

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: CSCud95689

Headline: Serious functional issue that may impact customers.

Description:

Due to a bug in the PrecisionHD 1080p 4x S2 camera software, the application image on the camera may read as corrupt and the camera fails to boot up. This will cause no video out on HDMI and no camera control. The white power LED is lit, the amber in-call LED may or may not be lit, but the camera is not detected and no video is coming from the camera HDMI output. The PrecisionHD 1080p 4x S2 camera is used with the Cisco TelePresence Codec SX20.

This bug has been fixed in the camera software ID 20010 and 20011 which is included in TC5.1.7 and TC6.0.0 and later. When a codec is upgraded to a version containing a newer camera firmware, the camera will automatically be upgraded. The camera firmware will not be downgraded if the system is downgraded. This means that it is possible to prevent this issue from happening by upgrading to a new software version, wait for the camera to finish upgrading firmware (approximately 8 minutes) and then downgrade to a lower version if required.

All TC5 software versions prior to TC5.1.7 are prone to this issue. If the camera has failed, it will have to be returned. Upgrading the codec will not resolve the issue since the codec cannot connect to the camera to do the firmware upgrade. Cameras that have not yet failed will have a probability of failing in the future if not upgraded. Cisco strongly recommends all customers to avoid TC software versions lower than 5.1.7 to avoid the risk of service interruption due to this issue.

Disclaimer:

In order to increase availability, Cisco recommends that you upgrade affected images with the suggested replacement software images.

Cisco will discontinue manufacturing shipment of affected images. Any pending order will be substituted by the replacement software images.

PLEASE BE AWARE THAT FAILURE TO USE THE UPGRADE PROCESS MAY 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	5.1.0	5.1.7	27/02/2013
TC	5.1.1	5.1.7	27/02/2013
TC	5.1.2	5.1.7	27/02/2013
TC	5.1.3	5.1.7	27/02/2013
TC	5.1.4	5.1.7	27/02/2013
TC	5.1.5	5.1.7	27/02/2013
TC	5.1.6	5.1.7	27/02/2013