

# Cisco TelePresence Management Suite Extension for Microsoft Exchange 5.3

## Software Release Notes

**First Published:** August 2016

Software Version 5.3



## Preface

### Change History

**Table 1 Software Release Notes Change History**

Date	Change	Reason
August 2016	Addition of new features	Cisco TMSXE 5.3.

## Introduction

Cisco TelePresence Management Suite Extension for Microsoft Exchange integrates Cisco TelePresence Management Suite with Office 365, and Microsoft Exchange 2016, 2013, 2010, and 2007, allowing organizers to book video conference resources through their Outlook clients.

If upgrading from a version earlier than 4.0.3, make sure to read for precise instructions on the order of Cisco TMS and Cisco TMSXE upgrades and disabling Cisco TMSXE services.

The changes to the product are described in this document.

## New in 5.3

### TMSXE support for Scheduling Mailbox

This feature allows TMS users to schedule meetings without having to add WebEx or Telepresence rooms directly. Cisco TMSXE admin creates new resource mailboxes in Exchange and configures number of ports and dial-in type(audio or video) for each protocol in Cisco TMSXE configuration tool. The users can schedule a multi-point meeting by adding the Scheduling Mailbox to the recipient list for a given meeting. Cisco TMSXE then adds the configured number of dial-in ports along with the protocol and dial-in type to the conference. The meeting confirmation email contains the dial-in information, which can then be shared with the intended participants.

The Cisco TMSXE admin can define two Scheduling Mailboxes and each of the mailboxes can have its own specified number of ports for each protocol. This provides users, the flexibility to add a combination of ports with different protocols.

The Configured Scheduling Mailboxes should be created in Exchange as resource mailboxes that are dedicated for this feature. The Scheduling Mailbox can have any name and is not associated to a specific Cisco TMS managed endpoint.

For each Scheduling Mailbox the admin defines the number of dial-in ports for each protocol. For example: If one mailbox with 5 SIP, 5 IP and 5 ISDN ports and the second mailbox with 10 SIP, 10 IP and 10 ISDN ports, are added to the same meeting, then a meeting will be scheduled with 15 SIP, 15 IP, and 15 ISDN ports. The admin has the option to choose between call type as audio or video. Multiple end users can schedule meetings using the Scheduling Mailbox concurrently.

The email address of both the Scheduling Mailboxes must be unique. Scheduling Mailboxes should be used only for the Scheduling Mailbox feature. The total number of ports across all configured Scheduling Mailboxes for the same Protocol and Call Type combination can not exceed 99 ports.

### Skype Meetings

This feature allows users to schedule a Skype meeting with Telepresence rooms that is monitored by Cisco TMSXE. This is achieved with the help of **Cisco Meeting Server** that supports Dual Home conferencing.

Cisco TMSXE admin configures the domain name in **TMSXE Configuration Tool > Skype Meetings** tab. The admin enters the domain name, that is configured in Cisco Meeting Server for Dual Home conferencing. The Domain field is

optional during Cisco TMSXE configuration and it is recommended only for a Skype Meeting. If the admin does not specify domain name, the Skype meeting is considered as a normal meeting.

The conference type of Skype Meeting, is based on Cisco TMS Default conference type. The Skype Meeting is saved in Cisco TMS, as an externally hosted meeting.

## Support for Microsoft Exchange 2016

Cisco TMSXE now supports Microsoft Exchange 2016.

## Resolved and Open Issues

Follow the link below to find up-to-date information about the resolved issues in this release:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=\\*&pf=prdNm&pfVal=283613664&rls=5.3&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=283613664&rls=5.3&sb=anfr&bt=custV)

You need to refresh your browser after you log in to the Cisco Bug Search Tool.

## Changes to Interoperability

Ensure that you read the [Interoperability, page 5](#) section of this document, which contains important information about upcoming changes to Exchange version support and support for older versions of the product.

## Limitations

Limitation	Description
Large deployments using Office 365	Office 365 limitations on mail quantities may affect booking confirmations and declines to users in very large deployments. For numbers, see Microsoft's documentation: <a href="#">Recipient and sender limits</a> .
Editing a series with an ongoing meeting in Outlook Web App with Office 365	Editing a series while an occurrence is ongoing will cause the ongoing meeting to end if using OWA with Office 365.
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.

Limitation	Description
Extending ongoing meetings can cause participants to be dropped	<p>If extending an ongoing meeting to a time when one or more participants are already scheduled for another meeting, these participants will automatically be rejected from the meeting in Exchange. Cisco TMS subsequently drops the participants from the conference and a decline message is sent to the organizer.</p> <p>This behavior is as expected with mailboxes set not to allow conflicts in Microsoft Exchange, and is not caused by Cisco TMS or Cisco TMSXE. No support for per-resource subject line settings.</p>
No support for per-resource subject line settings	<p>Make sure the following settings are configured identically for <i>all</i> Exchange resources to be added to Cisco TMSXE:</p> <ul style="list-style-type: none"> <li>■ <b>Delete the subject</b></li> <li>■ <b>Add the organizer's name to the subject</b></li> <li>■ <b>Remove the private flag on an accepted meeting</b></li> </ul> <p>See <i>Cisco TelePresence Management Suite Extension for Microsoft Exchange Deployment Guide</i> for information on how to configure these settings.</p>
External Dial String mismatch - Meeting update using forms template	It is not possible to update an Externally hosted dial string in a recurrent or a non-recurrent meeting in Cisco TMS from Microsoft Outlook.
Meetings with external participants can be created either with Scheduling Mailbox feature or Forms Template	As per current design, combining the Scheduling Mailbox feature and Forms Template for a single meeting is not recommended.

## Interoperability

Ensure that you read this section which contains important information about upcoming changes to Exchange version support and support for older versions of the product.

## Upgrade Instructions

For complete upgrade instructions, please see [Cisco TelePresence Management Suite Extension for Microsoft Exchange Deployment Guide \(5.3\)](#).

## 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.

## Upgrading to Cisco TMSXE 5.3

### Upgrading when Cisco TMS is version 14.4 or 14.4.1

If upgrading Cisco TMS and Cisco TMSXE and the former is version 14.4 or 14.4.1:

- Disable the Cisco TMSXE service, on both nodes if clustered, before upgrading Cisco TMS.
- Start the service when both Cisco TMS and Cisco TMSXE is upgraded on all servers/nodes.

### Upgrading from Versions Earlier than 3.1

- After upgrading Cisco TMSXE from a 3.0.x version, a re-replication of all bookings in Cisco TMS will be performed on startup to clean up discrepancies between Cisco TMS and Exchange resource mailboxes. Depending on the size of your Cisco TMS database and the number of bookings, this process may take a very long time to complete, and we therefore strongly recommend performing the upgrade off hours.
- Migration from Cisco TMSXE 2.x is no longer supported. 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.

### Before You Start

We strongly recommend using the Cisco TMSXE Deployment Guide to get the complete overview of prerequisites and best practices for installations and upgrades.

Make sure you are logged in as a local administrator on the server.

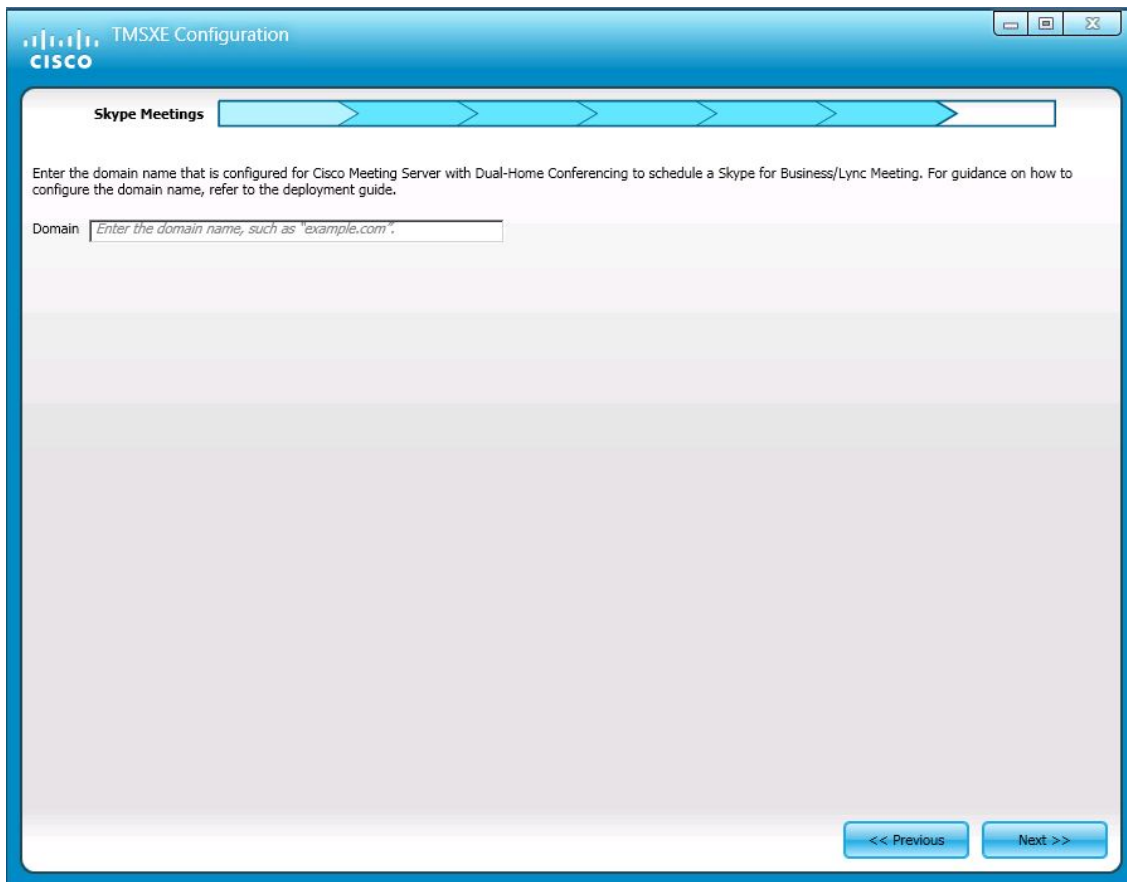
### Running the Installer

1. Stop the Cisco TMSXE Windows service, on both nodes if upgrading a clustered deployment.
2. Check Windows Update and install any critical updates to the .NET framework on the server or servers where Cisco TMSXE will be installed. Make sure the .NET version is 4.0 or later. Reboot the server after installing if prompted.
3. Place the installation files on the server.
4. Run the Cisco TMSXE installer and accept the End-User License Agreement (EULA) to start the installation process.
5. The installer will detect that you have a previous installation of Cisco TMSXE. Click **Upgrade** to continue.
6. Click **Next** to start the setup.
7. Accept the terms in the license agreement and click **Next**.
8. Select which components to include with your installation:
  - Cisco TMS Booking Service is required if you plan to use WebEx Productivity Tools with TelePresence. If you enable this, you are prompted to modify or confirm the name of the IIS application pool to which you want Booking Service installed. .
  - Cisco TMSXE Clustering is required if you want to set up Cisco TMSXE with redundancy. See the deployment guide for further instructions on upgrading to a clustered deployment.
  - Performance Monitors can be enabled to allow monitoring of Cisco TMSXE performance using standard Windows tools.

9. If an earlier version of Cisco TMSXE is currently installed, you are prompted to upgrade.
  - Click **Yes** to continue. Upgrading removes the old version and upgrades the existing Cisco TMS database.
  - Click **No** to abort the installation and leave the current installation untouched.
10. When the upgrade is completed, click **Finish**.
11. The configuration tool launches.


## Configuring Skype Meetings in Cisco TMSXE

1. Click through the configuration wizard and in the **Skype Meetings** tab, enter the Cisco Meeting Server's domain name that is configured for Dual Home Conferencing in the **Domain** field.
2. Click **Next** to enter details in the other tabs.



## Configuring Scheduling Mailbox in Cisco TMSXE

1. Click through the configuration wizard and in the **Scheduling Mailbox** tab, enter Scheduling mailbox's email addresses in the **Scheduling Mailbox** fields. Enter the number of ports to be reserved for each protocol in the **Number of Ports To Reserve**. Select the call type as audio or video in the **Type** field.
2. Click **Next** to enter details in the other tabs.


TMSXE Configuration

Scheduling Mailbox

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➤
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Enter the Scheduling Mailbox settings below to allow users to add call-in participants/ports when scheduling meetings from their calendar. The email address corresponds to the Exchange Resource mailbox created for this feature. For guidance on how to configure the mailbox, refer to the deployment guide.

Scheduling Mailbox 1

Protocol	Number of Ports to Reserve	Type
SIP	<input style="width: 50px;" type="text" value="0"/>	<input checked="" type="radio"/> Video <input type="radio"/> Audio
IP/H.323	<input style="width: 50px;" type="text" value="0"/>	<input checked="" type="radio"/> Video <input type="radio"/> Audio
ISDN/H.320	<input style="width: 50px;" type="text" value="0"/>	<input checked="" type="radio"/> Video <input type="radio"/> Audio

Scheduling Mailbox 2

Protocol	Number of Ports to Reserve	Type
SIP	<input style="width: 50px;" type="text" value="0"/>	<input checked="" type="radio"/> Video <input type="radio"/> Audio
IP/H.323	<input style="width: 50px;" type="text" value="0"/>	<input checked="" type="radio"/> Video <input type="radio"/> Audio
ISDN/H.320	<input style="width: 50px;" type="text" value="0"/>	<input checked="" type="radio"/> Video <input type="radio"/> Audio



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