



# Release Notes for Cisco Media Experience Engine 3500 Release 3.0

---

**Revised: May 7, 2010**

This document provides information about features and caveats for Cisco Media Experience Engine 3500 (Cisco MXE 3500), Release 3.0.

- [Introduction, page 1](#)
- [Browser Requirements , page 2](#)
- [Installation and Upgrade Requirements, page 2](#)
- [Important Notes, page 4](#)
- [Feature Support Matrix, page 5](#)
- [Caveats, page 7](#)
- [Troubleshooting, page 10](#)
- [Documentation Updates, page 10](#)
- [Related Documentation, page 11](#)
- [Providing Documentation Feedback, page 11](#)
- [Obtaining Documentation and Submitting a Service Request, page 11](#)

## Introduction

Cisco MXE 3500 is an appliance that provides comprehensive transcoding services and integrates into the network to deliver the following media processing capabilities:

- Video content to be shared across the network to virtually any type of endpoint
- Innovative post production features that transform ordinary video content into studio quality output
- Collaboration with other applications delivered by Cisco's suite of media products
- Ingest of MPEG-2 Transport Streams (MPEG-2 video payload and AC3 or Layer II audio payload) and output of stream transcoded to WMV, Flash 8, or H.264 formats



---

**Americas Headquarters:**  
**Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA**

- Extraction of an audio track from a video and performing speech-to-text transcription and graphic overlays (subtitles)

The Cisco MXE 3500 Resource Manager augments the capabilities of the Cisco MXE 3500 by intelligently load balancing job processing across multiple Cisco MXE 3500 devices and by delivering fault tolerance to deployment.

## Browser Requirements

You must use one of following web browsers to access the Folder Attendant UI or Web UI:

- Firefox 3 or later. Firefox 3.5 is recommended.
- Internet Explorer 7 or later. Internet Explorer 8 is recommended.



### Note

When accessing Cisco MXE 3500 UIs, set your display resolution to 1280 x 1024 pixels for best results, or you may encounter issues with scrolling and display (CSCsu29805).

For information about the Cisco MXE 3500 components, see the [User Guide for Cisco Media Experience Engine 3500](#).

## Installation and Upgrade Requirements

The Cisco MXE 3500 is an appliance on which the Cisco MXE 3500 Release 3.0 software comes installed. This section includes the following topics:

- [Supported Deployment Models, page 2](#)
- [Licensed Features, page 3](#)
- [Obtaining the Cisco MXE 3500 Release 3.0 April 5, 2010, Patch, page 3](#)

## Supported Deployment Models

You can deploy Cisco MXE 3500 in the following two configurations:

- **Standalone Deployment**—This deployment consists of one or more Cisco MXE 3500 devices running as individual devices, each with its own license, user interfaces, job profiles, and so on. This deployment supports one predefined administrative user. The following software product ID (PID) supports this deployment: MXE-3500-v3LIC-K9. See also the [“Licensed Features” section on page 3](#).
- **Resource Manager Deployment**—This deployment consists of one or more Cisco MXE 3500 devices running as a single group with one set of user accounts, job profiles, licensed features, and user interfaces; additionally, this deployment includes the User Administration feature.

There are two types of Cisco MXE 3500 devices in a Resource Manager deployment: a single Cisco MXE 3500 Resource Manager and up to nine Cisco MXE 3500 Resource Nodes. The Resource Manager not only functions as a multidevice manager that load balances transcoding jobs across the Resource Nodes, but also functions as a Resource Node that performs transcoding jobs. The following software PIDs support this deployment:

- MXE-3500-RM-LIC (Cisco MXE 3500 Resource Manager License)

- MXE-3500-RN-LIC (Cisco MXE 3500 Resource Node License)
- MXE-3500-RM-LIC-U= (Cisco MXE 3500 Resource Manager License Upgrade)
- MXE-3500-RN-LIC-U= (Cisco MXE 3500 Resource Node License Upgrade)

See also the “[Licensed Features](#)” section on page 3.

## Licensed Features

This release supports the following additionally licensed features:

- MXE-3500-STT-LIC (Speech-to-Text Feature)



**Note** Cisco MXE 3500 ships with a few general speaker profiles that are trained for common regional accents in the United States. You can obtain a speaker-independent profile on Cisco.com in the **Video, Cable and Content Delivery > Media Experience Engines > Cisco MXE 3000 Series > Cisco MXE 3500** [software download](#) area.

- MXE-3500-GR-LIC (Graphics Overlay Feature)
- MXE-3500-LIVE-LIC (Live Streaming Feature)

For details about obtaining a license file to enable the software for your deployment, see the *Deployment and Administration Guide for Cisco Media Experience Engine 3500*. This guide also provides information about installing a license, configuring the Cisco MXE 3500, upgrading from a standalone to a Resource Manager deployment, and troubleshooting deployments. You can access the guide at the following URL:

[http://www.cisco.com/en/US/products/ps9892/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps9892/prod_maintenance_guides_list.html)



**Note**

**Before you request a software license on Cisco.com for your deployment**, see the *Deployment and Administration Guide for Cisco Media Experience Engine 3500* for licensing requirements.

## Obtaining the Cisco MXE 3500 Release 3.0 April 5, 2010, Patch

This patch disables the “Add Silent Track” option and adds two preprocessor profiles to the DMP\_4300\_VO.mpeg.awp and DMP\_4400\_VO.h264.awp default profiles. This patch does not revise the software version, which remains Release 3.0.

### Before You Begin

You must have an account on Cisco.com to access the software download website.

### Procedure

- Step 1** Go to <http://www.cisco.com/cisco/web/download/index.html>.
- Step 2** In the Select a Software Product Category area, choose **Video, Cable and Content Delivery**.
- Step 3** Choose **Media Experience Engines > Cisco MXE 3000 Series > Cisco MXE 3500 > Media Experience Engine Patches**.
- Step 4** Click **Latest Releases > 3 > 3.0.0**. The link to the software is on the right side of the browser window.

- Step 5** Click **Download Now** and save **MXE3500-SW-UPG-PATCH-1.zip** to a temporary media, such as a flash drive, or to a network server that you can access from the Cisco MXE 3500 when you install the patch.
- Step 6** See the readme.txt file that is included in **MXE3500-SW-UPG-PATCH-1.zip** for installation instructions.
- 

## Important Notes

### Standalone and Resource Manager Deployments

- Directories must be configured only as UNC paths to a network share for Cisco MXE 3500 Resource Manager deployments. Directory locations must be accessible to all Hosts.
- Directories can be configured as local paths or UNC paths for Cisco MXE 3500 standalone deployments. Directory locations must be accessible to all Hosts.

### File Formats

- A maximum of 8 audio tracks is supported with QuickTime format.
- Re-wrapping is supported only for MPEG Encoder with an MPEG-PS input file (CSCsu08447).

### Job Profiles

- Cisco MXE 3500 ships with preconfigured Job Profiles. A Job Profile is a template that defines how jobs are processed, and it contains the settings that are required to process jobs from beginning to end. Job Profiles are optimized for different types of input media, encoding output, and distribution, and they align with modern distribution devices, such as iPod, iTunes, and so on. See the “Standard Cisco MXE 3500 Job Profiles” section in the *User Guide for Cisco Media Experience Engine 3500* to learn more about the preconfigured Job Profiles.



### Caution

We strongly recommend that you use the preconfigured Job Profiles and change settings only if you understand the consequences. Modifying preconfigured Job Profile settings or creating new Job Profiles with settings that media standards do not support can result in job processing failures or produce undesirable output.

---

### User Interface

- The Live Capture feature using Capture Card hardware is not supported; related settings are nonfunctional (CSCsr96178).
- Tape jobs are not supported.
- Forensic Watermarking and Fingerprint features are not supported; therefore, related settings are nonfunctional.
- Configuration of Quicktime encoder setting is done through a direct access to the device, not through the Web UI. See the *User Guide for Cisco Media Experience Engine 3500* for more information.
- The User Administration and Profile Spaces features are not available with Cisco MXE 3500 standalone deployment. The User Administration feature is available only with a Resource Manager deployment. See also the “[Supported Deployment Models](#)” section on page 2.

### IP Capture

- The maximum supported resolution of input stream is 1080i, and only MPEG-2 encoding is supported for input payload. The maximum resolution of output stream is 720p.

- In a Resource Manager configuration, only one Cisco MXE 3500 device can stream the Windows Media Video output. See the *Deployment and Administration Guide for Cisco Media Experience Engine 3500* for more information.
- We recommend that you configure an IP Capture job to use the Immediate mode. Otherwise, as the IP Capture job progresses, an intermediate file that continuously grows is created, filling up the disk storage and affecting the operation of the device.
- Take care when archiving the output of an IP Capture job on the local disk storage of the device or on an external storage device. As the IP Capture job progresses, an archive file that continuously grows is created, filling up the disk storage and affecting the operation of the device or external storage device.

#### Speech to Text

- You can obtain an additional speaker-independent speech profile on Cisco.com in the **Video, Cable and Content Delivery > Cisco MXE 3500 software download** area.
- We recommended that the audio input is via a direct microphone /lapel microphone connection (LINE IN) to the camcorder/recording device. It is imperative that the video recording is carried out with quiet surroundings (low ambient noise). See the *Deployment and Administration Guide for Cisco Media Experience Engine 3500* on [Cisco.com](http://Cisco.com) for more information.

## Feature Support Matrix

This section includes the following topics:

- [File-to-File Transcoding, page 5](#)
- [Live Streaming \(IP Capture\), page 6](#)

### File-to-File Transcoding

[Table 1](#) lists the maximum number of input files that can be transcoded simultaneously into output files on a **single** Cisco MXE 3500.

**Table 1** Maximum Number of Files for File-to-File Transcoding on Cisco MXE 3500

Video Resolution	Maximum Number of Input Files
Input: 1080p Output: 1080p	4 <sup>1</sup>
Input: 480p Output: 480p	9 <sup>1</sup>

1. For file-to-file transcoding using MPEG or H.264 encoder profiles with external multiplexer: Only one job can run at a time (CSCtf25130).

## Live Streaming (IP Capture)

Table 2 describes maximum number of jobs that can be run simultaneously on a **single** Cisco MXE 3500.

**Table 2** Maximum Number of Simultaneous Jobs for IP Capture on Cisco MXE 3500

Encoder	Video Resolution	Output		
		IP Webcast Without Archive	IP Webcast With Archive	File
WMV	Input: 1080i Output: 720p	2	2	2 <sup>1</sup>
	Input: 720p Output: 720p	2	2	2 <sup>1</sup>
	Input: 480i (NTSC) Output: 480p	9	9	9 <sup>1</sup>
Flash 8	Input: 1080i Output: 720p	Not Supported	Not Supported	Not Supported
	Input: 720p Output: 720p	1	1	1
	Input: 480i (NTSC) Output: 480p	9	9	9
H.264	Input: 1080i Output: 720p	Not Supported	Not Supported	Not Supported
	Input: 720p Output: 720p	1	1	1
	Input: 480i (NTSC) Output: 480p	1	1	1
Real	Input: 1080i Output: 720p	Not Available	Not Available	1
	Input: 720p Output: 720p	Not Available	Not Available	1
	Input: 480i (NTSC) Output: 480p	Not Available	Not Available	—
Flash 7	Input: 1080i Output: 720p	Not supported	Not supported	1 <sup>2</sup>
	Input: 720p Output: 720p	Not supported	Not supported	1 <sup>2</sup>
	Input: 480i (NTSC) Output: 480p	Not supported	Not supported	1 <sup>2</sup>

**Table 2** Maximum Number of Simultaneous Jobs for IP Capture on Cisco MXE 3500

Encoder	Video Resolution	Output		
		IP Webcast Without Archive	IP Webcast With Archive	File
Quicktime	Input: 1080i Output: 720p	Not supported	Not supported	1 <sup>2</sup>
	Input: 720p Output: 720p	Not supported	Not supported	1 <sup>2</sup>
	Input: 480i (NTSC) Output: 480p	Not supported	Not supported	1 <sup>2</sup>
MPEG-2	Input: 1080i Output: 720p	Not supported	Not supported	1 <sup>3</sup>
	Input: 720p Output: 720p	Not supported	Not supported	1 <sup>3</sup>
	Input: 480i (NTSC) Output: 480p	Not supported	Not supported	1 <sup>3</sup>

1. WMV Encoder Complexity must be set to 0.
2. Works only in immediate mode, not in fast start mode. Limit the duration to only a few minutes, or RAM memory usage will exceed available memory, causing unpredictable behavior.
3. Available only in standalone configuration.

## Caveats

This section includes the following topics:

- [Using the Bug Toolkit, page 7](#)
- [Open Hardware Caveats, page 8](#)
- [Open Software Caveats, page 8](#)
- [Resolved Caveats, page 10](#)

## Using the Bug Toolkit

You can search for problems by using the Cisco Software Bug Toolkit. Known problems (bugs) are graded according to severity level.

### Before You Begin

To access Bug Toolkit, you need the following:

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

**Procedure**

- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- 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**.



**Tip** For information about how to search for bugs, create saved searches, create bug groups, and so on, click **Help** on the Bug Toolkit page.

## Open Hardware Caveats

Table 4 lists the open hardware caveats for Cisco MXE 3500 and includes severity 1, severity 2, and severity 3 caveats.

Because defect status continually changes, 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.

**Table 3** Open Caveats for Cisco MXE 3500

Identifier	Severity	Component	Headline
CSCtf85351	3	mxe_hardware	Front panel orange LED keeps glowing due to having a single PSU

## Open Software Caveats

Table 4 describes possible unexpected behavior by Cisco MXE 3500, includes severity 1, severity 2, and severity 3 open caveats, and is sorted by severity and then by identifier in alphanumeric order.

Because defect status continually changes, 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.

**Table 4** Open Caveats for Cisco MXE 3500

Identifier	Severity	Component	Headline
CSCtc50123	3	mxe_3500_webui	Temp directory is not validated while creating and configuring a new Host
CSCtc50291	3	mxe_3500_webui	Keyboard tab key and up and down arrows keys do not work to navigate Web UI
CSCtc50307	3	mxe_3500_webui	Display resolution must be set at 1280 x 1024 when accessing from Firefox
CSCtc50309	3	mxe_3500_webui	Display resolution must be set at 1280 x 1024 when accessing from Internet Explorer 7



**Table 4** Open Caveats for Cisco MXE 3500 (continued)

Identifier	Severity	Component	Headline
CSCtc50316	3	mxe_3500_webui	A profile can be deleted even if other existing job profiles are include it
CSCtc50692	3	mxe_3500_stt	STT jobs show time elapsed under "%completion" in Job Status
CSCtc50792	3	mxe_3500_webui	Host name is not validated while creating & configuring a new Host
CSCtc50811	3	mxe_3500_stt	Speaker profile location cannot be changed to a server or a network share
CSCtc50826	3	mxe_3500_webui	Job will succeed with bumper file option enabled without a bumper file
CSCtc50832	3	mxe_3500_webui	Real Audio encoder output sampling rate may be different from profile
CSCtc50842	3	mxe_3500_webui	Flash 7 encoding does not support HD resolution (720p or higher)
CSCtc50846	3	mxe_3500_webui	Incorrect output resolution may result in the output of DV PAL encoder
CSCtc62792	3	mxe_3500_ip_ingest	1080i MPEG-2 TS IP capture ingest fails for Flash and H.264 stream output
CSCtc82902	3	mxe_3500_webui	Transcoding fails for input video with WMA 10 audio
CSCtc85368	3	mxe_tools	Thumbnail is not captured for TIFF image format.
CSCtc85401	3	mxe_3500_webui	Unable to provide files located on network share for file transcoding
CSCte62913	3	mxe_3500_webui	SFTP is not supported
CSCte62937	3	mxe_3500_webui	Firefox users must manually enter NTSC/PAL GOP setting in MPEG profile
CSCte62976	3	mxe_3500_webui	H.264 audio multiplexing for AAC shows invalid options
CSCte64654	3	mxe_3500_ip_ingest	Only one node in a multinode (Resource Manager) configuration can stream out in WMV in IP capture
CSCte67440	3	mxe_3500_webui	Reports are generated properly but cannot be saved using Web UI
CSCte67716	3	mxe_3500_ip_ingest	IP capture of one stream simultaneously to WMV and Flash 8 does not work
CSCtf25130	3	mxe_3500_webui	Only one job can run at a time for profiles with external multiplexer
CSCtf85351	3	mxe_hardware	Front panel orange LED keeps glowing due to having a single PSU
CSCtg02310	3	mxe_3500_webui	DMP4400 profile generates incomplete output for mp4,avi,flv & wmv inputs

## Resolved Caveats

This section lists caveats that are resolved in Cisco MXE 3500 but that might be open in earlier releases. Unless otherwise noted, these caveats apply to all releases. Because defect status continually changes, be aware that the tables reflects a snapshot of the defects that were resolved at the time this report was compiled. For more information about an individual defect, click the associated identifier in the table to access the online record for that defect, including workarounds. For an updated view of open defects, access the Bug Toolkit.

Table 4 lists the caveats that he April 5, 2010, patch resolves. See the [“Obtaining the Cisco MXE 3500 Release 3.0 April 5, 2010, Patch”](#) section on page 3 for more information.

**Table 5** Resolved Caveats for Cisco MXE 3500

Identifier	Severity	Component	Headline
CSCtf82236:	3	mxe_3500_webui	MXE Flip and CTRS jobs fail when using the default FLIP and CTRS profiles
CSCtd79353	3	mxe_3500_webui	Jobs using DMP_4300_VO and DMP_4400_VO profiles fail

## Troubleshooting

The following Cisco MXE 3500 documents provide troubleshooting information:

- The [Deployment and Administration Guide for Cisco Media Experience Engine 3500](#) provides troubleshooting information for system-level issues.
- The [User Guide for Cisco Media Experience Engine 3500](#) provides troubleshooting information for the Web UI.
- The [Hardware Installation Guide for Cisco Media Experience Engine 3500](#) provides troubleshooting information for the hardware.

## Documentation Updates

This section includes the following topics:

- [Quick Start Hardware Installation Guide for Cisco MXE 3500, page 10](#)
- [Hardware Installation Guide for Cisco MXE 3500, page 11](#)

## Quick Start Hardware Installation Guide for Cisco MXE 3500

- The “Shipping Carton Contents” section in the printed version of this guide states that Cisco MXE 3500 ships with two software recovery DVDs. Only **one** software recovery DVD ships.
- The “Installing the Cisco MXE 3500” section now states “Do not remove” the DVD-RW drive and Hard drive (two) in the Front Panel Features table.

- Added the following caution to the “Installing the Cisco MXE 3500” section: We recommend that you use the supplied attachment hardware to rack-mount the system. Failure to use the correct hardware or to follow the correct procedures could result in damage to the system. For rack requirements an installation procedures, see the *Hardware Installation Guide for Cisco MXE 3500*.

## Hardware Installation Guide for Cisco MXE 3500

- The “Overview” Chapter now states “Do not remove” the DVD-RW drive and Hard drive (two) in the Front Panel Features table.
- Added the following caution to the “Rack Requirements” section in the Installing the Cisco MXE 3500 chapter: We recommend that you use the supplied attachment hardware to rack-mount the system. Failure to use the correct hardware or to follow the correct procedures could result in damage to the system.

## 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](http://www.cisco.com/en/US/products/ps9892/products_documentation_roadmaps_list.html)

## 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.html](http://www.cisco.com/en/US/docs/video/mxe/3500/sw/3_x/release/note/mxe3500rn.html)

Alternatively, you can send feedback to [mxe-doc@cisco.com](mailto:mxe-doc@cisco.com).

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

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](http://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)

