Troubleshoot Navigator Error "The Room Device Is Missing Software for this Touch Panel" and Does Not Connect to Codec

Contents

Issue

A Cisco Room Bar Pro with Navigator in Microsoft Teams Rooms (MTR) mode displays the error message, "The room device is missing software for this touch panel" on the Navigator screen. The Navigator fails to come online or pair with the codec, even though the Room Bar Pro is reachable on the network.

The issue can occur after factory resetting the Navigator or upgrading the codec.

Environment

- Cisco RoomOS endpoint
- RoomOS or Microsoft Teams Rooms (MTR) mode
- Cisco Navigator touch panel

Resolution

Step 1: Reboot the **codec**. This restarts the Navigator as well if it is directly connected.

Step 2: Verify **network connectivity**. Ensure the codec is accessible via the web GUI and SSH. If the Navigator is paired over the network, try reaching its web interface. Ensure the Navigator is able to reach the codec on TCP port 443.

Step 3: Directly connect the **Navigator** to the codec to rule out a network issue.

Step 4: Upgrade the **codec** either via the web interface or Collaboration Control Hub. Upgrading causes the codec to push out software to the Navigator.

Step 5: Get the codec logs from **Issues & Diagnostics > System Logs**. Check the softwareupgrade.log, peripherals log, and application log for any errors with upgrades or connecting to the Navigator.

Step 6: If the upgrade does not fix it, **factory reset** both the codec from the web interface under **Issues & Diagnostics > System Recovery > Factory Reset**. If necessary, also factory reset the Navigator using the pinhole on the back.

Step 7: In rare cases, there is a problem with the Navigator and it must be RMA'd.

Cause

The codec needs to push the software to the Navigator and cannot either due to network access, needing an upgrade, or potentially hardware failure.

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