issues

- Grouped endpoint does not dial out to TSP audio provider, due to lack of video resources available. For details, refer to [CSCui45636](#).
- TelePresence participants cannot join early. TMS starts the meeting on the TelePresence Server or MCU at the precise moment the meeting is scheduled to start.
- 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 speakerphone or high-quality headset or handset

Required Products for Cisco WebEx Enabled TelePresence

This section lists the specific products required for Cisco WebEx Enabled TelePresence.

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 WebEx Enabled TelePresence with endpoints registered to Unified CM.

Table 1 Required Products for Cisco WebEx Enabled TelePresence

Product	Minimum Version	Recommended Version
Cisco WebEx Meeting Center	WBS28.10, WBS28.11	WBS29 Required for recording, mobile 2-way video and other Update 2 features. For details see: New in Update 2, page 2
Cisco TelePresence Management Suite (TMS)	14.3.1	14.3.1 or later 14.3.1 or later required for WebEx Meeting Center WBS29
Cisco TelePresence Management Suite Provisioning Extension (TMSPE)**	1.1	1.1
Cisco TelePresence Management Suite Extension for Microsoft Exchange (TMSXE)***	3.1	3.1
Cisco TelePresence Video Communication Server (VCS) See Important Configuration Notes for VCS Expressway .	x7.2.2	x7.2.2
(Optional) Cisco Unified Communications Manager (Unified CM)	8.6.2	9.1.1
Cisco MCU*	4.4 (latest maintenance release)	4.4 (latest maintenance release)
Cisco TelePresence Server (TS)*	3.0	3.1 Required for TSP Audio using TelePresence Server

*Customers can deploy either MCU or TS or both. At least one MCU or TS must be deployed for Cisco WebEx Enabled TelePresence to work.

**Required for scheduling with Cisco WebEx Smart Scheduler.

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

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 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.
- Original invitees are automatically added to a forwarded meeting invitation in Outlook. For details, refer to [CSCul48708](#).

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.

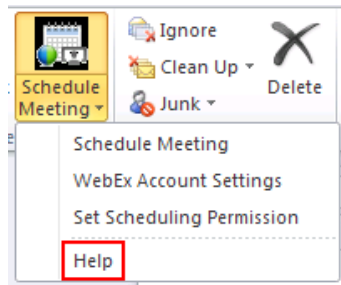
For details on how to assign a delegate to schedule meetings for you and how to schedule meetings for another host, refer to the following chapters in the *WebEx and TelePresence Integration to Outlook User Guide* provided by Cisco:

- 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 WebEx Enabled TelePresence 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 8](#)
- [WebEx Meeting Center for Windows - Minimum system requirements, page 9](#)
- [WebEx Meeting Center for Mac - Minimum system requirements, page 9](#)
- [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

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.

- Adding or removing rooms from a single instance of a recurring meeting is supported using Cisco TMS only.

Cisco WebEx Enabled TelePresence 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**
TSP audio is supported with MCU 4.4 or later and TelePresence Server 3.1 or later.
- **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 WebEx Enabled TelePresence meeting.

Cisco WebEx Enabled TelePresence Meeting Experience

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

- [Starting the Meeting, page 11](#)
- [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 WebEx Enabled TelePresence 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**

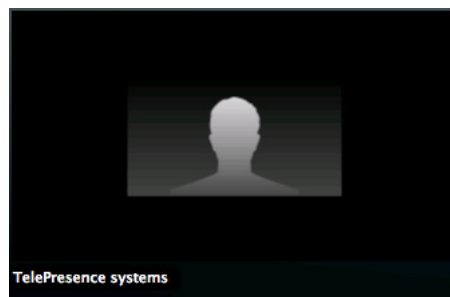
Starting a meeting early is supported using the Setup Buffer setting when scheduling the meeting in TMS. The WebEx host may start the WebEx portion of the meeting early, whether or not any TelePresence participants have joined the call.

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](#).

Figure 1 “TelePresence systems” in Full Screen View



- When there is no active presentation, Cisco WebEx transmits a Welcome page, which is visible on the endpoint (presentation) display. This page contains meeting details and participant information.

- 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 three 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. When the WebEx host leaves the meeting
3. 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.
- The meeting organizer, when scheduling the meeting, did not set the meeting to extend.

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, sets the meeting to extend and there are resources available to extend the meeting.

- 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 WebEx Enabled TelePresence:

CSCus12814

- Symptom: TelePresence dials into the wrong audio conference.
- Conditions: WebEx Meeting Center Site (version WBS29.10 or WBS28.12EP21) provisioned with CMR Hybrid and TSP audio. Use Productivity Tools plug-in to schedule meetings via Microsoft Outlook for Windows. Select audio account 2 and schedule meeting. Expected results would be that the DTMF dial sequence will return with dial sequence for audio account 2, but the actual results are that the DTMF dial sequence returns with audio account 1 information.
- Workaround: Upgrade WebEx Meeting Center site to WBS29.12 or WBS28.12EP26 or 27.
- Issue fixed in WebEx Meeting Center WBS29.12, WBS28.12EP26 and 27.

CSCur30236

- Symptom: CMR Hybrid dials the phone number from the wrong TSP audio account.
- Conditions: WebEx Meeting Center site version: WBS29.10EP1. If two or more TSP audio accounts are configured in a host account, and the one marked as default is not the bottom one, CMR Hybrid will dial the phone number from the bottom (wrong) TSP audio account.
- Workaround: Upgrade WebEx Meeting Center site to WBS29.10EP3.
- Issue fixed in WebEx Meeting Center WBS29.10EP3.

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.

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

CSCuf20979

- Symptom: WebEx meeting may get removed from the TMS and the WebEx site.
- Conditions: Schedule a meeting series using the WebEx and TelePresence Integration to Outlook which does not include WebEx (WebEx is unchecked), includes at least one TelePresence room and one invitee and then immediately edit the meeting series to add WebEx.
- Workaround: If you need to add WebEx to an existing series created with the WebEx and TelePresence Integration to Outlook, where the existing series contains at least one TelePresence room and at least one invitee, wait about 5 minutes after creating the TelePresence-only meeting, before adding WebEx.

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 10](#).

CSCud14907

- Symptom: 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.
- Conditions: Meeting organizer schedules WebEx Enabled TelePresence meeting with PSTN audio. TelePresence participant joins. WebEx participant with video and audio joins. WebEx participant without video (either joined on video and audio separately or on video and audio with the video disabled).
- Workaround: None.
- Fixed: WebEx Meeting Center WBS29

CSCuf07989

- Symptom: WebEx and TelePresence Integration to Outlook displays “We’ve hit a glitch” message to meeting organizer, but does not specify what the problem is.
- Conditions: Meeting organizer attempts to schedule a WebEx Enabled TelePresence meeting using the WebEx and TelePresence Integration to Outlook and adds a very large number of additional video dial-in participants (using “Allow more people to join using video devices”).
- Workaround: None.
- Further Problem Description: The “Hit a glitch” message may appear for a variety of reasons and, therefore, cannot be an indicator of only one type of problem.
- Fixed: TMS 14.3

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 WebEx Enabled TelePresence, refer to [Support for Recurring Meetings, page 10](#).

CSCug58023

- Symptom: WebEx and TelePresence Integration to Outlook displays “The Teleconference could not be saved.” message when user attempts to schedule a meeting.
- Conditions: Create a recurring meeting with more than 100 recurrences using the WebEx and TelePresence Integration to Outlook and click Save or Send.
- Workaround: Recreate the recurring meeting with 100 or less recurrences.
- Further Problem Description: Error should report that you cannot schedule a recurring meeting which has more than 100 occurrences.

CSCug58050

- Symptom: Smart Scheduler displays “The Conference could not be saved.” message when user attempts to schedule a meeting.
- Conditions: Create a recurring meeting with more than 100 recurrences using Smart Scheduler, and click Save.
- Workaround: Recreate the recurring meeting with 100 or less recurrences.
- Further Problem Description: Error should report that you cannot schedule a recurring meeting which has more than 100 occurrences.
- Fixed: TMS 14.3

CSCug58060

- Symptom: WebEx and TelePresence Integration to Outlook displays “We’ve hit a glitch.” message when user attempts to schedule a recurring meeting. The meeting does not appear on the Outlook calendar, but some number of the occurrences have been scheduled on the TMS and in WebEx.
- Conditions: Create a recurring meeting with 100 recurrences using the WebEx and TelePresence Integration to Outlook and click Save or Send. After the WebEx and TelePresence Integration to Outlook is processing the meeting request for a while, the “We’ve hit a glitch.” message appears.
- Workaround: Log in to TMS and delete the recurring meeting and the try to schedule the meeting again using the WebEx and TelePresence Integration to Outlook.

What’s Not Supported in Cisco WebEx Enabled TelePresence

The following are not supported in the Cisco WebEx Enabled TelePresence 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 WebEx Enabled TelePresence 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 WebEx Enabled TelePresence 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
- Cisco Unified Video Conferencing (CUVC)
- Third-party MCU or conferencing bridges, including:
 - Radvision, Avaya, Polycom, etc.
- WebEx Whiteboard and file upload share
- WebEx Training Center, Event Center, Sales Center and Node
- WebEx MeetingPlace, WebEx Meetings, Cisco WebEx Meetings Server

For a detailed comparison of all the WebEx products, refer to the following page on Cisco.com:

<http://www.cisco.com/c/en/us/products/conferencing/web-conferencing/index.html#~products>

