



# Release Notes for Cisco Unified Videoconferencing 3500 MCU Release 5.1

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**Revised: October 2, 2007, OL-12053-01**

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 5.1.

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 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. The Cisco Unified Videoconferencing 3500 MCU supports a wide range of telephony protocols and media communication networks and is fully interoperable with other video conferencing network devices.

## System Requirements

Cisco Unified Videoconferencing 3500 MCU Release 5.1 only operates with the following products:

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

You cannot install version 5.1 on older IP/VC products, including the Cisco IP/VC 3511 and 3540 MCU.

## Upgrading and Downgrading MCU Versions

### Upgrading from a previous build of MCU version 5.x

#### Procedure

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**Step 1** Use the MCU Upgrade Utility to burn the latest version onto the MCU card.

After burning, the Upgrade Utility will reset the platform.

**Step 2** After reset, the latest version is installed on the MCU.

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### Downgrading from MCU version 5.1



#### Note

Before downgrading to MCU version 5.0, you must first downgrade to version 5.0.1.0.12U.

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#### Procedure



#### Note

The downgrade procedure overrides the configuration set for MCU version 5.1 and returns the MCU to the default configuration for version 5.0.1.

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- Step 1** Open the Upgrade Utility for the MCU version 5.0.1.0.12U.
- Click **Customize** and select the MCU Config File checkbox.
  - Click **Upgrade**.
  - Wait while the MCU performs the upgrade procedure and resets.
- Step 2** Reopen the Upgrade Utility for the MCU version 5.0.1.0.12U.
- Click **Customize**
  - Clear all checkboxes except the MCU Factory Default Config File option.
  - Click **Upgrade**.
  - Wait while the MCU performs the upgrade procedure and resets.
- Step 3** To continue downgrading to MCU version 5.0, use the MCU Upgrade Utility to burn version 5.0 onto the MCU card.
- After burning, the Upgrade Utility will reset the platform.
- Step 4** After reset, the version 5.0 is installed on the MCU.
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## Related Documentation

You can access the following related documentation at:

[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).

- *Configuration Guide for Cisco Unified Videoconferencing 3515 MCU12 and MCU24 Release 5.1*
- *Installation and Upgrade Guide for Cisco Unified Videoconferencing 3515 MCU12 and MCU24 Release 5.1*
- *Configuration Guide for Cisco Unified Videoconferencing 3545 MCU Release 5.1*
- *Installation and Upgrade Guide for Cisco Unified Videoconferencing 3545 MCU Release 5.1*
- *User Guide for Cisco Unified Videoconferencing 3500 MCU Release 5.1*
- *Troubleshooting Guide for Cisco Unified Videoconferencing 3500 MCU Release 5.1*

## New and Changed Information

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

- Support for High Definition resolutions for switched conferences.
- Flat Capacity Plus—Optimized port capacity for audio-only and standard rate video conferences (of up to 384 Kbps).

# Resolved Caveats for Cisco Unified Videoconferencing 3500 MCU Release 5.1

You can find the latest resolved caveat information for Cisco Unified Videoconferencing 3500 MCU Release 5.1 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>.

# Open Caveats for Cisco Unified Videoconferencing 3500 MCU Release 5.1

This section describes possible unexpected behaviors by Cisco Unified Videoconferencing 3500 MCU Release 5.1, sorted by component. Unless otherwise noted, these caveats apply to all Cisco Unified Videoconferencing 3500 MCU 5.x releases up to and including Cisco Unified Videoconferencing 3500 MCU 5.1.

You can find the latest resolved caveat information for Cisco Unified Videoconferencing 3500 MCU Release 5.1 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).

MCU known issues are included in the following categories:

- [Endpoint Information Display in MCU Conference Control, page 5](#)
- [H.243, page 5](#)
- [Encryption, page 5](#)
- [Configuration, page 5](#)
- [Video Quality, page 5](#)
- [H.239, page 5](#)
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- [SCCP, page 6](#)
- [T.120, page 6](#)

## Endpoint Information Display in MCU Conference Control

- The information icon for participants in child conferences does not function. Clicking on it does not perform any action.
- On the statistics page, SIF resolutions may appear as CIF resolutions.

## H.243

- If the H.323 registration mode is set to gateway when enabling H.243, then in cascaded conferences endpoints appear twice in the conference control. To resolve this, either disable H.243 or change H.323 registration mode to MCU.



**Note** Changing the H.323 registration mode to MCU may cause interoperability issues with the Cisco IOS H.323 Gatekeeper.

- With some ISDN endpoints that are connected through a gateway, H.243 conference control may not function.
- When H.243 is enabled, Far End Camera Control (FECC) to some TANDBERG endpoints may not function. To resolve this, disable H.243.
- Chair Control cannot be taken from the endpoint menu via H.243 commands in conferences which are assigned with a chair PIN code. Chair Control can be taken via the MCU DTMF conference control menus.

## Encryption

- Encryption does not function with TANDBERG endpoints that support both AES and DES and that are configured to only enable DES. To resolve this, enable AES in the endpoint.

## Configuration

- Using '0' as the service prefix causes unpredictable results. Refrain from using '0' as the service prefix.

## Video Quality

- Joining more than 12 4CIF endpoints into a full-screen conference may result in significant delays.

## H.239

- In cascaded conferences with H.239, keep only one presentation open at any given time and close all other presentations. Using simultaneous presenters in a cascaded conference may result in the display of more than one presentation to participants.
- Enabling H.243 in the Settings > Conference Control section may cause H.239 interoperability issues with Aethra endpoints.
- Some ISDN endpoints connected to the MCU via a gateway may fail to send the presentation channel when using H.239 XGA.
- When working with H.239 XGA in a conference including Sony and Polycom or Sony and TANDBERG endpoints, the presentation video from the Polycom or TANDBERG endpoint may not appear on the Sony endpoint.

## Cascading

- In a cascaded conference, the conference control of the child conference does not indicate the identity of the active speaker. A workaround is to view the conference from the parent MCU that does display this correctly.
- In a cascaded conference, the encryption status of individual participants may display incorrectly.

## SCCP

- When connecting Sony PCS1 in SCCP mode using H.264, video may not open. A workaround is to use H.263 when connecting Sony PCS1 using SCCP.
- Using the TANDBERG Transfer button in an SCCP conference with only one participant results in a video freeze or no video. This does not happen in conferences with more than one participant.
- We recommend that you do not change SCCP settings in the Protocols > SCCP screen while there are ongoing SCCP calls.
- The video display to some attendees may not show all the participants when you invite more than three attendees to an SCCP conference. To solve this issue, disable the No self-see feature.
- In SCCP conferences, video channels are closed and may fail to reopen when you use the hold/resume mechanism.
- Changes to TFTP server IP addresses do not take effect until you reset the MCU.
- When modifying an active SCCP service to work with G.722 or G.728, inaccurate data may appear in the web user interface after the MCU reboots. To solve this issue, log out and then log back in to the MCU Administrator web user interface.

## T.120

- T.120 does not function across cascaded conferences.
- The Join Data Conference button on the MCU conference control page allows users to join T.120 data conferences from the computer running the conference control. This button is currently not available in version 5.1 and will be re-added in a later patch.

# Troubleshooting

- 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.

# Documentation Updates

This section provides updates to the documentation.

## Omissions about Registering the Online Help

In Release 5.1 of the Cisco Unified Videoconferencing 3545 MCU, 3515 MCU12, and the 3515 MCU24, the installation and upgrade guides and the configuration guides describe how to use the “file” path when registering the online help. Step 3 of the procedure should also include the HTTP path:

**Step 5** In the Online help URL field of the Device Web tab, enter the directory path to the help files you installed on your PC.

- File path

Use this form:

`file://computerName/sharedDirectory`

where `computerName` is the name of the computer on the network and `sharedDirectory` is the path to the Online Help folder on the CD-ROM. For example:

`file://myComputer/Shared/Online Help`

- HTTP path

Enter the directory path to the help files you installed on your PC. Paste the URL where the online help is located up to, but not including, the mcu folder as follows:

`http://.../3515mcu/`

-or-

`http://.../3545mcu/`

## 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 monthly and is released in the middle of the month. 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 Technical Support & Documentation 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



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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.

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## 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 Cisco Product Alerts and Cisco Field Notices 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. (To register as a Cisco.com user, go to this URL: <http://tools.cisco.com/RPF/register/register.do>) Registered users can access the tool at this URL: <http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

# Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation 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 Technical Support & Documentation Website

The Cisco Technical Support & Documentation 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/techsupport>

Access to all tools on the Cisco Technical Support & Documentation 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**

Use the **Cisco Product Identification Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation website by clicking the **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. On the Cisco.com home page, click the **Advanced Search** link under the Search box 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 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>
- *Packet* magazine is the magazine for Cisco networking professionals. Each quarter, *Packet* delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can subscribe to *Packet* magazine at this URL:  
<http://www.cisco.com/packet>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems 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 Systems, 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>

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

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