# Acano Solution

## Acano Manager Release 1.1.5
## Release Notes

acano

# Contents

# 1 Introduction

This release note describes the features in Release 1.1 of the Acano Manager software, and lists the fixes and known issues in the AM1.1.5 release. Release 1.1.5 includes

- Acano Manager Build 6.5.12.114

- and Outlook plugin v1.1.16

**CAUTION**: Release 1.1 of the Acano Manager must only be run against a single Acano server running releases 1.2.x and earlier, or 1.6 in single callbridge (non cluster) deployment.

If you are deploying Acano Manager for the first time, follow the Acano Manager Installation Guide for instructions on how to install and configure Acano Manager.

If you are upgrading, instructions are provided in this release note: note the caution about email templates below.

# 2 Features in Acano Manager 1.1

The Acano Manager has a user interface that brings together Acano software management, large volume call monitoring and management, self-service scheduling, Cisco/Polycom MCU management, and multi-tenancy and billing on one integrated platform.

Acano Manager is included with the Acano solution and includes scheduling, reporting and alerts.

## 2.1 Time-limited Features in AM1.1

Acano Manager has four options:

▸ Call Management Dashboard (Calls In Progress page)

▸ Legacy MCUs (Cisco Codian MCUs and Polycom RMX)

▸ Billing Data Module

▸ Fail-Over

The default license includes "time-out" functionality for Call Management Dashboard and Billing Data that expires 30 days after initial install. When the options time out, they are no longer accessible from the menu. Customers can purchase license upgrades through their standard channel.

Note: When the Call Management Dashboard times out, call management is limited to one call at a time.

## 2.2 New Features in AM1.1

### 2.2.1 New Outlook plugin version in AM1.1.5

In this release the Outlook plugin is version v1.1.16.

### 2.2.2 coSpaces

AM1.1 substantially improves support for management of coSpaces. This includes a new menu option for listing coSpaces, managing calls running on a coSpace and creating new coSpaces.

Users see the coSpaces they are members of and can control the members of these coSpaces. (Admin level users see all coSpaces.) Users can now delete chat messages from their coSpace using Acano Manager's new **Delete Messages** button.

The AD import process can automatically create a coSpace for each imported user.

Note: Acano Manager will not display or update coSpaces created using Acano clients.

### 2.2.3 Importing from Active Directory

From AM1.1 you can import users and (optionally) coSpaces from an LDAP server, in AM1.1; specifically an Active Directory (AD) server using the new Acano Manager Importer service. By default the Importer runs every 24 hours (performing an AD sync every time it is started). In addition you can start a sync at any time:

▸ from the Acano Manager\Monitor which has a button to start/stop the Importer forcing a manual import

▸ From the Windows Services page.

Acano Manager now has two modes of operation: AD Authentication mode and legacy, non-AD-authentication mode. When run in AD Authentication mode, users logging into Acano Manager authenticate against Active Directory. Directory Services can be configured for each Customer/Tenant and can work with one or more Active Directory servers.

In addition to importing users (per customer/tenant), Acano Manager 1.1 also configures the Acano Server. All Active Directory management, configuration can therefore now be done from Acano Manager 1.1.

**CAUTION**: The first time you run an import, all Acano Manager users set up in AM1.0 (except those with Admin level access) are deleted. However the Admin level accounts still work when in AD Authentication mode to gain Admin access.
The AD users are imported with User level access only; therefore you need to go to the User page in Acano Manager and manually promote appropriate user(s) to Administrator or Operator.

Instructions for configuring the import and start a sync are given later in these release notes.

### 2.2.4 Usability improvements

AM1.1 contains a substantial number of usability improvements.

- System management simplification now that Active Directory/LDAP can be managed from a single tool
- Navigation through the Acano Manager user interface is more direct and more aligned with typical Acano solution workflows
- Availability of the Outlook plugin and the associated Microsoft Lync "click to call" functionality
- For TMS import, the default configuration option has been changed to 'RunTms' and we have added additional logging to leave a clearer trail that the import has happened.

In fact it is now possible to perform a number of functions in Acano Manager that you cannot do through an Acano client: as mentioned in the previous section and including changing other participants' layouts during a call and muting them.

### 2.2.5 Outlook plugin

From Acano Manager AM1.1 your users can install and use the Outlook plugin. This allows them to schedule calls using Outlook. The plugin allows "click to call" operation for Microsoft Lync.

Note: There is a separate Outlook Installation and Getting Started Guide for end-users which can be used to install the AM1.1.3 plugin for the first time. However if you have used the plugin in a previous AM1.1.x release, see the upgrade instructions in these release notes.

You can customize the template used for email invitations – see the Outlook Plugin Installation and Getting Started Guide.

### 2.2.6 Multi-tenancy

Management of multi-tenancy has improved substantially with Active Directory support; the users for each tenant can be imported (and updated on a regular basis) from tenant-specific AD servers.

Note: In AM1.1 multi-tenancy remains limited to a single MCU. This limitation will be removed in a future release.

# 3 Notes on Installing Acano Manager 1.1

**CAUTIONS**:
If you are upgrading from an earlier version of the Acano Manager, you **must** backup the database and then uninstall that version of Acano Manager as described in section 3.2, **before** following the upgrade procedure. Upgrading makes changes to the database that you cannot roll back; therefore creating a backup before upgrade is essential. (The changes are shown in the log file.)

If you are moving your LDAP import configuration from the Acano server to Acano Manager (either when installing AM1.1 or when updating from AM1.0); i.e. if you have existing coSpaces auto-generated during previous AD imports and you are now migrating to Acano Manager AM1.1.x beware that these coSpaces are **deleted and re-created afresh**. Therefore, although the coSpaces will have the same names they will have a different Call ID and users will lose their coSpace chat, membership lists etc. Be sure to back up your current their Acano server before installing Acano Manager AM1.1.x or upgrading to it.

## 3.1 New Installation

Follow the instructions in the Acano Manager Installation Guide, being sure to check that all the prerequisites mentioned there are in place before you start the procedure itself. Then if you intend to use LDAP import go on to section 3.4.

## 3.2 Upgrading

**CAUTION**: When upgrading from an earlier version, you will lose any changes made to the default email templates **unless** you complete step 1 below.

1. To keep any email customizations that you made, copy the contents of EmailTemplates folder (a subfolder of the AcanoManager service folder) to another server.
2. For security and data integrity perform a SQL database backup (see one of the following):

    - 2012 : http://msdn.microsoft.com/en-gb/library/ms187510%28v=sql.110%29.aspx

    - 2008 R2 : http://msdn.microsoft.com/en-gb/library/ms187510%28v=sql.105%29.aspx
3. Store the backup on another system somewhere safe.
4. Stop the Acano Manager Service (from Windows Services).
5. Uninstall the existing AM1.0 software.
    a. In the Control Panel, go to the Add/remove programs function.

       In the list you see two entries: Acano Manger Service & Acano Manager Interface.
    b. Uninstall the Acano Manager Interface first.
    c. Uninstall the Acano Manager Service second. This removes the software.
6. Install the new Acano Service first (right-click and select **Run as administrator**), following the wizard prompts and accepting the defaults.

When upgrading, there is a pause while the prerequisites are checked and the SQL database found.

7. Install the new Acano Interface (right-click and select **Run as Administrator**), following the wizard prompts and accepting the defaults.

   The configuration files are updated.

8. Start the Acano Manager Service.

   The database is updated when Acano Manager AM1.1 Service is run for the first time. You can see these changes in the log. You should also see that the version number has updated (at the bottom of the Acano Manager window)

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   Note: Because of the new schema the database is not backwards compatible. Therefore if you need to roll back to AM1.0 you will lose any changes made since the upgrade and you must restore the database from the backup that you have taken.

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9. Check that you can still monitor and edit calls using the Calls in Progress page.
10. Copy the contents of the backed-up EmailTemplates folder back to restore your email customizations.
11. If you intend to use LDAP import, go on to section 3.4.

## 3.3  Upgrading from Acano Manager AM1.0

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**CAUTION**: When upgrading to Acano Manager AM1.1, database changes are made that cannot be rolled back. Therefore it is **essential** that you back up the database before upgrading (see step 1 below).

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1. For security and data integrity perform a SQL database backup (see one of the following):
   - 2012 :  http://msdn.microsoft.com/en-gb/library/ms187510%28v=sql.110%29.aspx
   - 2008 R2 : http://msdn.microsoft.com/en-gb/library/ms187510%28v=sql.105%29.aspx
2. Store the backup on another system somewhere safe.
3. Stop the Acano Manager Service (from Windows Services).
4. Uninstall the existing AM1.0 software.
   a. In the Control Panel, go to the Add/remove programs function.

      In the list you see two entries: Acano Manger Service & Acano Manager Interface.
   b. Uninstall the Acano Manager Interface first.
   c. Uninstall the Acano Manager Service second. This removes the software.
5. Install the new Acano Service first (right-click and select **Run as administrator**), following the wizard prompts and accepting the defaults.

   When upgrading, there is a pause while the prerequisites are checked and the SQL database found.
6. Install the new Acano Interface (right-click and select **Run as Administrator**), following the wizard prompts and accepting the defaults.

The configuration files are updated.

7.  Start the Acano Manager Service.

    The database is updated when Acano Manager AM1.1 Service is run for the first time. You can see these changes in the log. You should also see that the version number has updated (at the bottom of the Acano Manager window)

    ---

    Note: Because of the new schema the database is not backwards compatible. Therefore if you need to roll back to AM1.0 you will lose any changes made since the upgrade and you must restore the database from the backup that you have taken.

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8.  Check that you can still monitor and edit calls using the Calls in Progress page.

9.  If you intend to use LDAP import, go on to the next section.

### 3.3.1  Script for turning Customers into Tenants

If you have just upgraded to Acano Manager 1.1 from 1.0 – and you had defined Customers in Acano Manager 1.0, you need to run a script before you try and create an AD configuration to import any AD users.

This creates tenants on the Acano server (Acano Server or virtualized deployment) from Acano Manager Customers that do not have "matching" tenants on the Acano server. The tool then creates the association in Acano manager between the Customers and the new tenants.

To run the script:

1.  Download the tool's zip file from the /Customers2Tenants subdirectory of the Acano Manager AM1.1 download directory.

2.  Unzip the zip file to a folder

3.  Open the "CreateTenantsForCustomers.exe.config" file in a text editor.

4.  Change the following values:

    *   <add key="AcanoServerIp" value="192.168.1.8" /> - This needs to be the ip address of the acano server

    *   <add key="AcanoServerApiUserName" value="admin" /> - This needs to be the username for the acano server api

    *   <add key="AcanoServerApiPassword" value="acano1" /> - This needs to be the password for the acano server api

5.  Saved the file.

6.  Run the "CreateTenantsForCustomers.exe" file

    This runs and lists all of the tenants it has created on the Acano server.

7.  Go on to the Directory Services Configuration section below.

### 3.3.2  Turning Tenants into Customers

If you already have Tenants set up on the Acano server (Acano Server or virtualized deployment) and now want to have these mapped to Acano Manager AM1.1 Customers, set them up as new Customers in the Acano Manager interface.

## 3.4 Upgrading the Outlook Plugin

1. Shut down Outlook.
2. On your PC go to **Control Panel > Uninstall programs**.
3. Uninstall the Video Conference Addin application:
4. Install the new version of the plugin.
5. Restart Outlook.
6. Go to **Configuration**.

7. Enter your username and password and click **Login** to reconnect the plugin to Acano Manager.

The Outlook Plugin is now ready to use.

## 3.5 Directory Services (AD/LDAP) Configuration

Management of the Active Directory (AD) configuration process moves from the Acano Server to Acano Manager from AM1.1. If you intend to use LDAP services such as AD to import users (and optionally coSpaces) follow the steps in this section.

**CAUTION**: Running an AD sync on Acano Manager AM1.1 deletes all the users configured in Acano Manager AM1.0 with the exception of the accounts with Admin level access.

If you are moving your LDAP import configuration from the Acano server to Acano Manager (either when installing AM1.1 or when updating from AM1.0); i.e. if you have existing coSpaces auto-generated during previous AD imports and you are now migrating to Acano Manager AM1.1.x beware that these coSpaces are **deleted and re-created afresh**. Therefore, although the coSpaces will have the same names they will have a different Call ID and users will lose their coSpace chat, membership lists etc. Be sure to back up your current their Acano server before installing Acano Manager AM1.1.x or upgrading to it.

Note: If you used AD with the Acano solution previously, you would have configured the AD connection and import details using the Web Admin Interface **Configuration > Active Directory** page. You should no longer use that but use Acano Manager and the Acano Manager Importer instead. See the steps below.

To set up AD import:

1. Record the AD settings on the Acano Server Web Admin Interface **Configuration > AD Settings** page (to use in Acano Manager and in case you need to perform a rollback).
2. Run Acano Manager in non-AD-authenticated mode (this is the default mode).
3. Log in to the Acano Manager interface as Admin with the password you used in AM1.0.
4. Go to **Directory Services** (see below) and add an AD Server using the details that you recorded above.

Notes:

When the Directory Services page opens, it prefills the defaults for importing users. You must supply the details for the AD/LDAP server, user name, password, base node and filter.

Note 1: When no Customer is selected, the Username field has a default domain suffix of "@domain.com". Changing the Customer (from the drop-down list) results in this changing to a default of "@customer.com". After the default value has been displayed, you can override it (for example, changing the '.com' to '.net').

Note 2: Acano Manager performs the AD import and creates users and coSpaces in Acano Manager which results in the coSpaces also being created on the Acano Server. On completion, Acano Manager instructs the Acano Server to perform a sync, at which point the Acano Server performs an AD import and creates the users. Finally, for each imported user, Acano Manager adds the user as a coSpace member to the user's coSpace. This enables the coSpaces to be managed from Acano Manager.

**Directory Services Config**

| | |
|---|---|
| Customer | ▼ |
| IP Address | * |
| Port | 389 * |
| Secure | ☐ |
| Username | * |
| Password | * |
| Restrict to OU | ☐ |
| BaseNode | |
| Filter | |
| Display Name Field | $cn$ * |
| Username Field | * |
| Cost Code Field | |
| CoSpace Name Field | $sAMAccountName$.cospace |
| CoSpace URI Field | $sAMAccountName$.cospace |
| CoSpace Secondary URI Field | |
| CoSpace CallId Field | |

5. Click **Test Connection**.

   This tests that Acano Manager can communicate with the AD server. If you have issues check the settings.

6. If the connection was successful, click **Done**.

7. To import your AD users: open the Acano Manager Importer from Windows Services and click **Start**.

Running the Importer service automatically starts the sync and creates an Importer subdirectory of the Acano Manager directory for log files. The import can take several minutes.

Success or errors are indicated in the Alert panel.
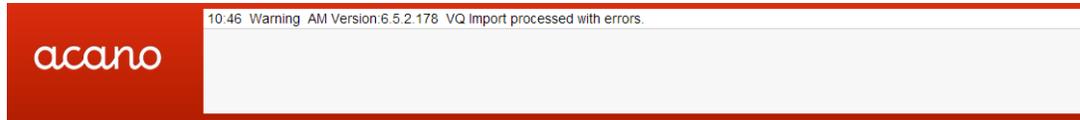


If emails are enabled, the Importer's result and logs are emailed to you. If emails are not enabled, look in the \Acano manager\Importer directory. You see the log file of the import. If you see a second, error file then the import had issues. Check the error details and reconfigure the AD server in Acano Manager. Then retry the sync.

The import process results in all non-Admin level user accounts on the Customer/ Tenant being deleted within Acano Manager. Any associated calls/coSpaces will also be deleted from Acano Manager. When the Synchronize command is given to Acano Server, the user list will be refreshed (and new users added, no longer existing users on AD will be deleted along with any coSpaces associated with the user). It is important to note that users can only be created on the Acano Server via Active Directory/LDAP

8. Users imported from AD have a user type "user". If users imported from AD need promoting to "Operator" or "Administrator", this can be done from an existing Admin account. In the Acano Manager interface go to **User List** and convert one or more of the users imported from AD to have an administrator role.

9. After placing Acano Manager into AD Authentication mode only the Admin level accounts from your previously configured AM1.0 users will work; therefore make sure you know the Admin account password now.

10. Place Acano Manager into AD Authentication mode: go to **Global settings** and check that Use AD Password Verification is selected. Click **Save**.

Once switched to this mode the other user accounts then become active and users can log into Acano Manager and manage their own coSpaces.

11. Restart the Acano Manager Service.

12. From the DOS shell issue an IISReset command (IISReset)

13. Remove the AD configuration from the Acano Server.

14. Configure how you want future syncs to occur in one of the following ways.

    a. Directly from the Windows Services control panel



---
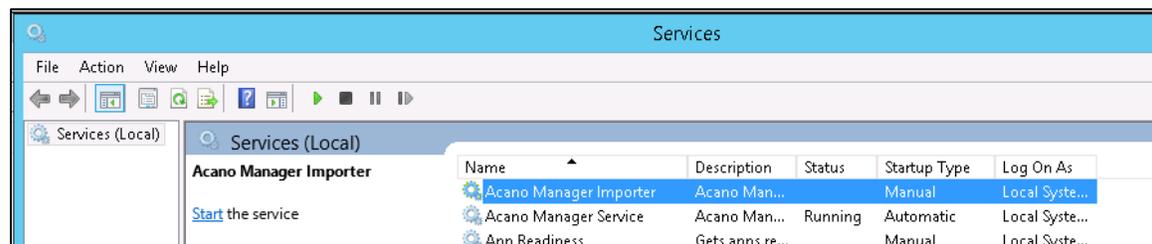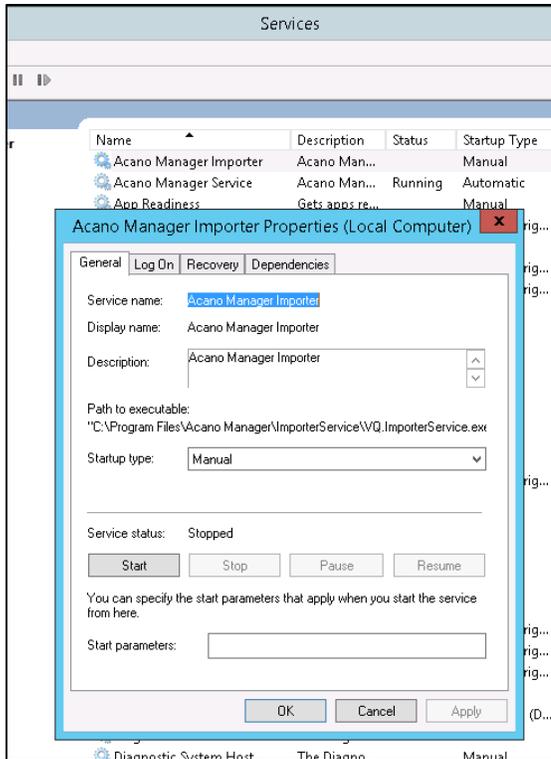
b.   Via the Acano Manager Monitor Application (described in the Installation Guide).
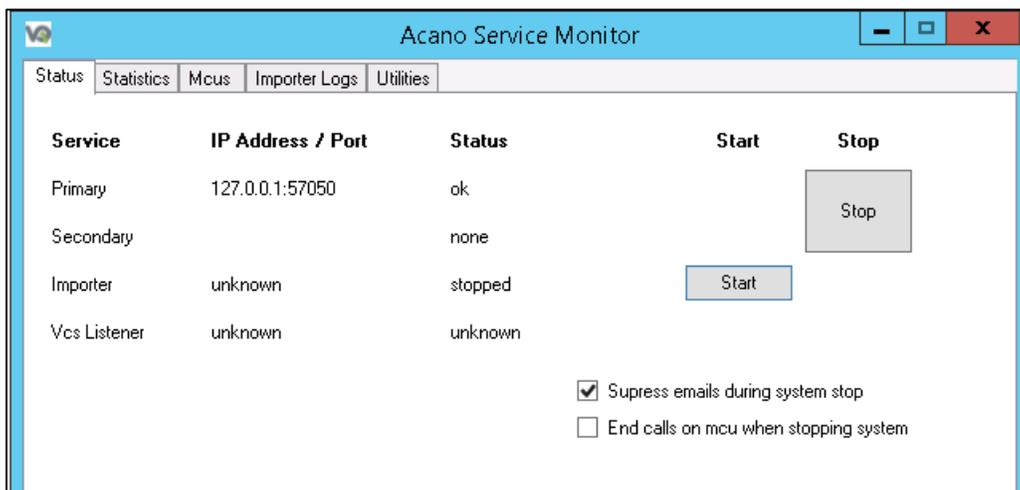


The Monitor application has the benefit that it also allows management and viewing of the importer logs:
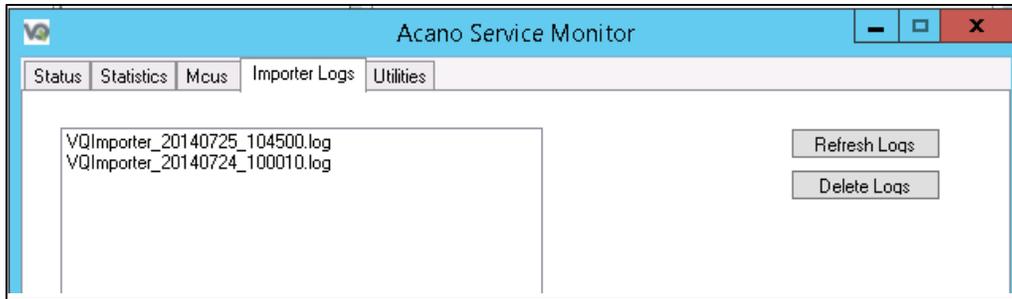
Double-click on a log file to review it:
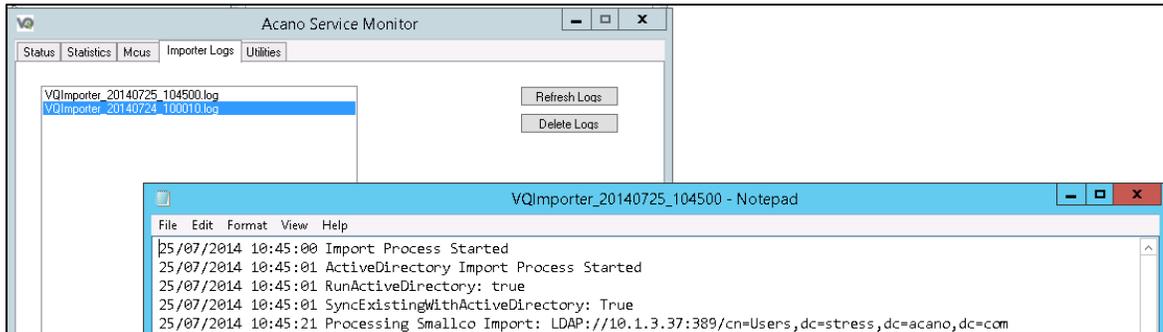


Note: On starting the Importer Service, its default is to synchronize with the AD/LDAP server(s) immediately and then daily at 10.00 AM (server time).

To change the default synchronization time, edit the config file C:\Program Files\Acano Manager\ImporterService\vq.service.exe.config and change the value of <add key="StartTimeHours" value="10"/> to the required time. Then stop and restart the Importer Service for this change to take effect.

# 4  Resolved Issues

## Fixed in AM1.1.5

| Reference | Issue | Summary |
|---|---|---|
| 34302 | Updating a call scheduled via the Outlook plugin, resulted in the original PIN being replaced with a new one. | Fixed in AM1.1.5 |
| 44968 | Outlook plugin was not able to use https in the URL field. | Fixed in AM1.1.5 |
| 44970 | Duplicate Login Id error displayed on LDAP import | In multi-tenant environment, Acano Manager LDAP importer failed to detect an identically named user that existed on another customer/tenant. It then tried to save the User which failed with a Duplicate Login Id error. Fixed in AM1.1.5. |
| 44972 | Acano Manager not recovering from transitory network issues | Fixed in AM1.1.5 |
| 44996/45059 | Acano Manager regularly reported the Call Bridge as offline | Acano Manager did not try to resend commands to the Call Bridge on certain error conditions. Fixed in AM1.1.5 |
| 45022 | Acano Manager could not handle pre-booked participants calling in early to a scheduled call | If participants joined a call scheduled via Outlook on a coSpace before its scheduled start time, a dynamic call was created on the coSpace that then clashed with the scheduled call when Acano Manager tried to start the scheduled call. Acano Manager now uses a (key: DefaultUserCallSetupTime) configuration defined Setup Time default for the call to allow a 'window' where users can join the call before it is due to start. Fixed in AM1.1.5. |
| 45067 | LDAP connection failed | Acano Manager could select the wrong LDAP module which resulted in the connection to LDAP failing. Fixed in AM1.1.5. |
| 45079 | Confusing error message displayed when LDAP user login fails | If a user tries to sign-in and the server credentials on the LDAP server are no longer valid, an error message and stack trace are displayed to the user. Fixed in AM1.1.5. |
| 45117 | When a call was scheduled via the Outlook plugin, Acano Manager always used the default value of zero minutes for call setup (e.g. no call setup time). | Acano Manager ignored the custom text setting which defines a setup time for calls scheduled by users. Fixed in AM1.1.5. |
| 45120 | Import fails if coSpace name includes an apostrophe, for example: Tom's-coSpace | Fixed in AM1.1.5. The attribute transform processing in Acano Manager has been reworked to make it consistent with the functionality and patterns supported by the Call Bridge. |
| 45125 | The Acano Manager LDAP importer incorrectly stopped processing on the first error. | Fixed in AM1.1.5. |

| 45126/45134 | LDAP authentication fails if DirectoryService config UserName contains a pipe command transform | When defining attribute transforms on the Directory Service Configuration page, it is sometimes required to transform the original domain name (e.g. smallco.com in mike@smallco.com) into a new one - e.g., mike@selfservice.small.com. Using a pipe command resulted in AM failing to authenticate users against LDAP. A new field on the Directory Services page is added that allows the original domain to be defined. Fixed in AM1.1.5. |
|---|---|---|
| 45127 | Outlook Plugin Proxy Settings do not seem to work. | In the Outlook plugin version1.1.10, the Proxy Settings did nothing and only the default IE Proxy was used, if set.<br>In AM 1.1.5 the Outlook plugin is version v1.1.16. If set within the plugin, the Proxy defined within the plugin is used; and if it is not set, the default IE proxy is used instead, if set. Fixed in AM1.1.5. |
| 45131 | Difficult to identify issues with LDAP data or LDAP settings and Attribute Transforms during LDAP import. | Fixed in AM1.1.5 by improving the LDAP logging and error containment/reporting in Acano Manager. |
| 45136 | coSpace invisible to users within the tenant | Acano Manager Importer incorrectly deleted all non-administrator users that had not been created as part of the LDAP import process. This resulted in the deletion of the default coSpace owner for a tenant, which caused the coSpace to be invisible to users within the tenant. Fixed in AM1.1.5. |
| 45138 | Failed to connect to Active Directory Server | The field length allocated for the LDAP server address was too small. It has been extended to allow Fully Qualified Domain names to be added. This allows a customer's DNS server to resolve the appropriate address of the LDAP Server. Fixed in AM1.1.5. |
| 45140/45141 | Call quality page missing statistics from Acano Manager 1.1.4 | The call quality page did not show call quality data (even though this was being displayed on the call statistics page). Fixed in AM1.1.5. |
| 45147 | Full list of DirectoryServices attributes not added into LDAP search request | When interfacing to OpenLDAP, Acano Manager did not presenr a full set of required attributes in Search Requests. Fixed in AM1.1.5. |
| 45162 | Conference names containing UTF-16 characters could result in the conference being rejected and the error message "Conference Name too Long" being displayed | Fixed in AM1.1.5. |
| 45165/45178 | Deleting a PIN from coSpace using Acano Manager failed to delete PIN for coSpace on Acano server. | Acano Manager did not pass the null password to the Call Bridge making it impossible to remove a PIN from a coSpace. Fixed in AM1.1.5. |

| 45173 | Acano Manager incorrectly rejected valid apostrophe in entry on Directory Services configuration page | If a LDAP transform was defined on the Directory Services configuration page that contained a single, valid, apostrophe, Acano Manager incorrectly rejected the transform (a valid example being:"$cn$'s-coSpace"). Fixed in AM1.1.5. |
|---|---|---|
| 45180 | The outlook plugin prompts the user to authenticate when a user schedules a meeting sometime after logging in. The sample frequency used by the Outlook plugin was greater than the web server's session time-out value (20 minutes). | Fixed in AM1.1.5 by reducing the default sample interval used by the Outlook plugin to 15 minutes. |
| 45181 | Using AM 1.1.4, multi-membered coSpaces are deleted from list when the importer runs | During the import process, Acano manager deleted coSpaces created by users on their Acano clients. Fixed in AM1.1.5. |
| 45182 | Updating a meeting in outlook resulted in PIN change for coSpace. | For a call that was scheduled via Outlook, if the call was then updated via the Outlook plugin, the call's PIN was changed. Fixed in AM1.1.5. |
| 45190 | Billing mode not set when running LDAP import and creating endpoints for users | When creating user endpoints during the LDAP import process, Acano Manager did not set the billing mode associated with the customer/tenant. Fixed in AM1.1.5. |
| 45193 | Error message displayed when deleting thousands of coSpaces | On a system with thousands of coSpaces, selecting "all" and selecting Delete resulted in the page displaying "An Error has occurred". Fixed in AM1.1.5. |
| 45194 | If LDAP attributes: givenname, sn and mail were missing, Acano Manager displayed error message | Fixed in AM1.1.5. On LDAP systems that do not contain attributes "givenname", "sn" or "mail", Acano Manage now contains the error and sets the attribute value to string.empty (""). Fixed in AM1.1.5. |
| 45199 | Errors displayed by Acano Manager did not indicate when problem resulted from Call Bridge not being online | Certain actions require an Acano Call Bridge to be online (updating a coSpace for example). Error handling in Acano Manager failed to advise that error resulted from Call Bridge not being online. Fixed in AM1.1.5. |
| 45281/45301 | New coSpaces created by Acano Manager after the "coSpace URI field" was modified on AM | Acano Manager created a new coSpace rather than modifying the original one created during the LDAP import process. Fixed in AM1.1.5. |
| 45297 | When the Call Bridge went offline, all future calls already booked showed as "No Resource" even after the Call Bridge came back online | Acano Manager was not correctly handling an error when re-assigning calls back onto a Call Bridge when it came back online. This resulted in the process not being completed and therefore calls remained in the no-resource state. Fixed in AM1.1.5. |
| 45311 | Text on "Add Video Conference" button cannot be customized | Fixed in AM1.1.5. Customers now have the option to change the default text on the "Add Video Conference" button and the tile of the ribbon button for the Outlook plugin. |
| 45328 | Editing coSpace defaultLayout did not appear to work | Earlier versions of Acano Manager modified coSpaces that had not been created by AM. This error was a side-effect of legacy code that |

| | | was protecting non-Acano generated coSpaces that hadn't been removed. Fixed in AM1.1.5. |
|---|---|---|
| 45335 | In AM 1.1.4, lookups failed for usernames with upper case characters from LDAP import | Acano Manager retained the case of characters imported from LDAP. This resulted in failed lookups on the Acano Call Bridge because the Call Bridge converts all data from LDAP to lower case. Acano Manager now converts all data from LDAP to lower case. Fixed in AM1.1.5. |
| 45369 | To book a call via the Outlook plugin, cursor had to removed from the To, Subject or Locations fields | Fixed in AM1.1.5. |
| 45371 | Maintaining the same Call ID for a scheduled recurring call did not work in AM1.1.4 | When scheduling a recurring call, Acano Manager allocated a new Call Id for each call in the sequence. Acano Manager now uses the same Call Id for each call in the sequence. Fixed in AM1.1.5. |
| 45378 | User has to manually set the Auto Sync and Sync frequency configuration within Acano Manager | Fixed in AM1.1.5. by adding the feature that the user no longer has to manually set the Auto Sync and Sync frequency configuration as these are now set to ON and to 15 minutes by default. |
| 45379 | Deleting meeting invite in Outlook should also delete video conference | Fixed in AM1.1.5. by adding the ability to use either delete buttons in the Outlook UI to delete calls that had been scheduled on Acano Manager using the Outlook plugin. |
| 45395 | If "Favorites" filter is selected, then Calls In Progress page shows different participant connected time to that shown if Favorites filter is not selected. | The Calls In Progress page displayed the participant connected time according to the server if the favorite filter was selected by the user, and the user local time if the favorites filter was not selected. Fixed in AM1.1.5. |
| 45409 | Different default permission settings for coSpace owner when 'Create coSpaces Using Acano Manager' tickbox was checked/unchecked | Acano Manager and the Acano Call Bridge used different defaults for coSpace owner permissions. These have been unified in AM 1.1.5. Newly created coSpaces by Acano Manager will have these changes applied to their coSpace owners. However, for existing coSpace owners, not all the permissions will be updated. To change existing permissions, coSpaces will have to be deleted and recreated via the Importer. |
| 45410 | Muting audio/video for participant before starting the call doesn't work | Acano Manager was not adding participants into a call pre-muted when the "mute on connect" option was set. Fixed in AM1.1.5. |
| 45415 | New Call page took too long to load. | On systems with a large numbers of users (16,000), the call scheduling page took in excess of 90 seconds to load. The drop down user selector has been replaced by an auto-complete text box. Fixed in AM1.1.5 |
| 45419 | Changing default call duration doesn't take effect when starting a call on a coSpace | The configuration key "DefaultCallDurationMinutes" was not used when a user clicked on the coSpace "start" button. This resulted in the call being created |

| | | with a hard code duration of 2.0 hours. Fixed in AM1.1.5. |
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| 45420 | Attribute fields on directory service configuration page were too short for complex attribute transforms | The Directory Service configuration page attribute fields had a length of only 50 characters in the SQL schema. This prevented more complex attribute transforms being defined. Fixed in AM1.1.5. Field length increased to 500 characters. |
| 45433 | Modifying a coSpace's Call Id did not result in the coSpace being updated on the Call Bridge. | Fixed in AM1.1.5. |
| 45442 | When signed in as an end-user, clicking on the Call List page column headers resulted in the message "An Error has occurred". | Fixed in AM1.1.5 |
| 45489 | In Billing mode, clicking on the Call Outcome tab resulted in "An Error has occurred" being displayed. | Fixed in AM1.1.5 |

## Fixed in AM1.1.4

| Reference | Issue | Summary |
|---|---|---|
| 44967 | Scheduling a recurring call on a coSpace resulted in a call sequence in which the first call was correct but the remainder had incorrect properties (e.g. URI). | This is fixed in AM1.1.4 |
| 44995 | When expanding a call's details on the Call List page, the panel displayed the call's ID (Acano Manager's internal identifier for the call). This was confusing for users who interpreted it as the Call Identifier which is used on an Acano Call Bridge to route participants into the call. | The call's ID is no longer displayed and this issue is fixed in AM1.1.4 |
| 45005 | If a user booked a call in Outlook, added two endpoints (e.g., Paris and London) and then updated the call using Outlook to remove London and add New York, London was removed but New York was not added. | This is fixed in AM1.1.4 |
| 45007 | In Acano Server 1.2 the ldapSync object is removed as soon as it has completed. If Acano Manager could not find the ldapSync object, it was incorrectly timing out and reporting that the LDAP sync had failed. | This is fixed in AM1.1.4 |
| 45014, 45107, 45115 | Directory Services Configuration. Attribute Mapping could fail in the following situations: the mapping contained multiple attributes (e.g., $givenName$.$sn$), the replacement string in a pipe command was the empty string("//"), or when multiple pipe commands were defined. | These mappings now work and the issue is fixed in AM1.1.4 |
| 45026 | In earlier versions of Acano Manager when columns in tables had been sorted (e.g., sorting coSpace names in the coSpace list page), users might have experienced a page | This is fixed in AM1.1.4 |

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| | error and seen the message "an error has occurred". | |
| 45029 | Directory Services Configuration. LDAP Attribute Mapping. Specifying an Attribute other than $samAccountName$ for "UserName" (e.g., $cn$) resulted in the LDAP Import failing when connected to a Microsoft Active Directory Server. | This is fixed in AM1.1.4 |
| 45030 | When scheduling a number of calls to use a coSpace, if the calls were not scheduled in the sequence they were due to execute, the first call starting resulted in the second call being deleted. For example, two calls A and B. A starts at 2PM and B starts at 4PM. If B was scheduled first, call B would be deleted when call A started at 2PM. | This is fixed in AM1.1.4and both calls run |
| 45049 | In certain circumstances, Microsoft Lync Instant Messages could result in an additional participant being displayed in the Calls In Progress page. | This is fixed in AM1.1.4 |
| 45071 | If a user requested call data records to be exported when the coSpace had been inactive for more than 3 days, the export would fail and the user interface would display the message "An error has occurred…" | This is fixed in AM1.1.4 |
| 45073 | In certain circumstances, Microsoft Lync Content Sharing could result in an additional participant being displayed in the Calls In Progress page. | This is fixed in AM1.1.4 |

## Fixed in AM1.1.3

| Reference | Issue | Summary |
|---|---|---|
| 45005 | Outlook plugin update not working properly | This is fixed in Acano Manager AM1.1.3 |
| 45008 | LDAP Sync is timing out for the Acano server running X1.2 | This is fixed in Acano Manager AM1.1.3 |

## Fixed in AM1.1.2

| Reference | Issue | Summary |
|---|---|---|
| 34122 | Crash on fetching large amounts of MCU port usage data on systems with very large sets of call usage data | This was a memory issue and is fixed in AM1.1.2 |
| 34315 | MCU port usage execution time exceeded 90 seconds and page timed out with large volumes of data when requesting a large data rang. | This issue is fixed in AM1.1.2 |

| 34588 | Need to allow an apostrophe (') character in a CoSpace name (giving compatibility with Acano server) | This issue is fixed in AM1.1.2 |
|---|---|---|
| 44753 | Didn't generate call.Started and call.Stopped emails for calls dynamically created on coSpaces. | This issue is fixed in AM1.1.2 |
| 44785 | Acano Manager did not create coSpaces with a tenant GUID | This issue is fixed in AM1.1.2 |
| 44779 | When scheduling a call via Outlook, Acano Manager did not set the call's timezone to that of the owning user | This issue is fixed in AM1.1.2 |
| 44786 | Acano Manager sent an empty GUID when an object does not have a tenant | This issue is fixed in AM1.1.2 |
| 44790 | Clicking **View** button on MCU List page displayed all calls in the Calls In Progress page rather than only those on the selected MCU | This issue is fixed in AM1.1.2 |
| 44792 | The MCU Port Usage page could display inconsistent port usage when multiple MCUs had been configured (when hosting multiple legacy MCUs) | This issue is fixed in AM1.1.2 |
| 44799 | The Directory Service configuration page only allowed 4 digit ports to be defined. This has been extended to allowed 5 digits. | This issue is fixed in AM1.1.2 |
| 44867 | Outlook error when trying to add a group email (distribution list) to the meeting | This issue is fixed in AM1.1.2 |
| 44715 | AM 1.1 did not support OpenLDAP. | This functionality has been added in 1.1.2 |
| 44875 | When an MCU cannot be deleted because there are still URIs/coSpaces on the MCU, display a meaningful error message and a recommended action | This issue is fixed in AM1.1.2 |
| 44788 | The Directory Services configuration page allows Pipe Commands to be defined on each field to transform values (via Regular Expressions) | This functionality has been added in 1.1.2 |
| 44869 | Non-Acano Manager-created coSpaces not showing in the Calls In Progress page | This issue is fixed in AM1.1.2 |

| 44877 | Phantom activity in MCU port usage page | This was caused by activity from a deleted MCU being counted and the issue is fixed in AM1.1.2 |
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| 44880 | The coSpace autocomplete filter did not detect and display coSpaces with alphabetic URIs. | This issue is fixed in AM1.1.2 |
| 44881 | Acano Manager 1.1 did not display non-English characters | This has been fixed in AM 1.1.2 |
| 44883 | Allow logged in admin/operator level users to specify a user in the coSpace List so that the Acano server can respond with the coSpaces and coSpace members for the user | This issue is fixed in AM1.1.2 |
| 44886 | The maximum number of participants allowed in a meeting cannot be extended for an Acano server-hosted meeting that is active | This issue is fixed in AM1.1.2 |
| 44890 | MCU port usage for a very long period dataset causes page to time-out when the graph is generated from dataset | This issue is fixed in AM1.1.2 |
| 44905 | MCU port usage doesn't take user's time zone into consideration | This issue is fixed in AM1.1.2 |
| 44911 | Catch empty user name on AD/LDAP import | Additional logging has been added and this issue is fixed in AM1.1.2 |
| 44912 | When creating a new coSpace and defining the "All Equal" video layout, the coSpace was created but participants didn't see the "All Equal" layout. | This issue is fixed in AM1.1.2 |
| 44914 | In the Outlook plugin, if you leave the cursor in either Subject or Location when you book the call you see a warning message | The message is no longer displayed and this issue is fixed in AM1.1.2 |
| 44915 | Typo in warning message of "befor" when you try to book a call via the Outlook plugin and it is not configured | The typo is corrected and this issue is fixed in AM1.1.2 |
| 44926 | If a user that had not been created via Active Directory/ LDAP tried to create a coSpace, Acano Manager displayed a warning message to the user after it tried to add | Now in AM1.1.2, if a non-AD/LDAP created user creates a coSpace, Acano Manager does not set the user as a coSpace member and this issue is fixed in AM1.1.2 |

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| | the non-Acano User as a member of the coSpace. | |
| 44928 | Allow the administrator to choose whether Acano Manager or Acano Server creates coSpaces during the Active Directory/LDAP import process | This feature was added in AM 1.1.2 |
| 44929 | Allow Acano Manager to modify non-Acano Manager-created coSpaces | This issue is fixed in AM1.1.2 |
| 44931 | Audio-only participants appeared as video participants in the Calls In Progress page | This issue is fixed in AM1.1.2 |
| 44944 44963 | When importing large numbers of users from AD/LDAP, Acano Manager's Importer could prematurely resume processing before the SYNC process had completed on the Acano server. | This issue is fixed in AM1.1.2 |
| 44945 | If an AD/LDAP configuration had been defined for a system-wide customer (i.e. customer not set), Acano Manager would delete all other users on other customers. | This issue is fixed in AM1.1.2 |
| 44952 | AD/LDAP import failed to set CallId when CallId was longer than 9 characters. | This issue is fixed in AM1.1.2 |
| 44953 | During the AD/LDAP import process, users with non-English characters in their names would not be correctly identified within Acano Manager and were deleted from Acano Manager. They would then be recreated but any additional coSpace member associations would have been lost. | This issue is fixed in AM1.1.2 |
| 44965 | Long running calls created by users dialing into a CoSpace not created by Acano Manager were not automatically extended and were terminated at 12 hours. | This issue is fixed in AM1.1.2 |
| 44966 | Certain characters (e.g., apostrophe (')) where not correctly escaped when passed to the Acano Server resulting in users with an | This issue is fixed in AM1.1.2 |

| | apostrophe in their name not being found. | |
|---|---|---|
| 44967 | When scheduling a recurring call on a coSpace, the 2$^{nd}$ and subsequent call instances did not have the coSpace's URI (and other defaults). | This issue is fixed in AM1.1.2 |
| 44969 | We increased the time that Acano Manager waits for the LDAP Synchronize to complete on the Acano server from 25 seconds to 5 minutes. | This issue is fixed in AM1.1.2 |

## Fixed in AM1.1.1

| Reference | Issue | Summary |
|---|---|---|
| 44705 | LDAP field mapping not being applied | Customers who migrated from the AD page on the Acano server where they had configured multiple attributes listed and moved to Acano Manager may not have been able to sync correctly. This is fixed in Acano Manager AM1.1.1. |
| 44721 | coSpace Secondary URI & coSpace CallId fields were not generated on AD import | In Acano Mmnager 1.1 the secondary URI and call ID fields of the AD import did not work. This is fixed in Acano Manager AM1.1.1. |
| 44733 | Acano Manager syncs all LDAPSources | Whether they had been configured by Acano Manager or not, this is fixed in Acano Manager AM1.1.1 to only sync sources configured by Acano Manager. |
| 44751 | Acano Manager detects URI clash for empty Secondary URI | If you configured the secondary URI import and it is empty Acano Manager 1.1 incorrectly treated this as a URI clash. This is a bug and is fixed in Acano Manager AM1.1.1. |
| 44756 | Timeout on tenant delete | This operation could time out before completing. This is fixed in Acano Manager AM1.1.1. |

## Fixed in AM1.1

| Reference | Issue | Summary |
|---|---|---|
| 34153 | Setting a Conference Name in Acano Manager should not re-name the coSpace to this name | This is fixed in Acano Manager AM1.1 so that any calls/coSpaces not created by Acano Manager are not reconfigured. |
| 34189 | Call List inconsistent | "Call List" sometimes had Start and Stop times with dates alongside. In Acano Manager AM1.1 the date is always shown. |
| 34205 | Calls In Progress | This is fixed in Acano Manager AM1.1 – we added the ability to expand/collapse. |
| 34206 | No Show Calls generate an error | This is fixed in Acano Manager AM1.1. |

| 34208 | When scheduling a call 'port assignment' should default to 'automatic' | This is fixed in Acano Manager AM1.1. |
|---|---|---|
| 34209 | Stop now' button on call scheduling date/time calendar allows a 'stop' time earlier than start time to be defined. | This is correct and provides a quick mechanism for setting a call end time of 'now'. The page catches the condition and warns the user later in the scheduling process. |
| 34248 | Passwords displayed in clear text | When defining a new user, the password was displayed in clear text. This is fixed in Acano Manager AM1.1. This issue is closed in Acano Manager AM1.1. |
| 34318 | MCU Details page shows Gatekeeper Prefix for an Acano server | This is fixed in Acano Manager AM1.1. |
| 34417 | Progress bar does not update when scheduling/deleting recurring calls | The underlying creates/deletes for these calls are working; the issue is that the progress bar is not updating. This is fixed in Acano Manager AM1.1. |
| 34587 | Unable to select Outlook checkbox in Alerts page. | The Outlook checkbox in the Alerts page used to reset on page reload. This is fixed in Acano Manager AM1.1. |
| 34570 | Changing a PIN on a coSpace causes Infinite loop | Changing a pin on a coSpace that had calls booked or active caused Acano Manager to crash. This is fixed in Acano Manager AM1.1. |
| 34571 | Create Acano clients on import if no coSpaces configured | Acano clients were not created in Acano Manager as part of an AD import if the AD configuration was not configured to create coSpaces. This is fixed in Acano Manager AM1.1. |
| 34579 | Limitations on Acano Manager-created coSpaces by user | This is fixed in Acano Manager AM1.1. |
| 34584 | Active Directory User Login Error | You could not log in as a user when you had legacy MCUs configured and were running Acano Manager with the service and UI on separate servers. This is fixed in Acano Manager AM1.1. |
| 44695 | no Start button when no CDR events have triggered a state change to 'started' | When logged in as a user, there is no Start button when no CDR events have triggered a state change to 'started'. This is fixed in Acano Manager AM1.1. |
| 44696 | No Manage button for non-admin users | For non-admin users the Call List page does not show the Manage button for calls not owned by the current user and therefore wasn't enabled for calls using coSpaces that the user is a member of. This is fixed in Acano Manager AM1.1. |
| 44703 | Acano Manager does not use CallLeg DisplayName | This is fixed in Acano Manager AM1.1. |

# 5 Known Limitations

| Reference | Issue | Summary |
|---|---|---|
| 34177 | Video layouts offered need to be updated | The set of video layouts needs to be re-assessed. |
| 34207 | Call Quality Records | We are unable to generate full call quality records at the moment. However you can get call quality records for selected participants from the Calls in Progress page by clicking on the Statistics icon (three dots). (This turns sampling on.) Drilling down into the statistics data shows the data being received. This data is written to the database and will be available in call quality reports. |
| 44711 | User accounts cannot log in when there is no Acano server online | If you log in with a user level account when no Acano servers are online, you see "There are no online Acano MCUs configured for this system" as an unhandled asp.net exception. Administrator and Operator users do not see this message. This will be added in a maintenance release but currently the workaround is to ask an administrator should set the Acano server online. |
| 45534 | Occasionally email sent to users notifying a call has been created or ended | Acano Manager incorrectly generates an email for events which should be transparent to the users, such as 'creating coSpace' when users join, or 'call ended' email notification when last participant leaves coSpace and coSpace terminates. |

The following are known limitations in Acano Manager AM1.1:

▸ Acano Manager only supports a single Acano Server

▸ There are certain conditions under which coSpaces/calls created when Acano Manager is not running will not be detected when Acano Manager starts

▸ Acano Manager does not obtain dial-in information from the Acano Server

▸ The scripts used to inject text into Outlook calendar appointments/email templates needs manually editing to allow Microsoft Lync click to call (the domain needs to be added because Acano Manager 1.1 does not get this information from the Acano Server). Please contact your reseller for details how to do this

Known issues in AM1.1:

▸ On large databases (in the order of 1.6m records), the MCU port usage page has problems and the page may time out after 90 seconds

▸ There is an ambiguity on the coSpace List page when signed in as an Administrator. The **All** button infers that the administrator will be able to see all coSpaces by clicking this button. This is not the case; the **Go** button finds all coSpaces on the Acano Server whose name matches the filter value. "*" (or wildcard) is not supported.