



# Release Notes for Cisco IPVC 3511 MCU, Cisco IPVC 3511 MCU with EMP (E), and Cisco IPVC 3540 MCU Release 4.4

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These release notes describe the new features and caveats for all versions of Cisco Unified Videoconferencing 3511 MCU, Cisco Unified Videoconferencing 3540 MCU and Cisco Unified Videoconferencing 3540 EMP (E) release 4.4.

You can access the latest software upgrades and release notes for all versions of Cisco Unified Videoconferencing 3500 MCU on Cisco Connection Online (CCO) at the following URL:

<http://cisco.com/kobayashi/sw-center/sw-video.shtml>

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# Introduction

The Cisco Unified Videoconferencing 3500 are high performance multipoint video conferencing and media processing systems that provide extensive audio and video processing capabilities and web-based conference monitoring and management. The Cisco Unified Videoconferencing 3500 Series products support a wide range of telephony protocols and media communication networks and are interoperable with other video conferencing network devices.

## System Requirements

Cisco Unified Videoconferencing 3500 Release 4.4 only operates with the following products:

- Cisco Unified Videoconferencing 3511 MCU
- Cisco Unified Videoconferencing 3540 MCU
- Cisco Unified Videoconferencing 3540 EMP (E)

## Upgrading MCU and EMP Versions

### Upgrading from a previous MCU version to MCU version 4.4


**Note**

You cannot upgrade directly from MCU version 2.x to version 4.x. Upgrade initially to version 3.5 and then to version 4.x.

**Procedure**
**Step 1**

Save the current MCU custom configuration.

- Click **Export** on the MCU web user interface toolbar to export the MCU configuration to a \*.ini file.


**Note**

You cannot import a version 2.x MCU configuration file into an MCU running 4.x software.

**Step 2**

Burn the MCU version 4.4 application with the MCU default configuration.

- Run the MCU version 4.4 Upgrade Utility.
- Provide the target IP address, user name and login password for the MCU you wish to upgrade.
- Click **Customize**.
- Ensure that all Customize options are selected, including the Default MCU Configuration option.
- Click **Upgrade** to perform the upgrade procedure.
- Wait while the MCU performs the upgrade procedure and resets.


**Note**

This may take a few minutes. Please wait until the procedure is fully completed and the Upgrade Utility reports that the upgrade has been performed successfully.

- Step 3** After reset, the latest version is installed on the MCU.
- Step 4** (Optional) Restore a previously saved MCU custom configuration.
- Click **Import** on the toolbar of the MCU web user interface to import a previously saved MCU version 4.x configuration *.ini* file.
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## Upgrading from a previous EMP version

### Procedure

- Step 1** Use the EMP Upgrade Utility to burn the version of the EMP software that operates with the version of the MCU, as indicated on Cisco Connection Online (CCO).
- After burning, the Upgrade Utility will reset the platform.
- Step 2** After reset, the latest version is installed on the EMP.
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## Related Documentation

For administration documentation, see the Administrator's Guide for Cisco IPVC 3511 MCU and Cisco IPVC 3540 MCU Module Releases 4.0, 4.1, and 4.2 at the following URL:  
[http://www.cisco.com/en/US/products/hw/video/ps1870/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/hw/video/ps1870/prod_maintenance_guides_list.html).

## New and Changed Information

The following section describes new features and changes that are pertinent to this release of Cisco Unified Videoconferencing 3500 Series products.

Version 4.4 is a major maintenance release.

## Caveats for Cisco Unified Videoconferencing 3500 MCU Release 4.4

This section includes the following topics:

- [Open Caveats, page 4](#)
- [Resolved Caveats, page 6](#)

## Open Caveats

This section describes possible unexpected behaviors by Cisco Unified Videoconferencing 3500 MCU Release 4.4, sorted by component.

You can find the latest resolved caveat information for Cisco Unified Videoconferencing 3500 MCU Release 4.4 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://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.

MCU open caveats are included in the following categories:

- [General, page 4](#)
- [Interoperability, page 5](#)
- [Web/Control, page 5](#)
- [Encryption, page 5](#)
- [H.239 Dual Video, page 6](#)

## General

- Dual protocols (SIP and H.323) can be simultaneously used on hardware versions ending in B06 or later. The hardware version number is displayed in the **Hardware version** field of the **Basics** tab in the MCU **Board** interface.
- The EMP (E) card cannot occupy a system slot in the chassis.
- Not all the participants are displayed when using auto-switch in a CP cascaded conference and then switching to a full screen display.
- When cascading two conferences with auto-switching enabled in the service definition, you must manually start auto-switching from the Conference Control web interface.
- When changing the user name or password used to log in to the system, it is impossible to perform chairman operations in the conference control until logging out and logging in again with the new user information.
- When changing the MCU security mode from High or Maximum to Standard, an MCU restart is required to be able to connect to the MCU using Telnet.
- Dynamic layout does not work for a child view when **Preserve Local View** is applied to the child view.
- If video output is set to more than 1000 Kbps, video input can be limited for some specific layouts. For more information contact your local Cisco Customer Support representative.
- If you use a layout with 10 or more sub-frames with video output of 704 Kbps or higher, video input is limited to 320 Kbps when using the H.261 codec.
- When connecting to an empty **Transcoded see you see me** cascaded conference, the first participant may experience:
  - seeing him/herself but video is frozen when dialing in to the master conference/

- occasional “slow entrance” (the video is built slowly) when dialing in to the slave conference.
- When using the **Transcoded see you see me** option, text overlay does not function correctly.
- Working with VPS may prove to be unstable and is strongly discouraged. Please contact your local Cisco Customer Support representative for a possible migration plan.

## Interoperability

- ISDN endpoints cannot send a 4CIF stream.
- There is a big delay when sending Far Endpoint Camera Control (FECC) data via a gateway.
- Video freezes repeatedly on the ISDN side of a 1920 Kbps call.
- The Cisco MCM does not support service prefixes which include the asterisk character (\*).
- The video image may freeze on TANDBERG endpoints working in asymmetric video encoding mode (sending H.261, receiving H.263). To resolve this issue, ensure that the H.263 scheme on the MCU is set as the first priority, and H.261 is set as the second priority.
- Use the *mc:g728nonstd* Advanced Command if you experience audio problems when using VCON endpoints with the G.728 audio codec. Disable the G.728 codec via the *mc:g728std* Advanced Command. The default setting for the *mc:g728std* Advanced Command is **Disable**. Use the default setting with all endpoints except VCON endpoints.
- Far End Camera control (FECC) may not work properly when sent to Aethra endpoints.

## Web/Control

- We recommend that you use Microsoft Internet Explorer version 5.5 and above. You may encounter some interoperability issues when using Microsoft Internet Explorer version 7 and Netscape Navigator version 7.
- When N/A displays in the **Customize Views** list of the **Participant List** tab and **Statistics** tab in the Conference Control interface, statistics reporting is not available for this channel.
- Do not manually refresh the Conference Control web user interface between inviting a cascaded conference and until it connects, wait for the auto refresh of the conference control.
- In a 4 + 3 layout (Continuous Presence 2 x 2 in one quadrant of another Continuous Presence 2 x 2 layout), video positions are not displayed correctly in the web interface.
- We recommend that you do not configure more than 50 services in the **Services** tab.
- The CP4 layout works only with the H.261 video codec. The web application does not enforce the H.261 video codec in cases where you configure the H.263 codec with single screen geometry in the main layout, then add a presentation layout, and then change the video geometry of the main layout to CP4.

## Encryption

- Encryption does not work with H.323 tunneling.

## H.239 Dual Video

- When Polycom VSX-7000 does not transmit a presentation, change the presentation layout in the MCU service to 30 fps.
- Older versions of Sony endpoints implement a non-standard H.239. Due to this non-standard implementation, the presentation channel will not open when working with endpoints of other vendors.
  - In a Sony-only environment via the MCU, we have implemented a workaround for this issue. Contact Cisco Customer Support for information on how to enable this workaround.
  - Sony PCS-1 version 3.01 works with the standard H.239 implementation and the workaround is not necessary.

## Resolved Caveats

The following caveats have been resolved since Cisco Unified Videoconferencing 3500 MCU Release 4.4

- Improved Conference Control for MCU cascaded conferences.
- Voice Activated changes in cascaded conferences are properly handled.
- Stable functioning of H.239 in MCU cascaded conferences.
- Improved H.239 interoperability with ISDN endpoints joining via the Cisco Gateway.
- H.239, H.264 and encryption interoperability with Aethra endpoints operates correctly
- Dual video to VCON HD3000 endpoints operates correctly.
- H.264 Voice Activated Switching operates correctly.
- Border/frame switching on/off operates correctly in Voice Activated conferences.
- Reduced MCU vulnerability to Denial of Service-type attacks.
- Support for %23-type expressions (instead of #) as defined in RFC 2396.
- The Upgrade Utility target IP address is cleaned when the Upgrade Utility is restarted.
- Stable functioning of the Administrator web user interface.
- SIP registration works correctly.
- Improved SIP interoperability with Windows Messenger.
- Support for more than two SCCP conferences with the EMP (E).
- The MCU no longer intermittently sends out a silent payload.

# Troubleshooting

- If an error message reports no resources available when trying to create a conference, check whether the appropriate MPs are registered or online including EMP (E) and local MCU MP unit in the **Registered MPs** tab. Working with VPS may prove unstable and is not recommended.
- When the Windows **Start Navigation** sound is enabled, a continuous clicking sound is heard when the Conference Control interface automatically refreshes. Disable this sound in the **Sounds and Multimedia** configuration of the Control Panel.
- The Conference Control web interface operates in polling mode with updates every 10 seconds. To refresh information on the screen, reselect the tab you are currently viewing. Pressing the browser **Refresh** button causes you to exit from the Conference Control and displays the login screen.
- The Conference Control and Login screens are best viewed in full screen mode (1024 x 768 fps).
- The MCU allows you to open multiple Conference Control browser screens at the same time. It is recommended that you close screens in which you are not currently working to avoid confusion and performing operations on the wrong conference.
- Cascading between version 4 and version 5 MCU units requires the Cisco Unified Videoconferencing Manager or the Video Administration for Cisco Unified MeetingPlace. Please contact your local Cisco Customer Support representative for additional details.

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

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