



Release Notes for Cisco VT Advantage Version 1.0(2)

Use these release notes with Cisco VT Advantage Version 1.0(2) and Cisco CallManager Version 4.1(2) or higher and Cisco CallManager Version 4.0(1), Service Release 2 or higher.

These release notes provide the following information. You might need to notify your users about some of the information provided in this document.

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Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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Documentation Roadmap

Refer to these documents for more information about Cisco VT Advantage, Cisco IP Phones, and Cisco CallManager.

Document Name	Location
<i>Cisco VT Advantage Administration Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
<i>Cisco VT Advantage User Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
<i>Cisco VT Advantage Quick Start Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
<i>Release Notes for Cisco VT Advantage</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
<i>Cisco IP Phone Administration Guide for Cisco CallManager, Cisco IP Phone Models 7960G and 7940G</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
<i>Cisco IP Phone 7970 Administration Guide for Cisco CallManager</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
Cisco IP Phone guides	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm
Solution Reference Design Guides	http://www.cisco.com/warp/public/779/largeent/it/ese/srnd.html
<i>Cisco CallManager Administration Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm
<i>Cisco CallManager System Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm
<i>Cisco CallManager Serviceability Administration Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm
<i>Cisco CallManager Serviceability System Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm
<i>Cisco CallManager Troubleshooting Guide</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm

Document Name	Location
<i>Bulk Administration Tool User Guide for Cisco CallManager</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm
<i>Cisco CallManager Compatibility Matrix</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_c_allmg/index.htm

Installation Notes

Software Download Page

The Cisco VT Advantage software can be downloaded from this site on Cisco.com:

<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=280889186>

Package Contents

The download package, Cisco VT Advantage 1.0(2) zip file, contains the following:

- cvta-README_FIRST_1-0-2.txt
- cvta-DeployMan_1-0-2.exe
- cvta-1-0-2.exe
- W2KUSBHotfix.zip
- downloads.asp

Downloads.asp File

An updated downloads.asp file is available in the Cisco VT Advantage 1.0(2) zip file and as a separate download package on the Cisco VT Advantage software download page.

Review the following instructions for using this file.

Cisco CallManager 4.0 with an upgrade from Cisco VT Advantage Version 1.0(1) to Version 1.0(2)

No changes necessary.

Cisco CallManager 4.0 with new deployments of Cisco VT Advantage Version 1.0(2)

Follow these steps to use the updated downloads.asp file:

1. Copy the updated downloads.asp to: C:\CiscoWebs\User. The new downloads.asp file overwrites the older version.
2. Run the Deployment Tool and change the CVTAInstall.exe Destination field in the Deployman main window to: C:\CiscoPlugins\Client

Cisco CallManager 4.1 with an upgrade from Cisco VT Advantage Version 1.0(1) to Version 1.0(2) (including any future version of Cisco VT Advantage)

No changes necessary.

Cisco CallManager 4.1 with new deployments of Cisco VT Advantage Version 1.0(2)

No changes necessary.

Cisco CallManager 4.1 with new deployments of Cisco VT Advantage Version 1.0(1)

- Run the Deployment Tool and change the CVTAInstall.exe Destination field in the Deployman main window to: C:\CiscoPlugins\Client.

Uninstall

Users can remove Cisco VT Advantage from their PCs as follows:

- Exit the Cisco VT Advantage application. Wait a minute or two to be sure the application is closed. Do not disconnect the Cisco VT Camera or disconnect the PC from the Cisco IP Phone.
- From the Windows desktop, choose **Start >Programs Cisco VT Advantage >Uninstall Cisco VT Advantage**.



Note If a user is going to reinstall Cisco VT Advantage, then the Cisco VT Camera needs to be disconnected from the PC before reinstalling the software.

Important Notes

Cisco CallManager Versions

Cisco VT Advantage 1.0(2) is supported on the following Cisco CallManager versions:

- Cisco CallManager Version 4.1(2) or higher
- Cisco CallManager Version 4.0(1), Service Release 2 or higher

Cisco IP Phone Firmware Releases

Cisco VT Advantage requires the following firmware releases on Cisco IP Phone 7970/7960/7940 series:

Cisco IP Phone Model	Firmware Version
Cisco IP Phone 7970G	6.0(2) and higher
Cisco IP Phone 7960G	6.0(4) and higher
Cisco IP Phone 7940G	6.0(4) and higher

Cisco VT Advantage and Cisco IP Communicator Co-resident on a PC

If you want to run both Cisco VT Advantage and Cisco IP Communicator on the same PC, use these versions:

- Cisco VT Advantage version 1.0(2) or higher
- Cisco IP Communicator version 1.1(2) or higher

Documentation Updates

Refer to the latest versions of documentation from the Cisco VT Advantage link at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd_products_support_series_home.html

Documentation Changes

This section contains updates that were unavailable in the last published version of the Cisco VT Advantage Administration Guide 1.0(2).

The following topic was modified:

- Deploying Cisco VT Advantage

Step 2 of the procedure provides an obsolete link for the location of the Cisco VT Advantage Deployment Tool. The correct location is:

<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=280889186>

**Note**

The Cisco VT Advantage Deployment Tool is located inside the Cisco Unified Video Advantage 1.0 (2) build package: Cisco VT Advantage 1.0(2) zip file. Please refer to the README file with the download package for additional information.

Resolved, Open, and Closed Caveats

These release notes contain descriptions of resolved and open caveats of all severity level 1 or 2 caveats and significant severity level 3 caveats.

If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release.

- To access the Bug Toolkit, log on to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Resolved Caveats

Table 1 describes the caveats that were resolved in this version.

Table 1 *Resolved Caveats*

Identifier	Summary
CSCee07837	The remote video window size and position is sometimes lost when Cisco VT Advantage is restarted.
CSCee24262	If the font size is changed on the PC, the Cisco VT Advantage main window becomes skewed.
CSCee32516	The Bandwidth Override setting is lost when you change the bandwidth setting and then exit the dialog.
CSCee41501	The Trace Tool accepts changes when closing the window. Should only accept changes when OK is pressed.
CSCee54358	The Error Reporting Tool version.txt file needs to include a note when files could not be captured in a report.
CSCee58509	The DirectShow filter is sending lots of trace information to the debug port via OutputDebugString.
CSCee62633	The Error Reporting Tool does not collect the cpmtdriverinstall.txt file when selecting the "On Install Crash" option.
CSCee62667	If you perform Start Video Check and then make a call, the Stop Video Check button becomes disabled.
CSCee62983	If you change the Brightness setting in the VT Advantage Camera Properties window by clicking the slide bar rather than the slider tab, the result is black video windows.
CSCee63545	If Windows TaskManager is running in the foreground when you run the Error Reporting tool, the Error Reporting Tool cannot take some screen shots for video and other problems.
CSCee63751	If the Ethernet cable is removed from the Cisco IP Phone 7960G several times during a short time span, Cisco VT Advantage cannot connect to the Cisco IP Phone 7960G.
CSCee66142	Cisco VT Advantage does not pick up MTU changes after installation.
CSCee75865	The Cisco VT Advantage AutoUpdate function causes one-way audio on Cisco IP Communicator.
CSCee89412	CDP installation error after uninstalling and re-installing Cisco VT Advantage1.0(1).

Table 1 *Resolved Caveats*

Identifier	Summary
CSCef60922	Cisco VT Advantage AutoUpdate does not work with Cisco CallManager 4.0(1), SR2 using the Deployment Tool default values.
CSCef88629	When Cisco VT Advantage is running on the PC, the PC slows down when coming out of hibernate mode.
CSCef88684	Cisco IP Communicator does not start the first time after Cisco VT Advantage is uninstalled.
CSCef89507	Upgrading Cisco VT Advantage caused an error with the installation of the media termination driver.
CSCuk51393	Uninstalling Cisco VT Advantage 1.0(1) removes the Cisco media driver.

Open Caveats

Table 2 describes the caveats that are known to exist in this version.

Table 2 Open Caveats

Identifier	Summary
CSCee11001	During an incoming call, if you answer the call while pressing Start Video Check, the remote video window does not display. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee11001
CSCee23824	When the QCIF codec is being used, you may observe small flashes in the video window, which might look like the video is corrupted. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee23824
CSCee35290	When logged into Windows without administrator authority and trying to download the installation program, an error is seen by the user. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee35290
CSCee35306	A Cisco VT Advantage installation fails when you restart the install program immediately after cancelling a previous installation attempt. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee35306
CSCee37983	The Cisco VT Advantage installation program should not allow multiple users to install Cisco VT Advantage on the same PC. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee37983
CSCee44986	On a PC with Windows 2000, Service Pack 3, the CDP.SYS and CPMT.SYS drivers are not installed during the Cisco VT Advantage installation. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee44986
CSCee50448	After an uninstall of Cisco VT Advantage, the user still sees the Cisco VT Advantage icons on the Windows desktop and on the Windows Start>Programs menu. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee50448
CSCee54497	CDP driver failed to install during autoupdate on a Celeron PC. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee54497
CSCee66107	A blue screen crash occurs on the PC during an upgrade of Cisco VT Advantage. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCee66107

Table 2 *Open Caveats*

Identifier	Summary
CSCef88287	After an upgrade of Cisco VT Advantage, the log files are not created. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCef88287
CSCeg03708	QCIF not supported correctly by CVTA. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg03708
CSCeg05249	When starting Cisco VT Advantage after an initial installation, the Cisco VT Advantage icon may not appear in the system tray in the Windows desktop. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg05249
CSCeg06701	The Cisco VT Advantage Deployment Tool needs to put the installation executable file in the \CVTA directory. http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCeg06701

Closed Caveats

Table 3 describes the caveats that were closed in this version.

Table 3 *Closed Caveats*

Identifier	Summary
CSCed57527	During an active call, if Receive-Only Mode is pressed, the local video window does not completely freeze the video.
CSCed85048	Cisco VT Advantage does not alert the user to a USB bandwidth error on the Cisco VT Camera.
CSCee20651	One way video is experienced when there are dual Network Interface Cards (NIC) in the PC. The remote end is not able to receive video; Cisco VT Advantage is sending video packets through the second NIC.
CSCee43075	Low frame rates on Cisco VT Advantage.
CSCee57317	During a call, the Local Video window does not display any video, and the remote endpoint does not have any video in the Remote Video window.
CSCef53642	Dell Inspiron 8600 laptop cannot be undocked when Cisco VT Advantage is running.

Other Issues

Cisco CallManager

There are some known problems on Cisco CallManager 4.1(2).

Problem Description (CSCef11657)

The Cisco VT Advantage Local and Remote windows open even when there is insufficient video bandwidth for the call, and no video is transmitted.

Workaround: None.

Refer to CSCef11657 for more information.

Problem Description (CSCee65443)

When Cisco VT Advantage is running on the PC and an intercluster trunk parked call is retrieved, it is only a one-way video call.

Workaround: None.

Refer to CSCee65443 for more information.

Cisco IP Phone 7960G/7940G

There are known problems on the Cisco IP Phone 7960G/7940G connected to a PC running Cisco VT Advantage.

Problem Description (CSCef38096)

If Cisco VT Advantage connects as it should and if you reset the phone using *****#****, Cisco VT Advantage loses the link and never gets it back.

Workaround:

- Close Cisco VT Advantage and then reset the phone using *****#****.
- If you reset the phone using *****#**** without closing Cisco VT Advantage, then reset the phone again using *****#**** and Cisco VT Advantage will reconnect to the phone.

Refer to CSCef38096 for more information.

General PC

There are some known problems related to PCs.

Problem Description (CSCee29961)

A blue screen might occur when an older version of Cisco Security Agent is running. The driver name is CSA_*.sys ("*" represents many different character possibilities). It is not clear whether the crash only occurs when Cisco VT Advantage is active.

Workaround: Upgrade the Cisco Security Agent to 4.0.2 or later.

Refer to CSCee29961 for more information.

Problem Description (CSCee44874)

A blue screen crash in Windows 2000 has been seen when either inserting or removing a USB device. Note that this also includes docking and undocking from a port replicator. While the dump is occurring, the system will indicate that the error occurred in UHCD.SYS.

Workaround: The Microsoft patch can be found and applied from the Cisco VT Advantage software zip file. The file name is W2KUSBHotfix.zip.

Refer to CSCee44874 for more information.

Problem Description

When the Intel NIC driver e100bnt5.sys is not running at a minimum level of 7.1.12, blue screen crashes labelled as NDIS.sys have been observed during testing with and without Cisco VT Advantage installed on the PC.

Workaround: This blue screen crash error can be provoked with or without Cisco VT Advantage installed on the PC. To avoid this crash, it is recommended that users upgrade to the minimal driver level of 7.1.12 from Intel's web site:

<http://www.intel.com/>

Problem Description

Large video packet loss resulting in poor video quality, frozen or no video is present when the "Media Type" settings on a PC are not set to "Auto Select". The default setting may vary based on PC manufacturer. A port mismatch between the Cisco IP Phone and the PC will cause this problem.

Workaround: On PC's running Windows 2000 follow these steps:

1. Right-click **My Network Places**.
2. In the Network and Dial-up Connections window, right-click on **Local Area Connection** and select **Properties**.
3. In the Local Area Connection Properties window, click **Configure**.
4. In the Intel(R) PRO/100 VE Network Connection Properties window, select the **Advanced** tab. In the Property list, highlight **Link Speed & Duplex** and make sure that the value is set to **Auto Detect**.
5. Click **OK** twice to exit.

Administrators should ensure that users have a 100 Mbps full duplex connection between their phones and PCs.

Obtaining Documentation

Cisco documentation and additional literature is available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:
<http://www.cisco.com/go/marketplace/>
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

<http://www.cisco.com/en/US/learning/index.html>

This document is to be used in conjunction with the documents listed in the [Documentation Roadmap](#) section.

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