



# Cisco TelePresence Management Suite Extension for Microsoft Exchange 5.9

## Software Release Notes

First Published: April 2019

Software Version 5.9



## Preface

### Change History

**Table 1 Software Release Notes Change History**

Date	Change	Reason
April 2019	Release of software	Cisco TMSXE 5.9.

## Introduction

Cisco TelePresence Management Suite Extension for Microsoft Exchange integrates Cisco TelePresence Management Suite with Office 365, and Microsoft Exchange 2016, 2013, and 2010, 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.

## Features in Previous Releases

For information about new features in previous releases refer to the following links:

[Cisco TMSXE 5.8](#)

[Cisco TMSXE 5.7](#)

[Cisco TMSXE 5.6](#)

[Cisco TMSXE 5.5](#)

[Cisco TMSXE 5.4](#)

[Cisco TMSXE 5.3](#)

[Cisco TMSXE5.2](#)

[Cisco TMSXE 5.1](#)

[Cisco TMSXE 5.0](#)

[Cisco TMSXE 4.1](#)

## 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.

## 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&rls=5.9&sb=anfr&bt=custV](https://bst.cloudapps.cisco.com/bugsearch/search?kw=* &pf=prdNm&rls=5.9&sb=anfr&bt=custV)

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

## 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	<p>Microsoft Exchange does not allow other applications to access and modify personal calendars.</p> <p>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.</p> <p>The organizer must distribute the updated information to the participants.</p>
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 all 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 Cisco TelePresence Management Suite Extension for Microsoft Exchange Deployment Guide 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.

Creating a CMR Hybrid meeting by clicking Save in MS Outlook.	When the organizer has created a CMR Hybrid private meeting, Cisco TMS does not treat it as a private conference. If the organizer has only saved the meeting in MS Outlook.
Viewing a private appointment in Exchange 2013 and 2016 Outlook Web Access	When an organizer creates a private appointment with room mailbox in Exchange 2013 and 2016 Outlook Web Access (OWA), the other users who have permission to access the room mailbox can view the original private appointment title and also will be able to open the appointment.
Calendar properties in .CSV file	<b>ResourceDelegates</b> property is not available in .CSV file.

## 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 \(5.9\)](#).

## 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 5.9

### 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 4.7. 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.



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