Release Notes for Cisco TelePresence System Software Release IX 8

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These release notes describe new features and open and closed hardware and software caveats for the Cisco TelePresence System software release IX 8. The Cisco TelePresence System IX5000 and IX5200 use this software.

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New in Release IX 8.3.1.1

The following features are new in this release:

■ Proximity-based Content Sharing, page 2

■ 3rd Party CA Signed Certificate Support, page 3

■ DTLSv1.2 Support, page 4

Important note "Systems Cannot be Connected to a Router" section on page 22 was added.

Important note "Deferral Notice for 8.3 and 8.3.1" section on page 22 was added.

See the "Unresolved Caveats in Release 8.3.1.1" section on page 24 for a list of unresolved caveats for this release.

See the "Resolved Caveats in Release 8.3.1.1" section on page 24 for a list of resolved caveats for this release.

Proximity-based Content Sharing

With Release 8.3.1.1, Proximity-based content sharing is enabled on IX5000 which allow laptops (Mac and Windows operating systems) with Cisco Intelligent Proximity to do Screen Share wirelessly.

Once laptops are paired with IX5000, users can share content from their laptop screen wirelessly with the system. This is useful both for local meetings, where content is presented only to people in the same room, and during video calls, when you can present both locally and to remote participants.

The feature is disabled by default and must be enabled in the CUCM configuration.

Limitations:

■ Only one laptop with Cisco Proximity can share content at one time, and the new laptop doing Screen Share automatically replaces the content from previous.

3rd Party CA Signed Certificate Support

Secure Web Service:

With 8.3.1.1 software, we have added support to upload IX5000 public certificate and private key via web UI. This certificate may be signed by some third party CA, enabling the browsers to communicate securely using HTTPS with IX5000.

By default, IX5000 has a public certificate and private key but they are not signed by CA. IX5000 has the option to enable a particular certificate and key pair from a list of certificates (plus key) uploaded. If the selected certificate is signed by CA, then HTTPS secure communication becomes possible.

The user needs to select the 'service certificates' tab and upload the certificate and the corresponding key associated with the certificate. The private key should be un-encrypted. You must upload the key which is generated while creating the CSR. After the user clicks **Add Certificates**, the uploaded certificate is added to the list of IX5000 certificates. If the user wants to use the newly uploaded certificate, they can select the 'on' option from the HTTPS column for that certificate and click **apply**.

Secure SIP Service:

With Release 8.3.1.1 software, we have added support to verify the 3rd party CA signed CUCM certificates. CUCM can either use a self-signed certificate or a CA signed certificate for its communication with IX5000. When the CUCM uses the CA signed certificate, the same CA's certificate that signed the CUCM's certificate must be uploaded to IX5000 via the web UI.

The user needs to select the 'CA certificates' tab and upload the certificate. After the user clicks **apply**, the system reboot and the uploaded certificate is added to the list of CA certificates.

When the CUCM sends its certificate for creating a secure communication with the IX5000, IX5000 goes through the complete list of CA certificates to find the matching certificate. After a matching CA certificate is found, CUCM uses the CA certificate's public key to verify the CUCM's certificate. After successful verification of the CUCM certificate, a secure TLS communication is established between the CUCM and the IX5000.

IX5000 WebUI screen to upload certificates

Sign in to the Administrator user interface with admin credentials. Click 'Configuration', and go to 'Certificates' section.

Certificates

Service Certificates	Certficate Authorities		
Filename	Type	HTTPS	
SJC185_4096_sha256.crt	Service Certificate	on	Remove Read Download
SJC185_3078_sha384.crt	Service Certificate	off	Remove Read Download
public-pem.crt	Service Certificate	off	Read Download

Drag or Click Here to Upload Certificates

Certificates Scheduled For Upload:

No Certificates Scheduled For Upload

Add Certificates   Reset   Apply

Note

Supported file format: PEM

Supported extensions:

- For certificate files:

    — .pem

    — .cer

    — .crt

- For private key files:

    — .key

DTLSv1.2 Support

Release IX 8.3.1.1 enables the DTLSv1.2 support to exchange keying material for secure media streams. The updated DTLSv1.2 support is implemented as follows:

- Both DTLSv1.0 and DTLSv1.2 are supported by default.

- DTLSv1.0 or DTLSv1.2 can be disabled using new admin commands that have been added in IX Release 8.3.1.1.

- Both the DTLS versions cannot be disabled at the same time.

New CLI Commands

The following CLI commands have been added in this release:

- set dtls version {dtlsv1_0 | dtlsv1_2} {disable | enable}

- show dtls version

The following command info has to be added in CLI document.

set dtls version:

set dtls version {dtlsv1_0 | dtlsv1_2} {disable | enable}

Syntax Description

dtlsv1_0	Support for DTLSv1.0
dtlsv1_2	Support for DTLSv1.2
disable	Disables given protocol
enable	Enables given protocol

Usage Guidelines

Beginning with IX 8.3.1.1, both DTLSv1.0 and DTLSv1.2 are supported by default. Use this command to disable either of the DTLS versions, but not both.

Entering this command ends any active calls and causes the system to reboot.

Examples

admin:set dtls version dtlsv1_0 disable

WARNING: This will end active calls and cause the system to reboot.

Are you sure you want to change DTLS protocol?[yes/no] yes

===DTLSV1_0 disabled ===

Rebooting system now...

show dtls version

Syntax Description:

This command has no arguments or keywords.

Usage Guidelines

Use this command to display the current dtls settings on IX system.

Examples

admin:show dtls version

DTLSv1_0 disabled

DTLSv1_2 enabled

New in Release IX 8.2.3

The following feature is new in this release:

■ Blocking of Unsupported Ad Hoc Cascaded Conference Calls, page 5

Blocking of Unsupported Ad Hoc Cascaded Conference Calls

The IX 5000 does not support adding a new conference call to an existing ad hoc escalated conference call. In previous releases, the user interface did not prevent adding new conference calls to existing ad hoc conference calls, with the result that the call would fail. The IX system did not provide an error message to help troubleshoot the call failure.

Beginning with IX 8.2.3, if you try to add a new conference call to an existing ad hoc conference call, the Touch 10 shows the error message "Merge Failed". The error message also indicates "Cascading of conferences not supported." This scenario only applies to IX systems with the Ad Hoc Conferencing feature enabled in Cisco Unified Communications Manager.

See the "Unresolved Caveats in Release IX 8.2.3" section on page 25 for a list of the unresolved caveats for this release.

See the "Resolved Caveats in Release IX 8.2.3" section on page 25 for a list of the resolved caveats for this release.

New in Release IX 8.2.2

The following features are new in this release:

- Updated TLSv1.2 Support, page 6

- New and Modified CLI Commands, page 6

See the "Unresolved Caveats in Release IX 8.2.2" section on page 27 for a list of the unresolved caveats for this release.

See the "Resolved Caveats in Release IX 8.2.2" section on page 28 for a list of the resolved caveats for this release.

Updated TLSv1.2 Support

Release IX 8.2.2 updates the TLSv1.2 support to provide secure communications for the IX5000. The updated TLSv1.2 support is implemented as follows:

- Only TLSv1.2 is supported by default. Lower versions of TLS (TLSv1.0 and TLSv1.1) are disabled.

- TLSv1.0 and TLSv1.1 can be enabled on client and server interfaces using two new administrative commands that have been added. See New and Modified CLI Commands below.

- Support for RC4 Ciphers has been disabled.

New and Modified CLI Commands

The following CLI commands have been added in this release to address bug fixes:

- set tls version {client | server | client_server} {tlsv1_0 | tlsv1_1 | tlsv1_2}

- show tls version {client | server}

For more information, see the Command-Line Interface Reference Guide for Cisco TelePresence Immersive Systems

New in Release IX 8.2.1

There are no new features in this release. This release provides bug fixes only. For more details, see the following sections:

- Compatibility with Updated TelePresence Immersive Endpoints Releases for OpenSSL Fixes, page 7

- New and Modified CLI Commands, page 7

See the "Unresolved Caveats in Release IX 8.2.1" section on page 28 for a list of the unresolved caveats for this release.

See the "Resolved Caveats in Release IX 8.2.1" section on page 30 for a list of the resolved caveats for this release.

Compatibility with Updated TelePresence Immersive Endpoints Releases for OpenSSL Fixes

Release IX 8.2.1 resolves various OpenSSL vulnerabilities reported by the Cisco Defects & Enhancements Tracking System (CDETS) number CSCvc78592. The TLS protocol version1.2 is enabled in this release. By default, the TLS secure communication starts with TLSv1.2 and is downscaled to TLSv1.1 and then to TLSv1.0 based on the remote endpoint or node's supported TLS protocol version. For more information, see the "Resolved Caveats in Release IX 8.2.1" section on page 30.

To avoid backward compatibility issues, the TelePresence administration software must be upgraded to the following releases:

■ IX 8.2.1

■ TX 6.1.13

■ CTS 1.10.16

Cisco has performed regression testing to test the OpenSSL vulnerability for TelePresence calls to and from endpoints running the different software versions. Table 1 shows the software versions in which the calls between selected endpoints were verified as secure with the updated releases.

Table 1   *TelePresence Software Support for Secure Calls with OpenSSL Fixes*

TelePresence Software Release	IX 8.2.1	IX 8.2.0	TX 6.1.13	CTS 1.10.16
Releases updated for these OpenSSL fixes				
IX 8.2.1	Secure	Secure	Secure	Secure
TX 6.1.13	Secure	Secure	Secure	Secure
CTS 1.10.16	Secure	Secure	Secure	Secure
Releases without these OpenSSL fixes				
IX 8.2.0	Secure	Secure	Secure	Secure
TX6.1.12	Secure	Secure	Secure	Secure
CTS 1.10.15	Secure	Secure	Secure	Secure
CTS 1.9.11	Non-Secure	Non-Secure	Secure	Secure

New and Modified CLI Commands

The following CLI commands have been added or modified in this release to address bug fixes:

■ show bronzecard version

■ show camera cablestatus

■ show camera status

■ show config all

■ show config switch

■ show config system

- show config touch

- show display port

- show gpu version

- show peripherals version

- show touchswitch model

- utils healthcheck run

- utils micgain set | show

For more information, see the Command-Line Interface Reference Guide for Cisco TelePresence Immersive Systems

New in Release IX 8.2

The following features are new in this release:

- Ad Hoc Conferencing for the IX System, page 8

- TMS Phone Books Support on the IX System, page 8

- Configurable Number of Presentation Streams, page 8

- Restored H.265 Support, page 9

Ad Hoc Conferencing for the IX System

The IX system supports ad hoc conferencing, in which an existing point-to-point call is escalated into a conference by adding more video and audio participants. The ad hoc conference does not require scheduling the meeting beforehand using a meeting scheduler such as TelePresence Management Suite.

For more information, see the "Ad Hoc Conferencing for the IX System" section of the Administration Guide for Cisco TelePresence Software Release IX 8.

TMS Phone Books Support on the IX System

The IX 5000 supports using the directory from the Cisco TelePresence Management Suite (TMS) as an alternative to using the directory in Unified CM. For more information, see the "TMS Phone Books Support on the IX System" of the Administration Guide for Cisco TelePresence Software Release IX 8.

Configurable Number of Presentation Streams

This feature enables you to configure the number of presentation streams on point-to-point calls from one IX system to another. With this feature, you can set the maximum number of presentation streams to one to reduce the amount of bandwidth required. This setting is configured in the Presentation Stream Count field in the Product Specific Configuration Layout Area. For more information, see the "Product Specific Configuration Layout Area" section of *Configuring Cisco Unified Communications Manager for the IX System*.

TMMBR Support

The IX system supports downgrading of the bit rate using TMMBR (Temporary Maximum Media Bitrate Request) for flow control purposes. For more information, see the "TMMBR Support" section of the Administration Guide for Cisco TelePresence Software Release IX 8.

See the "Unresolved Caveats in Release IX 8.2" section on page 33 for a list of the unresolved caveats for this release.

See the "Resolved Caveats in Release IX 8.2" section on page 33 for a list of the resolved caveats for this release.

New in Release IX 8.1.2.2

There are no new features in this release. This release provides bug fixes only.

See the "Unresolved Caveats in Release 8.1.2.2" section on page 35 for a list of the unresolved caveats for this release.

See the "Resolved Caveats in Release 8.1.2.2" section on page 35 for a list of the resolved caveats for this release.

New in Release IX 8.1.2.1

There are no new features in this release. This release provides bug fixes only.

See the "Unresolved Caveats in Release 8.1.2.1" section on page 35 for a list of the unresolved caveats for this release.

See the "Resolved Caveats in Release 8.1.2.1" section on page 35 for a list of the resolved caveats for this release.

New in Release IX 8.1.2

There are no new features in this release. This release provides bug fixes and compatibility fixes only. For more information, see the following sections:

■ Restored H.265 Support, page 9

■ Compatibility with Updated TelePresence Immersive Endpoints Releases for OpenSSL Fixes, page 9

See the "Unresolved Caveats in Release 8.1.2" section on page 36 for a list of the unresolved caveats for this release.

See the "Resolved Caveats in Release 8.1.2" section on page 36 for a list of the resolved caveats for this release.

Restored H.265 Support

H.265 support was removed in Release IX 8.1.1 due to CSCuy81606. That caveat is fixed in Release IX 8.1.2. For more information, see the "Resolved Caveats in Release 8.1.2" section on page 36.

Compatibility with Updated TelePresence Immersive Endpoints Releases for OpenSSL Fixes

Release IX 8.1.2 resolves OpenSSL vulnerabilities when placing calls from the CTS-based systems to other immersive TelePresence systems. These vulnerabilities are being tracked by the Cisco Defects & Enhancements Tracking System (CDETS) number CSCuy54628. You must upgrade to Release IX 8.1.2 to be compatible with the following updated releases:

■ TX 6.1.12

For more information, see the Release Notes for Cisco TelePresence System Software Release TX 6.x.

■ CTS 1.10.15

For more information, see the Release Notes for Cisco TelePresence System Software Release 1.10.

■ CTS 1.9.11

For more information, see the Release Notes for Cisco TelePresence System Software Release 1.9.

Cisco has performed regression testing to test the OpenSSL vulnerability for TelePresence calls to and from endpoints running the different software versions. The following table shows the software versions in which the calls between selected endpoints were verified as secure with the updated releases.

Table 2   TelePresence Software Support for Secure Calls with OpenSSL Fixes

TelePresence Software Release	IX 8.1.2	TX 6.1.2	CTS 1.10.15	CTS 1.9.11
Releases updated for OpenSSL fixes				
IX 8.1.2	Secure	Secure	Secure	Always Non-secure
TX 6.1.12	Secure	Secure	Secure	Secure
CTS 1.10.15	Secure	Secure	Secure	Secure
CTS 1.9.11	Always Non-Secure	Secure	Secure	Secure
Releases without OpenSSL fixes				
IX 8.1.1 and earlier	Possibly Non-Secure	Possibly Non-Secure	Possibly Non-Secure	Non-secure
TX 6.1.11.1 and earlier	Possibly Non-secure	Possibly Non-secure	Possibly Non-secure	Secure[1]
CTS 1.10.14.1 and earlier	Possibly Non-secure	Possibly Non-secure	Possibly Non-secure	Secure[1]
CTS 1.9.10 and earlier	Always Non-secure	Possibly Non-secure	Possibly Non-secure	Secure[1]

1. May be vulnerable to the LogJam issue for TLS.

New in Release IX 8.1.1

The following features are new in this release:

■ Packet Pacing, page 10

■ Gradual Decoder Refresh (GDR) support for auxiliary displays, page 10

Packet Pacing

Packet pacing is a bandwidth utilization technique used to spread packets as evenly as possible in order to smooth out the peaks of the bursts of bandwidth. Packet pacing is also known as encoder pacing.

Gradual Decoder Refresh (GDR) support for auxiliary displays

Gradual Decoder Refresh is designed to address serialization delays and queuing that cause jitter. GDR is a method of gradually refreshing the picture over a number of frames, giving a smoother and less bursty bit stream. Support for GDR on main video streams was added in the IX 8.0.6 release. Release IX 8.1.1 adds support for GDR on auxiliary displays.

For conceptual information about encoder pacing and GDR, see the "Bandwidth Management" chapter of the Cisco Collaboration System 11.x Solution Reference Network Designs (SRND) document.

IMPORTANT NOTE: Release IX 8.1.1 does not support H.265. H.265 support is restored in Release IX 8.1.2.

See the "Unresolved Caveats in Release 8.1.1" section on page 37 for a list of the unresolved caveats for this release.

See the "Resolved Caveats in Release 8.1.1" section on page 42 for a list of the resolved caveats for this release.

New in Release IX 8.1.0.1

See the "Resolved Caveats in Release 8.1.0.1" section on page 44 for a list of the resolved caveats for this release.

New in Release IX 8.1

The following features are new in this release:

- Improved User Experience on Touch 10, page 11

    — Favorites

    — Recent Calls

    — Scrollable Directory

    — Live Support

- Intelligent Proximity, page 12

    — Call control and presentation view on iOS/Android

- 14 Seat Configuration, page 12

Note that downgrading from IX 8.1 to IX 8.0.x is not officially supported.

NOTE: If your system has software from a release prior to IX 8.0.3, you MUST upgrade to IX 8.0.3, 8.0.4 or 8.0.5 BEFORE you upgrade to IX 8.1.*x*. A direct upgrade from a pre-8.0.3 release to IX 8.1.*x* will not work.

See the "Unresolved Caveats in Release 8.1" section on page 46 for a list of the unresolved caveats for this release.

See the "Resolved Caveats in Release 8.1" section on page 48 for a list of the resolved caveats for this release.

Improved User Experience on Touch 10

- Favorites provide quick access to commonly dialed contacts as configured in Cisco Unified Communications Manager (Unified CM).

- Recent Calls provides access to the recently dialed numbers.

- Scrollable Directory makes it possible for users to see their corporate directly rather than having to search for their contacts manually.

- Live Support provides preprogrammed access to technical or personal/executive support. This feature was previously known as Live Desk on CTS/TX. Note that this feature does not dial Cisco support, but rather the customer's internal support staff, as configured by the administrator in Cisco Unified Communications Manager (Unified CM).

For more information, see the *Cisco TelePresence System IX5000 and IX5200 Quickstart User Guide* at this URL:

https://www.cisco.com/c/en/us/support/collaboration-endpoints/ix5000-series/products-user-guide-list.html

Intelligent Proximity

IX5000 and IX52000 are the first systems among Cisco video endpoints that offer official support for Cisco Intelligent Proximity. From an iOS and Android device, Intelligent Proximity extends control features (place call, volume, mic mute, DTMF, answer incoming call on endpoint). The feature also allows users to receive content on their personal devices.

Support for sharing from PC or Mac will be added in a later release.

The Cisco Proximity app can be downloaded from the App Store and Google Play Store. Always use the latest version for the best experience. See more information about Cisco Proximity and participate in the discussion in the Cisco Proximity support forum.

14 Seat Configuration

The 14 seat configuration allows greater flexibility in customer deployments for the IX5000 Series. The 14 seat configuration fits into room dimensions that the 18 seat configuration cannot. To install a 14 seat configuration, please order a normal IX5200 and then follow the installation instructions to correctly modify the endpoint. For more information, see the Installing the 14-Seat 2nd Row Table document at:

https://www.cisco.com/c/dam/en/us/td/docs/telepresence/ix5000/install_table/CTS-IX5000-14Seat.pdf

New in Release IX 8.0.6

This release extends support for DTMF tones and also fixes an intermittent segment switching issue.

See the "Resolved Caveats in Release 8.0.6" section on page 48 for a list of the resolved caveats for this release.

New in Release IX 8.0.5.1

This release improves backward compatibility with the Gradual Decoder Refresh (GDR) feature and fixes an issue related to the whiteboard microphone audio.

See the "Resolved Caveats in Release 8.0.5.1" section on page 49 for a list of the resolved caveats for this release.

New in Release IX 8.0.5

This release improves IX system video quality by enhancing the Gradual Decoder Refresh (GDR) feature for H.264 calls. There are no caveats associated with this release.

Caveat for Cisco TelePresence Multipoint Switch (CTMS) Users

Do not use release 8.0.5 if you are using CTMS between IX5000 and IX5200 systems running IX software and SX80, MX700, and MX800 systems running TC 7.x software; in these situations, use release 8.0.4 instead. This issue is being tracked by CSCuv36535.

Caveat for Deployments with Mixed Release Versions

Do not use release 8.0.5 if you also have IX5000 or IX5200 systems running release 8.0.4 or earlier. A point-to-point or CTMS call between an IX system running release 8.0.5 and an IX system running release 8.0.4 or earlier will experience video quality issues. This issue is being tracked by CSCuv59242.

New in Release IX 8.0.4

This release improves video quality issues and reduces problems such as ghosting, streaking video, or pixilated frames. See the "Resolved Caveats in Release 8.0.4" section on page 49 for a list of the resolved caveats for this release.

New in Release IX 8.0.3.1

This release enhances video quality in a point-to-point or Cisco TelePresence Multipoint Switch (CTMS) call by fixing issues related to buffer overflow. This condition is tracked by CDETS CSCuu49617.

New in Release IX 8.0.3

The following features are new in Release 8.0.3. For a full list of the caveats that have been resolved in this release, see the "Resolved Caveats in Release IX 8.0.3" section on page 50.

50Hz Flicker Correction

This release includes a command-line interface (CLI) command to correct flickering video caused by lights in countries that use a 50 Hertz (Hz) power frequency.

To enable this feature, start a Secure Shell (SSH) session with the IX system as the user **admin** (default password is **cisco**) and enter the following CLI command:

set camera 50Hz-Flicker-Reduction enable

To disable 50 Hz flicker correction, enter the **set camera 50Hz-Flicker-Reduction disable** command.

For more information, see the set camera 50Hz-Flicker-Reduction command in the Cisco TelePresence System Command-Line Interface Reference Guide.

15-fps Presentation Content

This release supports presentation content to be sent and received at a rate of 15 frames per second (fps). This is in addition to the current supported frame rates of 5 and 30 fps.

This setting is dependent on available bandwidth in the network. When bandwidth is insufficient for 30 fps, the resolution frame rate drops to 15 fps instead of 5 fps, for a better presentation quality. The drop to 15 fps can also allow additional resources to be freed up in a multipoint call using TelePresence Server.

For more information, refer to the "Scaling HD Presentation Video Resolution" section of the Administration Guide for Cisco TelePresence Software Release IX 8.

H.265 Disabled by Default

The H.265 High Efficiency Video Coding (HEVC) standard is disabled by default in Release 8.0.3.

Because H.265 uses a higher compression ratio than H.264, any packet loss when using the H.265 standard can result in more video degradation and a greater loss in perceived quality than using the H.264 standard on the same network.

To enable the H.265 feature, enter the **set video h265 enable** command. To see the status of h.265 for your system, enter the **show video h265** command. For more information, see the set video h265 and show video h265 commands in the Cisco TelePresence System Command-Line Interface Reference Guide.

Note: This command resets calling services, which drops all calls in progress. Use this command during a time when no calls are being placed.

New in Release IX 8

The following features are new in this release:

- H.265 Support, page 14

- Using the Content Director Feature, page 14

- Whiteboard Display Support, page 14

H.265 Support

H.265 encoding is supported for point-to-point calls between systems running IX5000 and IX5200 software and the following systems:

- Cisco TelePresence MX700

- Cisco TelePresence MX800

- Cisco TelePresence SX80

Note: H.265 requires that your system be registered to a Cisco Unified Communications Manager (Unified CM) running release 10.5 or later software.

Using the Content Director Feature

Using the Touch 10 control device, you can move, copy, and replace presentation content from one display to another. This feature is called Content Director and can be used either inside or outside of a call. For more information, see the *Cisco TelePresence System IX5000 and IX5200 Quick Start Guide* at https://www.cisco.com/c/en/us/support/collaboration-endpoints/ix5000-series/products-user-guide-list.html.

Note: You can copy presentation locally, but you cannot copy a presentation that is being shared remotely.

Whiteboard Display Support

Systems running IX software can display a whiteboard, and you can share the whiteboard as presentation content. The whiteboard can be placed on a rear wall, or a side wall. The system software "de-warps" the whiteboard and displays it in its correct aspect when you share it as presentation content.

Note that digital whiteboards are not supported.

Whiteboards must meet certain criteria, and must fit within the view of a camera. For more information about configuring a whiteboard, see the "Requirements for Whiteboards and Whiteboard Microphones" section of the *IX5000 and IX5200 First-Time Setup* document.

Important Notes for IX Software Releases

See the following sections for important notes about IX software releases:

- *IMMEDIATE IX SOFTWARE UPGRADE REQUIRED*—FOLLOW ALL STEPS IN THIS SECTION AFTER YOU PHYSICALLY INSTALL YOUR SYSTEM, page 15

  — Preinstallation Requirements, page 15

  — Required Pre- and Post-Installation Steps, page 15

- Unified CM Device Pack Requirements, page 16

- System Behavior During Times of Network Congestion, page 16

- Jitter and Packet Loss Statistics Include IX System Statistics, page 16

Important Notes for IX Software Releases

IMMEDIATE IX SOFTWARE UPGRADE REQUIRED—FOLLOW ALL STEPS IN THIS SECTION AFTER YOU PHYSICALLY INSTALL YOUR SYSTEM

Your IX system comes preloaded with a downrev version of IX software. You must upgrade your system to the latest version on Cisco.com before you use your system to place and receive calls.

Preinstallation Requirements

Due to some issues with the preloaded software, **make the following changes to your system before you load the software** (requires signing in to Unified CM and the IX system administration GUI):

■   Make sure that your system is not configured for secure mode in Unified CM. After you perform the upgrade, and after your system is registered to Unified CM, change the settings for your system in Unified CM if secure mode is required.

■   Make sure that a Certificate Trust List (CTL) is not present on your system and, if present, delete it. To check, after initial system boot, log in to the IX System administration GUI using the IP address (default username and password is **admin** / **cisco**), navigate to **Configuration > Call Control Manager,** and click **Delete Certificate Trust List**. For more information, see the "Certificates" section of the "Understanding the Fields In the Interface" section of the *Administration Guide for Cisco TelePresence Software Release IX 8*.

   Tip: Some browsers do not allow you to navigate directly to the Configuration page. If you have any problems, click **Monitoring**, then click **Configuration**.

After you perform the preceding changes, but before you begin first-time set up, **you must download the latest IX software version from Cisco.com and load it to your IX system** from this link (cisco.com log in ID required):

https://software.cisco.com/download/navigator.html

Navigate to the IX release software using the path Products > Collaboration Endpoints > TelePresence IX 5000 Series and select the model for your system. On the Download Software page, select the latest release.

While the system software is upgrading for the first time, you might see the following symptoms, which do not indicate a problem:

■   The progress bar might freeze.

■   The system reboots several times.

■   The screen changes from the blue progress screen, with progress bar, to a blank screen.

Do not perform any corrective actions, and wait for the upgrade to complete.

For general information about adding the software to Unified CM and upgrading the software, see the "Configuring Cisco Unified Communications Manager for Your Cisco TelePresence System" section of the *IX5000 and IX5200 First-Time Setup* document.

Required Pre- and Post-Installation Steps

To make sure that Touch 10 devices initialize properly, you must perform all steps as described in the "Preventing Touch 10 Bootup Issues" section of the IX5000 and IX5200 First-Time Setup document. Failing to perform these steps could cause your Touch 10 device(s) to become inoperable.

Unified CM Device Pack Requirements

Make sure that your Unified CM software has the minimum required device pack version.

- The minimum device pack version for 9.1.2 is 9.1(2.13063)

- The minimum device pack version for 10.5 is 10.5(1.12016).

Older versions for these Unified CM releases do not have the Cisco TelePresence IX5000 as a device type.

For device package compatibility, see the Cisco Unified Communications Manager Device Package Compatibility Matrix.

Tip: For an IX5200, configure the device type as **Cisco TelePresence IX5000 (18 seats)**.

System Behavior During Times of Network Congestion

Anything that degrades network performance can affect Cisco TelePresence voice and video quality and, in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks such as an internal port scan or security scan

- Attacks that occur on your network, such as a denial-of-service attack

To reduce or eliminate any adverse effects to a TelePresence conference, schedule any administrative network tasks during a time when the Cisco TelePresence system is not being used, or exclude TelePresence systems from the testing.

Jitter and Packet Loss Statistics Include IX System Statistics

When you view network jitter statistics on the Touch 10, and network jitter and latency statistics in the system logs, note that these numbers include jitter and latency statistics that are internal to your IX system as well as for your overall network.

Software Downgrade Instructions

IX software downgrades through Unified CM aren't supported. You must switch from the current software version on the active partition of the IX system to the earlier software version stored on the inactive partition. The following limitations apply:

- Using the Swap Loads operation in the Unified CM Device Defaults Configuration to downgrade is not supported.

- Keeping a version lower than the current Active/Inactive version of your phone load might create issues with registration and the IX WebUI.

- You can only switch the IX software version to the version stored on the inactive partition on the IX system. Typically, this is the version immediately prior to the release version being used.

To switch your IX system to the down rev version stored on the inactive partition, perform the following steps:

1. Use SSH to start a CLI session on your IX system.

2. Enter the **show version** command to verify the IX software versions that are stored in the active and inactive partitions.

   The example below shows the IX software versions where IX 8.1.1 is stored in the active partition and IX 8.1.0.1 is stored in the inactive partition.

   ```
   admin: show version
     Active:     IX 8.1.1(59) P3 2016-03-19 13:01:17
     Inactive:   IX 8.1.0.1(11) P3 2015-12-16 13:50:22
     loads file information
       Active  (cmterm-IX8-1-1-59R-K9.P3)
          IX:  IX.8-1-159R-K9.P3.deb.SPA
       Touch:  CTSDEV10-442-11-0-1KKPL-112.pkg
   ```

```
Inactive:  (cmterm-IX.8-1-0-1-11R-K9.P3)
      IX:   IX.8-1-0-1-11R-K9.P3.deb.SPA
   Touch:   CTSDEV10-442-11-0-1KKPL-112.pkg
```

To downgrade from IX 8.1.1 to IX 8.1.0.1, you need to switch the active and inactive partitions so that IX 8.1.0.1 is in the active partition.

3. In Unified CM, enter Device > Phone.

4. Search for Device Type and specify the search criteria as "contains" and specify "IX5000" in the search text. Click **Find**.

5. Click on the Device Name for the IX system.

6. In the Device Information area, change the Phone Load Name to a dummy name. This prevents the IX system from booting, allowing access to change the software version. Click **Save**.

   You must change the Phone Load Name to a dummy name. Note that removing the Phone Load Name and leaving the field name blank will not work.

7. Reenter the CLI session on your IX system.

8. Enter the **utils system switch-version** command to switch the inactive partition to the active partition.

   The IX software version stored in the inactive partition now becomes the version used for the active phone load.

   ```
   admin: utils system switch-version

   Switching to Inactive Image: IX 8.1.0.1(11) P3 2015-12-16 13:50:22
   Are you sure you want to switch the system, this will cause a system reset
   Enter "yes" to switch and restart or any other key to abort
   continue:
   ```

9. Enter the **show version** command again to verify that the downgraded software version is now in the active partition.

   The example below shows the IX software versions where IX 8.1.0.1 is now stored in the active partition and IX 8.1.1 is stored in the inactive partition.

   ```
   admin: show version
     Active:    IX 8.1.0.1(11) P3 2015-12-16 13:50:22
     Inactive:  IX 8.1.1(59) P3 2016-03-19 13:01:17
     loads file information
       Active  (cmterm-IX.8-1-0-1-11R-K9.P3)
          IX:   IX.8-1-0-1-11R-K9.P3.deb.SPA
       Touch:   CTSDEV10-442-11-0-1KKPL-112.pkg
    Inactive:  (cmterm-IX8-1-1-59R-K9.P3)
          IX:   IX.8-1-159R-K9.P3.deb.SPA
       Touch:   CTSDEV10-442-11-0-1KKPL-112.pkg
   ```

10. Exit the CLI session and reenter the Unified CM interface.

11. (Optional) Return to the Device Information Area for the IX system. Change the Phone Load Name from the dummy name to the IX software version now stored in the active partition on the system. Click **Save**.

12. Repeat this procedure for each IX system that you want to downgrade.

Software Compatibility with Other Devices

For information about compatibility with other systems, see the *Cisco TelePresence IX System Software Compatibility* document at https://www.cisco.com/c/en/us/td/docs/telepresence/ix_sw/8_x/compatibility/ix__compat_8_0.html.

Exceptions with Other Cisco Devices

Presentation Sharing While in a Multipoint Call

During multipoint calls when using TelePresence Server and TelePresence Conductor, resource optimization can cause presentation sharing to downgrade from 1080p resolution at 30 fps (1080p 30) to 1080 5 fps. This condition can cause video from a whiteboard presentation to look jerky.

In addition, TelePresence Conductor must be configured to enable 1080p30 (1920 tokens on conductor) **(CSCur22200).**
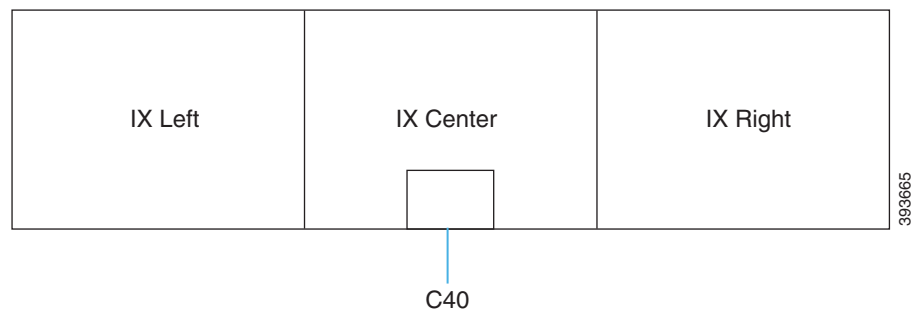
IX5000 Picture in Picture (PiP) Overlays in Cisco Meeting Server (CMS) Solution

This section describes known behavior when transitioning the IX5000 from a Cisco TelePresence Server (TPS) solution to a Cisco Meeting Server (CMS) solution.

The IX5000 enables content to be dragged via the Touch panel from the content display to any of the main displays. When this occurs, the IX5000 creates its own local PiP to show the displaced video pane on one of the other displays. A scenario can occur in which the CMS-generated filmstrips can get overlayed by the IX5000 displays. This can happen when you have a call with two IX5000 systems using the Cisco TelePresence System Codec C40 on a CMS bridge.

In Figure 1, the IX feed is displayed on the three main screens while the C40 codec feed is in the CMS-generated filmstrip as part of the center screen video feed.

Figure 1   CMS Generated Filmstrip in Center Screen Video Feed
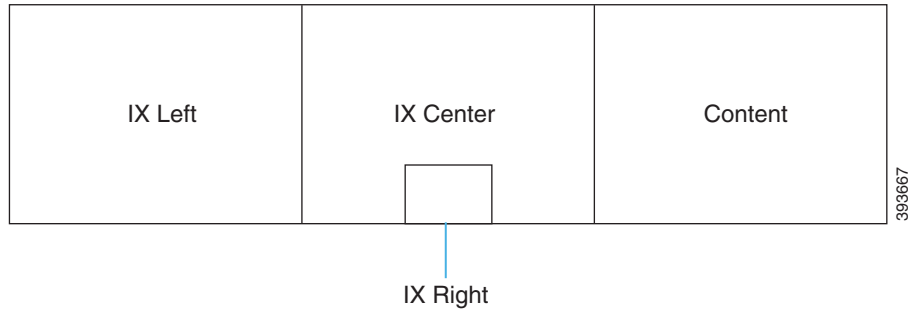

When the IX displays content in the left display, the left screen feed sent from CMS is placed into a local Picture in Picture (PIP) on the center display generated by the IX 5000 as shown in Figure 2. This PiP overlays any filmstrip coming from the CMS since it is part of the video feed.

**Figure 2   Left Screen from CMS Placed into Local PiP**

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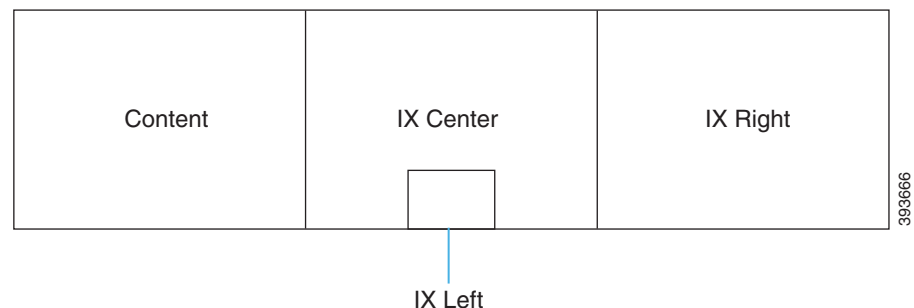
As shown in Figure 3, when the IX content moves to the right display, the right video feed from CMS is now overlayed on top of the PiP in the center screen.

Figure 3   **Right Video Feed Overlayed on PiP in Center Screen**

| IX Left	IX Center	Content

IX Right

If the IX content is moved to the center display as shown in Figure 4, the center feed from CMS (with the included conference filmstrip) is now moved to the left display. The left video feed from CMS is now overlayed in the local PiP, blocking the filmstrip feed from the C40 codec. This switch takes place to prevent the center IX center stream from going to the small PiP and overlaying the conference filmstrip.

Figure 4   **Left Video Feed from CMS Overlayed in the Local PiP**

IX Center	Content	IX Right

IX Left
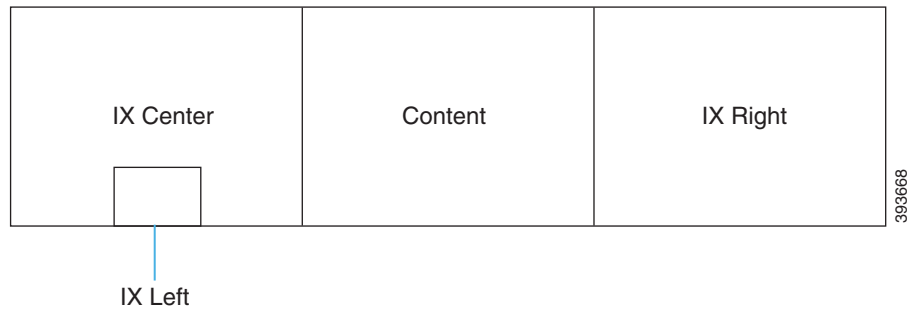
When in the previous state, the current PiP feed (in this case the left screen from CMS) becomes the active speaker. This causes the IX to move it to one of the full screen images, swapping it with the current video feed. That causes the left and center feeds to swap, putting the center screen feed from CMS in the small PiP window, as shown in Figure 5. Since the center feed from CMS also contains the filmstrip, a small filmstrip is displayed within the PiP window (that had been hidden previously because it was under the IX PiP overlay).

Figure 5   **Center Screen Feed from CMS Placed in PiP Window**

IX Left	Content	IX Right

IX Center   C40

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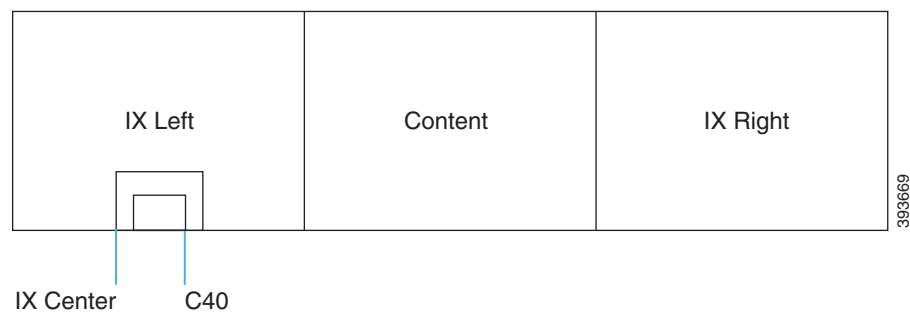
Exceptions with Third-Party Endpoints

No exceptions found.

Important Notes for IX System Hardware

See the following sections for important notes about IX system hardware:

- Table Furniture Care, page 20
- Supported IX Auxiliary Devices, page 20
- Document Cameras, page 21
- LCD Displays and Viewing Angle, page 22
- Hot Swapping of IX Components Not Supported, page 22
- Systems Cannot be Connected to a Router, page 22
- Deferral Notice for 8.3 and 8.3.1, page 22

Table Furniture Care

The IX system table surface is made with top-grade natural wood. The table surface is not scratch resistant. Please treat the table surface with care as delicate furniture. When retracting or returning the presentation cable, the three-headed adapter should not be pulled across the table top because this can scratch the surface.

NOTE: Once the table has been delivered and accepted, it is the customer's responsibility to take care and maintain the look of the table surface. Cisco will NOT be responsible for damages due to negligence or improper care.

Supported IX Auxiliary Devices

This section contains auxiliary devices that can be used with the IX systems:

- Displays, page 20
- Document Cameras, page 21

The Cisco TelePresence system works best when suitable devices are attached using good quality cables and connectors. Cisco does not supply the cable that connects auxiliary devices to the codec.

Displays

This section describes the display choices you have with your Cisco TelePresence System and includes the following topics:

- Qualified Cisco Displays, page 20
- Using Nonqualified Displays With your IX System, page 21

Qualified Cisco Displays

The following displays are qualified for use with Cisco TelePresence System running IX software:

- 42-inch display, part number CTS-5K-DISP42 (Spare is CTS-5K-DISP42=)

    Note: The release notes previously reported that the 42-inch display, part number CTS-MON-42-WW is a qualified Cisco display. This part number is not a qualified Cisco display for the IX system.

- 55-inch display, part number CTS-MON-55-WW

  Note: HDMI-to-HDMI cables are not supported for display connections to the IX codec. You must use the HDMI-to-DVI cable for the displays (DVI on the display side). Some versions of the 55-inch display do not include a DVI input; use the included DVI-to-HDMI adapter to connect cables to the HDMI input on the display.

Cisco has supported two different 55-inch displays from the following vendors:

- Sampo

  The Sampo display is currently available.

- Samsung LH55MECPGGC/ZA

  The Samsung display is no longer available.

If using the Samsung display, before use, turn off all on-screen display (OSD) capability. This prevents the display from showing messages after you stop sharing a presentation. If using the Sampo display, OSD capability is disabled by default.

To turn off OSD on the Samsung display, complete the following steps using the remote control that comes with the system, or use the joystick control on the back of the display:

1. Turn the display on.

2. Press **MENU** on the remote, or press the center of the joystick and move the joystick to select the menu option (the choice on the left), to bring up the menu for the display.

3. Using the up and down arrows, navigate to **System** in the menu panel.

4. Press **Enter** if using a remote, or press the center of the joystick if using the joystick on the display, to select the System choice.

5. Using the up and down arrows, navigate to **General** and press either **Enter** on the remote, or the center of the joystick on the display.

6. This choice does not appear initially. Scroll down to see it.

7. Navigate to **OSD Display** and press **Enter** or the center of the joystick.

8. Set all three OSD choices (Source OSD, No Signal OSD, and MDC OSD) to **Off** (the default is On) to disable OSD messages.

9. Press **EXIT** on the remote, or move the joystick to the previous menu choices, until the menu no longer displays.

Using Nonqualified Displays With your IX System

Cisco does not support nonqualified displays with your IX system. If you are using a nonqualified display with the IX system, unforeseen issues and adverse failures can result. When troubleshooting, Cisco and Cisco TAC will request that nonqualified auxiliary displays be disconnected to isolate system-related issues.

Document Cameras

The following WolfVision document cameras (object cameras) have been tested for use with IX systems:

- Model: EYE-12, Version: V1.30b

- Model: VZ-C6, Version: V1.35a

- Model: VZ-C12-3, Version: V1.25c

Note: You cannot control the document camera using the Touch 10 interface. Use the remote control that is provided with the document/object camera.

LCD Displays and Viewing Angle

Since the IX5000 uses LCD displays instead of the plasma displays used in earlier CTS/TX immersive systems, the display quality may be reduced from some viewing angles. Viewing angles from the side are typically affected. If there is poor lighting in the room and the user is looking across the displays of the IX, the colors can change across screens. This is a normal property of LCD displays.

Hot Swapping of IX Components Not Supported

Hot swapping of IX system components is not supported. Before swapping out components, you must shut the system down, then restart it after the new components are installed.

Systems Cannot be Connected to a Router

Be sure that you connect your TelePresence system to a switch; this device cannot be directly connected to a router.

The router is not capable of creating Virtual Local Area Network (VLAN), which is required in the network design for the Cisco Voice and Video Solution. Please check the *Cisco Video and TelePresence Architecture Design Guide* as your reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/design/guides/videodg/vidguide/infrastr.html

Deferral Notice for 8.3 and 8.3.1

The GPU driver with increased debugging capability was upgraded in version 8.3 and was subsequently ported to version 8.3.1. This GPU driver has caused stability issues in some IX systems in the field. This condition occurs during reboot after successful operation for several days.

At this point, we are deferring versions 8.3 and 8.3.1, replacing them with version 8.3.1.1. Customers with versions 8.3 or 8.3.1 are advised to upgrade to the latest version, 8.3.1.1.

Software Agreements and Licensing

For complete software licensing information, access the Software Licensing Information page on Cisco.com at the following link:

https://www.cisco.com/c/en/us/support/collaboration-endpoints/ix5000-series/products-licensing-information-listing.html

Caveats in Release IX 8

The following sections show caveat information for IX software releases:

■ Resolved Caveats in Release IX 8.0.1, page 58

Unresolved Caveats in Release 8.3.1.1

There are no unresolved caveats in IX Release 8.3

Resolved Caveats in Release 8.3.1.1

CSCvj02935

Symptom

IX5000 cannot find FileCache.cpp

CCA keeps restarting because of camEngD terminated due to signal SIGTRAP.

Conditions

Cannot find FileCachec.cpp.

camEngD terminated due to signal SIGTRAP

libcrypto.so.1.0.0: no version information available (required by /usr/local/bin/cca)

RCheck1 = camEngD failed with 1

Workaround

Two options:

1.Workaround to switch back to previous version

2. Edit /etc/rc.d/rc.driverUpdate

CSCvh66864

Symptom IX5000 Table top MUTE button's LED is OFF.

Conditions The time-division multiplexing (TDM) is in a bad state and the MUTE LED is stuck.

Workaround Restart the TDM if this condition is detected.

CSCvg73047

Symptom WebUI access disabled after IX factory reset. enabled.

Conditions Factory Reset

Workaround

1. Enable root account on target IX unit. Contact TAC team.

2. Login as root user, and stop call services with the command 'service Cca stop'

3. Set 'WebAccess' element value to '1' in /nv/usr/local/etc/ccm-cfg.xml file and save.

4. Start call services with the command 'service Cca start'

Unresolved Caveats in Release IX 8.2.3

CSCuw56092

Symptom Call fails and unit gets reboot. The reboot reason in rc.log is "Reboot Initiated from ASIC hang found"

Conditions None

Workaround None

Resolved Caveats in Release IX 8.2.3

CSCvc90522

Symptom Only partial of a dialing string to a Spark meeting is saved in IX Touch Recents.

Conditions Problem Description

=================

1. From IX5000 room call to a spark meeting with the dialing string "abc@xyz.room.xxxspark.com".

2. End the call.

3. On IX Touch, go to Dial -> Recents, only the string "abc" was saved as the last call.

4. Press this string "abc" to make a call, the call won't go through.

5. User needs to enter the whole string "abc@xyz.room.xxxspark.com" manually again to dial back to the same meeting.

Workaround User needs to enter the whole string "abc@xyz.room.xxxspark.com" manually again to dial back to the same meeting.

Further Problem Description The issue was due to not saving the domain name, but only saving the DN number.

CSCvd54249

Symptom IX5000 mute buttons do not work (LEDs will be off and mute functionality will not work).

Conditions There are incoming calls and outgoing calls occurring at the same time.

Workaround Use the mute button on the Touch panel. Cisco TAC can SSH into the system as root and move the wav files to the directory the IX5000 is searching for them in, which will fix the table mute buttons.

Further Problem Description Set the Network Locale to "United States, English" to rule out a similar issue before confirming it is this one.

CSCve56291

Symptom IX call to CMS with IVR would become audio only.

Conditions IX calls should be secure and connected to CMS via IVR.

Workaround Hold/resume.

CSCve91683

Symptom Once you have a scheduled IX meeting using OBTP, you are not able to redial from the recent list for the same meeting later if required.

Conditions When using OBTP with IX5000.

Workaround NA

Further Problem Description When TMS pushed the OBTP URI with "/" character escaped to %2f, IX is again escaping "%" character to %252f and sending it to CUCM. It is not expected to escape "%" character in SIP URI.

CSCvf18733

Symptom IX failed to register to CUCM after network outage.

Conditions Set up:

Pub_CUCM: TFTP service is Active, no CallManager service

Sub_SUM: Only CallManager service is active, no TFTP service.

CUCM cluster should be outside of VLAN where IX Endpoints are connected.

1. IX was registered to the cucm

2. Disconnected the uplink to the switch, IX become unregistered

3. Rebooted the system from the Touch.

4. Connected back the uplink to the switch

5. Once the NW is up, IX failed to register to cucm

Workaround Reboot the IX once the network is up.

CSCvf38145

Symptom The sysop log prints 0.00% packet loss which is not correct. It should print exactly accurate packet loss information.

Conditions When the IX receives the presentation video stream from a remote device.

Workaround NA

Further Problem Description

When packet loss is detected on Auxiliary Video stream, we update variable ?mAuxHighestPerPktPctLoss? by loss percentage.

When packet loss is detected on Main Video stream, we update variable ?mPrimHighestPerPktPctLoss? by loss percentage.

But when we are updating sysop logs we are using only ?mPrimHighestPerPktPctLoss? variable.

Actually, packet loss is seen on the Auxiliary video stream. Therefore ?mAuxHighestPerPktPctLoss? is updated but it's value is never used to print in sysop logs. ?mAuxHighestPerPktPctLoss? value is used to print in sysop logs which is equal to 100.

CSCvf38661

Symptom LSC update unsuccessful on the IX, and the device doesn't get registered

Conditions IX is running on 8.2.2, 8.2.1 or 8.2.0

Workaround IX running in 8.1.2 works fine

CSCvf45829

Symptom IX calls drop due to a media module reset when replugging the presentation source multiple times.

Conditions When the IX 5000 calls to CMS.

During the Call

i)The User plugs the presentation(aux1) and starts sharing it.

ii)Then the remote side starts sharing presentation.

iii)Then the local user unplugs the presentation device.

iv)Then again the local user plugs in the presentation and starts sharing.

v) Then local user unplugs the presentation device.

which causes the module to reset.

Workaround Restart the system once the issue occurs.

CSCvf50186

Symptom IX SYSM log files are flooding with the same messages.

Conditions None

Workaround Reboot the system.

CSCvf59552

Symptom Observed the message "no rsc avail" in CCA logs. No video during the call.

Conditions None.

Workaround Reboot the system.

CSCvf62011

Symptom Currently no event logging in sysop for display power cycle or hot plugging display cables.

Conditions When power cycling the display or hot plugging the display cables.

Workaround Reboot the system to correct the port mapping. Make sure all displays are powered on before rebooting.

Further Problem Description Fix has been provided to log Hot-plug events into sysop log files. With this sysop log info the events can be tracked, and investigated what caused it.

CSCvf71707

Symptom Currently seeing a large number of ssh zombies.

Conditions IX 5000 running 8.2.x and higher, managed by TMS.

Workaround Reboot the system to clear the zombies.

Unresolved Caveats in Release IX 8.2.2

There are no unresolved caveats in IX Release 8.2.2.

Resolved Caveats in Release IX 8.2.2

CSCux29376

Symptom Admin. Web Access configuration on CUCM has no effect, admin web access is always enabled.

Conditions All

Workaround None

CSCvc88474

Symptom Unable to send DTMF tones via CLI. CLI allows for the command and gives feed back when executed; however does not actually put the tones on the wire.

Conditions Need to send DTMF tones via CLI

Workaround Use the Touch panel.

CSCvd56771

Symptom During IX5000 First Time Setup whiteboard setup, the setup detects the whiteboard first, then you select the whiteboard. The next step should show the whiteboard preview on the screen. But there is no whiteboard preview shown on the center screen; only the camera view shows on the screen.

Conditions Only happens when First Time Setup is done. The whiteboard share feature works fine after First Time Setup is done and rebooting the system.

Workaround When preview is not seen, performing a recapture of the whiteboard will show the whiteboard preview at the end of the procedure.

CSCvd56901

Symptom Switched and BFCP caused setting incorrect media format for AUX encoder and hence generating core.

Conditions Presentation shared.

Workaround None

Unresolved Caveats in Release IX 8.2.1

CSCva95361

Symptom Intermittently, after IX5000 finish upgrading, it will fail to register to CUCM.

Conditions Only happened after upgrading.

Workaround None

CSCvc35928

Symptom IX5000 displays go blank or start blank during calls.

Conditions The following should be ruled out to determine you are hitting this issue:

1. Upgrading to IX8.2 to get around CSCuy25538/CSCuz42101

2. Bronze card firmware has been upgraded

3. 3. DP2 and DP cables were reseated.

4. No third party presentation displays (or cables) are in use.

5. No HDMI to HDMI display connections are in use.

6. First time setup re-ran to confirm correct number of aux displays are configured.

7. Aux display cabling is checked to be sure that the proper H4, H5, and H6 ports are used for the number of displays (One display in H5, two displays in H4 and H6, three displays in all ports).

8. iPass cable between HCPU and Encoder/Decoder and all display HDMI/DVI cables were reseated.

9. Issue is seen on self-view and calls without high jitter/packet loss and is not network related.

Workaround Restart the IX5000 or power cycle the blank display(s).

CSCvc48415

Symptom IX-5000 is unable to connect to a scheduled CMR meeting.

Conditions Running version 8.2.

Workaround Used a PMR rather than a scheduled meeting with a URI.

CSCvc48564

Symptom After upgrade from 8.1.0.1(11) to 8.1.2.1(3) calls drop due to dispEngD core resulting in CCA restart. Customer upgraded to version IX8.2.0.2(8) using the same procedures as above, resulting in the same behavior.

Conditions

1. Upgrade from 8.1.0.1(11) to 8.1.2.1(3), IX boots up to Run Normal

2. Reboot the endpoint after upgrade, again booting up to Run Normal.

3. Dial into TPS bridge: 720p on TPS, call drops due to dispEngD core resulting in CCA restart. WebUI no longer available.

4. Reboot endpoint again to restore services.

5. Second call in after reboot at 720p on TPS works. - First call from unit at step #2 at 1080p on TPS works Customer upgraded to version IX.8-2-0-28 using the same procedures as above, resulting in the same behavior.

Workaround Reboot endpoint to restore services.

CSCvc49928

Symptom Touch panel software is reverted back to an old version when switching software slots on an IX.

Conditions The IX had a previous attempt to downgrade to an unsupported version which would have included this old version of touch software.

Workaround Manually replace and push the correct touch software.

CSCvc50111

Symptom Full URI does not show on the touch panel in the history page or when auto-complete is used.

Conditions System is running 8.2.0.

Workaround Switch back to previous version.

CSCvc79495

Symptom Local state of the IX5000 may vary,

Dropped off network Touch unusable (android error)

Screens blank

SNMP traps will begin to flood out.

```
2017-01-11 04:45:59.887 - 2017-01-11T05:45:59.886783+01:00 SEP64F69D6F142E kernel:
enable_hifreq_interrupt] *ERROR* Failed to enable IRQ source: 1<3>
[fglrx:irqmgr_wrap_enable_hifreq_interrupt] *ERROR* Failed to enable IRQ source: 1<3>
[fglrx:irqmgr_wrap_enable_hifreq_interrupt] *ERROR* Failed to enable IRQ source:
1<3>[fglrx:irqmgr_wrap_enable_hifreq_interrupt] *ERROR* Failed to enable IRQ source:
1<3>[fglrx:irqmgr_wrap_enable_hifreq_interrupt] *ERROR* Failed to enable IRQ source:
1<3>[fglrx:irqmgr_wrap_enable_hifreq_interrupt] *ERROR* Failed to enable IRQ source:
1<3>[fglrx:irqmgr_wrap_enable_hifreq_interrupt] *ERROR* Failed to enable IRQ source:
1<3>[fglrx:irqmgr_wrap_enable_hifreq_interrupt] *ERROR* Failed to enable IRQ source:
1<3>[fglrx:irqmgr_wrap_enable_hifreq_interrupt] *ERROR* Failed to enable IRQ source:
1<3>[fglrx:irqmgr_wrap_enable_hifreq_interrupt] *ERROR* Failed to enable IRQ source: 1<3>
```

Conditions Unknown

Workaround Powercycle of system

CSCvc82770

Symptom Upgrade to IX8.2 and tabletop mute buttons and LEDs no longer function. CU can downgrade back to their previous version and the functionality is restored.

Conditions Upgrade to IX8.2

Workaround Touch panel mute/unmute still works. Downgrade to previous version restores function

Resolved Caveats in Release IX 8.2.1

CSCvc78592

Symptom Cisco TelePresence IX 5000 Series includes a version of OpenSSL that is affected by the vulnerability identified by one or more of the following Common Vulnerability and Exposures (CVE) IDs:

- CVE-2016-2108

- CVE-2016-2107

- CVE-2016-2105

- CVE-2016-2106

- CVE-2016-2109

- CVE-2016-2176

And disclosed in https://tools.cisco.com/security/center/content/CiscoSecurityAdvisory/cisco-sa-20160504-openssl

This bug has been opened to address the potential impact on this product. Cisco has analyzed the vulnerabilities and concluded that this product may be affected by the following vulnerabilities:

- Memory corruption in the ASN.1 encoder — CVE-2016-2108

- Padding oracle in AES-NI CBC MAC check — CVE-2016-2107

- EVP_EncodeUpdate overflow — CVE-2016-2105

- EVP_EncryptUpdate overflow — CVE-2016-2106

- ASN.1 BIO excessive memory allocation — CVE-2016-2109

This product is not affected by the following vulnerability:

- EBCDIC overread — CVE-2016-2176

Conditions Exposure is not configuration dependent.

Workaround None

Further Problem Description

PSIRT Evaluation:

 The Cisco PSIRT has assigned this bug the following CVSS version 2 score. The Base CVSS score as of the time of evaluation is: 5.1

https://tools.cisco.com/security/center/cvssCalculator.x?version=2&vector=AV:N/AC:H/Au:N/C:P/I:P/A:P/E:ND/RL:ND/RC:ND

The Cisco PSIRT has assigned this score based on information obtained from multiple sources. This includes the CVSS score assigned by the third-party vendor when available. The CVSS score assigned may not reflect the actual impact on the Cisco Product.

 The score reflects the maximum score for all the vulnerabilities mentioned in this bug information

Additional information on Cisco's security vulnerability policy can be found at the following URL:

https://www.cisco.com/web/about/security/psirt/security_vulnerability_policy.html

CSCuz48468

Symptoms After presenting has stopped and presentation cable disconnected the Far End hears a white noise / hissing from all speakers.

Conditions After presenting to an IX5000 from an IX5000 presentation cable is disconnected and white noise / hissing is heard on the far end. This occurs when both IX units share content (presentation) to each other as well. When an IX in NYC shared content (presentation) to a C40 and all ends normally after the content sharing stops

Workaround Do Hold Resume

CSCvc16914

Symptoms Call drops unexpectedly when IX5000 is in an active call with MX800 SpeakerTrack. Symptoms can be any of the following:

1. Call suddenly drops after session refresh (15 min default from CUCM)

2. Screens go black/touch screens can freeze

3. Screens go black/touch screens still show call as active, call timer keeps incrementing

4. The unit unregisters from CUCM and is unresponsive not long after.

A reboot is often required to restore full service to the IX endpoint.

Conditions IX sees bandwidth change on session refresh REINVITE coming from CUCM. In cases seen, change has been small - 6 MB on video m lines vs 5936000 initially negotiated (CE endpoint). IX doesn't respond with 200OK to SIP refresh, stays busy changing main encoder as a result of bw change seen, so call drops unexpectedly once IX finishes making the required change.

Call will always drop past the 15 minute mark.

Workaround None

Further Problem Description When session refresh bandwidth re-invite comes to IX from MX, The system is restarting its Main video encoders even though the main video bitrate remains unchanged, During restart of encoders continuous xml/rpc call failures are observed from CCA to CMA which is the primary reason for call drop.

CSCvc52325

Symptom A vulnerability in the web framework of the Cisco TelePresence IX5000 Series could allow an unauthenticated, remote attacker to access arbitrary files on an affected device.

The vulnerability is due to insufficient input validation. An attacker could exploit this vulnerability by using directory traversal techniques to read files within the Cisco TelePresence IX5000 Series file system.

Cisco has released software updates that address this vulnerability. There are no workarounds that address this vulnerability.

This advisory is available at the following link:

https://tools.cisco.com/security/center/content/CiscoSecurityAdvisory/cisco-sa-20170517-telepresence-ix5000

Conditions Please refer to the Security Advisory.

Workaround None.

Further Problem Description Please refer to the Security Advisory.

PSIRT Evaluation:

The Cisco PSIRT has assigned this bug the following CVSS version 3 score. The Base CVSS score as of the time of evaluation is 7.5:

https://tools.cisco.com/security/center/cvssCalculator.x?version=3.0&vector=CVSS:3.0/AV:N/AC:L/PR:N/UI:N/S:U/C:H/I:N/A:N/E:X/RL:X/RC:X

CVE ID CVE-2017-6652 has been assigned to document this issue.

Additional information on Cisco's security vulnerability policy can be found at the following URL:

https://www.cisco.com/web/about/security/psirt/security_vulnerability_policy.html

CSCvc63513

Symptom Observed invalid characters on Touch-10 for Chinese TMS phone book.

Conditions

1. Create Chinese phone book in TMS

2. Upload Chinese phone book to IX-5000 endpoint

3. Check uploaded contacts on Touch10

Workaround Not available.

CSCvc86525

Symptoms RTP timestamp rollover in received RTCP SenderReport causing audio sync issue on IX5000 Endpoint.

Conditions This issue was observed in a long duration IX call to CMS.

When source sends RTCP SR with rolled-over RTP Timestamp value for one of the audio channels, the audio synchronization is getting skipped continuously on IX, and causing echo like issue (reverberation).

Workaround Hold/Resume is the work around.

CSCvd06933

Symptom Current TLS version in use on IX is TLSv1.0. It is strongly encouraged to migrate to TLSv1.2 to pick the fixes for various vulnerabilities.

Conditions None.

Workaround None.

Unresolved Caveats in Release IX 8.2

There are no unresolved caveats in IX Release 8.2.

Resolved Caveats in Release IX 8.2

CSCuu47389

Symptom Assigning DSCP settings in CUCM CM Admin > System > Service Parameters > Clusterwide Parameters (System - QOS, the IX5000 is only responding to what is set for "DSCP for TelePresence Calls" "DSCP for Audio Portion of TelePresence Calls" is not being used when making calls. Both Audio and Video are set the same based on what is set for "DSCP for TelePresence Calls"

Conditions IX5000 when DSCP markings in CUCM are set differently for "DSCP for Telepresence Calls" and "DSCP for Audio Portion of TelePresence Calls"

Workaround None.

CSCux03862

Symptom IX8.1 directory search is limited to 9 results.

Conditions None.

Workaround Perform a more detailed search or scroll through the contacts list manually.

CSCux78374

Symptom Post upgrades, corrupted deb installation files were found and missing or wrong repo versions on the IX5000 systems. Need a check running during install to prevent these issue. Install logs shows that a repo was upgraded to version 5; however was still at 3.

Conditions For IX5000 8.1, the repo should be the r5 version /nv/mirror/IX5K-repo-8-r3

Workaround Complete reinstall or upgrade with a valid software file on CUCM. Delete possible corrupt software files on CUCM and re-download from Cisco.com. Install back on CUCM and push the upgrades to the IX5000.

CSCuy14050

Symptom IX5000 lost its CUCM connectivity and unable to log in into the web GUI or CLI.

Conditions The device was presenting issues with the static IP address, the unit was factory reset to correct that and after the factory reset, we are unable to log in into the web GUI or CLI even after the password recovery procedure

Workaround None.

CSCuy81200

Symptom IX5000 memory utilization shown increasing over time. Memory leak found for process "devPairing' in show tech runtime.

Conditions IX5000 running software IX 8.1.x.

Workaround No permanent fix at this time. Restarting calling services "utils service restart Calling_Services" or rebooting the system will temporarily clear devPairing.

CSCuz12488

Symptom After upgrading to the IX 5000 from the IX8.0.3 to IX.8-0-4-11R-K9.P3 after the initial installation the time line on the Touch panel is showing different time from the time on the touch panel. Affected software version: IX.8-0-4-11R-K9.P3 and 8.1.1(59) touch showed the same issue.The issue has been seen in the customer environment and recreated most of the time by the partner in the lab.

Conditions After upgrading to the IX 5000 from the IX8.0.3 to IX.8-0-4-11R-K9.P3.

Workaround None.

CSCva61936

Symptom Touch panel is not actively monitoring codec call status and periodically a previous call is not flushed from the Touch screen. The status remains until the endpoint is rebooted.

Conditions Normal operation.

Workaround Reboot the endpoint and the condition is fixed. Unplugging the Touch itself does not fix the issue.

CSCva98522

Symptom IX5000 speakers make a soft, periodic tick every 3 seconds.

Conditions Endpoint is awake, in standby or in a call.

Workaround Lower 'Pairing Audio Volume" in the IX GUI >Configuration > Proximity (do not hit "Apply").

Note: setting is not retained after a reboot

CSCvb34131

Symptom In cases where there is an outgoing and incoming call at the same time on an IX endpoint, sometimes it was observed Outgoing call in-progress even after answering the incoming call. The Touch display shows an outgoing call, and the call is not cleared at all.

Conditions Endpoints: IX5000, EP1, and EP2

Steps to replicate:

1. Dial from EP1 to IX.

2. After step 1, wait for 2 seconds, and just before the ANSWER pop-up on IX Touch, dial from IX to EP2.

3. Observe the behavior.

Not easily reproducible.

Workaround None.

CSCvb77411

Symptom Corrupt presentation seen on CTS side of a CTS to IX5000 call.

Conditions Unknown

Workaround Remove presentation codec from CTS side.

CSCvb78649

Symptom Audio portion of the video call is negotiated at G711 with heavy packet loss.

Conditions Call leaves CU prem onto the WAN, lands on an IVR only capable of G711. Call is directed to an MCU to negotiate conference capabilities however audio portion does not change from G711.

Workaround None.

CSCvc07237

Symptom IX keeps playing ultrasound even though the proximity is set to OFF on CUCM/webui. Need to stop playing ultrasound when proximity is disabled.

Conditions Disable Proximity Mode on CUCM/WebUI.

Workaround None.

Unresolved Caveats in Release 8.1.2.2

There are no unresolved caveats in IX Release 8.1.2.2.

Resolved Caveats in Release 8.1.2.2

CSCva61936

Symptom Touch panel is not actively monitoring CODEC call status and periodically a previous call is not flushed from the Touch screen, and the status remains until the endpoint is rebooted.

Conditions Normal operation.

Workaround Reboot the endpoint and the condition is fixed. Unplugging the Touch device itself does not fix the issue.

Further Problem Description State table for the Touch does not seem to provide periodic status checks against the CODEC in order to validate the call status.

Unresolved Caveats in Release 8.1.2.1

CSCva46663

Symptom With an IX5000 to IX5000 H2.65 point-to-point call, after performing a Hold/resume, the main video will have 6-8 seconds delay.

Conditions Only happened with H.265 point-to-point call.

Workaround None.

Resolved Caveats in Release 8.1.2.1

CSCuy25538

Symptom Main display and/or aux display will show black display (no presentation, no video) after the IX system reboots.

Conditions Intermittent issue.

Workaround Reboot the system again.

CSCva80679

Symptom Zombies are seen in the process status table. These zombies do not adversely affect the system, but can be concerning for customers.

Conditions They are created after the IX system boots.

Workaround None.

Unresolved Caveats in Release 8.1.2

CSCuz48468

Symptom After presenting has stopped and the presentation cable is disconnected, the far end hears a white noise / hissing from all speakers.

Conditions After presenting to an IX5000 from an IX5000 presentation, the cable is disconnected and white noise / hissing is heard on the far end. This occurs when both IX units share content (presentation) to each other as well. When an IX in NYC shared content (presentation) to a C40 and all ends normally after the content sharing stops.

Workaround None.

Resolved Caveats in Release 8.1.2

CSCuy81200

Symptom IX5000 memory utilization shown increasing over time. Memory leak found for process "devPairing' in show tech runtime.

Conditions IX5000 running software IX 8.1.x.

Workaround No permanent fix at this time. Restarting calling services "utils service restart Calling_Services" or rebooting the system will temporarily clear device Pairing.

CSCuy81606

Symptom When H265 is enabled on a IX5000 to IX5000 point-to-point call, it causes call drops after a while (around 1 hour).

Conditions It happened with H265 calls only.

Workaround None

CSCuz45111

Symptom CMA process crash with H265 enabled

Conditions Seems like H265 is enabled in IX5000.

Workaround Turn off H265 in the calls, to avoid call drop or cma issues.

CSCuz93398

Symptom With an IX5000 to CTS/TX P2P call, when the CTS/TX performs audio addin, the IX5000 can't hear audio from the audio phone.

Conditions When performing audio add-in from the CTS/TX endpoint.

Workaround None.

Unresolved Caveats in Release 8.1.1

CSCuu24965

Symptom When using IE as WebUI browser, after clicking "Configuration" under "Proximity," the Pairing Audio Volume has no control bar, thus user can't change the Pairing audio volume.

Conditions It only happens in IE.

Workaround Use other browsers.

CSCuu66444

Symptom During an active call Touch Device goes into standby mode. The call is still active.

Conditions This behavior is noticed intermittently during end of business hours.

Workaround Touch the device to wake up the device.

CSCuu77524

Symptom When a BYOD device is trying to get the history presentation, the latest content will be duplicated.

Conditions Only happened when a BYOD device is trying to get the history presentation. It is OK with an active presentation.

Workaround None .

CSCuv06008

Symptom Occasionally a call that is made from an IX500 to an endpoint running CE software on a separate CUCM cluster will drop when resuming. This is caused by incorrect signaling from CUCM.

Conditions IX5000 call to CE endpoint on different CUCM cluster.

Workaround None.

CSCuv08394

Symptom: When a user dials out with a URI, then tries to redial from the recents list, the URI's domain name will be removed from the Touch device's recents list, thus causing the call to fail.

Conditions: CUCM need to be configured appropriate.

Workaround Configure the CUCM and check the CUCM configuration.

CSCuv27093

Symptom When the Proximity app is paired to a IX5000 and then the iOS devices (iPhone or iPad, etc.) are shaken, the Proximity app will show multiple "Log copied, last event copied to clipboard" messages. User has to press "OK" multiple times to eliminate the message.

Conditions Only when shaking the iOS device.

Workaround

1. Close the Proximity app and re-launch it.

2. Press "OK" to the message.

CSCuv94107

Symptom Seen on one IX5000. When the system boots up, the 42" auxiliary displays show garbled color patterns or partial blue screen.

Conditions Happens during system bootup.

Workaround None.

CSCuw01673

Symptom Shark bit was seen on auxiliary display intermittently.

Conditions GPU driver got blocked every 20 seconds.

Workaround None.

CSCuw36172

Symptom When the IX5000 shares the same page of a presentation for a while, an iOS device only sees the last slide in the presentation.

Conditions This is presentation history check on BYOD devices.

Workaround Close the Proximity application and re-launch it to pair the iOS device to the IX5000.

CSCuw39957

Symptom SX80 sees Pixilization video in a telepresence call when remote is an IX5000 or TX9000 with 720p good configured.

Conditions It happened with 720p video quality.

Workaround None.

CSCuw44645

Symptom The BYOD device can't join audio call. After adding audio call, the original video call will be on hold. After resuming the video call, the audio call will be on hold.

Conditions It happened when trying to add one more audio or video call.

Workaround None.

CSCuw51110

Symptom When dialing the meeting number with a BYOD device and using the BYOD device keypad to type a security key or other DTMF number, if the user dials the security key before the instruction, the IX5000 may not take the security key and user will hear that security key is invalid.

Conditions Only when user types the security key ahead of time (before instruction).

Workaround Type the security key one more time by following the instruction or wait two seconds before entering the security key.

CSCuw62779

Symptom The silverstone cable's mini-DP cable is easy to loose when connecting to laptop. Sometimes, the presentation will show white or green colors.

Conditions So far, the issue only happened to silverstone cable's mini-DP cable.

Workaround None.

CSCuw66067

Symptom A Webex call does not end successfully and a spinning wheel is displayed in the Call application. Symptom happens intermittently.

Conditions When a user selects the End Call button from an active WebEx call, the end call operation hangs.

Workaround Select System settings on Idefix. Select Restart System and select Restart.

CSCuw76510

Symptom By default Stage is not displayed with the locally shared presentation after reboot Home page is displayed with the message "Return to share" displayed in the super navigation bar.

Conditions Share connected and shared locally before reboot or upgrade of software on IX5000.

Workaround Select the highlight and return to share or select share from the menu options displayed on the home page.

CSCuw87918

Symptom After disabling Proximity Call Control on WebUI, the Touch device still shows "Allow you to wirelessly access all controls and view content on your personal device".

Conditions The issue happened after disabling Call control from WebUI.

Workaround None.

CSCuw92649

Symptom Upcoming meeting alert for next day is displayed intermittently during current day on Touch.

Conditions Meeting scheduled for next day. Upcoming meeting alert is displayed on Touch on current day. Meeting alert displays tomorrow's meeting.

Workaround Dismiss the meeting alert.

CSCuw94665

Symptom Intermittent call drops may be experienced when in a Telepresence server call.

Condition In a Telepresence server call.

Workaround None.

CSCux29367

Symptom DTMF not sent when using the admin CLI.

Conditions When using admin CLI to send DTMF

Workaround None

CSCux29376

Symptom Admin. Web Access configuration on CUCM has no effect, admin web access is always enabled.

Conditions All.

Workaround None.

CSCux46199

Symptom Content share failure when Lync tries to share content to IX5000.

Conditions When using VCS as Lync media gateway

Workaround None.

CSCux48853

Symptom Intermittently, the IX5000 main display will see flashing line at top in TP meeting.

Conditions It is an intermittent issue that happened on TP meeting.

Workaround None.

CSCux59741

Symptom If a hotplug event occurs on the IX5000, odd display issues such as white screens or blank screens may occur.

Conditions Hotplug event occurs on the display of the IX.

Workaround Reboot the IX system after the hotplug event takes place.

CSCux59968

Symptom Bad echo is heard on calls to the IX5000 after the endpoint is upgraded to IX 8.1.

Conditions Issue only occurs on systems that shipped with 8.0.3 and earlier releases.

Workaround Factory reset the endpoint to fix it, or otherwise call into TAC to apply a workaround.

CSCux64544

Symptom Intermittent call drops may be experienced when in a TelePresence server call.

Conditions In a TelePresence server call.

Workaround None.

CSCux78383

Symptom The colors across the screens can appear darker or lighter based on the viewing angle of the participant.

Conditions Any IX5000 - this is a property of LCD displays.

Workaround None. Appropriate lighting in the room helps minimize this issue.

CSCuy25538

Symptom Main display and/or aux display will show black display (no presentation, no video) after the IX system reboots.

Conditions Intermittent issue.

Workaround Reboot the system again.

CSCuy30242

Symptom When using the IE browser to launch Administrator user interface, the echo capture and presentation audio capture does not stop.

Conditions When launching the Administrator user interface on the IE browser.

Workaround Use Chrome or Firefox to launch the Administrator user interface.

CSCuy36199

Symptom The camera alignment fails when the IX system is installed with a Walnut table. This alignment fails due to a contrast conflict between the table edge and the table pattern.

Conditions When the IX system is installed with a Walnut table.

Workaround

1. Place a black strip of semi-adhesive tape along the entire table edge.

   One inch of tape must be exposed along the table to develop a distinct edge for camera detection. The recommended tape is 3M Black colored plastic tape /MFG Part # MMM 19-RD.

2. Perform the camera calibration again.

3. Remove the tape from the table edge and clean any residue remaining from the tape.

CSCuy47567

Symptom If a user enters the First Time Setup from the Touch panel, they cannot abort the First Time Setup procedure by pressing the "Override" soft key on the Touch.

Conditions Entering first Time Setup, then attempting to abort FTS.

Workaround Reboot the IX5000.

CSCuy55624

Symptom When IX5000 is in a Telepresence server call, the correct number of participants may not be displayed.

Conditions IX5000 in a Telepresence server call.

Workaround None.

CSCuy81200

Symptom IX5000 memory utilization shown increasing over time. Memory leak found for process "devPairing' in show tech runtime.

Conditions IX5000 running software IX 8.1.x.

Workaround No permanent fix at this time. Restarting calling services "utils service restart Calling_Services" or rebooting the system will temporarily clear device Pairing.

CSCuy81606

Symptom When H265 is enabled on a IX5000 to IX5000 point-to-point call, it causes call drops after a while (around 1 hour).

Conditions It happened with H265 calls only.

Workaround None

CSCuy83341

Symptom The soft-button of Selfview stops working after an upgrade, on one of two Touch 10 panels.

Conditions After upgrading IX system from 8.0.5 to 8.1.0.1 Touch 10 panel, the Selfview button does not work.

Workaround

1. Restart the IX unit.

2. Disconnect both Touch panels

3. Allow the system to fully boot up.

4. Connect both Touch panels after the full restart.

After that Selfview should work consistently in both Touch panels.

CSCuy94674

Symptom Intermittently, after rebooting, IX5000 see black display on main display with back light on.

Conditions It happened after system rebooting.

Workaround Reboot system again.

CSCuy91411

Symptom Intermittent call drop on IX5000.

Condition Making a call.

Workaround None.

Resolved Caveats in Release 8.1.1

CSCut85490

Symptom Intermittently, after ending the previous call, then on Android device to press "New Call" to make the call, the call page on Android device will disappear in one second, user doesn't have chance to make the call.

Conditions Most of the time, the issue happened after ending previous call and try to make new call.

Workaround On Android device, press "new call" to make the call again

CSCuu40021

Symptom When making a call to a none auto-answer endpoint from an Android device, the call control page disappears and only shows the keyboard, so the user cannot end the call.

Conditions Only happens on Android device when making a call to a none auto-answer endpoint.

Workaround End the call from Touch or other BYOD device(s) if paired to IX5000.

Further Problem Description Android device does not ignore the dialing status, sending dialing status confused the app. It is fixed now.

CSCuw29109

Symptom Media statistics are not available on the Touch10 device if IX5000 is calling a SIP standards-based endpoint (e.g., TC endpoints, Polycom, LifeSize, etc). Statistics are available when in a call with another TelePresence Immersive endpoint, or in a multipoint call via TelePresence Server.

Conditions When in a call with a SIP standards-based endpoint.

Workaround None.

CSCuw36279

Symptom It has 4 seconds delay on IOS device keypad and 2 seconds delay on Android keypad.

Conditions Only happened when using BYOD devices keypad.

Workaround None.

CSCuw76428

Symptoms Touch remains on share if unplug presentation - locally or end of call.

Conditions Symptom occurs when sharing session is ended, either during local presentation or after end of call.

Workaround Select Home soft button to return to Home page.

CSCuw76442

Symptom Select Contacts. In the search field input "o'brien". Search comes up "No search results"

Conditions Names containing special characters like " ' " cannot be displayed. Reproducible on 8.0.x software releases as well.

Workaround Search the name without the special character. For example: Search "obrien" instead of "o'brien"

CSCuw80285

Symptoms A warning appears in the Web UI stating that Calling Services are not running.

Conditions This can happen intermittently.

Workaround There is no workaround, as it is a reporting issue. The warning is false: calls can still complete.

CSCuw91242

Symptoms After network loss on IX, the Touch panels are stuck with "No network connection" in upper left corner.

Conditions IX loses network and regains the network.

Workaround Reboot the Touch panels.

CSCuw92567

Symptom When calling from Directory, results that contain spaces cannot be called.

Conditions A space is used in the User Directory DN field to make numbers more readable.

Workaround None

CSCux40913

Symptoms After upgrading three IX5000 units from IX 8.0.3 to IX 8.1, calls intermittently fail due to heartbeat loss and camera stops communication to the GPU on Center Codec. After the loss of communication the media services reset thus call drops.

Conditions Whether in a point to point call or calls made to bridge after an indiscriminate time period the camera losses its heartbeat to the GPU and cca services restart.

Workaround Changed the Load Name on the device in Call Manager then from root CLI issued a partitionSwitch now the units are back on x8.0.3 did an xfpga status and poll_sym 60 to verify display port cable is now not taking errors and communicating well between camera and GPU.

CSCux56128

Symptom Proximity connects via iPhone or iPad and is to manage call control functions but is unable see presentation from the local PC presentation. Possibly caused by a corrupt install.

Conditions Using the Proximity app 1.2.4 with IX5000 8.1.0(201).

Workaround Possible re-install of 8.1.0(201)

CSCuy25633

Symptom In an audio add-in call, if we drop one of the audio-video device, only audio call will remain there with other two devices, then we do Hold/resume the call will change to video call. IX5000 has lots of pixilization at left and right displays. The call statistics shows left video has 20% call drop and right video has 28% call drop (center has 0% call drop).

Conditions It only happened when last two EPs are both IX5000.

Workaround Do Hold/resume on any one EP

CSCuy30342

Symptom When user locale is set to non-English, launch FTS (First Time Setup) or Diagnostic, the Touch will see ?? on pop up messages.

Conditions Only happened web admin's first time setup and diagnostic with non-English user locale.

Workaround None

Unresolved Caveats in Release 8.1.0.1

CSCux42899

Symptoms When shared the presentation and keep it for a while, the new BYOD device can't see the presentation, it will show gray page.

Conditions It happened when the presentation is keep idle for a while (about 20 minutes)

Workaround active the presentation or change to different page.

CSCux46453

Symptoms When remote share presentation, the local BYOD device can't see the presentation (the local IX5000 has no problem to see the presentation)

Conditions When remote share the presentation

Workaround None

Resolved Caveats in Release 8.1.0.1

CSCuw92567

Symptoms When calling from Directory, results that contain spaces cannot be called.

Conditions A space is used in the User Directory DN field to make numbers more readable.

Workaround None.

CSCuw29109

Symptoms Media statistics are not available on the Touch 10 device if IX5000 is calling a SIP standards-based endpoint (e.g., TC endpoints, Polycom, LifeSize, etc). Statistics are available when in a call with another TelePresence Immersive endpoint, or in a multipoint call via TelePresence Server.

Conditions When in a call with a SIP standards-based endpoint.

Workaround None.

CSCux00240

Symptoms When the following command is entered from Admin or Root access via SSH to the IX5000, there appears to be no change

"set network interface mtu 1360 save"

The show command to see the change is entered:

"show network all"

There appears to be no change - this was then entered again and the unit restarted to see if the value had to be loaded from the config to display and there was no change then either.

Conditions This is entered to the software running on the IX5000 Host CPU in this case 8.0.5 was tried and it was confirmed with in the RTP Lab with the IX5000 Telepresence group uses to test with.

Added 11.10.15:

When the show network Eth0 command is issued via CLI the correct (updated) MTU size is shown. This appears top be cosmetic bug related to the "show network all" command not displaying Eth0 information and only showing the Eth1 with an MTU size. DTSL packets were captured with an MTU size of 1500 still as all other packets were of a 1344 size.

Workaround N/A

CSCuw94919

Symptoms Live Support call fails.

Conditions Live Support number contains spaces.

Workaround Do not use spaces in the Live Support number.

CSCuw58380

Symptoms Setting of 50Hz does not show up in Web UI, but it is actually applied.

Conditions Change 60Hz to 50Hz setting in Web UI.

Workaround None.

CSCuu40021

Symptoms When making a call to a none auto-answer endpoint from an Android device, the call control page disappears and only shows the keyboard, so the user cannot end the call.

Conditions Only happens on Android device when making a call to a none auto-answer endpoint.

Workaround Only happens on Android device when making a call to a none auto-answer endpoint.

CSCux40913

Symptoms Customer upgraded the three IX5000 units from x8.0.3 to x8.1.0 after that calls intermittently fail due to heartbeat loss and camera stops communication to the GPU on Center Codec. After the loss of communication the media services reset thus call drops.

Conditions Whether in a point to point call or calls made to bridge after an indiscriminate time period the camera losses its heartbeat to the GPU and cca services restart.

Workaround Changed the Load Name on the device in Call Manager then from root CLI issued a partitionSwitch now the units are back on x8.0.3 did an xfpga status and poll_sym 60 to verify display port cable is now not taking errors and communicating well between camera and GPU.

CSCux56128

Symptoms Proximity connects via iPhone or iPad and is to manage call control functions but is unable see presentation from the local PC presentation. Possibly caused by a corrupt install

Conditions Using the Proximity app 1.2.4 with IX5000 8.1.0(201)

Workaround Possible reinstall of 8.1.0(201)

Unresolved Caveats in Release 8.1

CSCuw92567

Symptoms When calling from Directory, results that contain spaces cannot be called.

Conditions A space is used in the User Directory DN field to make numbers more readable.

Workaround None.

CSCuw94919

Symptoms Live Support call fails.

Conditions Live Support number contains spaces.

Workaround Do not use spaces in the Live Support number.

CSCuw91242

Symptoms After network loss on IX, the Touch panels are stuck with "No network connection" in upper left corner.

Conditions IX loses network and regains the network.

Workaround Reboot the Touch panels.

CSCuw92649

Symptoms Upcoming meeting alert for next day is displayed intermittently during current day on Touch.

Conditions Meeting scheduled for next day. Upcoming meeting alert is displayed on Touch on current day. Meeting alert displays tomorrow's meeting.

Workaround Dismiss meeting alert.

CSCuu40021

Symptoms When making a call to a none auto-answer endpoint from an Android device, the call control page disappears and only shows the keyboard, so the user cannot end the call.

Conditions Only happens on Android device when making a call to a none auto-answer endpoint.

Workaround Only happens on Android device when making a call to a none auto-answer endpoint.

CSCuw51200

Symptoms DTMF issues on IX5K, TX9K, and CTS endpoints when sending to Lync IVR.

Conditions These base firmwares are affecting IX endpoints.

Workaround None. Customer has chosen to revert back to the old firmware so they can do business with their Lync users.

CSCuw29109

Symptoms No in-call statistics on Idefix for native interop call. Media statistics are not available on the Touch 10 device if IX5000 is calling a SIP standards-based endpoint (e.g., TC endpoints, Polycom, LifeSize, etc). Statistics are available when in a call with another TelePresence Immersive endpoint, or in a multipoint call via TelePresence Server.

Conditions When in a call with a SIP standards-based endpoint.

Workaround None.

CSCuw58380

Symptoms Setting of 50Hz does not show up in Web UI, but it is actually applied.

Conditions Change 60Hz to 50Hz setting in Web UI.

Workaround None.

CSCuw76428

Symptoms Touch remains on share if unplug presentation - locally or end of call.

Conditions Symptom occurs when sharing session is ended, either during local presentation or after end of call.

Workaround Select Home soft button to return to Home page.

CSCuw80285

Symptoms A warning appears in the Web UI stating that Calling Services are not running.

Conditions This can happen intermittently.

Workaround There is no workaround, as it is a reporting issue. The warning is false: calls can still complete.

CSCuw66067

Symptoms End call hanging on IX5000 when WebEx call ends. Call does not end and spinning wheel is displayed in the Call application on Idefix. Intermittent behavior.

Conditions User selects End Call button from active WebEx call. End call hangs.

Workaround Select System settings on Idefix. Select Restart System and select Restart.

CSCuw76442

Symptoms Search comes up with no results found for names like O'Brien.

Conditions Names containing special characters like " ' " cannot be displayed. Reproducible on 8.0.x software releases as well.

Workaround Search the name without the special character. Example: Search "obrien" instead of "o'brien"

CSCuu24965

Symptoms Web UI: Pairing Audio Volume has no control bar on Internet Explorer.

Conditions It only happens in Internet Explorer.

Workaround Use other browsers.

CSCuw51110

Symptoms Touch tones on Proximity app do not work smoothly.

Conditions Only when user types the security key ahead of time (before instruction).

Workaround Type the security key one more time by following the instruction or wait two seconds before entering the security key.

Resolved Caveats in Release 8.1

CSCuw35927

Symptoms IX5000 Sends DTMF with extra octet in rtpevent payload.

Conditions Can cause DTMF digits to be dropped or not interpreted properly.

Workaround None.

Unresolved Caveats in Release 8.0.6

There are no unresolved caveats in this release.

Resolved Caveats in Release 8.0.6

CSCuv42663

Symptom Incorrect segment switching.

Conditions This is seen in a direct call between an IX5000 or IX5200 system and either a single-screen system or another IX5000 or IX5200 system that has content displayed on the main displays.

Workaround Speakers in the IX5000 or IX5200 room can speak directly forward and avoid leaning to the side or turning their head while talking.

CSCuv81870

Symptom DTMF tones are not working.

Conditions This is seen on a Bluejeans conference bridge, which uses RFC 4733 section 2.5.1.2, while the IX5000 Series currently supports RFC 4833.

Workaround There is no workaround.

Unresolved Caveats in Release 8.0.5.1

There are no unresolved caveats in this release.

Resolved Caveats in Release 8.0.5.1

CSCuv59242

Symptom Poor video quality in CTMS and P2P calls between IX8.0.4 and IX8.0.5.

Conditions This is seen in a direct or CTMS calls between an IX5000 or IX5200 system that is running 8.0.5 software and IX5000 or IX5200 systems that are running 8.0.4 or earlier software.

Workaround From an IX5000 or IX5200 on release 8.0.5, place direct calls or join CTMS conferences only with other IX5000 or IX5200 systems on release 8.0.5 or above.

CSCuu79633

Symptom No sound from Whiteboard Mic

Conditions Remote side is unable to hear any sound from whiteboard mic when using IX8.0.3 through IX8.0.5 software.

Workaround There is no workaround.

Unresolved Caveats in Release 8.0.5

CSCuv36535

Symptom Poor video is seen during a call when using Cisco TelePresence Multipoint Switch (CTMS).

Conditions This is seen in a CTMS call between IX5000 or IX5200 systems running 8.0.5 software and SX80, MX700, and MX800 systems running TC 7.x software.

Workaround There is no workaround.

Resolved Caveats in Release 8.0.5

CSCuu79633

Symptom No sound from Whiteboard Mic

Conditions Remote side is unable to hear any sound from whiteboard mic when using IX8.0.3 through IX8.0.5 software.

Workaround There is no workaround.

Unresolved Caveats in Release 8.0.4

There are no unresolved caveats in this release.

Resolved Caveats in Release 8.0.4

CSCuu20752

Symptom SNMP crashes are experienced on TX endpoints when in a call with an MX800. Note that the SNMP server crash is not experienced between an MX800 with SpeakerTrack and TX systems.

The behavior is independent of software versions.

MX800 -> TX1310 - SNMP server crashes on the TX.

MX800 -> TX9000 - SNMP server crashes on the TX.

MX800 Speakertrack -> TX1310 - SNMP server does not crash on the TX.

MX800 Speakertrack -> TX9000 - SNMP server does not crash on the TX.

Conditions The issue can occur if the remote URI is greater than or equal to 32 characters.

Workaround Use URIs that are 32 characters or less.

CSCuu79520

Symptom A switch from a right or left segment to a center segment can cause video quality issues.

Conditions This issue is seen with three-screen immersive Cisco TelePresence systems (CTS, TX, or IX series systems).

Workaround There is no workaround.

CSCuu83520

Symptom Video problems are seen on CTS500-32, CTS1300-65, TX1310-65, or CTS-1000 systems.

Conditions Whenever the video segments switch on an IX5000 system, pixelated video is seen on the other end of the conference.

Workaround There is no workaround.

Unresolved Caveats in Release IX 8.0.3.1

There are no unresolved caveats in this release.

Resolved Caveats in Release IX 8.0.3.1

CSCuu49617

Symptom Intermittent video quality issues are seen in a point-to-point or CTMS call with an IX5000.

Conditions This condition is caused by a buffer overflow.

Workaround There is no workaround.

Unresolved Caveats in Release IX 8.0.3

There are no unresolved caveats in this release.

Resolved Caveats in Release IX 8.0.3

CSCuq88661

Symptom During a call between Jabber and an IX endpoint, the presentation is not being shared.

Conditions An error in the Binary Floor Control Protocol (BFCP) is causing the presentation not to be sent to a Jabber endpoint.

Workaround There is no workaround.

CSCut04916

Symptom This CDETS is to add a command-line interface (CLI) command to correct flickering video caused by lights in countries that use a 50 Hertz (Hz) power frequency.

Conditions This condition is seen with florescent lights. There can be a noticeable flicker on the screen.

Workaround There is no workaround.

CSCut07157

Symptom DTMF tones cannot be pressed on the IX5000 or IX5200 during an audio-only call.

Conditions This condition is seen on a call between an IX system and an audio-only endpoint.

Workaround There is no workaround.

CSCut10446

Symptom During a call, muting the IX5000 system also mutes the presentation audio.

Conditions This condition is seen when the near side is an IX5000, is sharing a presentation with audio, and mutes its conference audio. When doing so, the presentation audio is also muted to the far side.

Workaround There is no workaround.

CSCut10669

Symptom SNMP traps are not sent from the IX5000 system for use with the CISCO-SYSLOG MIB.

Conditions This condition is seen when you attempt to set up SNMP traps for the IX system.

Workaround There is no workaround.

CSCut98830

Symptom A call on an IX5000 or IX5200 downgrades from 720p to CIF (352x240) after a period of time.

Conditions This condition is seen during an H.265 call when one endpoint is an IX5000 or IX5200 and the other endpoint is an SX80. Other TelePresence systems that use the same codec as the SX80 would be similarly affected.

Workaround There is no workaround.

CSCuu31547

Symptom Since H.265 encoding and decoding is disabled in IX release 8.0.3, there needs to be a way to enable and disable H.265.

Conditions This enhancement is required when H.265 is required.

Workaround There is no workaround.

CSCuu35776

Symptom This CDETS makes H.265 encoding and decoding disabled by default.

Conditions Because H.265 uses a higher compression ratio than H.264, any packet loss when using the H.265 standard can result in more video degradation and a greater loss in perceived quality than using the H.264 standard on the same network.

Workaround There is no workaround.

Unresolved Caveats in Release IX 8.0.2.2

There are no unresolved caveats in this release.

Resolved Caveats in Release IX 8.0.2.2

CSCus11262

Symptom Pixelated video is seen the first few seconds after a video segment is switched into a multipoint videoconference.

Conditions This condition is seen when using Cisco TelePresence Multipoint Switch (CTMS) in a multipoint call with an IX5000 or IX5200 and an EX90.

Workaround There is no workaround.

CSCut41244

Symptom After sharing the whiteboard in a conference, the IX system crashed.

Conditions This condition occurs when, during a call, the whiteboard is shared and an IX conference participant moves from sit-down to stand-up mode.

Workaround There is no workaround.

CSCut58844

Symptom Audio reverberation is heard during a meeting.

Conditions This condition can be seen in multipoint meetings using TelePresence server. If user presses DTMF tones during the meeting, reverberation can be heard.

Workaround There is no workaround.

Unresolved Caveats in Release IX 8.0.2.1

CSCus79389

Symptom There is no ability to enter the Certification Authority Proxy Function (CAPF) string in the Cisco TelePresence IX5000 or IX5200 web administration GUI.

Conditions With previous versions of immersive TelePresence (CTS and TX systems), there was an ability to upload the CAPF string to the system by navigating to **Device Information > Configuration > Cisco Unified CM Settings** and entering the CAPF string. That function is no longer available for the IX systems.

Workaround Enter the CLI command **set security authstring** *string* to add the CAPF string to the system. Open a CLI session with the IX system with the user **admin**, then enter the CLI command **set security authstring** *string*, where *string* is the CAPF authentication string. For more information, refer to the "Adding Authentication Information to the Cisco TelePresence System" section of the Securing Cisco TelePresence Products guide.

Resolved Caveats in Release IX 8.0.2.1

CSCus11262

Symptom Pixelated video is seen the first few seconds after a video segment is switched into a multipoint videoconference.

Conditions This condition is seen when using Cisco TelePresence Multipoint Switch (CTMS) in a multipoint call with an IX5000 or IX5200 and an EX90.

Workaround There is no workaround.

CSCus95527

Symptom After an audio-only participant is added from an IX5000 or IX5200 endpoint, other participants in the multipoint conference cannot hear the audio from the audio add-in participant.

Conditions This condition is seen in a multipoint call using CTMS. After a user is added via audio add-in on an IX5000, remote users cannot hear the audio from the audio-only user.

Workaround Either find a non-IX5x00 to perform the audio add-in operation, or connect a presentation source to the IX5x00 presentation cable (the presentation does not have to be shared).

CSCus95895

Symptom In a call between an SX80, MX700, or MX800 and an IX5000 or IX5200, video is sent in CIF resolution, when 720p is expected.

Conditions This condition is seen between SX80, MX700, or MX800 endpoint and an IX5000 or IX5200 endpoint.

Workaround There is no workaround.

Unresolved Caveats in Release IX 8.0.2

There are no unresolved caveats.

Resolved Caveats in Release IX 8.0.2

CSCum81183

Symptom The system volume level is found to be too high or low (not default level) when a presentation source is connected.

Conditions This condition is seen after a previous user plugs in a presentation source, changes the volume via the button on the Touch 10, then disconnects the presentation source. The system does not reset to its default volume, and the next person who plugs in a presentation source will have the same volume levels as the previous user.

Workaround Manually change the system volume from the Touch 10 device.

CSCur12731

Symptom The choice to drop a conference participant is not available for all users in the participant list.

Conditions This condition is seen when you add an audio-only participant to a point-to-point call. You can drop the audio participant but not the video participant. This caveat does not apply to calls using TelePresence Server. You cannot drop participants from the Touch 10 in a multipoint call using a TelePresence Server.

Workaround Ask the participant to drop from the call.

CSCur70699

Symptom Video encoding that has been negotiated at H.265 drops to H.264 encoding.

Conditions This condition is seen after the IX system performs a Hold operation, then a Resume operation. It has been seen only when the IX system is in a point-to-point call with an SX80.

Workaround There is no workaround.

Unresolved Caveats in Release IX 8.0.1

CSCum81183

Symptom The system volume level is found to be too high or low (not default level) when a presentation source is connected.

Conditions This condition is seen after a previous user plugs in a presentation source, changes the volume via the button on the Touch 10, then disconnects the presentation source. The system does not reset to its default volume, and the next person who plugs in a presentation source will have the same volume levels as the previous user.

Workaround Manually change the system volume from the Touch 10 device.

CSCuo69299

Symptom The screen of the Touch 10 never goes into sleep mode.

Conditions The Touch 10 if configured for a timeout period - after a certain amount of time, the screen goes black (sleep mode). If a presentation is shared, the screen will never go into timeout mode and will never dim or go black.

Workaround Disconnect the presentation source after you finish sharing.

CSCup92867

Symptom A user switches into a multipoint conference, but an inactive speaker is shown.

Conditions This scenario can sometimes occur when the following conditions are present:

- A non-point-to-point meeting is hosted using TelePresence Server.

- One endpoint is a three-screen endpoint (for example, a TelePresence IX5000).

- A presentation is being shared, and that presentation covers one of the three main screens.

- A segment of conference participants is covered by the presentation.

- A participant in the segment that is hidden by the presentation speaks, which makes them the active speaker.

- Prior to speaking, the active speaker is minimized as an Active Presence thumbnail.

If all of the previous conditions apply, the three-screen system detects the audio of the active speaker and immediately switches the segment that was hidden to a display that is not covered by the presentation.

For a few seconds, the active speaker is still minimized as an Active Presence thumbnail. During the time it takes to maximize the active speaker on the display, it appears as if an inactive speaker was switched in. In reality, the active speaker is shown, but is minimized.

Workaround There is no workaround.

CSCuq05087

Symptom Live Desk support is not implemented on the IX5000 and IX5200 systems.

Conditions Live Desk support is not available on the Touch 10 devices for IX5000 and IX5200 systems.

Workaround There is no workaround.

CSCuq50609

Symptom While sharing presentation content either during a call, or outside of a call (local presentation), main or auxiliary displays show a black screen, rather than the presentation content.

Conditions Display cables were plugged and unplugged while they system was running (known as "hot swapping" the display cables).

Workaround Reboot or power cycle the system. Hot swapping of display cables is not supported.

CSCuq97265

Symptom A call cannot be made from a system with multiple Touch 10 devices.

Conditions This condition is seen when one Touch 10 device is in self-view mode.

Workaround Wait for the other user to complete self-view mode, then place the call.

CSCuq97269

Symptom Self-view stops on the main display screens, although the self-view window is still open on the Touch 10.

Conditions Select self-view from the Touch 10 on an IX5000 or IX5200 system. After the default time (30 seconds) elapses, self-view stops on the main display screens, but the self-view window remains open on the Touch 10.

Workaround Close, then re-open, Self View on the Touch 10.

CSCur22200

Symptom Jerky motion is seen during a whiteboard presentation in a multipoint call.

Conditions During a multipoint call using TMS and TelePresence Conductor, network conditions can cause TMS to downgrade the presentation from 1080p30 quality to 1080p at 5 fps. This condition can cause whiteboard presentations to look jerky.

Workaround There is no workaround.

CSCur28035

Symptom Long meeting subjects overlap with the icons on the Touch 10, making the text difficult to read.

Conditions This condition is seen during calls in meetings with a long title. The titles overlap the icons on the right of the Touch 10.

Workaround Ignore the overlapping text. The functionality of the Touch 10 icons is unchanged.

CSCur32160

Symptom The share tray on the local Touch 10 still shows that the local side is sharing content, even when content is no longer being shared.

Conditions This condition is seen when a presentation is shared on the local side, then is overwritten by a presentation on the remote side. The share tray on the local side is not updated with this information.

Workaround Close and then re-open the share tray (one method is to press the Home button, then press the Share button).

CSCur35660

Symptom A screenshot cannot be taken of the active Touch 10 screen.

Conditions Users who wish to take a screenshot of the Touch 10 screen (using CLI or another method) cannot.

Workaround There is no workaround.

CSCur44827

Symptom When using a MacBook Pro, presentation content is not shared on an IX5000 or IX5200 system when the HDMI connector of the presentation cable is used.

Conditions This condition is detected with some 13-inch MacBook Pro models when you use the HDMI port. The MacBook screen blinks briefly and returns to normal, but presentation content is not shared.

Workaround Use the Thunderbolt port of the MacBook to connect to the presentation cable via the Mini-DisplayPort connector.

CSCur46966

Symptom Auxiliary displays are not detected during first-time set up for the IX5000 and IX5200.

Conditions This condition occurs when the first-time set up procedure is rerun to include or exclude auxiliary displays, or to change the auxiliary display configuration. After first-time set up is complete, the auxiliary displays are not detected.

Workaround Reboot your system after you change the auxiliary display configuration using first-time set up.

CSCur47137

Symptom While adding or removing content from the auxiliary displays, the graphic representation of the center display on the Touch 10 loses the blue fill color, blinks once, then refills with the blue color. The refill operation takes approximately a half a second to fill the center display.

Conditions While this condition is seen on all IX5000 and IX5200 systems, it is more prominent on systems that have auxiliary displays.

Workaround There is no workaround.

CSCur49099

Symptom An alert for an upcoming meeting still appears on the Touch 10 device, even after the meeting is deleted.

Conditions This condition is seen if you delete a meeting for an IX5000 or IX5200 system after the meeting alert has appeared on the Touch 10.

Workaround Dismiss the meeting alert. Note: This must be done for all Touch 10 devices connected to the endpoint.

CSCur53539

Symptom Presentation resolution is shown on the Touch 10 display, even when a presentation is not being shared.

Conditions On an IX5000 or IX5200 system, tapping the System Info area on the Touch 10 during a call and navigating to the Call Status area shows a presentation resolution, even though a presentation is not being shared.

Workaround Ignore the presentation resolution information.

CSCur55833

Symptom When a meeting is scheduled too close to its start time (15 minutes or less), upcoming meeting alerts are not received on the Touch 10 display for a Cisco TelePresence IX5000 or IX5200.

Conditions A multipoint meeting with CTMS is scheduled using Cisco TelePresence Manager. The meeting is listed on the Touch 10 device and the Join button displays correctly when the meeting is active, but the meeting reminder never appears on the Touch 10 display.

Workaround Try to schedule meetings more than 15 minutes before their start time.

CSCur57916

Symptom When you perform a reboot from the IX Administration GUI, the screen does not refresh or go blank, but stays in the page as if the GUI is still active.

Conditions This is seen after you perform a System Restart from the GUI. When navigating to other pages (First-Time Set up, for example), the screen is shown as if the system is still active, rather than rebooting.

Workaround Log out of the page, then log back in, after the system completes its reboot.

CSCur57919

Symptom The TelePresence IX Administration GUI does not have a timeout feature.

Conditions This condition is noted if you are logged into the GUI for a long period of time.

Workaround Be sure to sign out of the Administration GUI after you complete your work.

CSCur59918

Symptom A drag-and-drop operation performed from the Touch 10 provides incorrect feedback for a short time after the drop operation completes.

Conditions When you share and move a presentation from one display to another display, the presentation being moved is represented as a ghosted image on the Touch 10 screen. For a few seconds after the drop operation completes, the user sees the thumbnail of the image on the display on which it was previously shared. For example, for a move from the right to the center display, the user sees the image on the right display after the drop operation completes, when the correct choice is the center display.

Workaround No action is required. After a few seconds, the thumbnail image displays in the correct location.

CSCur61988

Symptom When you open the Call Status area on a Touch 10 and tap Center Screen, the screen briefly opens, then closes.

Conditions This condition occurs when opening the Call Status area.

Workaround Re-select the Center Screen choice.

CSCur62197

Symptom The presentation you are sharing is not visible on the display in a CTMS meeting.

Conditions This issue can occur when the following conditions are met:

- You are in a conference using CTMS.

- You are the first participant in the call.

This condition is caused by CTMS, which places the first caller on hold and unshares the presentation. When subsequent callers join the conference, the presentation is not re-shared automatically.

Workaround Tap the **Share** button on the Touch 10 to re-share the presentation.

CSCur66683

Symptom On an IX5000 or IX5200 system with multiple Touch 10 devices, when upcoming meetings are changed, the new meeting information is not reflected on all Touch 10 devices.

Conditions This condition is seen when a meeting is created, then edited shortly before its start time (30 minutes to one hour before). Some Touch 10 devices show the updated meeting information, while some Touch devices show the older meeting information. For example, for a meeting whose time was changed and made recurring, one Touch 10 device might show the older, non-recurring meeting.

Workaround There is no workaround.

CSCur62167

Symptom Some Touch 10 devices do not show upcoming meeting alerts.

Conditions This condition is seen on IX5000 and IX5200 systems that are using Cisco TelePresence Manager (CTS-Man) as the meeting application, and that use multiple Touch 10 control devices.

Workaround Tap the Join button that is displayed in the meetings section on home page.

CSCur66562

Symptom Prompts to share the presentation are not received on all Touch 10 devices used by an IX5000 or IX5200 system.

Conditions This condition is seen on systems that have multiple Touch 10 devices.

Workaround Use the Touch 10 with the share prompt, or select the presentation from the share tray, to share the presentation.

CSCur68355

Symptom During First-Time Set up, the displays turn black.

Conditions This condition is seen in the following conditions:

- You were running first-time set up

- You changed the number of auxiliary displays, or changed their position in the first-time set up

- The system timeout (10 minutes) is reached

When the system re-activates, the main or auxiliary screens become blank.

Workaround Reboot the system and re-run the first-time set up procedure. Complete the first-time set up procedure before the timeout period of 10 minutes.

CSCur72068

Symptom Not all Touch 10 devices could pair with the system during system boot or reboot.

Conditions This condition is seen with IX5000 or IX5200 systems that have multiple Touch 10 devices.

Workaround Reboot the system.

CSCus08482

Symptom Single microphone muting is an option on Unified CM, but it is not available as an option on the IX5000 system.

Conditions Enabling single mic muting for an IX system in Unified CM does not enable it on the IX system.

Workaround Disregard the single mic muting choice in Unified CM.

Resolved Caveats in Release IX 8.0.1

This section is reserved for future IX software releases.

Caveats in Release IX 8

Caveats in Release IX 8