



# Cisco TelePresence Content Server Release 5.0 Release Notes

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February 2011

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# Introduction

These release notes describe the features and capabilities included in the Cisco TelePresence Content Server (Content Server) software version 5.0.

## New Features and Functionality in 5.0

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## Customizable Website Name

Site managers can replace the website name displayed at the top of all Content Server pages. The default text is Cisco TelePresence Content Server. Go to **Management > Configuration > Site settings** to change the website name.

## New View Recordings Page

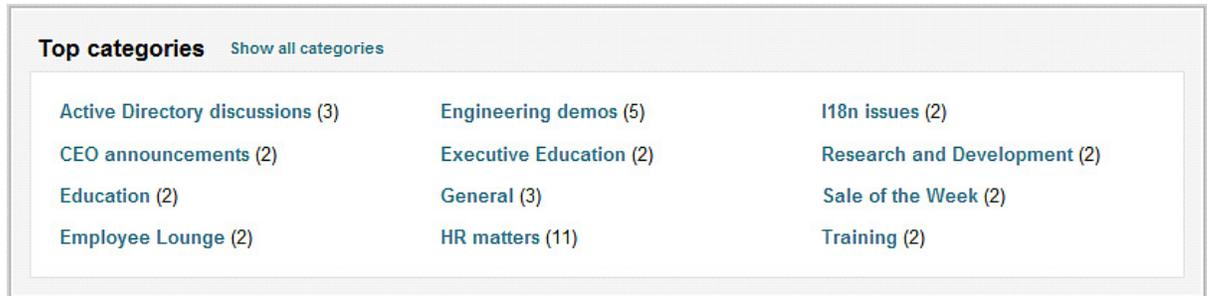
A new View Recordings page displays recordings currently in progress as well as recordings available for on demand viewing. This replaces View Conferences and its two sub-menus, Live and Recorded, available in previous versions.

The View Recordings page enables you to:

- Search for recordings.
- Filter recordings by category in the All categories or Top categories area.
- Select a recording to view in the All recordings area.
- Play recordings in the new embedded player area.

### Categories on the View Recordings Page

Click on a category name under a recording thumbnail or in the All categories/Top categories panel at the bottom of the page to view all recordings in this category. You can now add this page to the favorites in your browser to easily access recordings in this category later.



The Top categories list is displayed if there are more than 10 categories with two or more recordings assigned to each category that you have permission to view. Otherwise, All categories is displayed.

### Thumbnails on the View Recordings page

The View Recordings page now displays a gallery view of up to 25 recording thumbnails per page.

Recordings which are currently in progress are marked with a red recording dot, with mouse-over text: *Currently recording*.



Thumbnails for recordings are now bigger than in previous versions. Recordings upgraded from previous versions will have small thumbnails until you re-transcode one of the outputs in 5.0.

## Embedded Silverlight and Flash Players

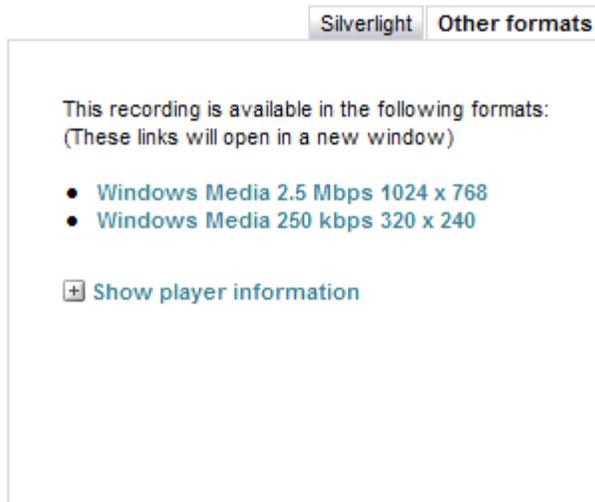
New Silverlight and Flash players are now embedded on the View Recordings page.

Site managers can now specify the preferred player—Silverlight or Flash—from **Management > Configuration > Site settings**. The preferred player is then set as the default player for viewing recordings on the Content Server. For example, if a recording is available in Windows Media and MPEG-4 for Flash formats, and the preferred player is Silverlight, the Silverlight player will open first when you click on the recording thumbnail.

By default, Windows Media recordings will open in the new Silverlight player.



You can access links to the legacy Windows Media player by clicking the Other formats tab.



Links to legacy players which open in a pop-up window will be displayed for playing on demand recordings in the deprecated Two videos layout in Windows Media and MPEG-4 for Flash formats, and also for playing any live or on demand recordings in MPEG-4 for QuickTime format.

The new Silverlight player requires Silverlight v.4 and the new Flash Player requires Flash v.10 plug-in to be installed on your computer.

### Play Options

If two streaming media sizes are available, you can change to the other streaming media size while playing the recording. To change the size of the recording you are playing back, click the Size icon in the player taskbar.



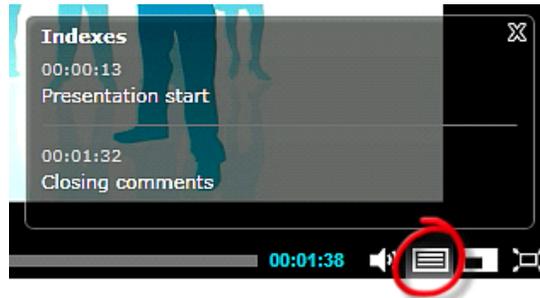
### Full Screen Option

To expand the player to full screen, click the Full screen icon in the player taskbar.



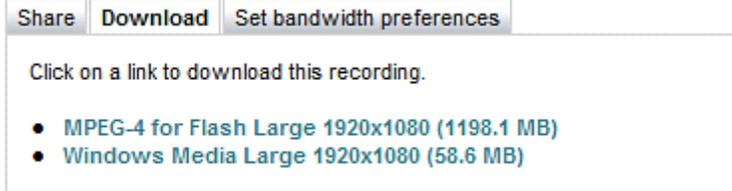
### Indexes

Indexes you add through the Content Editor will appear as an overlay over the new Silverlight and Flash players. You can toggle the index on and off by clicking the Index icon in the player taskbar.



### Share, Download, and Set Bandwidth Preferences

You can access the share link, links to downloadable files (if available) and bandwidth preferences in the embedded player area.



When using the share link to access a recording, you will now be directed to the embedded player on the View Recordings page, and not, as in previous versions, to a player in a pop-up window.

## New Stacked Layout for Recordings

'Stacked' is a new layout for recordings where main video is scaled down and displayed on top of the presentation stream. Main video and presentation stream are composited into a single video stream. The Stacked layout replaces the deprecated Two videos layout, where main video and presentation stream were streamed as two separate videos.

You can use the stacked layout for streaming from the Content Server web interface, for downloads and also for distribution to other systems, like Podcast Producer.



Stacked and joined layouts in 5.0 now feature smooth transitions when the presentation stream starts or ends. When you start the presentation stream in a call, the main video displayed in the center of the player area at the beginning of the recording will shrink and move to its position at the top-center of the player in stacked, and to the left in the joined layout. When you end the presentation stream, the main video will once again become the central focus of the player area.

## Localizable Web Interface

The Content Server web interface can now be localized. Language packs for Simplified Chinese, Japanese and French will be available on the Cisco web site shortly after software release. Site Managers can upload them on their Content Server through the web interface, from **Management > Configuration > Site settings > Upload language pack**.

Site managers can specify the preferred language from **Management > Configuration > Site settings**. The preferred language is then set as the default language for all users accessing the Content Server web interface and for emails sent by the system. By default, English is the preferred language.

You can set your preferred language for viewing the interface by selecting a language from the Select language menu in the top right-hand corner of the page.

User language preference will be saved for authenticated users, and will persist until the browser window is closed for guests.

Content Server localization does not include the countdown and recording logo displayed on the endpoints during a recording; installer and TCS Wizard messages; logs; the operating system and the Windows Server administrative site.

## Integration with Show and Share

You can make a recording with the Content Server and upload it automatically to a Cisco Show and Share server for on demand viewing. The recording will be copied across with its metadata—recording name and description.

To enable seamless integration with a Cisco Show and Share server, a Site Manager needs to set up a media server configuration first. Go to **Management > Recording setup > Media server configurations**, add a Show and Share server configuration and fill out the required fields. You have the option to automatically publish your recording on the Show and Share server—otherwise your video will be uploaded but will stay in draft mode. You also have the option to upload a recording to a specific category available on your Show and Share server. After saving your Show and Share media server configuration, you can add it to a template.

To automatically upload all your new recordings to Cisco Show and Share, you need to use a personal recording alias with a template that has a distribution output using your Show and Share media server configuration.

Alternatively, to upload an existing recording to Cisco Show and Share, go to Manage outputs for the recording, select *Distributed to Podcast Producer, Show and Share or iTunes U*, then select Show and Share, choose the Media server configuration for the Show and Share server that you want to upload your recording to, and finally select what size video you want to upload.

## Changes to Default Streaming Bit Rates

Higher default streaming bit rates and bit rate ranges will apply to new recordings made with 5.0 and also to pre-5.0 outputs re-transcoded in 5.0.

### Small Outputs

The target streaming bit rate range of small outputs created in 5.0 is now between 150 and 512 kbps (changed from 56-200 kbps in 4.x). The default streaming bit rate is now 250 kbps (changed from 56 kbps in 4.x).

### Medium Outputs

The target streaming bit rate range of medium outputs created in 5.0 is now between 512 and 1152 kbps (changed from 200-700 kbps in 4.x). The default streaming bit rate is now 800 kbps (changed from 512 kbps in 4.x).

### Large Outputs

The streaming bit rate of large outputs created in 5.0 can now be up to 1.5 times higher than the call rate at which a recording was captured. In 4.x, the highest streaming bit rate for large outputs could never be higher than the call rate.

## New Online Help Format

Site managers, Creators and Editors can access context-sensitive online help by clicking the Help link at the top right hand side of the page. Help has been updated and now includes a more powerful index, search, print and go back/forward functionality.

## Premium Resolution Option Key and Features

Additional functionality is available on second generation Content Server hardware by adding a Premium Resolution key.

Premium Resolution option offers the following additional functionality:

### Higher Call Speed and Video Resolution

- Maximum call speed up to 4Mbps
- Maximum live streaming resolution up to 720p30
- Maximum on-demand web streaming and download resolution for main video and the presentation stream up to 720p60 or 1080p30
- Maximum on-demand playback from an endpoint resolution for main video and the presentation stream up to 720p30

### Presentation Stream Recorded with H.264

The presentation stream on the Premium Resolution Content Server can be recorded with the H.264 video codec. This means the presentation stream will be recorded at the maximum resolution that the endpoint, which is acquiring the presentation stream, is able to encode—up to the maximum resolution settings for each recording.

### Watching a Recording Using a Videoconference Endpoint

Content Server recordings made with 5.0 can be viewed on an endpoint by dialing a Playback H.323 ID or E.164 alias of the recording from your endpoint. Playback addresses for recordings are displayed on the Edit recording page and in the email sent from the Content Server when a call has finished.

To enable playback on a Content Server with the Premium Resolution option key installed, Site managers must first enter a playback H.323 and/or E.164 gateway prefix in **Management > Configuration > Site settings**.

To enable playback automatically for new recordings created with your personal recording alias, edit your recording alias and select Make finished recording available for playing on endpoints.

Alternatively, to playback an existing recording from an endpoint, select Make recording available for playing on endpoints in the Play recording on endpoints section of the Edit recording page and save. The playback address for your recording will be displayed under the option you have just selected.

If you play back your recordings on endpoints which support presentation, you can toggle between layouts. You can pause and resume playback by pressing any DTMF key.

Playback from endpoints is available for H.323 and interworking calls only, with a maximum of two calls per Content Server.

#### Additional Options Available When Playing Back Content Server Recordings from an E-20 (TE4.0)

If you play back your Content Server recording from an E-20, you will get an in-call soft button option to Pause playback. In Paused mode, you will see a timeline with time elapsed from the beginning of the recording, and total time.



Press the Resume soft button to continue viewing the recording.

Press the call disconnect button to stop playback when you are done.

#### Review Recordings from an E-20 (TE4.0)

When you are making a recording on a Content Server from an E-20, soft buttons in the E-20 interface will provide in-call options to stop the recording (Stop) and then either review what you have just recorded (Review) or delete the last take you have recorded and start a new recording (Redo). You can record as many takes as you want, and only the last one will be saved.

When you are done, press the Save and End soft button or the call disconnect button to end the call. This will save the last recording you made.

Review recording options are available in calls to recording aliases which have no live streaming outputs. Calls with a live streaming output will only display a Save and End option.

Review recording is available in up to 5 calls per Content Server.



#### Note

Real Media format deprecated. There is no support for the creation and playback of recordings in Real Media format in 5.0. For more information, see the [“Upgrading to 5.0”](#) section on page 15.

## Resolved Caveats

The following issues were found in previous releases and were resolved in 5.0.

### System

- N/A—In previous versions of the Content Server, Automatic Updates were turned off by default. The new default setting is to “notify but don’t automatically download or install security updates.” This default applies only to new 5.0 Content Servers shipped from the factory. The 5.0 upgrade installer will not modify Automatic Updates settings on systems upgraded from 4.x versions.

- 48150—If port range for live streaming is not specified in the QuickTime or Darwin streaming server configuration, the MPEG-4 RTP relay will now pick a random port range between 10000 and 20000, to prevent streaming server set up failure.
- 62799—Live transcoded output will now be deleted from disk after an offline transcoded output that replaces it becomes available.
- 70126—Fixed an issue where in high demand conditions, two simultaneous live Windows Media calls could cause the Content Engine to crash.
- 70503—Corrected an issue where email tasks would overload the Helper log with spam if the SMTP mail server was not available to process a system email.
- 71459—The icon indicating that transcoding is in progress (a circular arrow icon) will now be shown until the FTP process is complete for outputs that need to be transferred after transcoding to external servers before they become available in the player.
- 72335—Resolved an issue where under stress test conditions the Content Engine stopped responding to the Restart service request from the web interface and needed to be restarted from the Computer Management snap-in or by rebooting the server.
- 72712, 74832—Corrected the issue where calls with a specified maximum duration would get into a bad state but would continue being displayed as live beyond their maximum duration and even after the far end has disconnected the call. Calls will now be disconnected if they get into a bad state.
- 76647—The Content Server will now attempt to delete outputs stored on external Windows Media, Darwin/QuickTime and Wowza servers via FTP when the recording or some of its outputs are deleted.
- 77020—Added the ability to send an email from System recording aliases.
- 78208—Corrected an issue with the Transcoding Engine running out of memory after transcoding multiple recordings with RTP errors.
- 79562—Resolved an issue where it was impossible to add a new recording alias with the same name, E.164 or H.323 ID as a deleted system recording alias.
- 80671—Corrected an issue where some MPEG-4 for QuickTime and iPod downloads would stop playing in QuickTime player version 10.

## Video

- N/A—The maximum resolution for live streaming video on non-Premium Resolution Content Servers is now lower than in 4.x. Video width and height will not exceed 854 and 480 respectively.
- 67575—SIP calls to a non-existent far end now end gracefully and do not result in a 'cannot find conference' error page.
- 72311—Corrected an issue where the on demand Large output from a recording where the presentation stream included SXGA (1280x1024) would never be larger than 768x448. In this scenario Large, Switching or Picture in picture layouts are now 1280x1024.
- 73748—Opening presentation in a call to the Content Server which has only H.261 video codec enabled in its call configuration is now supported.
- 76491—If the user part of the SIP incoming address and the SIP alias are the same, the call will now be accepted, even if the host fields are different.

**Note**

The SIP URIs on the Content Server will still not match if the host field is specified in the incoming SIP address. For example, the incoming SIP address “a@b.com” will only match the incoming address a@b.com, but the incoming SIP address “a” will match both “a@b.com” and “a@c.com.”

- 78799—Resolved an issue where dialling to the Content Server using H.323 the Content Server reported back the Display Name of the caller as its own display name.
- 80750—Resolved issues with broken audio and stuttering video in recordings which had incorrectly time-stamped video captured from a call to a live streaming recording alias.

## Interoperability

- 85209—Resolved an issue where the presentation token release message sent from Polycom VSX and HDX systems was ignored by the Content Server.

## API

- 48802—In configuration.xml and personalalias.xml, the Category element now displays the category name instead of category ID.
- 63614—The recording password, access permissions, publish attribute, guest attribute, metadata and category from the origin recording alias are now honored if inherit metadata flag is set to true on the Dial method.

## Web Interface

- N/A—In 5.0, the menu system has been reorganized as follows:
  - The Create recording page now instructs Creators to dial one of the numbers or addresses for their personal recording alias from an endpoint. Only Site Managers are able to make outgoing calls from the Create recording page.
  - The Edit recordings page displays a list of recordings with links to edit recording metadata and permissions (Edit recording), trim duration and add indexes (Open Content Editor) and add or delete outputs (Manage outputs).
  - The Management Settings menu is now called Management. This menu includes four sub-menus: Diagnostics, Recordings, Recording setup, and Configuration. Administrative settings from previous releases are available in these sub-menus.
  - A list of currently transcoding outputs, previously available to Site managers or Creators from **View Conferences > Pending** page, can now be accessed only by Site managers from **Management > Diagnostics > Transcoding queue**.
  - The default Management page for the System Administrator is the Server overview (or Cluster overview if in a cluster).
- N/A—It is now possible to select the output you want to open in the Content Editor, if multiple outputs are available for a recording.
- 48304—It is now possible to bookmark a list of recordings in a category.

- 61692—Resolved an issue with the RSS feed icon not being refreshed. When guest access is turned off in Site settings, the RSS feed icon will now disappear from the View Recordings page.
- 62643—Corrected an issue where if you had 0 (zero) as a recording password, you could click play and enter no password. Zero is now no longer ignored in recording passwords.
- 70195—Corrected an issue where grey placeholder thumbnails for recordings that have not been transcoded yet would be cached by the browser and would stay grey even after all outputs have been transcoded. Recordings pages no longer need to be hard refreshed to display the correct thumbnail.
- 70587—The Content Server RSS feed data no longer generates errors when validated with validator.w3.org.
- 71639—Recording listings and edit pages have been optimized and are now faster to display than in previous versions.
- 72206—It is now possible to bookmark the recording you are currently playing in the browser.
- 73151—Improved duplicate name checking for categories, templates, media server configurations and call configurations to prevent the same name being used for those items in different cases using extended ASCII characters.
- 75115—Resolved an issue with the Transcoding queue page not honoring carriage returns in the recording description.
- 75583—Date and time format in Content Engine, Transcoding Engine, Helper and Setup utility logs has changed from dd/mm/yyyy hh:mm:ss to a ISO8601 format yyyy-mm-ddThh:mm:ss +offset to Coordinated Universal Time (UTC).




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**Note** The Content Library log date and time format remains dd-mm-yy hh:mm:ss (UTC).

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- 77419—The number of recordings displayed in a category now takes into account only recordings a user has access to view.
- 78984—Corrected an issue where it was possible to log in and view an unpublished ('Not available for viewing') recording by following a Share link.
- 83503—Fixed a potential cross-site scripting vulnerability in Content Server authentication.

## Clustering

- 53409—Resolved an issue where a Content Server removed from the cluster would not de-register from the gatekeeper.
- 65261—E.164 system aliases are now allowed to be left blank in a Content Server cluster.
- 76965—Resolved gatekeeper registration issue where a Content Server cluster would sometimes not successfully register after a VCS upgrade.
- 77619—Resolved an issue where clicking the End all calls button on the Server Overview page sometimes did not disconnect stuck calls on a Content Server cluster.
- 78162—Resolved an issue where using an external SQL Server 2008 as the database server for a Content Server cluster, a combination of a large number of conferences and a large number of nodes would result in high CPU usage on the database server, causing Content Engine instability and a slow web interface.

## Known Limitations

- 85587—With Polycom MGC-25, 9.0.4.3. A Content Server recording of an MGC conference with an active H.239 content channel will ignore the content channel release message and will display the last frame of the presentation until the recording ends.

## Open Caveats

The following issues currently apply to this version of Cisco TelePresence Content Server.

- N/A—The Content Server supports only Microsoft Active Directory Server for LDAP and Domain authentication.
- N/A—When configuring LDAP servers in the Authentication section of the Site Settings page, the Content Server cannot accept the root of an Active Directory domain as the base DN. Instead, you must specify an object that resides inside the root. A common root-level object is 'OU=users.' If your users and groups are distributed between multiple root-level objects, specify each of them in separate LDAP servers.
- 56699—Internet Explorer security settings may prevent users from accessing the Windows Server administration interface with IE7 or IE8 on Windows XP (Server Pack 3) even if the Content Server has been added to trusted sites in the browser.
- 57040—Extended ASCII and double byte characters in recording titles or descriptions are not passed on correctly and are displayed as 'garbled' characters on distribution servers like Show and Share or Podcast Producer.
- 63782—It is not possible to register more than 25 SIP aliases on the Content Server.
- 77297, 77298—QuickTime plug-in v.7.6.6 or higher causes the following issues when playing back MPEG-4 for QuickTime in the viewer: no video displayed in IE/Firefox on PC and Safari/Firefox on Mac when live streaming, and garbled audio when viewing on demand with Firefox/IE on a PC.




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**Note** Content Server users are advised not to upgrade their QuickTime plug-in to version 7.6.6 or higher.

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- 80670—Real Media recordings created in versions 1.x and 2.x have their media type incorrectly recognized as Windows Media upon upgrade to 3.0. On upgrade to 5.0, these recordings will not be removed by the Real Media removal process.
- 81835—When the camera is turned off while reviewing recordings from a E-20 endpoint, the review overlay will be missing, and a 'No incoming video' error message will be displayed.
- 81954—Live Windows Media multicast streams will not be displayed in the Silverlight player in Firefox 3.6.x on a PC.
- 82218—When HTTPS is used to view Content Server pages, users will not be able to view content in Silverlight and Flash players.
- 83035—Progressive download of MPEG-4 for Flash recordings from the Local IIS Web Server will not work in IE7 if the file size of the MPEG-4 for Flash output exceeds 2 GB (KB 298618).
- 84626—Areas of green pixels may be displayed when starting playback and seeking in a Flash video streaming from a Wowza streaming server on some computers. The workaround is to update video drivers and/or turn off hardware acceleration.

- 86377—In an outgoing call from the Content Server to Movi or MXP F9.x, users may be unable to open the presentation stream (BFCP).
- 86461—A link to download missing Flash plug-in is not displayed in the new Flash player in Internet Explorer.

## Interoperability

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

**Table 1** *H.323 Gatekeepers/Traversal Servers*

Equipment	Software Revision	Comments
Tandberg Gatekeeper	N6.1	
Tandberg Border Controller	Q6.1	
Cisco TelePresence Video Communications Server	X6.0	

**Table 2** *SIP Registrars/Proxies*

Equipment	Software Revision	Comments
Cisco TelePresence Video Communications Server	X6.0	

**Table 3** *MCU Interoperability*

Equipment	Software Revision	Comments
Cisco TelePresence MPS	J4.5	
Cisco TelePresence MCU 4220	4.1(1.51)	
Cisco TelePresence MCU 4520	4.1(1.51)	
Polycom MGC	9.0.3.1	

**Table 4** *Endpoint Interoperability*

Equipment	Software Revision	Comments
Cisco IP Video Phone E20	TE2.2, TE4.0	
Cisco TelePresence System EX90	TC4	
Cisco TelePresence System Integrator C Series	TC4	
Cisco TelePresence System Profile MXP	F9.0	
Cisco TelePresence Movi	4.0, 4.1	

**Table 4** *Endpoint Interoperability (continued)*

Equipment	Software Revision	Comments
LifeSize	4.7.10	
Polycom HDX	2.6.1	
Polycom VSX	9.0.6	

**Table 5** *Streaming and Distribution Servers*

Equipment	Software Revision	Comments
Cisco Show and Share	5.2.1	Joined and stacked layouts will not be scaled correctly in the 5.2.1 Show and Share media player.
Darwin Streaming Server	5.5.3	
Apple Xserve—QuickTime Streaming Server	6.02	
Wowza Media Server	2.1.2	
Windows Media Streaming Server	Windows Media 9 series	

## Upgrading to 5.0

### Prerequisites and Software Dependencies

The 5.0 installer will upgrade your Content Server from 4.0 and 4.1 versions. If your Content Server is at an earlier version, you will need to upgrade to 4.0 first before running the 5.0 installer.

A release key is required for upgrading to 5.0.



**Caution**

You must back up your Content Server and turn off anti-virus applications before upgrading. You will need a full backup for restoring to the previous version or in the unlikely event of an upgrade failure. Follow the instructions on backing up and restoring the Content Server in the online help.



**Caution**

In version 5.0 of the Cisco TelePresence Content Server, the creation and playback of recordings in Real Media format is not supported.

If the software upgrade installer detects Real Media outputs, templates or media servers on your Content Server, it will give you an option to delete those outputs, or to transcode your recordings to one of the following formats: Windows Media, MPEG-4 for QuickTime, or MPEG-4 for Flash. The installer will also delete the Helix streaming server media server configuration, and any Real Media outputs specified in templates.

If you chose to transcode your Real Media outputs to another format during the upgrade process, those

recordings will be offline transcoded after the upgrade. Real Media replacement transcode jobs will have low priority, which means that any new recordings created after the upgrade will take precedence. Recordings created with versions earlier than 3.0 will not be able to be retranscoded and will lose all playable outputs. Cisco recommends that you back up those recordings on another server before the upgrade.

**Caution**

If you have installed the Feature Pack for Microsoft SQL Server 2005 or any of its components (which is NOT supported for the Cisco TelePresence Content Server), you must remove the following components prior to upgrading, otherwise the upgrade may fail.

Unsupported components which MUST be removed prior to upgrading:

Microsoft SQL Server 2005 Analysis Services 9.0 OLE DB Provider, Microsoft SQL Server 2005 Backward Compatibility Components, Microsoft SQL Server 2005 Command Line Query Utility, Microsoft SQL Server 2005 Data Mining Viewer Controls, Microsoft SQL Server 2005 JDBC Driver, Microsoft SQL Server 2005 Management Objects Collection, Microsoft SQL Server 2005 Compact Edition, Microsoft SQL Server 2005 Notification Services Client Components, Microsoft SQL Server 2005 Upgrade Advisor, Microsoft SQL Server 2005 Reporting Services Add-in for Microsoft SharePoint Technologies, Microsoft SQL Server 2005 Data Mining Add-ins for Microsoft Office 2007.

## Upgrade Instructions

The approximate duration of an upgrade is 10–20 minutes.

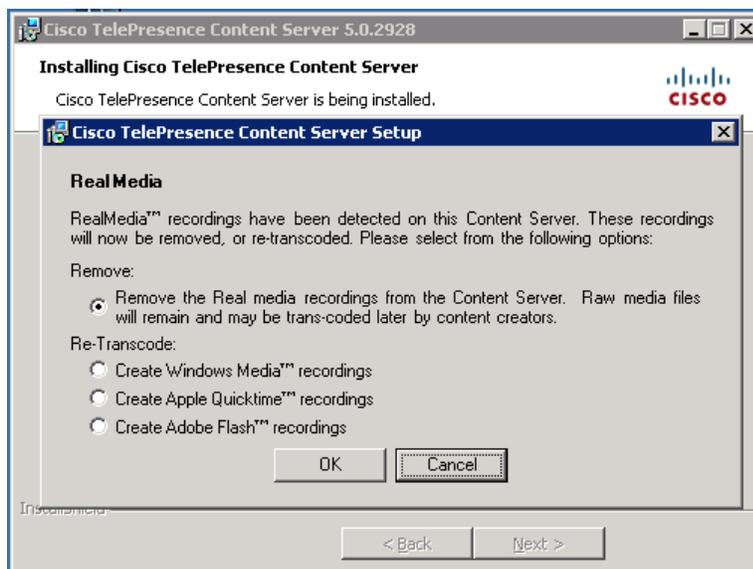
To upgrade your Content Server to 5.0, do the following:

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- Step 1** Log in to the Content Server using Windows Remote Desktop Connection or through local console.
  - Step 2** Transfer the installer and the MD5 file that you downloaded to the Content Server (do not run the installer from a mapped or network drive).
  - Step 3** Verify the MD5 hash (checksum) of the installer using the provided MD5 file. Cisco recommends that you verify that the installer has not become corrupted as a result of file transfer, disk error or tampering. Any MD5 program can be used for verifying the installer integrity using the provided MD5 file. You need to follow instructions for the MD5 program you are using.
  - Step 4** If the installer passed the MD5 verification, run the installer by double-clicking on it.
  - Step 5** Click **Next** when the Next button is available and Install Shield Wizard is ready to begin installation.
  - Step 6** At the Content Server prerequisites prompt you need to select the backup option that applies to your Content Server:
    - If you select *The Content Server is backed up*, click **Next** to proceed with the installation.
    - If you select *The Content Server is not backed up*, clicking **Next** will display a warning that in case of installation failure there may be no way to recover your data. You may cancel the installation at this point, take a backup of your Content Server and then run the installer again. You may also choose to ignore the warning and proceed with the installation, although this is not recommended.
  - Step 7** At the second Content Server prerequisites prompt you need to select the antivirus option that applies to your Content Server:
    - If you select *There is no antivirus software installed*, or *The antivirus software is stopped*, click **Next** to proceed with the installation.

- If you select *The antivirus software is still running*, clicking **Next** will display a warning that this might cause your installation to fail. You may cancel the installation at this point, stop the antivirus software and then run the installer again. You may also choose to ignore the warning and proceed with the installation, although this is not recommended.

**Step 8** Enter your 5.0 release key at the prompt and click **OK**.

**Step 9** If Real Media outputs are detected on your Content Server, the software upgrade installer will now give you an option to delete those outputs, or to transcode your recordings to one of the following formats: Windows Media, MPEG-4 for QuickTime, or MPEG-4 for Flash. Select an option and click **OK**, or **Cancel** if you want to cancel the upgrade.



**Step 10** At the *Are you sure you wish to continue?* prompt, click **Yes** if you wish to proceed with the upgrade, or **No** if you want to cancel the upgrade.



**Caution**

You must not cancel or interrupt the upgrade process after this point. If you want to revert to the previous version after completing the upgrade to 5.0, you will need to follow the instructions for restoring from backup available in online help.

**Step 11** After the installer has configured the Content Server, it will display a message that the upgrade has completed successfully.

Refer to the TANDBERG Knowledge Base for more information if the installer displays warnings or errors at the end of the upgrade process. The installation logs are available in the following locations: E:\logs\Install and E:\logs\SetupUtility.

**Step 12** You must restart the Content Server after upgrading to 5.0.



**Caution**

After the upgrade, the offline transcoder will attempt to repair incorrect durations of recordings recorded with 3.0 and 3.1 Content Server versions. This process cannot be stopped or cancelled, but it will have low priority, which means that any new recordings created after the upgrade will have priority for transcoding.

If your Content Server has 3.0 or 3.1 recordings with incorrect durations, you will see a list of those recordings in the Transcoding queue after the upgrade to 5.0. The description of the transcode job under Outputs pending will be File pre-pass. When this process has finished for all 3.0 and 3.1 recordings, durations of those recordings will be reported correctly by new players.

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## 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 Content Server software is always kept up to date.

If you experience any problems when configuring or using your Cisco TelePresence Content Server, consult the online help (available within the UI) 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 <product> 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

## Related Documentation

For more information about the Cisco TelePresence Content Server, see these documents:

- *Cisco TelePresence Content Server Release 5.0 Quick Start*
- *Cisco TelePresence Content Server Release 5.0 Administration and User Guide*
- *Configuring the Cisco TelePresence Content Server for Streaming from a QuickTime Media Server*
- *Configuring the Cisco TelePresence Content Server for Streaming Flash from a Wowza Media Server*
- *Cisco TelePresence Content Server API Guide*

All documents are located here:

[http://www.cisco.com/en/US/partner/products/ps11347/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/partner/products/ps11347/tsd_products_support_series_home.html)



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