

Cisco TelePPcPPcP

Introduction

Cisco TelePresence Management Suite Extension for Microsoft Exchange

Prerequisites

This section details the prerequisites and best practices for installing Cisco TMSXE 5.1, whether performing a new installation or upgrading

The Cisco TMSXE server must

be configured to use a DNS server with service records for the Active Directory domain of the Exchange server.

~~have network access to Active Directory, meaning no firewall must be blocking traffic, an~~

Per System Licensing

Microsoft Exchange Requirements

Requirement	Description
Microsoft Exchange	Tested

Certificate Authentication

Optionally, the Cisco

WebEx Productivity Tools with TelePresence

Productivity Tools let users book telepresence with WebEx from Outlook and modify advanced settings for both components.

Using Productivity Tools with Cisco TMSXE requires the installation and configuration of Cisco TMS Booking Service.

For setup instructions, see [Setting up WebEx Productivity Tools with TelePresence with Cisco TMSXE](#), page 47.

Hybrid Deployments

Office 365 may be deployed in

Remove the private flag on an accepted meeting

As

Untrusted Certificates

Certificates that do not meet the above listed requirements are considered to be *untrusted* and q

Using Web Services, Cisco TMSXE passes booking requests to Cisco TelePresence Management Suite Extension Booking API (Cisco TMSBA) and receives accept/decline messages.

Depending on the protocol used, Cisco TMSXE uses

Defective Meetings

A *Defective* conference in Cisco TMS has been booked by an

Preparing to Install or Upgrade

Some procedures need to be

Creating a Cisco TMSXE Service User in Active Directory

In Exchange Management Console, create a new user mailbox as a service user for Cisco TMSXE with the username and password of your choice. The service

1. Go to **Administrative Tools > Configuration > Conference Settings**.
2. Make sure all default settings are configured as desired. For field-level explanations of the settings, see the built-in help (click the question mark in the upper right corner).
3. If not using WebEx Productivity Tools with TelePresence or the Cisco TelePresence form, pay special attention to the field

Repurposing Existing Mailboxes

If an endpoint is in a meeting room that already has a room mailbox, the mailbox can be repurposed for Cisco TMSXE

ResourceDelegates : (list of delegate users)

RequestOutOfPolicy

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Configuring Required Settings

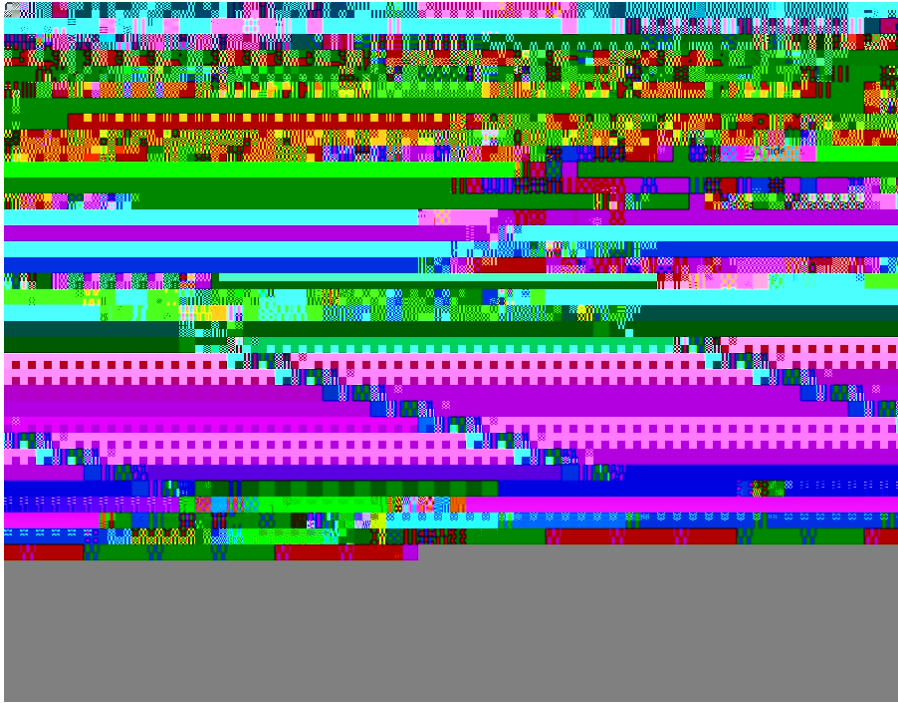
Make sure that all resource mailboxes are configured identically and in line

Configure Resource

Running the Installer

3. At the Exchange Web Services

All [Prerequisites, page 3](#) are met



2. At the **Active Directory Settings** tab, you can select Mode from the **Mode Selection** section. By default, **Active Directory Mode (Recommended)** option is selected and it is also recommended. The **Allow organizers without Cisco TMS username (Non-Active Directory Mode only)** option has been moved from **Advanced Settings** tab to **Active Directory Settings** tab and this option is available.

4. The Systems configuration step includes a list of all endpoints in Cisco TMS that are available for integration.

Note that

Click **Next** to proceed to validation of

Configuration Reference

Field	Description
Cisco TMS	
Server Address	This is the IP address or fully qualified domain name (FQDN) for the Cisco TMS server. Do not include the protocol (HTTP or

Field

Description

Server Address

If not using the Autodiscover feature, provide the

Field	Description
Systems	
Email Pattern	When building the

Field	Description
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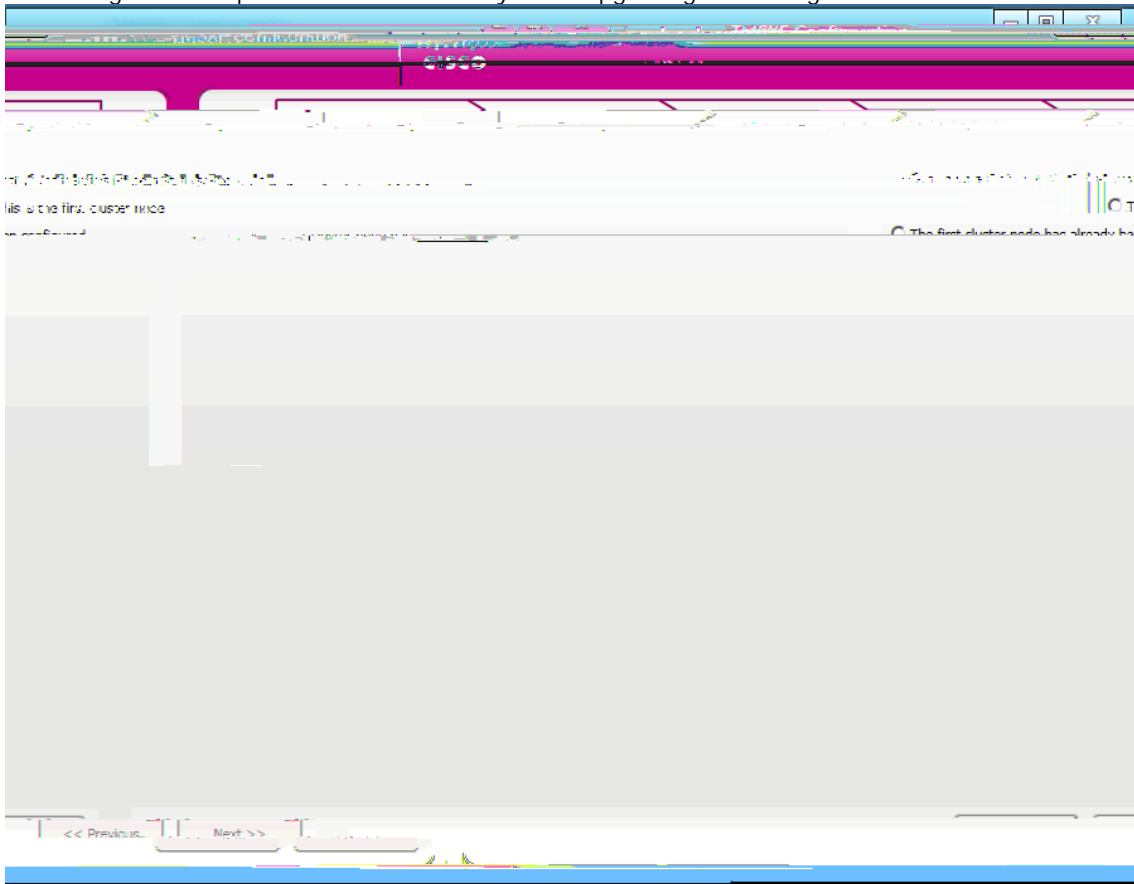
Advanced Settings	
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Data Files	Cisco TMSXE stores files at these default locations on the drive
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Installing

1. If this is a new installation, specify on the first step that this is the first node in the cluster.

This configuration step will not be available if you are upgrading an existing installation.



2. Follow the instructions for configuring a regular installation as described in [Configuring Cisco TMSXE, page 28](#),

Configuring the

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Changing the Exchange or Cisco TMS Credentials

To avoid one node encountering a password error, we recommend turning off both nodes before making the change:

1. Turn off the service on the passive node.
2. Turn off the service on the active node.
3. Change the password for the service

Deploying the Load Balancer

- 1.

3. Modify the mailbox properties:
 - a.

Installing and configuring

Deploying the Cisco TelePresence Advanced Settings Form

The Cisco TMSXE deliverable includes a custom

10. Enter names

If any booking or modification requests are made while the service is halted, they will be queued and then processed as soon as the service is restarted.

Launching the configuration tool

To launch the tool, do one of the following:

- Go to the Windows

Note that

1. Start the configuration tool

Messages from Cisco TMSXE

When organizers book videoconferences using Outlook,

Backing up,

8. Run the configuration tool.
9. Click **OK** when receiving notifications that password fields are corrupted.
10. On the

Troubleshooting

A maximum of 20 logs are kept on the server. When 20 logs have been accumulated, the first will be overwritten. If you need to

Unbookable or Unlicensed Systems

The

Bookings Not Replicating

If bookings do not replicate neither to or from Exchange:

Check the event log for

oL

o

1. Identify the declined meetings using the log.
2. Do one of the following:
 - Re-create the

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mer

3. Click **Autocorrect**.

Cisco TMS will now attempt to re-save all problematic conferences and series, re-routing any instances or series as necessary.

4. Click Refresh to see an updated status field for each entry. When no more entries are in the *Autocorrect Pending*

Re-setting the transaction ID to 0 causes

Appendixes

Appendix 1: Configuring Exchange

3. Create a custom throttling policy:

- a. `Sæ}ËÚáã~\ \->^&§~>]ÁO<=>b´~ŽÚRUVÓŽÚáã~\ \->^&§~>]`
- b. `Uæ\ËÚáã~\ \->^&§~>]ÁËØäæ^\ \]ÁO<=>b´~ŽÚRUVÓŽÚáã~\ \->^&§~>]ÁË
ÓÙÔáá\Uæáã´ áÚ<=>↑æ~ | \Ø^Uæ´ ~^äbÁĜĕĕÁËÓÙÔ<=>^äO~ | ^\Q<=>↑<=>\ÁIĕĕĕÁËÓÙURá [O~^´ | äãæ^´] ÁÁ^ | ->Á
ËÓÙURá [U | áb´ ä<=>* \<=>^bÁIĕĕĕÁËÓÙU$æä´ æ^\ Ú<=>↑æØ^NĀĀĜĕĕÁËÓÙU$æä´ æ^\ Ú<=>↑æØ^Rá<=>â~ [P$OĀĜĕĕÁË
ÓÙU$æä´ æ^\ Ú<=>↑æØ^ONUÁIĕĕ`

4. Assign the policy to the Cisco TMSXE user:

- a. `ÁÁÁKÁÓæ\ËÚáã~\ \->^&§~>]ÁO<=>b´~ŽÚRUVÓŽÚáã~\ \->^&§~>]`
- b. `Uæ\ËRá<=>â~ [ÁËØäæ^\ \] ÁYbæä {<=>´ æÁ | bæäŸÁËÚáã~\ \->^&§~>] ÁÁâ`

Note that if you encounter any errors after applying the Cisco TMSXE throttling

Restoring

On the Active Directory Settings tab, determine whether to enable **Allow organizers without Cisco TMS username (Non AD-mode only)**.

- Enabling this setting

Note that re-replication only affects meetings

1. Restore the Cisco TMS database

Cisco Legal Information

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS

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