



Cisco TelePresence Advanced Media Gateway 3610 1.1(1.42)

Software Maintenance Release Notes
October 2015

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Introduction

This release note accompany software version 1.1(1.42), which is a maintenance release for the Cisco TelePresence Advanced Media Gateway 3610 (Cisco AM GW 3610). The release note describes the features available in the software and how to install the software.

New features in 1.1

Support for Microsoft Lync Server 2010

Version 1.1 of the Cisco AM GW 3610 provides interoperability with the Microsoft Lync Server 2010 and Microsoft Lync 2010 client software (formerly Microsoft Office Communicator Server (OCS) and Microsoft Office Communicator (MOC)).

Support for Microsoft Communicator for Mac 2011

Version 1.1 also provides interoperability with the Microsoft Communicator for Mac 2011 client.

Support for media encryption

The Cisco AM GW 3610 already supports TLS (Transport Layer Security) encryption, including encryption of the signaling path between the Cisco AM GW 3610 and Microsoft Lync / MOC and Communicator for Mac clients.

Version 1.1 extends encryption support to SRTP (Secure Real-Time Transport Protocol). For configurations running Cisco TelePresence Video Communication Server (Cisco VCS) version X5.2 or later, SRTP support includes

encryption of the media path between the Cisco AM GW 3610 and Microsoft Lync / MOC and Communicator for Mac clients.

Important! By default, encryption support is disabled on the Cisco AM GW 3610. To switch on encryption you must install the *Encryption* feature key and then enable TLS (go to the **Network > Services** page and select *Incoming Encrypted SIP (TLS)*). The online help describes how to install feature keys.

Widescreen video cropping control

In the previous release, incoming widescreen video for standard 4:3 output configurations was always cropped. In Version 1.1 the image will still be cropped by default, but you can optionally specify that the image should be letterboxed instead.

Changes to proxy definitions

Version 1.1 introduces the following changes to proxy definition settings in the web user interface:

- You no longer need to specify an outgoing transport protocol. The outgoing transport for a proxy is now automatically set to match that of the incoming call.
- You can now optionally specify a port number for the Cisco VCS, using standard *IP:port* address notation (for example, *x.x.x.x:y*). If a port is specified, the Cisco AM GW 3610 uses that port for signaling toward the Cisco VCS.

HD video restriction control (Communicator for Mac clients)

In some Mac-based scenarios HD video can consume too much CPU on the Mac, which may lead to poor quality audio to and from the Communicator for Mac client.

Version 1.1 provides a new system setting that you can optionally use to restrict Communicator for Mac clients to sending VGA video only (they can still receive HD). By reducing the CPU load on the Mac this option minimizes the chances of degraded audio quality to and from the client.

Product documentation

The following documents provide guidance on product installation, configuration, and operation:

- [Cisco TelePresence AM GW 3610 Getting Started](#)
- [Cisco TelePresence AM Gateway version 1.0 Online Help \(printable format\)](#)

All product documentation can be found on [Cisco.com](#).

Resolved and open issues in 1.1(1.42)

Use the links below to find up-to-date information about issues resolved since 1.1(1.40), and open issues in this version, in the Cisco Bug Search Tool.

Issue Type	Link
Resolved issues	https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=283626591&rls=1.1%281.42%29&sb=fr&srtBy=byRel&bt=custV
Open issues	https://tools.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=283626591&sb=af&sts=open&vr=5nH&srtBy=byRel&bt=custV

Updating the software

Prerequisites



CAUTION: You **must** back up the Cisco AM GW 3610 configuration **before** you upgrade the software (see below for instructions).



CAUTION: If you use Call Detail Records (CDR) for billing, auditing or any other purpose, you **must** also download and **save** your current CDR data before you upgrade the software.

Backup instructions

To back up the Cisco AM GW 3610 configuration through the web interface, follow the instructions in the online help.

To back up the gateway through FTP, follow these steps:

1. Make sure that the FTP service is enabled on the **Network > Services** page.
2. Use an FTP client to connect to the Cisco AM GW 3610.
3. Log in as administrator.
You will see a file called *configuration.xml*. This contains the complete configuration of your unit.
4. Copy this file and store it somewhere safe.



CAUTION: You must remember the administrator user name and password for the backup configuration. You will need these if you ever need to use the backup file.

Before you start

Make sure that the Cisco AM GW 3610 is not in use. The software upgrade process requires a hardware restart and anyone using the Cisco AM GW 3610 during the upgrade may experience poor performance and loss of connectivity.

Have the following items available before you start the upgrade:

- The new software image file.
- The current software image file (in case you need to reverse the upgrade).
- Your configuration backup XML file.
- The administrator user name and password for the backup file (you will need these if you have to use the backup).
- If applicable, make sure that the CDR data has been downloaded and saved.

Upgrade instructions

Note: The upgrade may take up to 25 minutes to complete (you can monitor progress through the serial port).

Process using the web interface

1. Unzip the image file.
2. In a web browser, navigate to the IP address of the Cisco AM GW 3610.
3. Sign in as administrator.
4. Go to the **Maintenance > Upgrade** page.
5. In the Main software image section, specify the location of the software image file.

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6. Click **Upload software image**.

A progress bar displays while the web browser uploads the file to the gateway. This takes some time depending on your network connection. Do not navigate away from the upgrade page or refresh the page during the upload - if you do the upload will abort.

The browser refreshes automatically after the upload completes and displays an upload completed message.

7. Close the completion message.
8. Click **Shut down AM GW**.
9. When prompted, confirm the shutdown.
10. When the shutdown completes, click **Restart AM GW and upgrade**.

The device reboots and upgrades as it restarts. This may take some time to complete.

Note: If you are logged out due to inactivity, sign in again as administrator and on the **Shutdown** page click **Restart AM GW and upgrade** to complete the upgrade.

Process using FTP

1. From the command prompt, use an FTP client to connect to the Cisco AM GW 3610. For example:
ftp <AM_GW IP Address>
2. Sign in as administrator.
3. Upload the upgrade file. For example, from the FTP prompt type:
put <image filename>
4. When the upload completes, reboot the device from the **Shutdown** page in the application web interface.
The device reboots and upgrades as it restarts. This may take some time to complete.

Note: If you are logged out due to inactivity, sign in again as administrator and on the **Shutdown** page click **Restart AM GW and upgrade** to complete the upgrade.

Downgrade instructions

If you need to reverse the upgrade, you can re-install a former version of the software. The downgrade procedure is the same as for the upgrade except that it uses an earlier software image.



CAUTION: If you use CDR data for any purpose you **must** download and **save** the CDR data before you downgrade the software. The Cisco AM GW 3610 will delete all existing CDRs during the downgrade.

Process using the web interface

1. Log in as administrator.
2. Go to **Maintenance > Upgrade**.
3. In the **Restore configuration** area, navigate to and select an appropriate *configuration.xml* backup file that is compatible with the release to which you want to downgrade.
4. Check the *User settings* check box.
5. If required, check the *Network settings* check box.
6. Click **Restore backup file**.
7. When the configuration restore is complete, follow the upgrade instructions in [Updating the software](#).

Using the Bug Search Tool

The Bug Search Tool contains information about open and resolved issues for this release and previous releases, including descriptions of the problems and available workarounds. The identifiers listed in these release notes will take you directly to a description of each issue.

To look for information about a specific problem mentioned in this document

1. Using a web browser, go to [Bug Search Tool](#).
2. Sign in with a Cisco.com username and password.
3. Enter the bug identifier in the **Search** field and click **Search**.

To look for information when you do not know the identifier:

1. Type the product name in the **Search** field and click **Search**.
2. From the list of bugs that appears, use the **Filter** drop-down list to filter on either *Keyword*, *Modified Date*, *Severity*, *Status*, or *Technology*.

Use **Advanced Search** on the Bug Search Tool home page to search on a specific software version.

The Bug Search Tool help pages have further information on using the Bug Search Tool.

Technical Support

If you cannot find the answer you need in the documentation, check the website at <http://www.cisco.com/cisco/web/support/index.html> where you will be able to:

- Make sure that you are running the most up-to-date software.
- Get help from the Cisco Technical Support team.

Make sure you have the following information ready before raising a case:

- Identifying information for your product, such as model number, firmware version, and software version (where applicable).
- Your contact email address or telephone number.
- A full description of the problem.

To view a list of Cisco TelePresence products that are no longer being sold and might not be supported visit: http://www.cisco.com/en/US/products/prod_end_of_life.html and scroll down to the TelePresence section.

Document revision history

Date	Description
August 2011	EFT release.
October 2011	Release candidate (1).
October 2011	Release candidate (2).
November 2011	Final release.
April 2015	Maintenance release.
October 2015	Final Maintenance release

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