Cisco TelePresence Content Server Release 6.2.1 Release Notes

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This release notes describe the changes and improvements included in the Cisco TelePresence Content Server (Content Server) Software Release 6.2.1

Contents

Cisco Systems, Inc.
www.cisco.com

New Software Features

These are the Content Server Release 6.2.1 hardware and software features:

VBrick:

Cisco enables customers to capture, transform and share streaming video through VBrick Rev as its streaming video management and distribution solution. Rev enables organizations to efficiently deliver high-quality live and on-demand video to enterprise-wide audiences, both internally using the corporate WAN, and externally across the Internet, while centrally managing video assets, user access, and permissions. When used with the VBrick Distributed Media Engine eCDN, Rev provides a single interface to publish and distribute video across the network in the most bandwidth-efficient manner.

For more information, see http://www.cisco.com/web/solutions/videoplatform/products.html.

Parallel Transcoding:

It supports for Parallel Transcoding with which transcoding of multiple jobs is done by multiple off-line transcoding in parallel.

For more information, see
http://www.cisco.com/c/en/us/td/docs/telepresence/tcs/6_2_1/administration/tcs_6_2_1.html

Parallel Transcoding is not supported on Generation 2 hardware and BE6K hardware due to CPU performance issues. To support parallel transcoding hardware should have equal or better TRC than Generation 3 hardware.

In the Mixed cluster (Cluster of virtual TCS on Second and Third Generation Hardware), only one transcoding service is enabled for Second Generation VM TCS.

It might be possible that the status of second transcoding engine is shown as enabled although it is disabled in the back-end when the server overview of Second Generation VM TCS is opened from the cluster overview page of Third Generation VM TCS.

Content Server Compatibility Matrix.

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Table 1   Cisco Show and Share and Content Server Software Compatibility

Software Version	Show and Share 5.2.1	Show and Share 5.2.2	Show and Share 5.2.3	Show and Share 5.3 and 5.3 Patch 1	Show and Share 5.5
Content Server 7.0	N	N	Y	Y	Y

Table 2   Cisco MXE 3500 and Content Server Software Compatibility

Software Version	MXE 3.2	MXE 3.3	MXE 3.5
Content Server 7.0	N	Y	Y

Table 3　　　　*VBrick and Content Server Software Compatibility*

Software Version	VBrick 7.4	VBrick 7.5
Content Server 7.0	N	Y

Limitations and Restrictions

- Content Servers in a cluster can be a mix of second and third generation hardware and Virtual Machine hardware that are all running software release 6.2.1. Cluster members in a mixed hardware cluster must all be running Release 6.2.1.

- Multicast content delivery from Windows media services is not supported on Windows 2008 Standard Edition. The Content Server version release 6.2.1 built-in Windows Media server can only stream unicast live video. For multicast live-streaming via the built-in Windows Media server you need to use an additional external Windows Media server.

- The Content Server does not support running Windows services such as Active Directory Domain Services (ADDS), DNS server, or file services on the same system. You should configure an external server for all Windows-based services.

- Pin Protected Calls and Pin protected Recording playback does not work with CUCM SIP trunk.

Known Issues

During third party hardware certification, it was found that TCS UI didn't show up though TCS is successfully installed and all the services were functioning." To ensure that installation of TCS Software gets installed on third party Hardware. Please make sure correct date and time is configured. To check, do the following:

Go to **ESXI > Configuration > Time Configuration > Properties**. Update the correct date and time (CSCus76714).

Browser Issues

Table 4 *Browser Issues*

| Browser	Issue	Workaround
IE 11	• WMV and QuickTime recordings may not play in IE 11	To play WMV and QuickTime recordings, the Content Server site must be added to the compatibility view list as show in Figure 1.
Firefox	• WMV Recordings may not be viewable in the content editor. • After playing a WMV recording on Firefox, the following error might appear and Firefox stops responding: "*Microsoft Windows Media Player Firefox plugin may be busy or it may have stopped responding. You can stop the plugin now, or you can continue to see if the plugin will complete. Continue or Stop Plugin?*".	There are no workarounds.
	• When using Windows Media player with Firefox in HTTPS mode, the system could return this error message even if you have installed the required plugin "*Windows Media player is not installed on your computer. To play Windows Media in Firefox, you need to install a special plugin*".	• Use IE10 or IE11 • Use HTTP instead of HTTPS. For more information about installing the required plugin, see *https://support.mozilla.org/ en-US/kb/play-windows-me dia-files-in-firefox?esab=a &s=Windows+Media+Play er&r=2&as=s*

Figure 1 *Compatibility View Setting*
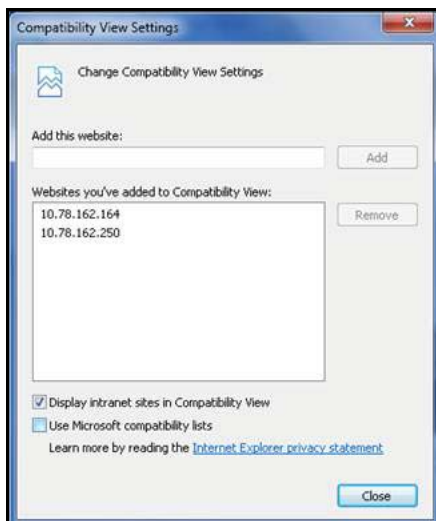
Table 5 Lists of the supported playback formats with HTTPS.

Table 5 **Supported HTTPS Playback Formats**

Protocol	Format	Stream	Server	Supported
HTTPS	WMV	Live	WMS	No
HTTPS	WMV	VoD	WMS	No
HTTPS	WMV	VoD	IIS	Yes
HTTPS	MP4 Flash	Live	Wowza	Yes
HTTPS	MP4 Flash	VoD	IIS	No
HTTPS	MP4 Flash	VoD	Wowza	Yes

Software Installation and Upgrade Notes

- Netlogon Exception—If you are installing or upgrading Content Server Release 6.0 (build 3474), Release 6.0.1 (build 3528), Release 6.1 (build 3764),or Release 6.2 (build 3880), or 6.2.1 (build 4073) the system might display this message if the Content Server is not in a domain:

  Error: Starting enabled service, Service not started [service_name = Netlogon] Service not started.

  The exception message has no impact on the software installation or upgrade procedure.

- Internet Connection Sharing (ICS) Exception—If you are upgrading from Release 6.0 to Release 6.2.1 the system might display this message:

  Error: Starting enabled service, Service not started [service_name = Internet Connection Sharing (ICS)] Service not started.

The exception message has no impact on the software installation or upgrade procedure.

Open Caveats

Table 6 lists the open caveats in Content Server Release 6.2.1

Table 6 **Content Server Release 6.2.1 Open Caveats**

Reference ID	Summary
CSCuu10065	Missing Secure Attribute in Encrypted Session (SSL) Cookie.
CSCuu10065	Missing Secure Attribute in Encrypted Session (SSL) Cookie
CSCue74576	Unable to play Large recording in quicktime player in tcs
CSCug08892	TCS-MCU PIN Protected call having issue in SIP-H323 Interworking call
CSCuo45287	TCS gives error msg when playing back long recording on lower bandwidth

Resolved Caveats

Table 7 lists the resolved caveats in Content Server Release 6.2.1

Table 7   *Content Server Release 6.2.1 Resolved Caveats*

Reference ID	Summary
CSCut45978	MARCH 2015 OpenSSL Vulnerabilities.
CSCut97538	CSDL Issue Vulnerability in Internet Information Services (IIS).
CSCut90395	TCS in maintenance mode if it was so before removing from cluster(1node).
CSCuu98254	Update administrator Guide to add repair step after restoring TCS backup.
CSCuu87351	TCS cluster should not be created if external DB is not configured properly.
CSCuu87738	TCS installer should have a OS version check.

Upgrading the Content Server Software

Following are the upgrade path of supported software on appliance:

- Release 6.0 (Build 3474) > 6.2.1 (Build 4073).
- Release 6.0.1 (Build 3528) > 6.2.1 (Build 4073).
- Release 6.1 (Build 3764) > 6.2.1 (Build 4073).
- Release 6.2 (Build 3880) > 6.2.1 (Build 4073)

Following are the upgrade paths of supported software on VM or BE6K:

- Release 6.2 (Build 3880) > 6.2.1 (Build 4073).

To upgrade the Content Server software, see these sections:

- Guidelines and Prerequisites, page 9
- Updates to the Online Help, page 9

Guidelines and Prerequisites

Before you begin, observe these guidelines and prerequisites:

- You must have administrator privileges to perform a software upgrade.
- You should download release 6.2.1 software from Cisco.com before you begin the upgrade procedure.
- A release key is not required for upgrading to release 6.2.1
- Release 6.2.1 software cannot be installed on **First-generation** or **Second-generation** Content Server hardware. If you attempt to run the 6.2.1 installer, it will fail.
- Release 6.2.1 software can be installed on **Second-generation** and **Third-generation** content Server hardware as VM.
- You can use the Content Server serial number to identify the server hardware version. In the web UI go to **Management > Diagnostics > Server overview**. You can also check the serial number label on the top right front of the Content Server. These are the device serial number formats:
  - Third-generation serial number: **49A3***xxxx*
  - Second-generation serial number: **49A2***xxxx*
  - First-generation serial number: **49A0***xxxx*

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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 for backing up and restoring the Content Server in the online help and in the *Cisco TelePresence Content Server Administration and User Guide* on Cisco.com.

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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 components prior to upgrading, otherwise the upgrade may fail. These unsupported components 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.

Software Upgrade Procedure

The approximate duration of an upgrade is 10 to 20 minutes. Follow these steps:

Step 1 Log in to the Content Server as the administrator by using Windows Remote Desktop Connection.

Step 2 Transfer the installer and the MD5 file that you downloaded from Cisco.com 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 by using the provided MD5 file. We recommend verifying that the installer is not corrupted due to file transfer, disk error, or tampering. You can use any MD5 program to verify the installer integrity.

Step 4 When the installer passes the MD5 verification, double-click the installer to run the installation wizard.

Step 5 Click **Next**. The InstallShield Wizard is ready to begin installation.

Step 6 At the Content Server prerequisites prompt, 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** displays a warning that in case of installation failure there may be no way to recover your data. You can cancel the installation, take a backup of your Content Server, and then run the installer again. You can 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, 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** displays a warning that this might cause your installation to fail. You can cancel the installation, stop the antivirus software, and then run the installer again. You can also choose to ignore the warning and proceed with the installation, although this is not recommended.

Step 8 At the *Are you sure you wish to continue?* prompt, click **Yes** to proceed. Click **No** to cancel the upgrade.

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Caution You must not cancel or interrupt the upgrade process after the upgrade begins. If you want to revert to the previous version after completing the upgrade, follow the instructions in the *Cisco TelePresence Content Server Administration and User Guide* on Cisco.com.

Step 9   After the installer has configured the Content Server, it displays a message that the upgrade has completed successfully.

The installation logs are available in the following locations: **E:\logs\Install** and **E:\logs\SetupUtility**.

Troubleshooting and Technical Support

Cisco recommends registering your product at http://www.cisco.com/cisco/support/notifications.html 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.

Using the server logs to help solve a problem

You can use the server logs to produce debugging information to assist customer support in solving issues. From the **Management** tab, go to **Diagnostics > Server logs** to access the Content Server logs.

Getting more help

If you experience any problems when configuring or using the Content Server, consult the online help for an explanation of how individual features and settings work. Also, see the *Cisco TelePresence Content Server Administration and User Guide* for this release on Cisco.com.

When contacting Cisco for support, make sure that you have this information:

- The serial number and product model number of the server
- The software build number, which can be found on the product user interface
- Your contact email address or telephone number
- A full description of the problem

Related Documentation

- Cisco TelePresence Content Server Documentation

  http://www.cisco.com/en/US/products/ps11347/tsd_products_support_series_home.html
- Cisco UCS C220 Documentation

  http://www.cisco.com/en/US/products/ps10493/tsd_products_support_series_home.html
- Cisco Capture Transform Share Documentation

  http://www.cisco.com/en/US/products/ps12130/products_installation_and_configuration_guides_list.html
- Cisco TelePresence Content Server Administration and User Guide for Release 6.2.1

(The link will be available after the document is published on Cisco.com.)

Information About Accessibility and Cisco Products

For information about the accessibility of this product, contact the Cisco accessibility team at accessibility@cisco.com.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html

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