



# TCU

# Software version 4.0.0

## Software release notes

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## Document revision history

Revision	Date	Description
01	19/10/2010	Initial release of TCU 4.0.0 software.

## Introduction

This release note describes the new software for the Cisco Telepresence T1/T3/T3CE TCU system version 4.0.0 released 12<sup>th</sup> of November 2010. The Telepresence Control Unit (TCU) is the control system used for the T1/T3 Telepresence systems.

TCU 4.0.0 requirements:

- Cisco Telepresence Codec C90, running software version TC3.1.3. The TCU is **only** tested with this software, so make sure this is loaded on all 3 Cisco Telepresence Codec C90s shipped with the T3 system.
- Cisco Telepresence Server running software version TS 2.1(1.33)
- Cisco Telepresence Management Server 12.6.2

For more information about the TC3.1.3 software you must download the Cisco Telepresence Codec C90 Software Release Notes (TC3) available at:

<http://ftp.tandberg.com/pub/software/endpoints/tc/>

For more information about the TS2.1(1.33) software you must download the Cisco Telepresence Server Release Notes (TS2) available at:

[http://ftp.tandberg.com/pub/software/mse\\_8000/telepresence\\_server\\_8710/](http://ftp.tandberg.com/pub/software/mse_8000/telepresence_server_8710/)

## New features and functionality in 4.0.0

- ▶ New GUI and Cisco branding.
- ▶ New hardware support
- ▶ Improved presentation logic
- ▶ Seamless Cisco CTS interop through the Telepresence Server
- ▶ Backplane support for the Telepresence Server.

### New feature descriptions

#### New GUI and Cisco branding

In this release we have introduced a new GUI making the user experience even better. The graphics and icons are made cleaner. Please see the User Guide for more details and screenshots of the new GUI. Also all logos and references are replaced with Cisco.

#### New hardware support

Support for new presentation screens, presentation switch and touch table buttons.

#### Improved presentation logic

This release improves the presentation logic making it easier to connect laptops and sharing content. With the new hardware you will have a preview of the content before sharing.

#### Seamless Cisco CTS interop through the Telepresence Server

The TCU now support calls between Cisco CTS systems when using the Cisco Telepresence Server.

#### Backplane support for the Telepresence Server

The TCU now support Cisco Telepresence Server backplane support – adding more screens to the conference.

## Resolved caveats

The following issues were found in previous releases and were resolved in TCU 4.0.0.

### Resolved since TCU 3.1.0

#### Video

Reference ID	Summary
78841	Fixed an issue where there would be no OneTable layout for 4+1 scenarios.
78614	Fixed an issue where the TCU would set up a 800x600 resolution when connected to a 1920x1080 splitter.

#### Audio

Reference ID	Summary
78239	Fixed an issue where the Aux volume settings also affected the PC presentation volume.
77394	Fixed an issue where Soundcard software started when you connected a source to the microphone input on the TCU.

#### System

Reference ID	Summary
71993	Fixed a potential memory leak.
79866	Fixed an issue where Webstart will hang when wrong password is typed.
71483	Will not display a failed diagnostics test if the device is not installed on the system.
82409	Fixed an issue where scheduled calls would fail because the previous conference was not completely ended.
75360	Will now display that a codec is missing a gatekeeper address.
74755	Will not start Java Quick Starter as this is not needed by the TCU.
75364	Will now display why the gatekeeper registration failed.

#### GUI

Reference ID	Summary
75471	Fixed an issue where the GUI would not refresh when receiving a unsuccessful diagnostic test.
80359	Will display device serial numbers if the device has one.
75651	Fixed an issue where a presentation error message would be displayed in the GUI
65371	Fixed an issue where multiple dialogues would be displayed over each other.

## Open caveats

The following issues currently apply to this version of TCU4.0.0.

Reference ID	Summary
	If you upgrade from TCU 2.0 or earlier releases to TCU 4.0.0, you may experience some failing diagnostics tests. Please reboot the TCU again to resolve the problem.
	When going from a point-to-point T3 call to a T3 multisite call using the Cisco Telepresence Server (TS), the call will be disconnected and reconnected with the added sites using the TS.
	It is not possible to go from a call using the Cisco Telepresence Server (TS) to a point-to-point call without the TS. To do this you will have to disconnect the conference and redial without using the TS.
	System name must be written with English characters or the name will become invalid with a strange system name as the result.
	If a T3 system is in a call with a concierge, it will become the master of the call if it receives another T3 call. Normally the site making the call will become master, unless they dial to another system that is already master.
	No incoming call is possible if you are in a point-to-point T3 call with 1 briefer and concierge.
	IPv6 is not supported.
	If you calibrate the cameras during a call, the far end will get a black box in the layout.
	Even though NTP time sync is enabled, the TCU clock may drift (up to 2 minutes), making logs and diagnostics timestamps somewhat imprecise.
	We have observed an infrequent failure in the USB extender used between the document camera and the TCU. If this happens you will not be able to control the document camera or get any preview. Restarting the TCU or reconnecting the USB connector to the TCU can rectify this condition. Sometimes a power cycle of the document camera is needed to rectify the problem.
	If a power outage occurs the TCU file system could be affected. We have seen that files have been corrupted. You will get a warning in the diagnostic overview in Admin and a ticket to TMS if this happens. Please run chkdisk on the TCU if files get corrupted.
	The Digital Natural Audio Module (DNAM) diagnostics state will only be updated after the codecs are booted.
	The current TANDBERG video switch is not sending EDID signals to input channels that are not selected. If someone else is already presenting, you must therefore press the PC button on the table before you active the output for your laptop. Otherwise your laptop may not give a proper output.
	When dialing out multiple calls (escalating to the TS) and none of the sites answers the call, the conference will not be ended on the TS.
	The TCU will crash when booting up if there is a reference to the Kramer switch in the 'devices.properties' file. If you have this switch it will need to be swapped with the new switch and the reference in the 'devices.properties' file needs to be deleted.
75816	DVI-I standards cause presentation to fail given certain conditions.
82982	When upgrading from TMS the upgrade status shows 0% and the upgrade is reported as failed when in fact the upgrade is successful.
73985	If an external keyboard or mouse is connected to the TCU a dialog may appear

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Reference ID	Summary
	asking to install drivers for a serial mouse. Click cancel to resolve this problem.
83376	The T3 system does not meet the Cisco password policy. It's highly recommended to set a password on the TCU and the C90 Codecs. See the Administrator Guide for further information.
74055	It is not possible to record when not in a call.



## Interoperability

The systems below have been tested and verified with this software release.

Equipment	Software revision	Comments
Cisco Telepresence MXP	F8.2, F9.0	Works using the H.323 protocol
Cisco Telepresence Personal Series	L5.1	Works using the H.323 protocol.
Cisco Telepresence Codec	> TC2.1	Works using the H.323 protocol.
Cisco Telepresence E20	> TE2.0	H.323 to SIP interworking using the Cisco Video Communication Server X4.3 or later.
Cisco Telepresence T3	> TCU1.1.1	
Cisco Telepresence Movi	> 3.0	H.323 to SIP interworking using the Cisco Video Communication Server X4.3 or later.
Cisco CTS	1.6.5 or 1.6.6	You will need VCS and CUCM. The Cisco CTS needs to be pre-configured on the Telepresence Server. See Telepresence Server Release Note for further information.
Microsoft Office Communication 2007 R2	3.5.6907.22	H.323 to SIP interworking using the Cisco Video Communication Server X4.3 or later.

## Upgrading to TCU 4.0.0



**CAUTION:** If you are using the Kramer switch you will have to replace this before you can upgrade to TCU 4.0.0. Also you will have to remove all references to the Kramer switch in the 'devices.properties' file, as this will crash the TCU on bootup.



**CAUTION:** You **must** back up your configuration **before** upgrading to TCU 4.0.0. You must also remember the administrator user name and password for the backup configuration. You will need these if you ever need to make use of this backup file.



**CAUTION:** If you are using Call Detail Records (CDR) for billing, auditing or any other purpose, before you upgrade to this release, you **must** download and **save** your current CDR data. If you downgrade from this release to any older version, the MCU might delete **all** existing CDRs.

## Prerequisites and software dependencies

TCU 4.0.0 requirements:

- Cisco Telepresence Codec C90, running software version TC3.1.3. The TCU is **only** tested with this software, so make sure this is loaded on all 3 Cisco Telepresence Codec C90s shipped with the T3 system.
- Cisco Telepresence Server running software version TS 2.1(1.33)
- Cisco Telepresence Management Server 12.6(.2)
- Touch buttons (SSTB) requires version 1.21 or later.
- Touch collaboration display (TCD) requires minimum version 1.10, but 1.22 is recommended. Please refer to the Cisco Telepresence T3 Admin Guide on how to upgrade the displays. The firmware of the displays is shown during TCU boot.
- Main Video Displays (MVD) requires version 1.21 or later.
- Make sure you have the TANDBERG switch and not the Kramer switch installed.

Please upgrade the Cisco Telepresence Server before upgrading the TCU.

Make sure you follow the steps carefully, especially if you upgrade remotely. If you fail to do so, you may lose contact with the TCU and you will have to physically go to the room to finish the upgrade. You will need to be familiar with "SSH" to do the upgrade. The password to access the TCU is "tec" and you must log in as "administrator".

**Note:** If you upgrade from TMS, you must still do the below steps manually BEFORE using TMS to upgrade the system.

**Note:** An upgrade from < TCU 3.1.0 involves upgrading the Cisco Telepresence Codec C90 to TC3.1.3. When upgrading from one main release to another, the codecs will require a new release key. Make sure you have this key before you start the upgrade. Without this key TCU 4.0.0 will not work. TCU 4.0.0 also requires that all codecs have the correct product key (product type). Check that the system has accepted the new release key and that it is listed with the correct product type by using SSH to access the command shell and then issue the command 'xStatus Systemunit'

## Upgrade instructions

To upgrade to 4.0.0:

1. Delete the 'application.properties' file from 'e:/Tandberg/configuration' if you upgrade from TCU 1.0.0
2. The Installation Wizard will do all the other necessary changes to the configuration files.
3. If you have problems starting the GUI, please delete the "e:\tandberg\configuration\devices.properties" file. The installation wizard will then start after you reboot the system.
4. Follow the process outlined in the document Cisco Telepresence T1/T3 Administrator Guide carefully. This document is available from Cisco upon request. Alternatively you can use TMS to upgrade the system.

## Checking for updates and getting help

Cisco recommends registering your product at <http://www.tandberg.com/services/video-conferencing-product-registration.jsp> in order to receive notifications about the latest software and security updates. New feature and maintenance releases are published regularly, and we recommend that your Cisco Telepresence T3/T1 software is always kept up to date.

If you experience any problems when configuring or using your Cisco Telepresence T3/T1, consult the online help (available within the UI of your <product>) for an explanation of how its individual features and settings work. If you cannot find the answer you need, check on the web site at <http://www.tandberg.com/support> to make sure that your Cisco Telepresence T3/T1 is running the most up-to-date software and for further relevant documentation.

You or your reseller can get help from our support team by raising a case at <http://www.tandberg.com/support/video-conferencing-online-support.jsp>. Make sure you have the following information ready:

- ▶ The serial number and product model number of the unit
- ▶ The software build number which can be found on the product user interface
- ▶ Your contact email address or telephone number

## References and related documents

The following table lists documents and web sites referenced in this document. All product documentation can be found on our [web site](#).

Name	Document reference
TANDBERG FTP Site	<a href="http://ftp.tandberg.com">http://ftp.tandberg.com</a>
TANDBERG documentation	<a href="http://www.tandberg.com/docs">http://www.tandberg.com/docs</a>

## Software filenames

The correct software filename is listed in the following table.

Software	Software filename	Serial number range
TCU4.0.0	s59000tcu4_0_0.zip	All
Total Telepresence 4.0	total_telepresence4_0_0.zip	All

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