



# Release Notes for Cisco Unified Video Advantage Version 2.0(2)

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Use these release notes with all versions of Cisco Unified Video Advantage 2.0 up to and including Cisco Unified Video Advantage Version 2.0(2).

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

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [Related Documentation, page 4](#)
- [Installation Notes, page 5](#)
- [New and Changed Information, page 5](#)
- [Documentation Updates, page 6](#)
- [Resolved Caveats for Cisco Unified Video Advantage Release 2.0\(2\), page 6](#)
- [Open Caveats for Cisco Unified Video Advantage Release 2.0\(2\), page 10](#)
- [Obtaining Documentation, page 12](#)
- [Documentation Feedback, page 12](#)
- [Cisco Product Security Overview, page 13](#)
- [Product Alerts and Field Notices, page 14](#)
- [Obtaining Technical Assistance, page 14](#)
- [Obtaining Additional Publications and Information, page 16](#)

## Introduction

Cisco Unified Video Advantage brings video telephony functionality to all video-enabled Cisco Unified IP Phones and to Cisco IP Communicator (release 2.0 and above). The Cisco Unified Video Advantage application software, coupled with the Cisco VT Camera, allows a personal computer (PC) connected to Cisco IP Communicator or to a Cisco Unified IP Phone to add video to phone calls without requiring any extra button-pushing or mouse-clicking.



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# System Requirements

This section details the hardware and software requirements for Cisco Unified Video Advantage.

## Hardware Requirements

Cisco Unified Video Advantage requires the following hardware:

- Personal Computer (PC)
- Any video-enabled Cisco Unified IP Phone
- Cisco VT Camera

### Personal Computer (PC) on which the Cisco Unified Video Advantage Software is Installed

Must meet these specifications:

PC Feature	Requirement
Operating system	<ul style="list-style-type: none"> <li>• Windows 2000 Professional with service pack 4.0 or later</li> <li>• Windows XP Professional with service pack 2.0 or later</li> </ul>
CPU	<p>For laptop computers:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Video Advantage operating with a Cisco Unified IP Phone only:             <ul style="list-style-type: none"> <li>– Minimum: 1.5 GHz Pentium M</li> <li>– Recommended: 1.7 GHz Pentium M</li> </ul> </li> <li>• Cisco Unified Video Advantage operating with Cisco IP Communicator and using H.264:             <ul style="list-style-type: none"> <li>– Same as above</li> </ul> </li> </ul> <p>For desktop computers:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Video Advantage operating with a Cisco Unified IP Phone only:             <ul style="list-style-type: none"> <li>– Minimum: 1.8 GHz Pentium IV</li> <li>– Recommended: 2.4 GHz Pentium IV</li> </ul> </li> <li>• Cisco Unified Video Advantage operating with Cisco IP Communicator and using H.264:             <ul style="list-style-type: none"> <li>– Minimum: 2.4 GHz Pentium IV</li> <li>– Recommended: 2.8 GHz Pentium IV</li> </ul> </li> </ul>
System memory	<ul style="list-style-type: none"> <li>• Minimum: 256 MB RAM</li> <li>• Recommended: 512 MB RAM or more</li> </ul>

PC Feature	Requirement
Free disk space	<ul style="list-style-type: none"> <li>For Cisco Unified Video Advantage operating with a Cisco Unified IP Phone: 100 MB free disk space</li> <li>For Cisco Unified Video Advantage operating with Cisco IP Communicator: 200 MB free disk space</li> </ul>
USB port	<ul style="list-style-type: none"> <li>At least 1 free USB port (version 1.1 minimum, version 2.0 recommended)</li> </ul>
Video display	<ul style="list-style-type: none"> <li>Minimum: DirectX 9.0 compatible graphics card with 32MB of Video RAM. For dual-headed configurations, 64MB.</li> <li>Recommended: DirectX 9.0 compatible graphics card with 64MB of Video RAM. For dual-headed configurations, 128MB.</li> </ul>
Network	<ul style="list-style-type: none"> <li>10/100 Mbit Ethernet NIC</li> </ul>

### Cisco Unified IP Phones

Cisco Unified Video Advantage is supported on all video-enabled Cisco Unified IP Phones and on the Cisco IP Communicator.

For information about specific phone models and firmware releases, refer to the release notes for the phone model you are using. Release notes for the Cisco Unified IP Phones are available at this URL: [http://www.cisco.com/en/US/products/hw/phones/ps379/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/hw/phones/ps379/prod_release_notes_list.html).

### Cisco VT Camera

Cisco Unified Video Advantage version 2.0(2) provides full support for the Cisco VT Camera and Cisco VT Camera II. Full support includes, but is not limited to: camera driver, camera recognition and video quality issues.

Cisco Unified Video Advantage also provides limited support for the Logitech QuickCam Fusion and the Logitech QuickCam for Notebooks Pro. Limited support only includes camera recognition issues, where the camera is not properly recognized by the Cisco Unified Video Advantage application. For all other issues involving the Logitech Fusion and QuickCam for Notebooks, Cisco will provide best-effort support. Also changed from previous versions of the software, Cisco Unified Video Advantage will now recognize other third-party cameras connected to the PC. However, Cisco does not officially support any camera other than those specifically mentioned above and cannot guarantee their performance and behavior (although best effort will be made by Cisco to resolve issues on other third-party cameras). We recommend that customers do internal testing of unsupported cameras within their environments prior to deployment to ensure proper interoperability and acceptable video quality.

The camera must be installed and connected to the PC on which the Cisco Unified Video Advantage software is installed. In this document, references to the Cisco VT Camera include both the Cisco VT Camera and the Cisco VT Camera II.

## Software Requirements

Location	Requirement
On the network	<p>Cisco Unified CallManager</p> <ul style="list-style-type: none"> <li>For Cisco Unified Video Advantage operating with a Cisco Unified IP Phone only: <ul style="list-style-type: none"> <li>Version 4.0(1) Service Release 2 or higher</li> </ul> </li> <li>For Cisco Unified Video Advantage operating with Cisco IP Communicator: <ul style="list-style-type: none"> <li>Version 4.1(3), Service Release 1 or higher</li> </ul> </li> </ul> <p>Cisco Unified Video Advantage is supported on Cisco Unified CallManager version 5.0(1) and higher.</p> <p>Cisco Unified Video Advantage requires Cisco Unified CallManager to handle video call processing on the Cisco Unified IP Phones.</p>
On the PC of each end user using Cisco Unified Video Advantage	<ul style="list-style-type: none"> <li>Microsoft DirectX 9.0</li> <li>(Optional) Cisco IP Communicator release 2.0 or higher</li> <li>Cisco Unified Video Advantage software</li> </ul> <p>The PC must be connected directly to the Cisco Unified IP Phone.</p>

## Related Documentation

For more information about Cisco Unified Video Advantage, Cisco Unified IP Phones, or Cisco Unified CallManager, see these documents.

Document Name	Location
<i>Cisco Unified Video Advantage User Guide</i>	<a href="http://www.cisco.com/en/US/products/sw/voicesw/ps5662/products_user_guide_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps5662/products_user_guide_list.html</a>
<i>Cisco Unified Video Advantage Quick Start Guide</i>	<a href="http://www.cisco.com/en/US/products/sw/voicesw/ps5662/rod_installation_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps5662/rod_installation_guides_list.html</a>
<i>Release Notes for Cisco Unified Video Advantage</i>	<a href="http://www.cisco.com/en/US/products/sw/voicesw/ps5662/rod_release_notes_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps5662/rod_release_notes_list.html</a>
Cisco IP Communicator User Guides	<a href="http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_user_guide_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_user_guide_list.html</a>
Cisco IP Communicator Administration Guides	<a href="http://www.cisco.com/en/US/products/sw/voicesw/ps5475/rod_maintenance_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps5475/rod_maintenance_guides_list.html</a>
Cisco Unified IP Phone Administration Guides	<a href="http://www.cisco.com/en/US/products/hw/phones/ps379/prod_maintenance_guides_list.html">http://www.cisco.com/en/US/products/hw/phones/ps379/prod_maintenance_guides_list.html</a>
Cisco Unified CallManager Administration Guides	<a href="http://www.cisco.com/en/US/products/sw/voicesw/ps556/rod_maintenance_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps556/rod_maintenance_guides_list.html</a>

# Installation Notes

## Software Download Page

The Cisco Unified Video Advantage software can be downloaded from this site on Cisco.com:  
<http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>

## Required Hotfixes

You will need to make sure that your users install the following Microsoft Windows hotfixes. Please contact Microsoft to get these hotfixes.

- For Widows XP: KB 914642
- For Windows XP: KB 884868
- For Windows 2000: KB 832339

## Upgrading to Cisco Unified Video Advantage release 2.0(1a)



### Note

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This issue has been fixed in Cisco Unified Video Advantage release 2.0(2). The following information only applies if you installed Cisco Unified Video Advantage release 2.0(1.0) and are trying to upgrade to Cisco Unified Video Advantage release 2.0(1a).

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If you have already installed Cisco Unified Video Advantage release 2.0(1.0), you must uninstall it before installing the Cisco Unified Video Advantage release 2.0(1a). If you are upgrading from any release earlier than Cisco Unified Video Advantage release 2.0(1), you do not need to uninstall first. For more information, see CSCse42042 in the [“Open Caveats for Cisco Unified Video Advantage Release 2.0\(2\)” section on page 10](#).

## New and Changed Information

The following section describes new features and changes that are pertinent to this release of Cisco Unified Video Advantage Release 2.0(2)

## Wireless Support

Using Cisco Unified Video Advantage with Cisco IP Communicator for video calls over a corporate wireless LAN may result in poor audio and video quality and is not supported. Video calls may be placed or received on a remote wireless LAN connection with a minimum broadband link of 300kbps/300kbps. For best results, we recommend that you use Cisco Unified Video Advantage over a wired Ethernet connection whenever possible.

## Powered USB Hub Login Issue

If Microsoft Windows hangs while you are booting up your system, check to see whether you are using a powered USB hub into which are plugged multiple devices. If so, unplug the hub, reboot your PC, and then plug the hub back in after your PC has booted up.

## Documentation Updates

### Installation and Troubleshooting Guide for Cisco Unified Video Advantage Release 2.0

The functionality of the Cisco Unified Problem Reporting Tool, which is documented on page 4-13 of the *Installation and Troubleshooting Guide* has changed since the documentation was completed.

The Cisco Unified Problem Reporting Tool that shipped with Cisco Unified Video Advantage Release 2.0(1) gathers information needed to debug crashes or other problems with the application. By default, the Cisco Unified Problem Reporting Tool saves the problem report on the user's desktop. The user can then email the problem report to an administrator for investigation. If you prefer, you can configure an email address during the application installation, and the Cisco Unified Problem Reporting Tool will then automatically email the problem report to the email address you specified.

### Resolved Caveats for Cisco Unified Video Advantage Release 2.0(2)

You can find the latest resolved caveat information for all releases up to Cisco Unified Video Advantage Release 2.0(2) by using Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

**Tip**

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

This section includes the following topics:

- [Using Bug Toolkit, page 6](#)
- [Saving Bug Toolkit Queries, page 8](#)

## Using Bug Toolkit

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser

- Cisco.com user ID and password

To use Bug Toolkit, follow this procedure.

**Note**

Cisco Unified CallManager is used in this procedure as an example. You will want to replace Cisco Unified CallManager with the name of the product for which you are searching for bug information.

**Procedure**

- Step 1** To access the Bug Toolkit, go to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). Log on with your Cisco.com user ID and password.
- Step 2** Click the **Launch Bug Toolkit** hyperlink.
- Step 3** If you are looking for information about a specific caveat, enter the ID number in the “Enter known bug ID:” field.
- To view all caveats for Cisco Unified CallManager, go to the “Search for bugs in other Cisco software and hardware products” section, and enter **Cisco Unified CallManager** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cisco Unified CallManager**.
- Step 4** Click **Next**. The Cisco Unified CallManager search window displays.
- Step 5** Choose the filters to query for caveats. You can choose any or all of the available options:
- Choose the Cisco Unified CallManager version:
    - Choose the major version for the major releases (such as, 4.1, 4.0, 3.3).  
A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.
    - Choose the revision for more specific information; for example, choosing major version 4.1 and revision version 3 queries for release 4.1(3) caveats.  
A revision (maintenance) release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.
  - Choose the Features or Components to query; make your selection from the “Available” list and click Add to place your selection in the “Limit search to” list.
    - To query for all Cisco Unified CallManager caveats for a specified release, choose “All Features” in the left window pane.

**Note**

The default value specifies “All Features” and includes all of the items in the left window pane.

- To query only for Cisco Unified CallManager-related caveats, choose “ciscoxm” and then click **Add**.
  - To query only for phone caveats, choose “ciscoxm-phone” and then click **Add**.
  - To query only for gateway caveats, choose “voice-gateway” and then click **Add**.
- c.** Enter keywords to search for a caveat title and description, if desired.

**Note**

To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

- d. Choose the Set Advanced Options, including the following items:
  - Bug Severity level—The default specifies 1-3.
  - Bug Status Group—Check the **Fixed** check box for resolved caveats.
  - Release Note Enclosure—The default specifies Valid Release Note Enclosure.
- e. Click **Next**.

Bug Toolkit returns the list of caveats on the basis of your query.

- You can modify your results by submitting another query and using different criteria.
- You can save your query for future use. See the [“Saving Bug Toolkit Queries”](#) section on page 8.



**Note**

For detailed online help with Bug Toolkit, click **Help** on any Bug Toolkit window.

## Saving Bug Toolkit Queries

Bug Toolkit allows you to create and then save your queries to monitor a specific defect or network situation. You can edit a saved search at any time to change the alert conditions, the defects being watched, or the network profile.

Follow this procedure to save your Bug Toolkit queries.

### Procedure

- Step 1** Perform your search for caveats, as described in the [“Using Bug Toolkit”](#) section on page 6.
- Step 2** In the search result window, click the **This Search Criteria** button that displays at the bottom of the window.  
A new window displays.
- Step 3** In the Name of saved search field, enter a name for the saved search.
- Step 4** Under My Bug Groups, use one of the following options to save your defects in a bug group:
  - Click the **Existing group** radio button and choose an existing group name from the drop-down list box.
  - Click the **Create new group named:** radio button and enter a group name to create a new group for this saved search.



**Note**

This bug group will contain the bugs that are identified by using the search criteria that you have saved. Each time that a new bug meets the search criteria, the system adds it to the group that you chose.

Bug Toolkit saves your bugs and searches, and makes them available through the My Stuff window. (The My Stuff window allows you to view, create, and/or modify existing bug groups or saved searches. Choose the My Stuff link to see a list of all your bug groups.)

- Step 5** Under Email Update Options, you can choose to set optional e-mail notification preferences if you want to receive automatic updates of a bug status change. Bug Toolkit provides the following options:

- **Do NOT send me any email updates**—If you choose this default setting, Bug Toolkit does not send e-mail notifications.
- **Send my updates to:**—Click the radio button to choose this option to send e-mail notifications to the user ID that you enter in this field. Additional notification options include
  - **Updates as they occur**—Bug Toolkit provides updates that are based on status change.
  - **Weekly summaries**—Bug Toolkit provides weekly summary updates.
- **Apply these email update options to all of my saved searches**—Check this check box to use these e-mail update options for all of your saved searches.

**Step 6** To save your changes, click **Save**.

**Step 7** A window displays the bug group(s) that you have saved. From this window, you can click a bug group name to see the bugs and the saved searches; you can also edit the search criteria.

## Resolved Caveats for Cisco Unified Video Advantage Release 2.0

Table 1 shows the resolved caveats for Cisco Unified Video Advantage Release 2.0.

**Table 1** Resolved Issues for Cisco Unified Video Advantage Release 2.0

Identifier	Headline
<b>Resolved Issues for Cisco Unified Video Advantage Release 2.0(2)</b>	
CSCse08590	CUVA should support cameras other than VT cameras <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse08590">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse08590</a>
CSCse25790	BSOD on CdpPacketWdmCv1.sys caused by bad CDP packet received <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse25790">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse25790</a>
CSCse32772	PRT doesn't launch when CUVA crashes if CUVA is launched from CIPC <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse32772">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse32772</a>
CSCse36712	VideoCodec setting in HKLM is not used by user w/o admin privilege <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse36712">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse36712</a>
CSCse39429	Video windows have startup delay <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse39429">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse39429</a>
CSCse42042	2 CUVA entries in Add/Remove Programs on upgrade from 2.0.1.0 to 2.0.1.1 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse42042">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse42042</a>
CSCse33387	Video Check menu item should not be disabled when camera is turned off <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse33387">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse33387</a>
CSCse24457	Video Quality Dialog in CUVA needs to be admin setting <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse24457">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse24457</a>
<b>Resolved Issues for Cisco Unified Video Advantage Release 2.0(1a)</b>	
CSCsd59101	Win2K Bluescreen-Exit CUVA after plug/unplug USB camera during a call <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd59101">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd59101</a>
CSCsd90727	Blue Screen while launching CUVA due to DNE2000.SYS <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90727">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd90727</a>

**Table 1 Resolved Issues for Cisco Unified Video Advantage Release 2.0**

Identifier	Headline
CSCse07743	CUVA can't recognize VT Camera I after re-dock to docking station on W2K <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse07743">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse07743</a>
CSCsd88493	CUVA should not attempt to connect to SIP IP Phone <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd88493">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd88493</a>
CSCsd98476	Found New Hardware wizard is invoked during CUVA upgrade <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd98476">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd98476</a>
CSCed42360	CVTA may not recognize the USB camera is in use by another program <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed42360">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCed42360</a>

## Open Caveats for Cisco Unified Video Advantage Release 2.0(2)

Table 2 describes possible unexpected behaviors by Cisco Unified Video Advantage Release 2.0(2), sorted by component. Unless otherwise noted, these caveats apply to all Cisco Unified Video Advantage releases up to and including release 2.0(2).

For more information about an individual defect, click the associated Identifier in Table 2 to access the online record for that defect, including workarounds.

You can find the latest resolved caveat information for Cisco Unified Video Advantage Release 2.0(2) by using Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.



**Tip**

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved 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](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

**Table 2 Known Issues for Cisco Unified Video Advantage Release 2.0**

Identifier	Headline
<b>Known Issues for Cisco Unified Video Advantage Release 2.0(2)</b>	
CSCse55764	CUVA incorrectly prohibits CDP on valid ipaddr ranges in 169.x.x.x/24 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse55764">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse55764</a>
CSCse48736	Press Alt-F4 in video window turns camera on and off during video call <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse48736">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse48736</a>
CSCse42800	Video windows close when call is still active during load test <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse42800">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse42800</a>
CSCse35409	Shouldn't allow CUVA to launch when CUVA is launched by another user <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse35409">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse35409</a>

**Table 2 Known Issues for Cisco Unified Video Advantage Release 2.0**

Identifier	Headline
CSCse35005	Video Window Pop-Up Response Time <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse35005">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse35005</a>
CSCse34574	Camera Setting: Saturation for VT Cam I is mis-position in default value <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse34574">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse34574</a>
CSCse34313	Silent Install should create desktop shortcut and quick launch <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse34313">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse34313</a>
CSCse25822	“Video out of Bandwidth” message on the IP phone <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse25822">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse25822</a>
CSCse18309	Impact on video during call when run with other CPU-intensive software <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse18309">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse18309</a>
CSCse17942	Resizing Video Windows Causes Distortion <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse17942">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse17942</a>
CSCse14737	CUVA considers Microsoft Office communicator as Cisco IP Communicator <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse14737">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse14737</a>
CSCse13490	Video image using VT Camera I with CUVA 2.0 is blocky <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse13490">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse13490</a>
CSCsd38302	Win2K: VT camera II does not work properly after unplugging and plugging <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd38302">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd38302</a>
CSCse36933	Unable to do H.264 Video with Cisco 7941/61/7x IP Phone on CCM 4.1(3)sr2 <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse36933">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse36933</a>
<b>Known Issues for Cisco Unified Video Advantage Release 2.0(1a)</b>	
CSCse25822	“Video out of Bandwidth” message on the IP phone <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse25822">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse25822</a>
CSCse13490	Video image using VT Camera I with CUVA 2.0 is blocky <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse13490">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse13490</a>
CSCsd38302	Win2K: VT camera II does not work properly after unplugging and plugging <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd38302">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsd38302</a>
CSCse17942	Resizing Video Windows Causes Distortion <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse17942">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse17942</a>
CSCse14737	CUVA considers microsoft office communicator as Cisco IP Communicator <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse14737">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse14737</a>
CSCse18309	Impact on video during call when run with other CPU-intensive software <a href="http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse18309">http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCse18309</a>

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

### Cisco.com

You can access the most current Cisco documentation at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

### Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

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

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

### Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

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

## Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Support site area by entering your comments in the feedback form available in every online document.

# Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



**Tip**

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

## Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive these announcements by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. Registered users can access the tool at this URL:

<http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

To register as a Cisco.com user, go to this URL:

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

## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Support Website

The Cisco Support website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

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

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

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



### Note

Before you submit a request for service online or by phone, use the **Cisco Product Identification Tool** to locate your product serial number. You can access this tool from the Cisco Support website by clicking the **Get Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.



### Tip

#### Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing **F5**.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. After using the Search box on the Cisco.com home page, click the

**Advanced Search** link next to the Search box on the resulting page and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

**Severity 1 (S1)**—An existing 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.

**Severity 2 (S2)**—Operation of an existing network is severely degraded, or significant aspects of your business operations 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.

**Severity 3 (S3)**—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

**Severity 4 (S4)**—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.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:

<http://www.cisco.com/offer/subscribe>

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- 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 at this URL:

<http://www.ciscopress.com>

- *Internet Protocol Journal* is a quarterly journal published by Cisco 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>

- Networking products offered by Cisco, as well as customer support services, can be obtained at this URL:

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

- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:

<http://www.cisco.com/univercd/cc/td/doc/abtnicd/136957.htm>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

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