



Cisco TelePresence Content Server Release 6.1 Release Notes

August 13, 2014

These release notes describe the changes and improvements included in the Cisco TelePresence Content Server (Content Server) Software Release 6.1.

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New Hardware and Software Features

These are the new Content Server Release 6.1 hardware and software features:

- Content Server software as a virtualized application on a VMware vSphere Hypervisor (ESXi) system—You can run the Content Server on a Virtual Machine (VM) hardware platform for ease of management and deployment within an existing data center. With a suitably specified VM platform, the Content Server running on VMware performs identically to the Content Server running on its appliance hardware. For more information, see the [Cisco TelePresence Content Server Release 6.1 Virtual Machine Installation Guide](#).
- Migration Assistant—You can use this tool to copy media and configuration settings from a source Content Server to a destination Content Server. For more information, see [Using the Cisco TelePresence Content Server Migration Assistant Tool for Release 6.1](#).
- Content Server clusters—With the introduction of VM Content Server, you can now upgrade existing second-generation Content Server hardware to Release 6.1 and deploy the hardware in a Content Server mixed-hardware cluster. For more information, see the [Cisco TelePresence Content Server Administration and User Guide](#).
- Sharpness Enabled check box—You can enable the Sharpness feature to configure the content channel video for high resolution playback. For more information, see the [Cisco TelePresence Content Server Administration and User Guide](#).
- Supported platforms, browsers, and plugins are updated for Release 6.1. For more information, see the [Cisco TelePresence Content Server Administration and User Guide](#).

To upgrade to Content Server Release 6.1, see [Upgrading the Content Server Software](#).

Content Server Compatibility Matrix

[Table 1](#) lists Cisco Show and Share software versions that are compatible with Content Server software.

Table 1 Cisco Show and Share and Content Server Software Compatibility

Software Version	Show and Share 5.2.1	Show and Share 5.2.2	Show and Share 5.2.3	Show and Share 5.3 and 5.3 Patch 1
Content Server 6.1	N	N	Y	Y

[Table 2](#) lists the Cisco MXE 3500 software versions that are compatible with Content Server software.

Table 2 Cisco MXE 3500 and Content Server Software Compatibility

Software Version	MXE 3.2	MXE 3.3
Content Server 6.1	N	Y

Limitations and Restrictions

- Content Servers in a cluster can be a mix of second- and third-generation hardware and Virtual Machine hardware that are all running software Release 6.1. Cluster members in a mixed-hardware cluster must all be running Release 6.1.
- Multicast content delivery from Windows media services is not supported on Windows 2008 Standard Edition. The Content Server version 6.1 built-in Windows Media server can only stream unicast live video. For multicast live-streaming via the built-in Windows Media server you need to use an additional external Windows Media server.
- Live Windows Media multicast streams can be viewed only on Windows computers. There is no workaround (CSCub46029).
- The Content Server does not support running Windows services such as Active Directory Domain Services (ADDS), DNS server, or file services. You should configure an external server for all Windows-based services.
- The USB media kit is used only for a third-generation Content Server software reimage. You cannot use the USB drive to upgrade the software on first- or second-generation server hardware.
- The Content Server Release 6.1 software has no partial restore or full restore functionality. To return a Content Server to the factory-default software, you can perform a software reimage. This procedure clears the server hard drive and then reinstalls the Content Server system software. See the “Maintaining the Content Server” chapter in the *Cisco TelePresence Content Server Administration and User Guide* for more information.
- The Content Server recording does not display the content channel if the Content Mode for a conference is set to “Pass through” in the MCU. (CSCuo00042)
- The Content Server does not record HD resolution if a connected device (endpoint, laptop or PC) shares a presentation in a lower resolution. The recording will be transcoded in the lower resolution regardless of whether or not a Premium Resolution license is installed. (CSCum08630)

Important Notes

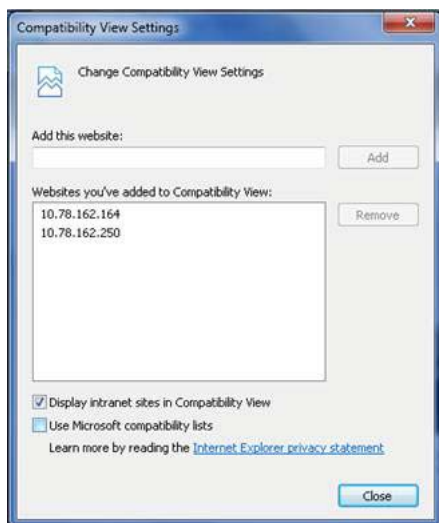
See these sections:

- [Browser Issues, page 3](#)
- [Software Installation and Upgrade Notes, page 5](#)

Browser Issues

- When using the Content Server Content Editor with Internet Explorer (IE) Version 9 and 10, you cannot remove the middle section of a video because the cursor on the bar cannot be moved. There is no workaround. (CSCun18198)
- When using the Content Server with IE 11, you could encounter these issues:
 - HTTPS is required for log in.
 - To play WMV and QuickTime recordings, the Content Server site must be added to the compatibility view list as show below.

There are no workarounds.



- When using the Content Server with Firefox 26, the Content Editor of WMV is not viewable. There is no workaround. (CSCun22419)
- When using the Content Server Content Editor with Firefox 27 and 27.0.1, you could encounter these issues:
 - QuickTime is not viewable or working although the Content Editor for QuickTime is functional.
 - In the Content Editor of WMV the recording is not viewable.
 - After playing a WMV recording on Firefox, the following error might appear and Firefox stops responding:

Microsoft Windows Media Player Firefox plugin may be busy or it may have stopped responding. You can stop the plugin now, or you can continue to see if the plugin will complete. Continue or Stop Plugin?

There are no workarounds. (CSCun22419)

- When using Windows Media player with Firefox in HTTPS mode, the system could return this error message even if you have installed the required plugin:

Windows Media player is not installed on your computer. To play Windows Media in Firefox, you need to install a special plugin.

The workaround is to use HTTP instead of HTTPS. For more information about installing the required plugin, see <https://support.mozilla.org/en-US/kb/play-windows-media-files-in-firefox?esab=a&s=Windows+Media+Player&r=2&as=s>
- If you change the domain name of a third-generation Content Server and then run **Windows Server Backup**, the system could return this error message:

The Block Level Backup Engine Service has been disabled. Enable the service and then restart Windows Server Backup.

The workaround is to start the Windows service called **Virtual Disk**, and then launch **Windows Server Backup**. If starting the Virtual Disk service does not resolve the issue, you should uninstall and reinstall the **Windows Server Backup** feature. (CSCuo29694)

Table 3 lists the supported playback formats with HTTPS.

Table 3 Supported HTTPS Playback Formats

Protocol	Format	Stream	Server	Supported
HTTPS	WMV	Live	WMS	No
HTTPS	WMV	VoD	WMS	No
HTTPS	WMV	VoD	IIS	Yes
HTTPS	MP4 Flash	Live	Wowza	Yes
HTTPS	MP4 Flash	VoD	IIS	No
HTTPS	MP4 Flash	VoD	Wowza	Yes

Software Installation and Upgrade Notes

- Netlogon Exception—If you are installing or upgrading Content Server Release 6.0 (build 3474), Release 6.0.1 (build 3528), or Release 6.1 (build 3764) the system might display this message if the Content Server is not in a domain:

Error: Starting enabled service, Service not started [service_name = Netlogon] Service not started.

The exception message has no impact on the software installation or upgrade procedure.

- Internet Connection Sharing (ICS) Exception—If you are installing Content Server Release 6.0 (build 3474), or upgrading from Release 6.0 to Release 6.1, the system might display this message:

Error: Starting enabled service, Service not started [service_name = Internet Connection Sharing (ICS)] Service not started.

The exception message has no impact on the software installation or upgrade procedure.

Open Caveats

Table 4 lists the open caveats in Content Server Release 6.1.

Table 4 Content Server Release 6.1 Open Caveats

Reference ID	Summary
—	The Content Server supports only Microsoft Active Directory Server for LDAP and Domain authentication.
—	When configuring LDAP servers in the Authentication section of the Site Settings page, the Content Server cannot accept the root of an Active Directory domain as the base DN. Instead, you must specify an object that resides inside the root. A common root-level object is 'OU=users.' If your users and groups are distributed between multiple root-level objects, specify each of them in separate LDAP servers.

Table 4 **Content Server Release 6.1 Open Caveats (continued)**

Reference ID	Summary
—	Areas of green pixels might be displayed when starting playback and seeking in a Flash video streaming from a Wowza streaming server on some computers. The workaround is to update video drivers and/or turn off hardware acceleration. Visit the Adobe web site to view minimum hardware requirements for SD and HD video playback and video hardware acceleration support: http://www.adobe.com/products/flashplayer/systemreqs/#video
CSCuf18052	AV-SYNC issue on Live Streaming from Darwin with Content Server-VC SIP\H323 call.
CSCub45195	Breaking audio on CTS endpoint for calls to a streaming server.
CSCuf81896	CE Engine restarted when VCS sends 2 invites for same call.
CSCue62888	Content Server repair throwing some major warning.
CSCue62912	Disabling Dual Video on Content Server System Call Configuration is not working.
CSCue74576	Unable to play large recording in QuickTime player in Content Server.
CSCuf09038	There is no proper check for "\"from Email Address\" in Content Server SMTP setting.
CSCuf18154	Content Server Content Editor is not working correctly.
CSCuf22428	AV Sync issue in Content Server-E20 call with Video on mute with Wowza as streamer.
CSCtt01666	Can't log in with a user that has unicode in the name with domain authentication.
CSCuf81934	For TMS Scheduled call, Content Server showing wrong call duration while call is UP.
CSCug08892	Content Server-MCU PIN Protected call is having issues in SIP-H.323 interworking call.
CSCug80435	Content Server live stream is delayed by 20 to 22 seconds on Content Server portal playback.
CSCuh49262	Content Server has an uploading limit of 2 GB.
CSCum47953	Grey bar at bottom observed while switching presentation in Content Server SIP Call.
CSCum47420	Grey Playback/Corruption observed with H.323 call to/from Content Server.
CSCul80712	Recordings of lower version do not join when imported to higher version.
CSCul88955	Lip sync issue when two live calls are placed: One to Darwin & other to WMS/Wowza.
CSCul52364	MXE Profiles are accessible without MXE Credential.
CSCun59325	Average CPU reaches to 85-plus percent with WMS large format (live and parallel trans).

Table 4 Content Server Release 6.1 Open Caveats (continued)

Reference ID	Summary
CSCuo04272	Content Server is reaching 2 GB virtual memory limit with packet loss in the network.
CSCuo74807	NULL Pointer Dereference Remote Denial of Service Vulnerability.

Resolved Caveats

Table 5 Content Server Release 6.1 Resolved Caveats

Reference ID	Summary
CSCum57135	Import is failing on 6.0 version 3528 from 5.3 version 3529.
CSCuI97025	Bad video when Content Server decodes 720p and above H.264 from MCU.
CSCuh76732	Content Server does not record a conference because no RTP received.
CSCun34364	Unable to add second Content Server to cluster.
CSCum88411	Content Server not seeing incoming video streams until services restarted.
CSCuj66082	Content Server sends 288p resolution to MCU from callback alias content channel.
CSCun83240	Bad quality for presentation channel recording.
CSCun35256	TCS goes into Error mode when a call is made to a busy endpoint.
CSCun17852	Memory leaks occur sometimes after disconnecting 10 calls from the Content Server.
CSCuI26969	Release migration tool for second-generation Content Server to third-generation Content Server.
CSCun17874	Call failed with reason <i>failed to parse template from the database</i> .
CSCun70648	Content Server Release 6.1> Licensing > PreInstaller allows null keys to store in the registry.
CSCuo50899	The migrate.exe application takes time to open and nothing appears until it opens.
CSCuo47582	External database is not retrieved to the local database while removing the Content Server from a cluster.

Upgrading the Content Server Software

These are the supported software upgrade paths:

Release 6.0 (Build 3474) > 6.1 (Build 3764)

Release 6.0.1 (Build 3528) > 6.1 (Build 3764)

To upgrade the Content Server software, see these sections:

- [Guidelines and Prerequisites, page 8](#)
- [Software Upgrade Procedure, page 9](#)

Guidelines and Prerequisites

Before you begin, observe these guidelines and prerequisites:

- You must have administrator privileges to perform a software upgrade.
- You should download Release 6.1 software from Cisco.com before you begin the upgrade procedure.
- A release key is not required for upgrading to Release 6.1.
- Release 6.1 software cannot be installed on first- or second-generation Content Server hardware. If you attempt to run the 6.1 installer it will fail.
- You can use the Content Server serial number to identify the server hardware version. In the web UI go to **Management > Diagnostics > Server overview**. You can also check the serial number label on the top right front of the Content Server. These are the device serial number formats:
 - Third-generation serial number: **49A3xxxx**
 - Second-generation serial number: **49A2xxxx**
 - First-generation serial number: **49A0xxxx**



Caution

You **must** back up your Content Server and turn off anti-virus applications before upgrading. You will need a full backup for restoring to the previous version or in the unlikely event of an upgrade failure. Follow the instructions for backing up and restoring the Content Server in the online help and in the [Cisco TelePresence Content Server Administration and User Guide](#) on Cisco.com.




Caution

If you have installed the Feature Pack for Microsoft SQL Server 2005 or any of its components (which is NOT supported for the Cisco TelePresence Content Server), you must remove the components prior to upgrading, otherwise the upgrade may fail. These unsupported components **MUST** be removed prior to upgrading:

Microsoft SQL Server 2005 Analysis Services 9.0 OLE DB Provider, Microsoft SQL Server 2005 Backward Compatibility Components, Microsoft SQL Server 2005 Command Line Query Utility, Microsoft SQL Server 2005 Data Mining Viewer Controls, Microsoft SQL Server 2005 JDBC Driver, Microsoft SQL Server 2005 Management Objects Collection, Microsoft SQL Server 2005 Compact Edition, Microsoft SQL Server 2005 Notification Services Client Components, Microsoft SQL Server 2005 Upgrade Advisor, Microsoft SQL Server 2005 Reporting Services Add-in for Microsoft SharePoint Technologies, Microsoft SQL Server 2005 Data Mining Add-ins for Microsoft Office 2007.

Software Upgrade Procedure

The approximate duration of an upgrade is 10 to 20 minutes. Follow these steps:

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- Step 1** Log in to the Content Server as the administrator by using Windows Remote Desktop Connection.
- Step 2** Transfer the installer and the MD5 file that you downloaded from Cisco.com to the Content Server. Do not run the installer from a mapped or network drive.
- Step 3** Verify the MD5 hash (checksum) of the installer by using the provided MD5 file. We recommend verifying that the installer is not corrupted due to file transfer, disk error, or tampering. You can use any MD5 program to verify the installer integrity.
- Step 4** When the installer passes the MD5 verification, double-click the installer to run the installation wizard.
- Step 5** Click **Next**. The InstallShield Wizard is ready to begin installation.
- Step 6** At the Content Server prerequisites prompt, select the backup option that applies to your Content Server:
- If you select *The Content Server is backed up*, click **Next** to proceed with the installation.
 - If you select *The Content Server is not backed up*, clicking **Next** displays a warning that in case of installation failure there may be no way to recover your data. You can cancel the installation, take a backup of your Content Server, and then run the installer again. You can also choose to ignore the warning and proceed with the installation, although this is not recommended.
- Step 7** At the second Content Server prerequisites prompt, select the antivirus option that applies to your Content Server:
- If you select *There is no antivirus software installed*, or *The antivirus software is stopped*, click **Next** to proceed with the installation.
 - If you select *The antivirus software is still running*, clicking **Next** displays a warning that this might cause your installation to fail. You can cancel the installation, stop the antivirus software, and then run the installer again. You can also choose to ignore the warning and proceed with the installation, although this is not recommended.
- Step 8** At the *Are you sure you wish to continue?* prompt, click **Yes** to proceed. Click **No** to cancel the upgrade.
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-  **Caution** You must not cancel or interrupt the upgrade process after the upgrade begins. If you want to revert to the previous version after completing the upgrade, follow the instructions in the [Cisco TelePresence Content Server Administration and User Guide](#) on Cisco.com.
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- Step 9** After the installer has configured the Content Server, it displays a message that the upgrade has completed successfully.
- The installation logs are available in the following locations: **E:\logs\Install** and **E:\logs\SetupUtility**.
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Documentation Updates

Updates to the Online Help

The Content Server online help was not updated for Release 6.1. Observe these online help caveats:

- All references to Windows Server 2003 should now be Windows Server 2008.
- Specific configuration instructions for Windows Server 2003 are no longer valid. See the [Cisco TelePresence Content Server Administration and User Guide](#) for the Windows Server 2008 configuration information.
- References to accessing the Window Server interface by using the Content Server user interface are no longer valid. You can access the Windows Server interface only by using Windows Remote Desktop Connection.
- References to mixed hardware clusters are no longer valid. See “[Limitations and Restrictions](#)” section on page 3 and the [Cisco TelePresence Content Server Administration and User Guide](#) for more information about Content Server clusters.
- References to specific browser support are no longer valid. See the [Cisco TelePresence Content Server Administration and User Guide](#) for Release 6.1 for the supported browsers.
- License, Copyright, and Trademark information is no longer valid. See the [Open Source Used In Cisco TelePresence Content Server](#) for the product license information.

Troubleshooting and Technical Support

Cisco recommends registering your product at <http://www.cisco.com/cisco/support/notifications.html> in order to receive notifications about the latest software and security updates. New feature and maintenance releases are published regularly, and we recommend that your Content Server software is always kept up to date.

Using the server logs to help solve a problem

You can use the server logs to produce debugging information to assist customer support in solving issues. From the **Management** tab, go to **Diagnostics > Server logs** to access the Content Server logs.

Getting more help

If you experience any problems when configuring or using the Content Server, consult the online help for an explanation of how individual features and settings work. Also, see the [Cisco TelePresence Content Server Administration and User Guide](#) for this release on Cisco.com.

When contacting Cisco for support, make sure that you have this information:

- The serial number and product model number of the server
- The software build number, which can be found on the product user interface
- Your contact email address or telephone number
- A full description of the problem

Related Documentation

- Cisco TelePresence Content Server Documentation
http://www.cisco.com/en/US/products/ps11347/tsd_products_support_series_home.html
- Cisco UCS C220 Documentation
http://www.cisco.com/en/US/products/ps10493/tsd_products_support_series_home.html
- Cisco Capture Transform Share Documentation
http://www.cisco.com/en/US/products/ps12130/products_installation_and_configuration_guides_list.html

Information About Accessibility and Cisco Products

For information about the accessibility of this product, contact the Cisco accessibility team at accessibility@cisco.com.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>

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