



Cisco TelePresence Serial Gateway Series 1.0(1.34)

Software Release Notes
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Introduction

These release notes accompany software Version 1.0(1.34) for the Cisco TelePresence Serial Gateway Series. The software applies to the following devices:

- First software release for the new Cisco TelePresence Serial GW 3340 unit.
- Maintenance release for the Cisco TelePresence Serial GW MSE 8330 blade introduced in August 2011.

For clarity in this document, the term “serial gateway” is used in references that include both the Serial GW 3340 unit and the Serial GW MSE 8330 blade.

The serial gateway allows video calls to be made between IP-based networks and synchronous, serial-based networks. It supports V.35, RS-530, and RS-449 serial interfaces (with RS-366 dialing). The serial gateway also supports independent clocking on individual ports, and resynchronization via LOS.



CAUTION: Supervisor blade software version (Serial GW MSE 8330 only)

In the case of the Serial GW MSE 8330, it is a prerequisite for this software release that the Cisco TelePresence Supervisor MSE 8050 (Supervisor) blade is running software Version 2.1(1.18) or later.

Product documentation

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

- *Cisco TelePresence Serial GW 3340 Getting Started*
- *Cisco TelePresence Serial GW MSE 8330 Getting Started*
- *Cisco TelePresence Serial Gateway Series Remote Management API Reference Guide*
- *Cisco TelePresence Serial Gateway Series 1.0 Online Help (printable format)*

All product documentation can be found on Cisco.com.

Resolved issues

The following issues were found in previous releases and are resolved in Version 1.0(1.34).

Identifier	Description
CSCtx77443	Incorrect LED behavior was exhibited for Port 8 and Port 16.
CSCtx77438	The Default Codecs link in the dial plan was broken and directed users to a non-existent <code>/settings_isdn.html</code> page instead of to the correct <code>/settings_serial.html</code> page.

Open issues

The following issues apply to this version of the serial gateway.

Identifier	Summary
CSCtr37711	<p>If you configure a static IP route, when you reboot the gateway a spurious warning message about the default gateway is written to the event log: "<i><unknown> Warning No default gateway on [port A][port B]</i>".</p> <p>In reality, in this situation the default gateway is set successfully during the boot process and you can ignore the message.</p>

Updating the software

Note: In the case of the Serial GW 3340 unit, as the software will be installed for the first time rather than as an update, this section is relevant only if you subsequently need to downgrade and reload the software.

Software dependencies

In the case of the Serial GW MSE 8330, the Supervisor blade must be running software Version 2.1(1.18) or later before you install this release on the Serial GW MSE 8330 blade.

Prerequisites



CAUTION: You **must** back up your configuration **before** you upgrade the software. You must remember the administrator user name and password for the backup file in case you ever need to use it.



CAUTION: If you use CDR data for any purpose (such as billing and auditing) you **must** also download and **save** the CDR data.

The software upgrade process requires a hardware restart. Make sure that the serial gateway is not in use, or warn any active users who may be affected by the loss of service.

Backup instructions

You can back up the serial gateway configuration via the web interface or via FTP.

To back up the configuration through the web interface, follow the instructions in the online help accessible from the interface. 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. Connect to the gateway using an FTP client.
3. Log in as an 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 configuration backup file in case you ever need to use the backup.

Before you start

Have the following items available before you start:

- 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 some time to complete (you can monitor progress through the serial port).

Process using the web interface

1. Unzip the image file to a local folder.
2. In a web browser, navigate to the web interface of the serial gateway.
3. Sign in as an administrator. On a new device the default user name is *admin* with no password.
4. Go to **Settings > Upgrade**.
5. In the **Main software image** area, specify the location of the software image file.
6. Click **Upload software image**.

A progress bar displays while the web browser uploads the file to the serial 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.

When the upload completes, the browser refreshes automatically and displays an upload completed message.

7. Close the success message.
8. In the changed Upgrade page, click **Shutdown N-port Serial-IP gateway**.
9. When prompted, confirm the shutdown.
10. When the shutdown completes, click **Restart N-port Serial-IP gateway and upgrade**.

The device reboots and upgrades as it restarts. This may take a while to complete.

Note: If you are logged out due to inactivity, sign in again as an administrator and click **Restart N-port Serial-IP gateway and upgrade**.

Process using FTP

1. Connect to the serial gateway via FTP.
For example, from a command prompt type `ftp <gateway IP address>`.
2. Sign in as an administrator. On a new device, the default user name is *admin* with no password.
3. Upload the upgrade file.
For example, from the FTP prompt type `put <image filename>`.
4. When the upload completes, reboot the device. You can reboot from the **Upgrade** page on the web interface.
5. The device upgrades as it restarts.

Downgrade instructions

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



CAUTION: If you use CDR data for any purpose you **must** download and **save** the CDR data before you downgrade to an earlier version. The gateway will delete all existing CDRs.

Process using the web interface

1. Go to **Settings > Upgrade**.
2. In the **Restore configuration** area, navigate to and select the appropriate *configuration.xml* backup file.
3. Check the *User settings* check box.
4. If required, check the *Network settings* check box.
5. Click **Restore backup file**.
6. When the configuration is restored, you need to re-install the required former software version.

Accessing Bug Toolkit

Bug Toolkit contains information about open and resolved issues for this release and previous releases, including descriptions of the problems and available workarounds.

1. Using a web browser, go to <http://tools.cisco.com/Support/BugToolKit/>.
2. Sign in with a Cisco.com username and password.

The identifiers listed in these release notes will take you directly to a description of each issue.

Getting help

If you experience any problems when configuring or using Cisco TelePresence Serial Gateway Series products, see the [Product documentation](#) section of these release notes. If you cannot find the answer you need in the documentation, check the web site 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.

Document revision history

Date	Revision	Description
Apr 2012	04	First release for Serial GW 3340 and maintenance release for Serial GW MSE 8330
Aug 2011	03	First release for Serial GW MSE 8330
Jun 2011	02	EFT for Serial GW MSE 8330
Apr 2011	01	Limited circulation issue

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