

Software deferral notice

Dear Cisco Customer,

Cisco engineering has identified a software issue with the release, which you have selected. This issue may affect your use of this software. Please review the deferral notice below to determine if the issue applies to your environment. Customers are urged to upgrade to the recommended solution image or most current software version.

For more comprehensive information about what is included in this software, please refer to the [Cisco TelePresence TC Software Release Notes \(TC5\)](#).

Affected software and replacement solution

Reason for Advisory: CDETS No: CSCun36000

Headline: Software bug causing C20 codec not to start up when using TC5.1.9

Description: Cisco codec C20 does not boot up after TC5.1.9 has been installed. It will crash on boot and is not accessible. The system can be recovered by initiating a software recovery swap in Uboot by connecting a serial cable. Please contact TAC for assistance. No other codecs are affected.

Disclaimer: In order to increase availability, Cisco recommends that you do not upgrade any C20 codec to TC5.1.9 as the codec will fail to boot up. Cisco recommends staying on TC5.1.8 until a software release (TC5.1.11) with a fix has been released. If it is not required to use TC5, upgrading to TC6 or TC7 is a better solution, as TC5 will be end of support August 6th 2014.

PLEASE BE AWARE THAT FAILURE TO FOLLOW THESE DIRECTIONS WILL RESULT IN DOWNTIME.

The terms and conditions that governed your rights and obligations and those of Cisco, with respect to the deferred software will apply to the replacement software.

Software type	Software affected	Software solution	
	Version	Version	Availability (dd/mm/yyyy)
TC	5.1.9	5.1.11	TBA