



Release Notes for Cisco Unified Videoconferencing 5000 Series MCU Release 7.2

Published: 03/7/2011

These release notes describe Cisco Unified Videoconferencing 5000 Series MCU Release 7.2.

To view the release notes for all releases of Cisco Unified Videoconferencing 5000 Series MCU, go to:
http://www.cisco.com/en/US/products/ps10463/prod_release_notes_list.html

You download Cisco Unified Videoconferencing 5000 Series MCU software from the Software Center:
<http://www.cisco.com/cisco/software/type.html?mdfid=280819186&flowid=4219>

You must have an account on Cisco.com to access this site.

Contents

- [Introduction, page 2](#)
- [System Requirements, page 2](#)
- [Supported Upgrades, page 2](#)
- [Caveats, page 2](#)
- [Troubleshooting, page 4](#)
- [Documentation Updates, page 5](#)
- [Related Documentation, page 5](#)
- [Obtaining Documentation and Submitting a Service Request, page 6](#)



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

Introduction

The Cisco Unified Videoconferencing 5000 Series MCU is a high-performance, multipoint video conferencing and media processing system that provides extensive audio and video processing capabilities and web-based conference monitoring and management.

**Note**

Web user interface Conference Control functions are not supported for Skinny Call Control Protocol (SCCP) conferences.

The Cisco Unified Videoconferencing 5000 Series MCU supports a wide range of telephony protocols and media communication networks and is interoperable with other video conferencing network devices.

Cisco Unified Videoconferencing 5000 Series MCU provides a new level of media processing and density. The new platform supports video conferencing from entry-level desktop systems to high-end High Definition room systems, providing a true High Definition solution.

For information about all available features and benefits, see the data sheet for Cisco Unified Videoconferencing 5000 Series MCU at

http://www.cisco.com/en/US/products/ps10463/products_data_sheets_list.html.

System Requirements

You can use these browsers:

- Microsoft Internet Explorer Release 6.x or later
- Firefox 3.0 or later

Supported Upgrades

Cisco Unified Videoconferencing 5000 Series MCU Release 7.2 runs only on the Cisco Unified Videoconferencing 5000 system. You cannot upgrade Cisco Unified Videoconferencing 35xx systems to Release 7.2.

Caveats

- [Using Bug Toolkit, page 3](#)
- [Resolved Caveats, page 3](#)
- [Closed Caveats, page 4](#)

Using Bug Toolkit

Known problems (defects) 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 defects.

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

-
- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolkit/action.do?hdnAction=searchBugs>.
- Step 2** Sign in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the defect ID number in the “Search for Bug ID” field, then click **Go**.
-

For information about how to search for defects, create saved searches, and create defect groups, click **Help** in the Bug Toolkit page.

Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases.

Defects are listed in order of severity. 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).

Table 1 Resolved Caveats for Cisco Unified Videoconferencing Manager Release 7.2

Identifier	Severity	Component	Headline
CSCti03754	1	mcu	CUVC not accepting calls.
CSCtg53466	2	mcu	No video send from MCU to Tandberg endpoint.
CSCtg68494	2	mcu	Black Screen on Speaker's screen when she or he speaks.
CSCth46813	2	mcu	GT: Continuous lipsync - All CTS endpoints had lipsync issues.
CSCtf18316	3	mcu	CTMS-CUVC link fails with 503 error when CUVC maxed VC endpoints.

Table 1 Resolved Caveats for Cisco Unified Videoconferencing Manager Release 7.2 (continued)

Identifier	Severity	Component	Headline
CSCtf31876	3	mcu	Slow/no switching of active speaker VC endpoint.
CSCth52901	3	mcu	Conference failed when BW is set to 384k.
CSCti95943	3	mcu	Video bitrate not sustained on calls to CUVC (RTT goes very high)
CSCtj33500	3	mcu	Poor video quality seen on certain TBG EPs with processing "restraints".
CSCtn17984	3	mcu	Advanced Invitation - gives an error.
CSCtf64195	4	mcu	Audio packets counts stays at 1 for MCU to endpoint streams.
CSCth14914	4	mcu	MVP restarted during conference.

Closed Caveats

These caveats have been closed, which means that Cisco acknowledges that there is a problem but chooses not to fix it. See the "Using Bug Toolkit" section for information about accessing these caveats.

Table 2 Closed Caveats for Cisco Unified Videoconferencing Manager Release 7.2

Identifier	Severity	Component	Headline
CSCtn15503	2	mcu	MCU failed to reboot. Workaround: Reboot the MCU manually.

Troubleshooting

Firefox Support

When using the Firefox web browser to access the CUVC MCU, a rare access error might be seen. Logging in again to the CUVC MCU resolves it.

E-20 Operation

E-20 works incorrectly towards the MCU. There is a workaround on Cisco Unified Communications Manager. A configuration note has been included in CSCtn47361.

For more troubleshooting information, see the *Troubleshooting Guides* available at these URLs:

http://www.cisco.com/en/US/products/ps10767/prod_troubleshooting_guides_list.html

http://www.cisco.com/en/US/products/ps10463/prod_troubleshooting_guides_list.html

Documentation Updates

For the latest releases of all Cisco Unified Videoconferencing 5000 Series MCU documentation, see these URLs:

http://www.cisco.com/en/US/products/ps10463/tsd_products_support_series_home.html


http://www.cisco.com/en/US/products/ps10767/tsd_products_support_series_home.html

Omissions

Setting the Maximum MTU Size on the CUVC

The CUVC's maximum MTU size determines the largest size of the data packets that can be sent by the CUVC. If the size of the data packet is larger than the maximum allowed by your network routers, the packet is split. This fragmentation can significantly impact video quality. Therefore it is important to set the MTU size of the CUVC to be in step with the router size. For example, if the CUVC's MTU size is set to 1500 while the network routers are configured to 1360 packet sizes, you can improve video quality by setting the CUVC's MTU size to 1360 to match the routers.

Procedure

-
- Step 1** Select the  icon.
- Step 2** Select **Advanced Parameters**.
- Step 3** Locate the CLI section and select **More**.
- Step 4** Enter **setmtusize** in the **Command** field.
- Step 5** Enter the value of the maximum size of the CUVC's data packets in the **Value** field.
The default value is 1360.
- Step 6** Select **Execute**.

Related Documentation

- *Configuration Guide for Cisco Unified Videoconferencing 5100 Series MCU Release 7.1*
- *Configuration Guide for Cisco Unified Videoconferencing 5200 Series MCU Release 7.1*
- *Installation Guide for Cisco Unified Videoconferencing 5100 Series MCU 7.1*
- *Installation Guide for Cisco Unified Videoconferencing 5200 Series MCU 7.1*
- *Troubleshooting Guide for Cisco Unified Videoconferencing 5100 Series MCU Release 7.1*
- *Troubleshooting Guide for Cisco Unified Videoconferencing 5200 Series MCU Release 7.1*
- *User Guide for Cisco Unified Videoconferencing 5100 Series MCU 7.1*
- *User Guide for Cisco Unified Videoconferencing 5200 Series MCU 7.1*

You can access related documentation at these URLs:

http://www.cisco.com/en/US/products/ps10767/tsd_products_support_series_home.html

http://www.cisco.com/en/US/products/ps10463/tsd_products_support_series_home.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

This document is to be used in conjunction with the documents listed in the "Related Documentation" section.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2011 Cisco Systems, Inc. All rights reserved.