



Release Notes for Cisco Unified Video Advantage, Release 2.1(1) and 2.1(2)

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These release notes describe the new features and caveats for Cisco Unified Video Advantage, Release 2.1(1) and 2.1(2)

To view the release notes for previous releases of Cisco Unified Video Advantage, go to http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_release_notes_list.html.

For details about downloading the software, see [Installation Notes, page 9](#).

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Introduction

These release notes describe requirements, restrictions, and caveats for Cisco Unified Video Advantage. These release notes are updated for every maintenance release and every major release but not for patches or hot fixes.

Before you install Cisco Unified Video Advantage, we recommend that you review this document for issues that might affect your system. For a list of the open caveats, see [Open Caveats, page 12](#).

System Requirements

- [Network Requirements, page 2](#)
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Network Requirements

For Cisco Unified Video Advantage to successfully operate as a video endpoint, your network must meet these requirements:

- Voice over IP is configured on your Cisco routers and gateways.
- IP network supports DHCP or manual assignment of IP address, gateway, and subnet mask in Cisco Unified Communications Manager.
- IP telephony networks with access control lists and/or firewalls between voice VLANs and data VLANs must be configured so that the access control lists and/or firewalls allow the Cisco Audio Session Tunnel (CAST) protocol to communicate with the Cisco Unified IP Phone and the PC (Cisco Unified Video Advantage) over TCP/IP using TCP port 4224. Bidirectional communication on TCP port 4224 is required.

For details, see the *Cisco IP Video Telephony Solution Reference Network Design (SRND) for Cisco Unified Communications Manager*:

<http://wwwin.cisco.com/voice/technical/design.shtml>

- Cisco Unified Video Advantage uses port 5445 by default. If your firewall blocks this port, users will receive no video. You will need to configure your firewall to allow access to port 5445 (or change the UDP port setting during deployment and installation) and enable video.
- Cisco Unified Video Advantage requires Cisco Unified Communications Manager to handle video call processing on the Cisco Unified IP Phones:

For Cisco Unified Video Advantage operating with Cisco IP Communicator or with a Cisco Unified IP Phone, Cisco Unified Communications Manager Version 4.1(3), Service Release 2 or higher is required.

For other supported Cisco Unified Communications Manager releases, see [Compatibility Matrix, page 7](#).

- Quality of service is properly configured on your network to provide prioritized treatment of the audio and video streams.

For details, see

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list.html

- Cisco IP Communicator (Release 2.0 or later) or video-enabled Cisco Unified IP Phone are installed and configured on your IP network with phone loads that support video. The client PC must be connected directly to the Cisco Unified IP Phone.
- Using Cisco Unified Video Advantage with Cisco IP Communicator for video calls over a corporate wireless LAN might result in poor audio and video quality and is not supported. Video calls can 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.

Client Requirements

Cisco Unified Video Advantage has these requirements:

- Personal computer (PC)—See [PC Requirements, page 3](#).
- Any video-enabled Cisco Unified IP Phone—See [Supported Cisco Unified IP Phones, page 5](#).
- Video camera—See [Supported USB Cameras, page 6](#).

PC Requirements

The PC on which the Cisco Unified Video Advantage software is installed must meet the specifications listed in [Table 1](#).



Note

Cisco Unified Video Advantage is not supported in VMWare, Citrix, Terminal Services, Remote Desktop or other thin client environments.

Table 1 *PC Requirements for Cisco Unified Video Advantage*

PC Feature	Requirement
Software	<ul style="list-style-type: none"> • Microsoft Windows Vista Business Edition or Enterprise Edition with or without Service Pack 1 • Windows XP Professional with Service Packs 1, 2 and 3 • Windows 2000 Professional with Service Pack 4 • Microsoft DirectX 9.0c (For details, see the Internal Hardware rows in this table.) • USB audio device hotfixes¹: <ul style="list-style-type: none"> – For Widows XP: KB 914642 – For Windows XP: KB 884868 – For Windows 2000: KB 832339
Internal Hardware Microsoft Windows Vista	<ul style="list-style-type: none"> • Microsoft Vista Premium Ready PC. For details about the minimum hardware requirements for Windows Vista (in addition to the requirements in this table), search for <i>Premium Ready PC</i> on the Microsoft website or see this URL: http://support.microsoft.com/kb/919183 <ul style="list-style-type: none"> – Only 32-bit (x86) processors are supported with 32-bit versions of Windows Vista. – Hardware in computers running Vista and Cisco Unified Video Advantage using video must have a base score of 3 or higher. Run the performance tool by choosing Start > Control Panel, and clicking Performance and Rating.² <p>The subscores for Memory (RAM), Graphics, and Gaming Graphics must be 3 or higher.</p> <p>The Overall Base Score must be 3 or higher.</p> • Free disk space: 200 MB (includes 20 MB free disk space for the Windows camera drivers) • Memory: 512 MB RAM (1 GB RAM or more recommended) • Free physical memory: 48 MB • Dedicated video memory: 256 MB • Video card driver: install the latest version for your OS • A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device • A 10/100/1000BASE-T Ethernet cable connected to your Cisco Unified IP Phone PC port • At least 1 free USB port (version 2.0)

Table 1 PC Requirements for Cisco Unified Video Advantage (continued)

PC Feature	Requirement
Internal Hardware Microsoft Windows XP and Windows 2000	<ul style="list-style-type: none"> • CPU speed and type: <ul style="list-style-type: none"> – Desktops: 2.4 GHz Pentium IV or higher compatible processor (Streaming SIMD Extensions support required); 2.8 GHz Pentium IV or higher recommended – Laptops: 1.5 GHz Pentium M or higher compatible processor (Streaming SIMD Extensions support required); 1.7 GHz Pentium M or higher recommended • Memory: 512 MB RAM (1 GB RAM or more recommended) • Free disk space: 200 MB (includes 20 MB free disk space for the Windows camera drivers) • Video display: <ul style="list-style-type: none"> – Minimum: DirectX 9.0c (or higher) compatible graphics card with 32MB of video RAM. For dual-headed configurations, 64MB. – Recommended: DirectX 9.0c (or higher) compatible graphics card with 64MB of video RAM. For dual-headed configurations, 128MB. • Video card driver: install the latest version for your OS • A non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device • A 10/100/1000BASE-T Ethernet cable connected to your Cisco Unified IP Phone PC port • At least 1 free USB port, version 1.1 minimum or 2.0 (Windows 2000 supports full-speed only)
Cisco Unified IP Phone	See Supported Cisco Unified IP Phones, page 5
USB camera	See Supported USB Cameras, page 6 .

1. To obtain the hotfixes, go to the Microsoft Support URL: <http://support.microsoft.com/contactus/?ws=support> or call Microsoft (1-800-MICROSOFT (1-800-642-7676)).
2. If users experience memory leaks while using video and the amount of memory dedicated to video is zero or very small, disable Vista visual effects by going to **Control Panel > Classic View > Performance Information and Tools > Adjust visual effects > Adjust for best performance**.

Supported Cisco Unified IP Phones

Cisco Unified Video Advantage is supported on Cisco IP Communicator and on all video-enabled Cisco Unified IP Phones running the SCCP protocol. Cisco Unified Video Advantage is not supported on Cisco Unified IP Phones running the SIP protocol. The phone must be CDP and CAST capable.



Note

Cisco Unified Video Advantage does not work with the Cisco Unified IP Phones 7941G, 7961G and 7971G in an SRST environment. ([CSCsl49074](#))

These phones are supported for use with Cisco Unified Video Advantage:

- Cisco Unified IP Phone 7911G
- Cisco Unified IP Phone 7940G
- Cisco Unified IP Phone 7941G-GE
- Cisco Unified IP Phone 7945G
- Cisco Unified IP Phone 7960G
- Cisco Unified IP Phone 7961G-GE
- Cisco Unified IP Phone 7965G

- Cisco Unified IP Phone 7970G
- Cisco Unified IP Phone 7971 G-GE
- Cisco Unified IP Phone 7975G

**Note**

Use phone firmware 8.3(2) and earlier to avoid a delay in associating with Cisco Unified Communications Manager. ([CSCsk47200](#))

For a list of supported Cisco Unified Communications Manager releases needed with these phones, see the [Compatibility Matrix, page 7](#).

In the phone you are using does not appear in the supported list, see the release notes for the phone:

http://www.cisco.com/en/US/products/hw/phones/ps379/prod_release_notes_list.html

New or existing phones might add support for Cisco Unified Video Advantage after this release of Cisco Unified Video Advantage.

Supported USB Cameras

Cisco Unified Video Advantage supports these USB cameras:

- Cisco VT Camera II
- Cisco VT Camera
- Logitech QuickCam Fusion
- Logitech QuickCam for Notebooks Pro
- Logitech QuickCam Pro 5000
- Logitech QuickCam Ultra Vision
- Microsoft LifeCam VX-6000
- Microsoft LifeCam NX-6000 Webcam
- Creative Webcam Live Pro USB 2.0 Webcam (see [Important Notes, page 10](#))

**Note**

Not all cameras are available for all supported operating systems. See your camera documentation for the supported operating systems.

The camera must be installed and connected to the PC on which the Cisco Unified Video Advantage software is installed. For details about setting up the third-party camera, see the documentation that shipped with the camera. For details about setting up the Cisco VT Camera, see the quick start guide:

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

**Note**

In this document, references to the Cisco VT Camera include both the Cisco VT Camera and the Cisco VT Camera II. The Cisco VT Camera II meets all European Union RoHS compliance requirements.

Cisco Unified Video Advantage also provides limited support for other third-party cameras. Limited support includes only camera recognition issues, where the camera is not properly recognized by the Cisco Unified Video Advantage application. For all other issues involving the third-party cameras, Cisco will provide best-effort support. Cisco Unified Video Advantage recognizes 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).

Supported Video Codecs

Cisco Unified Video Advantage supports these video codecs:

- H.263
- H.264

For H.264 codec support, Cisco Unified Communications Manager Release 4.1(3) or higher is required.

By default, Cisco Unified Video Advantage is configured to support both H.263 and H.264 video codecs. If both codecs are available, the application gives priority to H.264. For details about customizing video codecs, see the installation and troubleshooting guide:

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

Software Interoperability

Cisco Unified Video Advantage, Cisco IP Communicator, and Cisco Unified Personal Communicator can co-exist on the same client computer. However, we recommend that you do not simultaneously run Cisco Unified Personal Communicator and Cisco IP Communicator with Cisco Unified Video Advantage.

Compatibility Matrix

Cisco Unified Video Advantage is compatible with these products:

- Cisco Unified Communications Manager, Releases 4.x, 5.0, 5.1, 6.0, 6.1 and 6.1.2

For H.264 codec support, Cisco Unified Communications Manager Release 4.1(3) or higher is required.

Cisco Unified Communications Manager Release 4.x does not support video over a SIP trunk. The Media Termination Point Required option in Cisco Unified Communications Manager Administration is checked by default and cannot be unchecked.

- Cisco Unified Communications Manager Express, Releases 4.0 [IOS Release 12.4(4.XC4)] and 4.1 [IOS 12.4(15)T]
- Cisco Unified Videoconferencing, Releases 4.2 and 5.1
- Cisco Unified MeetingPlace Express, Releases 2.0 and 2.1
- Cisco Unified MeetingPlace, Releases 5.4 and 6.0
- If you are using Cisco VPN client software, you must use at least Release 4.8. For optimal results, use version 5.0.01.0600. Make sure to uncheck (disable) the Stateful Firewall setting.

**Note**

Cisco no longer supports Cisco VPN client software version 4.0.8.

Related Documentation

For complete documentation for Cisco Unified Video Advantage, see the documentation guide:

http://www.cisco.com/en/US/docs/video/cuva/roadmap/cuva_map.html

You can find related product information at these URLs:

Cisco IP Communicator documentation

http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd_products_support_series_home.html

Cisco Unified IP Phone documentation

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Cisco Unified Communications Manager documentation:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

New and Changed Information

- [Release 2.1\(2\)](#), page 8
- [Release 2.1\(1\)](#), page 8

Release 2.1(2)

Cisco Unified Video Advantage Release 2.1(2) has no new features. See [Resolved Caveats](#), page 12 for the list of defects fixed in this release.

Release 2.1(1)

Cisco Unified Video Advantage Release 2.1(1) provides these new features:

- Camera support:
 - Separate installers for Cisco Unified Video Advantage and for Cisco VT Camera drivers (Cisco Unified Video Advantage no longer installs the Cisco VT Camera drivers).

**Note**

Upgrading to Cisco Unified Video Advantage Release 2.1(1) removes the Cisco VT Camera driver. Users must run the installation package for the Cisco VT Camera for upgrades.

- Operating systems: Support for Windows Vista (in addition to the Windows XP and 2000).
- Phone support: Cisco Unified Video Advantage supports all Cisco Unified IP Phones running SCCP (CDP enabled and CAST enabled) that can be enabled for video on Cisco Unified Communications Manager. For details, see [Supported Cisco Unified IP Phones](#), page 5.

- Cisco Unified Communications Manager: increased compatibility (see the [Compatibility Matrix, page 7](#)).
- User interface improvements:
 - Video confirmation (**Settings > Video Confirmation**): if enabled, Cisco Unified Video Advantage prompts the user for confirmation before sending video. Regardless of the user preference, video is not sent if the screen saver is active or if the PC is locked.
The local video window displays information to tell the user to click the camera button to start the video stream (along with a balloon tip in the system tray).
The setting is saved and applied to the next Cisco Unified Video Advantage session.
 - Problem Reporting Tool is accessible from **Help > Create Problem Report**.
 - **Video > Camera On** menu option will be disabled if no camera is present.
 - New options for associating the video with a device (**Video > Preferred Device**): checking an option means that Cisco Unified Video Advantage sends video to Cisco IP Communicator or to the Cisco Unified IP Phone.
- Installation and upgrades/updates:
 - System administrators can specify where log files are stored.
 - System administrators can use a silent install option when deploying the application to remote users.
- Serviceability: support for call quality logging enhancements. Includes packet statistics at the end of each call, total number of packets (sent or received), packets lost or discarded, average and maximum jitter, and average and maximum delay.

Installation Notes

- [Software Download Site, page 9](#)

Software Download Site

Download Cisco Unified Video Advantage software from the Software Center:

<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>

You must register for an account on Cisco.com to access the software download site.

On the download site, the installer packages are offered as a single Zip file, which contain all the files required to deploy the application and the Cisco VT Camera drivers.

The software download site does not contain device drivers for third-party video cameras. These drivers should be provided by the manufacturer.

For step-by-step installation instructions, see the Installation and Troubleshooting Guide for Cisco Unified Video Advantage.

Limitations and Restrictions

You should review [Table 2](#) before you begin working with Cisco Unified Video Advantage. These are known limitations that will not be fixed, and there is not always a workaround. Some features might not work as documented, and some features could be affected by recent changes to the product.

Table 2 *Closed Caveats for Cisco Unified Video Advantage*

Identifier	Severity	Component	Headline
CSCsf21383	2	win32app	CUVA hangs and then proceeds to use all available memory (Memory Leak) on Dell workstations.
CSCsj22071	2	win32app	CUVA 2.0 MTU size causes frame errors on sccp-h323-sccp call setup.
CSCso86553	2	win32app	CUVA blue screens if checkpoint VPN is running and connected
CSCeg06701	3	win32app	DeployMan for CVTA needs to put installers in CVTA directory.
CSCse13490	3	win32app	Video image using VT Camera I with CUVA 2.0 is blocky.
CSCse18309	3	win32app	Impact on video during call when run with other CPU-intensive software.
CSCse35005	3	win32app	Video Window Pop-Up Response Time.
CSCse35409	3	win32app	Shouldn't allow CUVA to launch when CUVA is launched by another user.
CSCse36933	3	win32app	Unable to do H.264 Video with Cisco 7941/61/7x IP Phone on CCM 4.1(3)sr2.
CSCsh60057	3	win32app	3rd party SIP video phone freeze when calling CUVA with 7970 SCCP phone.
CSCsi03781	3	win32app	BSOD on HP Compaq nx6110
CSCsi40055	3	win32app	Local video does not display.
CSCsk47200	3	win32app	Takes about 30 seconds to associate with some phones.
CSCsk76317	3	win32app	High CUVA CPU Usage on minimum requirements AMD desktop.
CSCsk87144	3	win32app	Upgrade: XP-Vista: No CDPdrv process running if user starts CUVA.
CSCsk88647	3	win32app	Balloon tooltip for loss of connection is inconsistent.
CSCsl85497	3	win32app	No Video Because USB Controller Bandwidth Exceeded.
CSCsl85978	3	win32app	User sees Assertion Failed when 2.0.3 install on top of 2.1.0.
CSCsm81353	3	win32app	Video discoloration on native resolution in certain systems
CSCso92195	3	win32app	VT Camera II is not recognized by CUVA on cold start of machine
CSCsz10052	3	win32app	CUVA with VPN client 5.0.4 and McAfee HIPS can cause BSOD

Important Notes

- Creative Webcam Live Pro USB 2.0 Webcam light is always lit

When this camera is connected to the computer, it always has its light lit whether or not it is capturing video. This means that the camera light state cannot be used to tell if the camera is active or not during a call. (CSCsk34037)

- Cisco Unified Video Advantage does not work with the Cisco Unified IP Phone 7941G, 7961G, or 7971G in an SRST environment. (CSCs149074)
- Cisco Unified Video Advantage does not support an upgrade path from Microsoft Windows XP to Microsoft Vista. Cisco Unified Video Advantage must be uninstalled before an upgrade and re-installed with the new operating system. (CSCsk87144)

Caveats

- [Using the Bug Toolkit, page 11](#)
- [Open Caveats, page 12](#)
- [Resolved Caveats, page 12](#)

Using the Bug Toolkit

You can search for problems by using the Cisco Software Bug Toolkit. Known problems (bugs) are graded according to severity level. These release notes contain descriptions of these types of bugs:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs

Before You Begin

To access Bug Toolkit, you need these items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

-
- Step 1** Go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs> to access the Bug Toolkit.
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** Enter the bug ID number in the **Search for Bug ID** field, to look for information about a specific problem.
- Step 4** Click **Go**.
-

For information about how to search for bugs, create saved searches, create bug groups, and so forth, click **Help** on the Bug Toolkit page.

Open Caveats

Table 3 describes possible unexpected behaviors by Cisco Unified Video Advantage. Only severity 1, severity 2, and select severity 3 open caveats, as well as all customer-found defects, are provided in this document (highest severity listed first and then in alphanumeric order by identifier).

Unless otherwise noted, these caveats apply to all Cisco Unified Video Advantage releases. For details about an individual defect, click the identifier to access the online record for that defect in the Bug Toolkit.

Because defect status continually changes, be aware that the tables reflects a snapshot of the defects that were open at the time this report was compiled. For an updated view of open defects, access the Bug Toolkit. For details, see the [Using the Bug Toolkit, page 11](#).

Table 3 Open Caveats for Cisco Unified Video Advantage

Identifier	Severity	Component	Headline
CSCsk79193	3	win32app	CCME: Unable to re-established video after restarting CUVA application.
CSCsk88892	3	win32app	Problems in CUVA when bandwidth limited.
CSCsk98716	3	win32app	After a CM restart, CUVA has to be restarted to have video in the call.
CSCsl08616	3	win32app	If 2 ethernet NIC enabled & active- CUVA cannot associate with IP Phone.
CSCsl24602	3	win32app	Vista: DSCP value for Video call set to 0x000000.
CSCsl28608	3	win32app	VPN over ethernet-User loses VPN connection CUVA becomes unresponsive.
CSCsl32819	3	win32app	W2K-Black Video check window with CIPC opened.
CSCsl38026	3	win32app	IP Phone associates to CUVA can take a long time depending on Phone Load.
CSCse71621	6	win32app	Video quality for H263 is not as good as CVTA 1.0.2 even at high bitrate.

Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases. Caveats are listed in order by severity, then in alphanumeric order by identifier.

Because defect status continually changes, be aware that the tables reflects a snapshot of the defects that were resolved at the time this report was compiled. For more information about an individual defect, click the associated identifier in the table to access the online record for that defect, including workarounds. For an updated view of resolved defects, access the Bug Toolkit. For details, see [Using the Bug Toolkit, page 11](#).

Release 2.1(2)

Table 4 lists the caveats resolved in Release 2.1(2).

Table 4 Resolved in Release 2.1(2)

Identifier	Severity	Component	Headline
CSCso72476	2	win32app	CUVA CDPdrv.exe high CPU with Vista
CSCsq29853	2	win32app	CDP driver in CUVA not signed on Vista systems
CSCsq76054	2	win32app	CUVA 2.1.1 leaks system handles leading to unresponsive PC
CSCsm55647	3	win32app	CUVA 2.1(1) widescreen aspect ratio issue w/Tandberg HD-vertical stretch
CSCsq10514	3	win32app	Jittery video in MeetingPlace: H.264 Level 1.2
CSCsr97780	3	win32app	Remote video screen blank after joining MP meeting

Release 2.1(1)

[Table 5](#) lists the caveats resolved in Release 2.1(1).

Table 5 Resolved in Release 2.1(1)

Identifier	Severity	Component	Headline
CSCsh38547	3	win32app	Tandberg calls Cisco Unified Video Advantage: No remote video on CUVA.
CSCsi12250	3	win32app	Video Advantage TCP/IP stack issue when Enforce software installed.
CSCsj19916	3	win32app	CVTA not saving advanced settings of Cisco VT Camera II.
CSCsk76325	3	win32app	PERFORMANCE: Memory leak observed during load test with AMD desktop
CSCsm07842	3	win32app	Video is streamed to remote user even when the user has locked the pc
CSCse14737	4	win32app	CUVA considers microsoft office communicator as cisco communicator.
CSCse25800	6	win32app	CUVA 2.0 needs to support Microsoft Vista.

Troubleshooting

These Cisco Unified Video Advantage documents provide troubleshooting information:

- User Guide for Cisco Unified Video Advantage
- Installation and Troubleshooting Guide for Cisco Unified Video Advantage

You can access these documents at this URL:

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

Documentation Updates

You can find Cisco Unified Video Advantage documentation at this URL:

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

User Guide Omission

In the section “Video Windows Have No Video and the No-Video Icon Appears in a Black Screen” of the Troubleshooting chapter in the User Guide for Cisco Unified Video Advantage, this solution was omitted:

- If you are using Cisco VPN client software, you must use Release 4.0 or higher. Make sure to uncheck (disable) the Stateful Firewall setting.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What’s New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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