



Release Notes for Cisco Media Experience Engine 3500, v3.5

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This document provides information about features, caveats, and software migration procedures for Cisco Media Experience Engine 3500 (Cisco MXE 3500), v3.5.

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Release Features

Cisco MXE 3500, v3.5 release is primarily for operating system migration. It also includes bug fixes and patches.



**Note**

Speech-to-Text feature default integration is not supported in this release.

Browser Requirements

You must use one of following web browsers to access the Cisco MXE 3500 Web UI:

- Firefox 28 or later (Verified up to version 39).
- Internet Explorer 9, 10 and 11.

**Note**

For Internet Explorer 10 and 11, enable the compatibility view mode using following steps:

- i) Open IE.
- ii) Press **Alt** key to open the IE menu bar.
- iii) Click the **Tools** menu.
- iv) Click on **Compatibility View** settings.
- v) Check the check box **Display all the websites in Compatibility View**.

Supported Software Migration on Cisco MXE 3500 V3

In addition to new installations of Cisco MXE 3500, v3.5, Cisco MXE 3500 V3 supports the following software migration paths:

- Cisco MXE 3500 Version 2 (V2) hardware running Release 3.3.x > Cisco MXE 3500 V3 hardware running v3.5

Supported Hardware and Software

- Cisco MXE 3500, v3.5 runs on Cisco MXE 3500 V2 and V3 (Cisco MXA UCS M3) hardware. For more information about migrating to the Cisco MXE 3500 V3 hardware, see the release notes on Cisco.com: http://www.cisco.com/en/US/products/ps12130/prod_release_notes_list.html

Cisco MXE 3500 v3.5 includes below Softwares

- Windows Server 2012 Standard R2
- MS SQL Server 2012 Express edition
- ESXI version 5.5
- RHEL version 6.5

**Note**

MXE3500 v3.5 USB media kit will be shipped along with a COA label which will be having Windows 2012 Product key information, that is required for Windows Activation.

**Note**

Cisco MXE 3500, v3.5 installation is not supported on M1 because of its RAID configuration.

Compatibility Matrix

Cisco MXE 3500, v3.5 on the Cisco MXE 3500 V3 appliance is compatible with these Capture-Transform-Share product releases:

Product	Release
Cisco Show and Share	Release 5.2.1 and later
Cisco TelePresence Content Server (TCS)	Release 5.2 and later

Obtain and Install the Release v3.5 Migration License

Existing users of MXE3500 can use the License Re-host feature to generate a new license file for MXE3500 v3.5 using Licensing UI (<https://tools.cisco.com/SWIFT/LicensingUI/Quickstart>). The procedure is described in the [Obtain the License File](#) section.

New License can be generated without Re-host, which is similar to Old process as described in MXE3500 v3.3.2 Release notes. The PID selection for RM, RN and other features remain the same as like in 3.3.2.

Maintenance Release v3.5

New license file will be required for 3.5 based on new License Host ID.

Existing Customers, need to provide old (3.3.x) License host ID and also the 3.5 license host ID upon migration. New Customers need to provide the same licensing process as like 3.3.x.

If you already have a Graphics license, an upgrade license is not required to use bumpers, trailers, and watermarks. If you do not have a Graphics license, obtain and install a Graphics license to use bumpers, trailers, and watermarks. Follow the steps detailed in the “Deploying License Features,” section of the [Administration Guide for Cisco Media Experience Engine 3500, v3.3](#) on Cisco.com to obtain and install a license.

Before You Begin

You must have the following to obtain a license:

- The Cisco MXE 3500 License Host ID.

**Note**

For clustered deployments, use the same License Host ID for registering the RM and each RN in your installation.

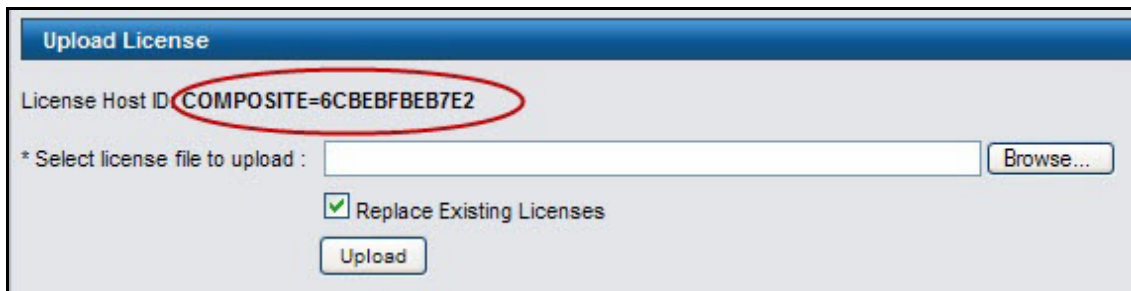
**Note**

Existing Customers can not use the **STT** feature further even if 3.5 license file is having **STT PID**.

To view the License Host ID,

1. Login to the Cisco MXE 3500 web UI.
2. Under the Tools tab, click **Upload License**.

Figure 1 License Host ID String

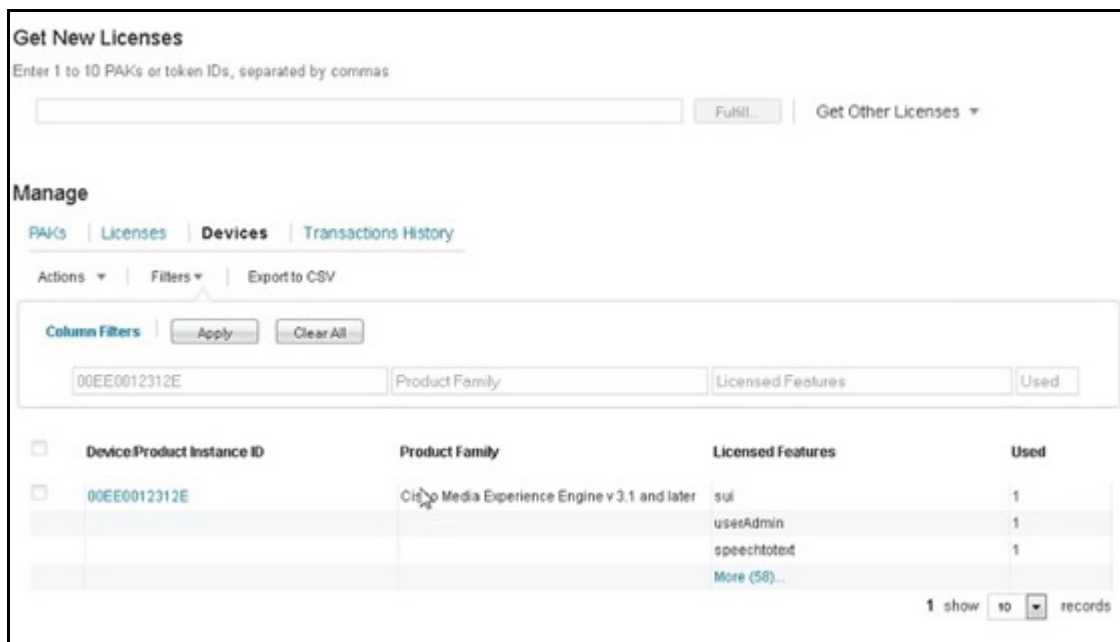


Obtain the License File

Follow these steps to order and obtain the license file:

- Step 1** Go to <https://tools.cisco.com/SWIFT/LicensingUI/Quickstart> Use the old Host ID (used in 3.3.x) and new Host ID of the MXE 3500 (3.5) to obtain the license file using license Rehost process as mentioned below.:
- a. Under the **Manage** section, go to **Devices** and click on **Filters**.
 - b. Provide the old host id in the provided text box and click on **Apply**.

Figure 2 Providing old Host ID



- c. Based on old Host ID, click on the corresponding icon as shown under **Device/product Instance ID** column and then click on **Rehost/Transfer** from the drop down menu.

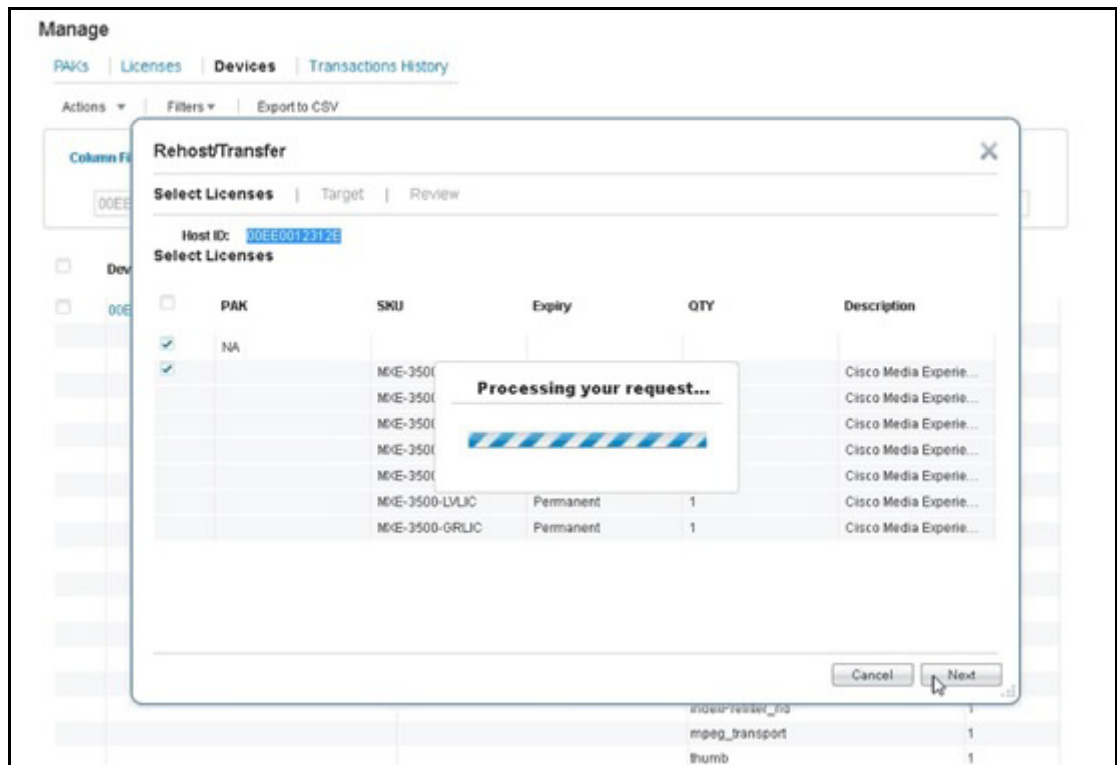
Figure 3 Re-hosting

The screenshot shows the 'Manage' interface with tabs for 'PAKs', 'Licenses', 'Devices', and 'Transactions History'. The 'Devices' tab is active. Below the tabs are 'Actions', 'Filters', and 'Export to CSV' options. A 'Column Filters' section contains input fields for '00EE0012312E', 'Product Family', 'Licensed Features', and 'Used'. Below this is a table with columns: 'Device/Product Instance ID', 'Product Family', 'Licensed Features', and 'Used'. The first row is selected, and a dropdown menu is open over the 'Device/Product Instance ID' cell, showing options: 'Device Info...', 'Download License', 'Resend License...', 'RMA', and 'Rehost/Transfer...'. The 'Rehost/Transfer...' option is highlighted by the mouse cursor.

Device/Product Instance ID	Product Family	Licensed Features	Used
00EE0012312E	Cisco Media Experience Engine v 3.1 and later	sui	1
		userAdmin	1
		speechtotext	1
		mpeg	1
		webcast	1
		quicktime	1
		prefilter_hd	1
		captionextractML	1
		filemanAdv	1
		index	1
		captionextractSCC	1
		mpeg_ac3	1
		h264grid	1
		capturePrefilter_ip	1
		graphicOverlay	1
		reporting	1

- d. On the next page, check the check-boxes in the first column and click on **Next** button.

Figure 4 Verifying SKUs



e. Provide the New Host ID and click **Next**.

Figure 5 Providing New Host ID

The screenshot shows a 'Rehost/Transfer' dialog box with the following details:

Target Device and SKU Details

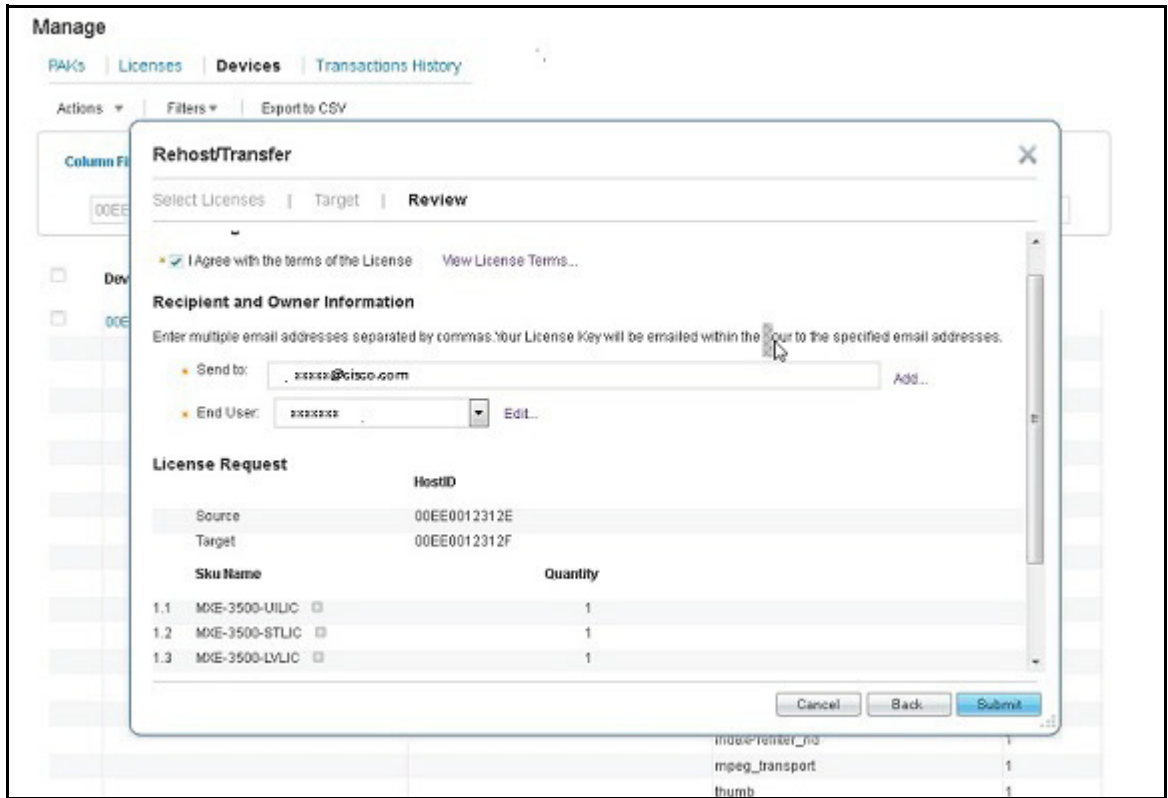
HostID*

	Product Family	Product	SKU	Quantity Available	Quantity to Assign
1	Cisco Media Experience Engine v 3.1 and later	MXE-3500 Base Software R3.2			
1.1			MXE-3500-32LIC-K9	1	1
1.2			MXE-3500-33RM-K9	1	1
1.3			MXE-3500-33RN-K9	1	1
1.4			MXE-3500-0RLIC	1	1
1.5			MXE-3500-LVLIC	1	1
1.6			MXE-3500-STLIC	1	1
1.7			MXE-3500-ULLIC	1	1

Buttons: Cancel, Back, Next

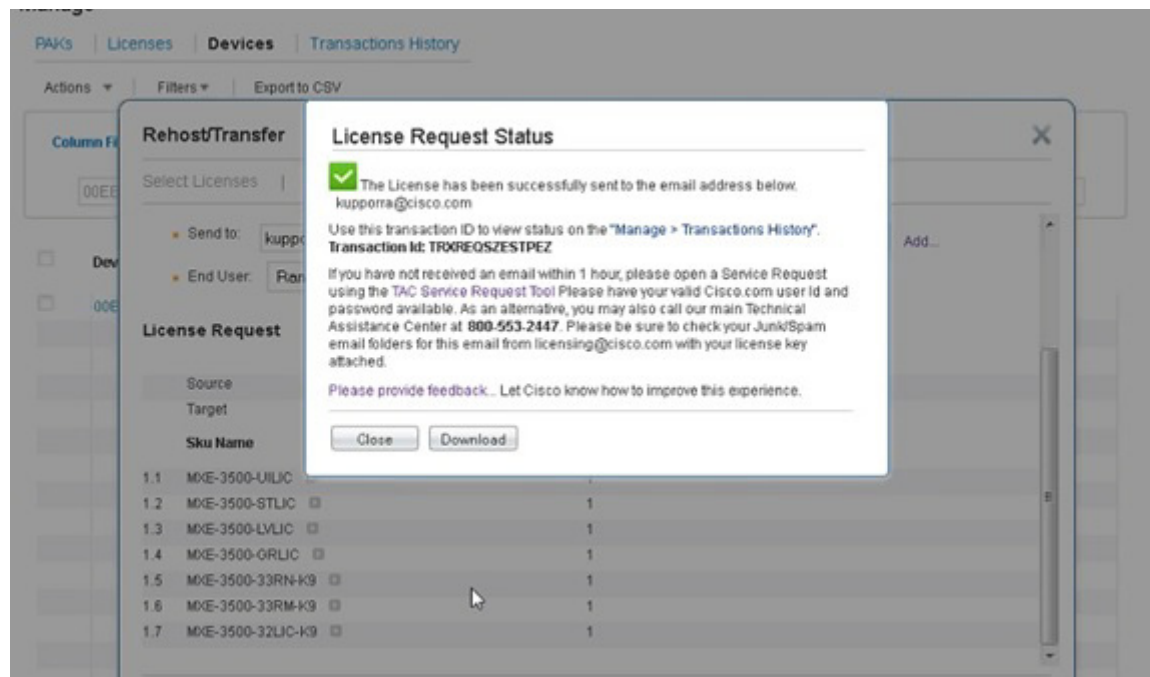
- f. Fill the mandatory fields. Verify the source (Old) and target (new) Host IDs.
- g. Click **Submit**.

Figure 6 Submitting End User Details



h. Once submitted the transaction ID, confirmation message will be displayed.

Figure 7 Downloading New License



Step 2 Save the final license file to a location that the Cisco MXE 3500 can access during license installation.



Note If the license file is lost, it can take up to one business day to get another copy. The License file is saved during a system back up.

Troubleshooting Tips

The following sections provides troubleshooting tips and contact information.

License Files and Registration

If you experience problems with the license registration websites or if you have additional questions, for a prompt response, please open a Service Request using the TAC Service Request Tool at:

<http://tools.cisco.com/ServiceRequestTool/create/DefineProblem.do>.

Please have your valid Cisco ID and password, and the license host ID available. To view the license host ID, login to the Cisco MXE 3500 Web UI. Under the Tools tab, click **Upload License**. See [Figure 1](#).

Alternatively, you may also call one of these numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

You can find a complete list of Cisco TAC contacts at this URL:

<http://www.cisco.com/techsupport/contacts>

Licensed Features

Table 1 describes the Cisco MXE 3500 features that require additional licenses.

Table 1 Cisco MXE 3500 Licensed Features

Licensed Feature	Description	PIDs
Resource Manager Resource Node	Enables multiple Cisco MXE 3500 devices to run as a single group with one set of user accounts, job profiles, licensed features, and user interfaces. Enables user-management functionality, such as user accounts and roles, profile spaces, and user metadata.	<ul style="list-style-type: none"> MXE-3500-33RM-K9 MXE-3500-33RN-K9
Video Conversion Interface	Enables an easy-to-use interface for end users to do transcoding, post production, and sharing through a portal like Cisco Show and Share.	<ul style="list-style-type: none"> MXE-3500-UILIC
Live Streaming (IP Capture)	On the Cisco MXE 3500 V2 hardware, this license enables the appliance to ingest live enterprise TV and IPTV feeds and re-purpose the content so that it can be viewed on a variety of endpoints.	<ul style="list-style-type: none"> MXE-3500-LVLIC
Graphics Overlay	On the Cisco MXE 3500 V2 hardware, this license enables the appliance to embed watermark, bumpers, trailers, and text transcripts as text captions.	<ul style="list-style-type: none"> MXE-3500-GRLIC
Pulse Video Analytics	Enables keyword tagging and speaker identification and sharing through a portal like Cisco Show and Share.	<ul style="list-style-type: none"> MXE-PULSE-200 MXE-PULSE-400P

For details about obtaining and installing a license file to enable the software for your deployment, see the *Administration Guide for Cisco Media Experience Engine 3500* on Cisco.com.

Important Notes

- Install QuickTime—QuickTime is installed separately because of Apple licensing requirements. It is required for transcoding to and from specific formats.



Note In a clustered deployment, you must install QuickTime on the RM appliance and each RN.

See the *Administration Guide for Cisco Media Experience Engine 3500* on Cisco.com for instructions on how to install QuickTime.

- The Cisco MXE 3500 Windows OS requires QuickTime 7.7.4 or later for best results when transcoding MP4 files within the Capture Transform Share environment.

- In a clustered deployment, use either the IP address or the FQDN instead of the local host in the host settings and the system settings on the Resource Manager appliance. Do not use a combination of the IP address and the domain name.

Limitations and Restrictions

You should review this section before you begin working with the Cisco MXE 3500. These are known limitations that will not be fixed, and there is not always a workaround. Some features might not work as documented, and some features could be affected by recent changes to the hardware or software.

- Jobs fail permanently during/after Cisco MXE 3500 restart. Jobs do not auto start.
The workaround is after the MXE 3500 has been restarted, navigate to the Job status page and manually restart the job using the ‘Reschedule’ option. Please note that the jobs would be available for restart only up to one hour after the system has been restarted. This caveat does not apply to Live jobs. (CSCtr50466).
- In the Cisco TCS integration with Cisco MXE 3500 with sharing in Cisco Show and Share, a “500 Internal Server error” occurs when a 1+ GB file is uploaded to Cisco Show and Share.
The workaround is to change the bit rate of the profile used by TCS reduced to limit the size. Please note reducing the bit rate in the profile would reduce the quality of the transcoded file. This caveat is specific to Cisco Show and Share version 5.2.3. (CSCts64703)
- Unable to send UDP multicast MPEG2TS stream from VLC to Cisco MXE 3500.
There is no workaround. (CSCtq65543).
- It is recommended to use only 2 HD Live jobs for wmv encoders instead of 3, based on CPU performance. (CSCur06620).
- Nuance dragon SDK is not a part of this release. STT encoding feature will not work (CDET: CSCur22987).
- MXE3500, v 3.5 is not supported on M1 hardware.

Patches Applicable on 3.5

This Section includes info. on following security vulnerability patches which are applicable on 3.5:

1. NTP Vulnerability Fix (CDET: CSCus82080, CSCut84792).
2. ESXi 5.5 Vulnerability Fix (CDET: CSCus77133).



Note

NTP patches are available on CCO, attached with CDET.

Caveats

This section includes the following topics:

- [Using the Bug Toolkit, page 12](#)
- [Open Caveats, page 12](#)
- [Resolved Caveats, page 13](#)

Using the Bug Toolkit

Use the Cisco Software Bug Toolkit to search for problems.

Before You Begin

To access Bug Toolkit, you need the following:

- Internet connection
- Web browser
- Cisco.com user ID and password

Follow these steps to use the Cisco Software Bug Toolkit:

-
- Step 1** To access the Bug Toolkit, go to go to <https://tools.cisco.com/bugsearch>
- Step 2** Sign in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the Search for Bug ID field, then click **Go**.
-

Open Caveats

Table 2 lists the open caveats for Cisco MXE 3500.

This table provides a snapshot of the defects that were open at the time of the release. For an updated list of open defects, access the Bug Toolkit (Step 1, above).

Table 2 Open Caveats for Cisco MXE 3500 ,v3.5

Identifier	Headline
CSCtx92616	Support VOIP audio type in WebEx Arf transcoding.
CSCug24999	Allocated memory during longevity tests does not get freed eventually
CSCue04345	LMAdapt dictionary creation fails on OOVs
CSCts47094	Flash8 transcoding fails on RN with 3 HD jobs (under heavy load)
CSCuf66932	STT tasks get stuck in processing and never finish
CSCus55677	CSDL issues reported by IBM App Scanner on MXE3500 v3.5 UI
CSCtr36959	AD settings needs to be re-saved after changing MXE Hostname
CSCtu33820	User needs to recreate host after Ahi (3.3.0) to Ahi MR1(3.3.1) upgrade
CSCue04547	MXE Locked up when Live stream from NewTek Tricaster Pro
CSCtx92759	In SUI, Link to media player in "Job status Page" is broken.
CSCty36991	SUI webpages didn't clear browser cache
CSCua30323	MXE 3500 license file does not work on Mac OS
CSCud62528	SSR reads all names from anonuser when restarted

Resolved Caveats

Table 3 lists the resolved caveats in Cisco MXE 3500,v3.5

Table 3 Resolved Caveats for Cisco MXE 3500 ,v3.5

Reference ID	Summary
CSCum71311	MXE-3500 CVE-2013-5211 allowing info to be sent about server
CSCuo55747	MXE - Apache Struts 2 : ParametersInterceptor & FileUpload vulnerability
CSCus82513	MXE Installation issues based on RAID configuration not performed on UCS
CSCus30138	December 2014 - NTPd.org Vulnerabilities
CSCul97825	Certain WMV files transcoding faile through MXE 3500
CSCug32624	h264 task completed abruptly with buffer alloc errors, reports success
CSCug68604	Store & Fwd Patch: Job Failed with file copying error.
CSCuo01769	MXE3500 - Vulnerabilities in Apache
CSCuq95952	SSL and other security updates required based on SR 630997135
CSCuq44384	MXE3500 Linux VM large Logs should be automatically overwritten
CSCuf57365	MXE UI saved a value of 'error' into category field in the sns profile
CSCug73469	Planner sud not append _[count]_00 to H264 audio file if 1 file produced
CSCus61130	MXE disk may fill with FTP watch folders due to IE caching
CSCuq74681	Setting audio to 256K in Pre-filter causes CPU to spike to 100%
CSCug61297	In cluster setup, large jobs sometimes hang with status at 100%
CSCun31301	MXE - Apache Struts 2 Command Execution Vulnerability - CVE-2010-1870
CSCun78746	MXE Draft submission fails on SnS due to 502 Apache response on MXE
CSCue08478	Job profile name cannot contain special characters
CSCur57479	Current MXE-3500 not compatible with current WebEx .arf format
CSCup22361	Multiple Vulnerabilities in OpenSSL - June 2014
CSCur05088	MXE Series Media Experience Engines CVE-2014-6271 and CVE-2014-7169
CSCug57914	Vocab upload: Browser crashes when uploading vocab with > 10000 entries.
CSCut08092	LEAP SECOND: Leap second update susceptibility
CSCuh38216	Immediate task mode is now recommended in encoder profile for live job
CSCut84792	NTP vulnerability reported by PSIRT
CSCus82080	February 2015 - NTPd.org Vulnerabilities.

Documentation Updates

Following are the documentation update for MXE 3500, v3.5:

- Created MXE 3500, v3.5 Deployment Guide. see the [Cisco MXE 3500, v3.5 Migration](#).

Related Documentation

For a list of available Cisco MXE 3500 documentation, see the *Guide to Documentation for Cisco Media Experience Engine 3500* at the following URL:

http://www.cisco.com/en/US/products/ps9892/products_documentation_roadmaps_list.html

Getting Information About Accessibility and Cisco Products

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

Providing Documentation Feedback

To provide feedback on this Cisco MXE 3500 document, or to report an error or omission, you can use the online, Embedded Feedback form that appears on the left side of the screen at the following URL:

http://www.cisco.com/en/US/docs/video/mxe/3500/sw/3_x/release/note/mxe3500rn_35.html

Alternatively, you can send feedback to mxe-doc@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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