Cisco TelePresence Serial GW MSE 8330 Version 1.0(1.23)

Software release notes

D14750.03

August 2011

Contents

Introduction **3**

Known limitations **4**

Open caveats **5**

Updating the software **6**

Software dependencies 6
Prerequisites 6
Backup instructions 6
Upgrade instructions 7
Process using the web interface 7
Process using FTP 7
Downgrade instructions 8
Process 8

Checking for updates and getting help **9**

References and related documents **10**

Introduction

Software version 1.0(1.23) is the first software release for the Cisco TelePresence Serial GW MSE 8330 blade (referred to in this document as the serial gateway).

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 LOS for resynchronization and independent clocking on individual ports.

CAUTION: Supervisor blade software version

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.

Known limitations

Identifier	Equipment	Summary
CSCtr37980	Safari web browser application.	In some limited situations the online help for the serial gateway may be slow to launch in a Safari web browser. This only happens over an HTTPS connection with an untrusted SSL certificate.

Safari is a trademark of Apple Inc., registered in the U.S. and other countries.

Open caveats

The following issues currently apply to this software release.

Identifier	Summary
CSCtr37711	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: "*<unknown> Warning No default gateway on [port A][port B]*". In reality, in this situation the default gateway is set successfully during the boot process and you can ignore the message.

Updating the software

This section is included in case you need to downgrade/reload the supplied software for any reason.

Software dependencies

The Cisco TelePresence Supervisor MSE 8050 (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.

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.

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 the steps below:

1. Ensure that the FTP service is enabled on the **Network > Services** page.
2. Connect to the gateway using an FTP client. Log in as an administrator. You will see a file called configuration.xml. This contains the complete configuration of your unit.
3. 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 it.

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 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.

   The browser refreshes automatically after the upload completes 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 admin 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 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

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 has been restored, follow the upgrade instructions in Updating the software.

Checking for updates and getting help

If you experience any problems when configuring or using your product, consult the online help available from the user interface. The online help explains how the individual features and settings work.

If you cannot find the answer you need, 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,
- find further relevant documentation, for example product user guides, printable versions of the online help, reference guides, and articles that cover many frequently asked questions,
- get help from the Cisco Technical Support team. Make sure you have the following information ready before raising a case:
  - the serial number and product model number of the unit (if applicable)
  - the software build number which can be found in the product user interface (if applicable)
  - your contact email address or telephone number
  - a full description of the problem

References and related documents

All documentation for the latest version of the serial gateway can be found at:
http://www.cisco.com/en/US/products/ps11605/tsd_products_support_series_home.html

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2011 Cisco Systems, Inc. All rights reserved.