

Create Replacement for Slow Touch Panels CS-T10-TS

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Introduction

This document describes how to create a replacement for slow touch panels CS-T10-TS affected by the Field Notice: FN74039 (if purchased after October 2022).

Background Information

Cisco has identified user interaction performance issues in a specific batch of Cisco Room Navigators while running Microsoft Teams Rooms (MTR), such as slow performance on the menu and call control.

The Navigator in MTR mode responds very slowly. Trying to swipe from the right in order to bring up device settings can sometimes take a good 4-5 seconds for the device to respond.

This issue does not impact customers who are using Cisco Room Navigator to run Cisco RoomOS with Cisco Webex Software, Cisco Unified Communications Manager (Unified CM), Cloud Video Interop (CVI) for Microsoft Teams, or Web Real-Time Communications (WebRTC).

<https://www.cisco.com/c/en/us/support/docs/field-notices/740/fn74039.html>

<https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwf99961>

Problem

Right-swiping to the control menu on Cisco Room Navigators can take up to 4-5 seconds, and actions in the Microsoft Teams Rooms application while using Cisco Room Navigators can take a substantial amount of time to respond. This condition can occur when Cisco Room Navigators are used for the first time, when they are rebooted, or after they have been dormant.

Workaround/Solution

If symptoms on an affected Cisco Room Navigator substantially degrade the end-user experience, it is recommended to replace the device with the most current Cisco Room Navigator version, which improves the user experience.

There can be a slight color difference between earlier versions and the most current version of Cisco Room Navigator.

The replacement product identifiers (PIDs) for this Field Notice are applied when replacement orders are created. One of these PIDs are used for the replacement:

- CS-T10-TS-L-K9= (table-stand Navigator)
- CS-T10-WM-L-K9= (wall-mount Navigator)

Replace the Touch Panels

Step 1. Access this Bug link and click Check Bug Applicability:

<https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwf99961>

Home > CSCwf99961

Bug Search Tool

Navigator in MTR mode responses slow
CSCwf99961 | **Check Bug Applicability**

Customer Visible | Notifications | Save Bug | Open Support Case | View Bug in CDETS

Description

Symptom:
The Navigator in MTR mode response very slow. Trying to swipe from the right to bring up device settings can sometimes take a good 4-5 seconds for the device to respond.

Conditions:
This issue happens on a specific batch of devices running MTR.

Workaround:
Certain versions of the navigators are known to have issues with MTR, please see FN74039 (linked below) for further information.

<https://www.cisco.com/c/en/us/support/docs/field-notices/740/fn74039.html>
If requirements in the field notice are met, please reach out to Cisco TAC for replacement options.

Further Problem Description:

Was the description about this Bug Helpful? ☆ ☆ ☆ ☆ ☆ (0)

Step 2. Upload the log bundle from the MTR-enabled Endpoint.

How do I can help you check the applicability of a bug to your device. You can make the following requests in English language:
Check FN74039 / CSCw99961
Status CSCw99961
Feedback

Check FN74039 / CSCw99961

Sure. Please collect the **diagnostics log archive file** from the Collaboration endpoint to which Cisco Room Navigator is connected and upload the archive file.

Collection methods

Option #1: Device logs from Control Hub.

Option #2: Device logs from Web interface:

- Login to the IP address of the device using a web browser.
- Use the admin and password set by the organization or use the default admin with no Passphrase. More details here
- Go to **SYSTEM MAINTENANCE > Issues and Diagnostics > System Logs > Download Logs archive**
- Click the "Download logs" button to download the log archive.

Note: Log bundle of size up to 15 MB is supported. You may experience technical error if the uploaded file is larger than 15 MB.

Upload a File
(Note: file size should be less than 15MB)

Step 3. The log parser parses the log bundle and confirms if touch panels are affected or not.

Sure. Please collect the **diagnostics log archive file** from the Collaboration endpoint to which Cisco Room Navigator is connected and upload the archive file.

Collection methods

Option #1: Device logs from Control Hub.

Option #2: Device logs from Web interface:

- Login to the IP address of the device using a web browser.
- Use the admin and password set by the organization or use the default admin with no Passphrase. More details here
- Go to **SYSTEM MAINTENANCE > Issues and Diagnostics > System Logs > Download Logs archive**
- Click the "Download logs" button to download the log archive.

Note: Log bundle of size up to 15 MB is supported. You may experience technical error if the uploaded file is larger than 15 MB.

Impacted_log-bundle-2023-09-20T17... 7.41 MB Completed

✓ Uploaded 100%

✓ Processed

Please wait while I analyze the uploaded file. This takes about 1-2 minutes.

CSCw99961 is **applicable** to your Cisco Room Navigator device version ce11.8.1.7.32abe526e52.


Here are some possible options for you.

Request RMA for Single Device Workaround Re-run Check

Step 4. Create the replacement RMA and generate the number.

Cisco Support Assistant
Knowledge Scope: Rtg Accessibility Checks

We have following addresses recently used by you. Choose one or add a new shipping address.



Add New Address

HCL SINGAPORE PTE LTD

8 CROSS STREET #08-01,
MANULIFE TOWER
SINGAPORE
SINGAPORE
048424
SG

HCL TECHNOLOGIES INC

7TH FLOOR SERVICE HUB
TOWER 3 CAMPUS AVENUE
CORNER TURN ST MCKENZIE
HILL CYBERPARK FORT
BONAFIDO
TANGUS CITY
METRO MANULA
1824
PH

Please provide the Shipping details.

Please select Company Name and Shipping Address

Company Name*	<input type="text" value="Please Enter Longpany Name"/>
Country*	<input type="text" value="Please Select Country"/>
State	<input type="text" value="Please Select State"/>
City*	<input type="text" value="Please Select City"/>
Zip Code*	<input type="text" value="Please Enter Zip Code"/>
Street Address*	<input type="text" value="Please Enter Street Address"/>
Subst/ Unit / Building #	<input type="text" value="Please Enter Subst/ Unit / Building"/>
Address Line 2	<input type="text" value="Please Enter Address Line 2"/>
Address Line 4	<input type="text" value="Please Enter Address Line 4"/>
Attention/Mail Stop	<input type="text" value="Please Enter Attention/Mail Stop. Max 20 L"/>

[Continue](#)

Enter message (Use Shift + Enter to add a new line)

You now receive a Service Request and a Replacement RMA number.