



Release Notes for Cisco Unified Videoconferencing 3500 MCU Release 5.6

Revised: December 3, 2008, OL-16902-01

These release notes describe the new features and caveats for all versions of Cisco Unified Videoconferencing 3515 MCU, Cisco Unified Videoconferencing 3545 MCU and Cisco Unified Videoconferencing 3545 EMP Release 5.6.

You can access the latest software upgrades and release notes for all versions of Cisco Unified Videoconferencing 3500 MCU on Cisco.com at the following URL:

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

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Introduction

The Cisco Unified Videoconferencing 3500 Series products 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.

**Note**

Web user interface Conference Control functions are not supported for SCCP conferences.

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 5.6 only operates with these products:

- Cisco Unified Videoconferencing 3515 MCU12
- Cisco Unified Videoconferencing 3515 MCU24
- Cisco Unified Videoconferencing 3545 MCU
- Cisco Unified Videoconferencing 3545 EMP

You cannot install Release 5.6 on older IP/VC products, or on the Cisco IP/VC 3510, 3511 and 3540 Series products.

**Note**

You should use a Java-compliant browser. Using browsers other than the Microsoft Internet Explorer version 6 family or later is strongly discouraged and might not be supported.

Compatibility Matrix and Supported Upgrades

We recommend that you run upgrade and downgrade procedures from a machine located on the same network as your MCU to ensure that there are no failures due to network connectivity problems.

Do not simultaneously run more than one upgrade utility per PC.

Upgrading from a previous build of MCU Release 5.x to MCU Release 5.6

All products working together with MCU Release 5.6 must be upgraded to Release 5.6.

You cannot upgrade directly from MCU Release 5.0 to Release 5.6. Upgrade initially to Release 5.1.1 and then to Release 5.6

Procedure

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- Step 1** Save the current MCU custom configuration by clicking **Export** on the MCU web user interface toolbar to export the MCU configuration to a *.ini file.
- Step 2** Burn the MCU Release 5.6 application with the MCU default configuration.
- Run the MCU v5.6 Upgrade Utility.
 - Provide the target IP address.
 - Click Customize.
 - If you are upgrading from MCU versions prior to MCU version 5.5.3, ensure that MCU Factory Default Configuration option is not selected.
 - Ensure that all other Customize options are selected, including the Default MCU Configuration option but only one of the additional fonts if desired.
 - Click Upgrade to perform the upgrade procedure.
 - Wait while the MCU performs the upgrade procedure and resets.



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

After reset, the latest version is installed on the MCU.

- Step 3** (Optional) Restore a previously saved MCU custom configuration by clicking **Import** on the toolbar of the MCU web user interface to import a previously saved MCU Release 5.x configuration .ini file.
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Upgrading from a previous build of EMP Release 5.x to EMP Release 5.6

Procedure

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- Step 1** Use the EMP Upgrade Utility to burn the version of the EMP software that operates with the version of the MCU.
- 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

You can access related documentation at http://www.cisco.com/en/US/products/hw/video/ps1870/tsd_products_support_series_home.html:

- Configuration Guide for Cisco Unified Videoconferencing 3515 MCU12 and MCU24 Release 5.6*
- Installation and Upgrade Guide for Cisco Unified Videoconferencing 3515 MCU12 and MCU24 Release 5.6*
- Configuration Guide for Cisco Unified Videoconferencing 3545 MCU Release 5.6*

- *Installation and Upgrade Guide for Cisco Unified Videoconferencing 3545 MCU Release 5.6*
- *User Guide for Cisco Unified Videoconferencing 3500 MCU Release 5.6*
- *Troubleshooting Guide for Cisco Unified Videoconferencing 3500 MCU Releases 5.5 and 5.6*

New and Changed Information

Cisco Unified Videoconferencing 3500 MCU Release 5.6 introduces these features:

- **Simplicity**—Auto Attendant and Video IVR allowing direct dialing to the MCU using a leading number or an IP address. The use of video messages makes the process simpler than ever.
- **Video quality improvements and additional resolutions support.**
- **Lecturer Mode**—Enables all participants to see the conference lecturer in a full screen HD display, while the lecturer sees all the other conference participants in a HD Auto Switch display.
- **Support for call rates of up to 4096 Kbps.**

While configuring Cisco Unified Videoconferencing 3500 MCU Release 5.6, observe these recommendations:

- **The number of prefixed services**—This number should not exceed 30. Defining a higher number of MCU prefixed services may prevent you from properly saving the MCU configuration to file.
- **In order to assure successful IP dialing when MCU is not registered with a gatekeeper, configure the MCU as follows:**
 - Disable the Register Conf ID option
 - Use a Gatekeeper IP address different than 0.0.0.0 (or ending in .0); for example, 1.1.1.1.

For information about all available features and benefits, see the data sheet for Cisco Unified Videoconferencing 3500 MCU at

http://www.cisco.com/en/US/products/hw/video/ps1870/products_data_sheets_list.html.



Note

We recommend that you set the Ethernet port speed and duplex parameters of both the MCU/ EMP boards and the switch to Auto. Set these parameters to 100 Mbps full duplex only if you experience port speed negotiation problems. Ensure that the Ethernet port speed and duplex parameter values on the MCU and the switch are identical.

Caveats

- [Using Bug Toolkit, page 4](#)
- [Open Caveats, page 5](#)
- [Resolved Caveats, page 5](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs.

- Significant severity level 3 bugs.
- All customer-found bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access Bug Toolkit, you need the following items:

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

Procedure

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- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, then click **Go**.
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For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

Open Caveats

The caveats in [Table 1](#) describe possible unexpected behavior in the latest Cisco Unified Videoconferencing 3500 MCU release. These caveats might also be open in previous releases. Defects are listed in order of severity and then in alphanumeric order by defect identifier.

Table 1 *Open Caveats*

Identifier	Severity	Component	Headline
CSCsu46522	3	mcu	Conference resource hangs in MCU when CUCM node goes down (reboots or loses network) while MCU in conference.
CSCsu36679	3	mcu	Some video endpoints1 way video over H.323 trunk to MCU over SIP trunk.

Resolved Caveats

This section lists caveats that are resolved in Release 5.6 but that might have been open in previous releases.

Defects are listed in order of severity and then in alphanumeric order by defect identifier. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see the “[Using Bug Toolkit](#)” section on page 4).

[Table 2](#) lists the caveats that were resolved in Release 5.6.

Table 2 Resolved Caveats for Cisco Unified Videoconferencing MCU 3500

Identifier	Severity	Component	Headline
CSCsj53608	3	mcu	Services page max parties calculations incorrect.
CSCsq67634	3	mcu	Password expiration does not affect admin user.

Troubleshooting

See the *Troubleshooting Guide for Cisco Unified Videoconferencing 3500 MCU Releases 5.5 and 5.6* at: http://www.cisco.com/en/US/products/hw/video/ps1870/prod_troubleshooting_guides_list.html

Documentation Updates

In the “Enabling and Disabling High Definition Continuous Presence” section of the *Configuration Guide for the Cisco Unified Videoconferencing 3545 MCU Release 5.6* (http://www.cisco.com/en/US/docs/video/cuvc/5_5/mcu/3545/configuration/guide/basic_v5_5.html#wp1054554), this information was omitted:



Note

High Definition Continuous Presence is disabled by default. After enabling it, you must change service prefix 81 to 720p resolution. Enabling HDCP alone results in the service limiting the resolution to 4CIF.

This information was omitted from the *Configuration Guide for the Cisco Unified Videoconferencing 3545 MCU Release 5.6* and from the *Configuration Guide for the Cisco Unified Videoconferencing 3515 MCU12 and MCU24 Release 5.6*:

- MCU registrar or proxy registration to Cisco Unified Communications Manager is not supported. All SIP MCU deployments with Cisco Unified Communications Manager are to be by SIP trunk only.
You must configure the SIP trunk on Cisco Unified Communications Manager to interoperate with SIP MCU.
- Under certain conditions sub mode control (SMC) interaction with the LifeSize HD endpoints running v3.5 software is suboptimal, which results in not being able to lock in the correct frame rate and resolution. In this case, a black screen for a particular endpoint video is displayed.
To solve this problem, disable the SMC function on the MCU by sending the enablesubmodecontrol advanced command with parameter set to 0 to the MCU. This action stops reliance for the endpoint to provide SMC information.
The correct supported combination for SMC use is to upgrade the LifeSize endpoint software version to v3.6 and use the MCU with enabled SMC function.

This information was omitted from the *Installation and Upgrade Guide for Cisco Unified Videoconferencing 3545 MCU Release 5.6* and from the *Installation and Upgrade Guide for Cisco Unified Videoconferencing 3515 MCU12 and MCU24 Release 5.6*:

- Due to a time error between password timeout and password creation time, if the password expiration timeout is set to 1 day, you cannot log in for a short time because the MCU considers the password expired before the timeout actually elapses.

To troubleshoot, enable security via MCU web interface, and set password expiration to 1 day. Log off, wait approximately 22 hours, and then log on to MCU. After you log on, a message is displayed informing you that your password has expired, but there is no need to change the password immediately. If you attempt to change the password, this error is displayed: “Your password can't be changed because it has been changed within the last 24 hours”.

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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