



Release Notes for Cisco DX Series Firmware Release 10.2(3)

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Release Notes

New and Changed Features



Note

Some features may require the installation of a Cisco Unified Communications Manager Device Package. Failure to install the Device Package before the phone firmware upgrade may render the phones unusable.

AnyConnect VPN

The AnyConnect VPN client has been upgraded to version 3.0.09569. This version allows the deletion of downloaded SCEP certificates on DX Series devices. This version also includes the ability to detect if the DX Series device is off-premise based on the availability of DHCP Option 150.

Problem Report Tool Upload Enhancement

In Simple Mode and Public Mode, the Problem Report Tool generates logs and debug data locally, and does not email these to the device administrator. Instead, the Problem Report Tool provides the log file name, which the administrator can access through the device serviceability web page.

The current email mechanism is still supported in Enhanced mode, and the Problem Report Tool files can still be downloaded from the device Console Logs web page.

The Problem Report Tool has been enhanced to allow direct uploading of the logs and debug data to a server. This is especially useful when the Device UI Profile is set to Simple or Public mode, where the email client is not available.

To use the upload feature, the administrator or end user can enter a URL string into the **Customer support email address** field in the PRT screen. For example: http://your-server.example.com/prt_upload_example.php

When the user taps on the "Create problem report" button, the Problem Report Tool checks the field, and if it starts with "http://", it will use the upload mechanism instead of email.

This URL can be entered directly in the PRT screen by the end user, or the administrator can enter a value in the **Email address for customer support** field on the individual device configuration page, the Common Phone Profile pages, and the Enterprise Phone Configuration page in Cisco Unified Communications Manager.

The device uses an HTTP POST mechanism, with parameters similar to an HTTP form-based upload. The following parameters are included in the upload (utilizing multi-part MIME encoding):

- devicename (example: "SEP001122334455")
- serialno (example: "FCH12345ABC")
- username (the user name configured in CUCM, the device owner)
- prt_file (example: "probrep-20141021-162840.tar.gz")

The administrator can set up a server (or use an existing server) with an upload script to receive the Problem Report Tool files. These files could be kept in a folder, or the script can be more complex and use a notification mechanism to let the administrator know that a new Problem Report Tool report has been uploaded.

Sample Script

A sample script is shown below. This is provided for reference only. Cisco does not provide support for the upload script installed on a customer's server.

```
<?php

// NOTE: you may need to edit your php.ini file to allow larger
// size file uploads to work.
// Modify the setting for upload_max_filesize
// I used: upload_max_filesize = 20M

// Retrieve the name of the uploaded file
$filename = basename($_FILES['prt_file']['name']);

// Get rid of quotes around the device name, serial number and username if they exist
$devicename = $_POST['devicename'];
$devicename = trim($devicename, '"\'');

$serialno = $_POST['serialno'];
$serialno = trim($serialno, '"\'');

$username = $_POST['username'];
$username = trim($username, '"\'');

// where to put the file
$fullfilename = "/var/prtuploads/".$filename;

// If the file upload is unsuccessful, return a 500 error and
// inform the user to try again

if(!move_uploaded_file($_FILES['prt_file']['tmp_name'], $fullfilename)) {
    header("HTTP/1.0 500 Internal Server Error");
    die("Error: You must select a file to upload.");
}

?>
```

Limitations

Https is not supported.

Speed Dial

Users are no longer able to set up speed-dial buttons on their devices. Instead, users can set up speed-dial buttons in the Unified Communications Self-Care Portal.

Installation Notes

System Requirements

Cisco DX Series devices are supported by Cisco Unified Communications Manager Release 8.5(1), 8.6(1), 8.6(2), 9.1(2), 10.5(1) and later.

The initial release of Cisco DX Series devices requires the latest device pack installed on each Cisco Unified Communications Manager release.

Install Firmware Release on Cisco Unified Communications Manager

Before using the Cisco DX Series firmware release on the Cisco Unified Communications Manager, you must install the latest Cisco Unified Communications Manager firmware on all Cisco Unified Communications Manager servers in the cluster.

Procedure

- Step 1** Go to the following URL: <http://software.cisco.com/download/navigator.html>.
- Step 2** Choose **Collaboration Endpoints** > **Collaboration Desk Endpoints** > **Cisco DX Series**.
- Step 3** Choose your device type.
- Step 4** In the Latest Releases folder, choose **10.2(3)**.
- Step 5** Select one of the following firmware files, click the **Download** or **Add to cart** button, and follow the prompts:
- For Cisco DX70: cmterm-dx70.10-2-3-26.cop.sgn
 - For Cisco DX80: cmterm-dx80.10-2-3-26.cop.sgn
 - For Cisco DX650: cmterm-dx650.10-2-3-26.cop.sgn
 - For all Cisco DX Series devices: cmterm-dxseries.10-2-3-26.cop.sgn
- Note** If you added the firmware file to the cart, click the **Download Cart** link when you are ready to download the file.
- Step 6** Click the arrow next to the firmware file name in the Download Cart section to access additional information about this file. The link for the readme file is in the Additional Information section. The readme file contains installation instructions for the corresponding firmware.
- Step 7** Follow the instructions in the readme file to install the firmware.
-

Install Firmware ZIP Files

If a Cisco Unified Communications Manager is not available to load the installer program, the following .zip files are available to load the firmware.

Firmware upgrades over the WLAN interface may take longer than upgrades that use a wired connection. Upgrade times over the WLAN interface may take more than an hour, depending on the quality and bandwidth of the wireless connection.

Procedure

- Step 1** Go to the following URL: <http://software.cisco.com/download/navigator.html>.
- Step 2** Choose **Collaboration Endpoints** > **Collaboration Desk Endpoints** > **Cisco DX Series**.
- Step 3** Choose your device type.
- Step 4** In the Latest Releases folder, choose **10.2(3)**.
- Step 5** Download the relevant zip files.
- For Cisco DX70: cmterm-dx70.10-2-3-26.zip
 - For Cisco DX80: cmterm-dx80.10-2-3-26.zip

- For Cisco DX650: cmterm-dx650.10-2-3-26.zip

Step 6 Unzip the files.

Step 7 Manually copy the unzipped files to the directory on the TFTP server. See *Cisco Unified Communications Operating System Administration Guide* for information about how to manually copy the firmware files to the server.

Important Note

Cisco Virtual Office Setup

In a Cisco Virtual Office setup, Cisco recommends the use of a Cisco 881 Integrated Services Router instead of the Cisco 871 router.

Specify Default Wallpaper

The Specify Default Wallpaper procedure in the Cisco DX Series Administration Guide is incorrect. Use the following procedure to assign a default wallpaper to DX Series devices from Cisco Unified Communications Manager administration.

Procedure

Step 1 Upload the wallpaper image to the Desktops/1600x1280x24 directory on all nodes running the TFTP service.

Step 2 Restart the TFTP service on all nodes running TFTP.

Step 3 Go to the DX650 Common Phone Profile in Cisco Unified Communications Manager administration and change the following:

- a) Uncheck **Enable End User Access to Phone Background Image Setting**.
- b) Enter the wallpaper image filename in **Background Image**.
- c) Check **Override Common Settings**.

Step 4 Save and Apply the configuration to the common phone profile.

Step 5 Go to the phone device page and apply the configuration to the devices you want the wallpaper to be loaded on. If you have a large network of endpoints you will need to apply the configuration to all devices or restart the Cisco Unified Communications Manager server so that all the endpoints can get the image.

Limitations and Restrictions

- When a user is sharing their computer desktop in a Cisco DX70 or Cisco DX80 presentation call, any audio from the desktop is not shared.
- Users should only pair their mobile phone with one Cisco DX Series device at a time.
- The only supported external cameras for Cisco DX650 are the Logitech C920-C Webcam and Logitech C930e.

- Cisco DX Series devices do not support Android apps that require portrait mode, GPS, or Accelerometer. However, apps that support both portrait and landscape are supported in landscape mode.
- Use the Google Play™ Store to find and add applications to your phone. Depending on your security settings, the Google Play Store may not be available. Cisco does not guarantee that an application that you download from a third-party site will work.
- For Cisco DX70, the HDMI Out port is enabled. However, the HDMI Out port only supports mirror mode.
- For Cisco DX80, the HDMI Out port is disabled.
- To prevent unauthorized copying of Digital Rights Management (DRM) protected HD video through the HDMI port, an HDMI monitor (or any HDMI sink device) that is connected to a Cisco DX650 or a Cisco DX70 must be HDCP compliant.
- Cisco DX650 devices labeled with TAN 68-5217-xx cannot be downgraded below version 10.2(2)

Device Redistribution

When an administrator redistributes a device (that is, gives the device to a different user), the administrator should execute a factory reset of the device to remove any user data that was previously stored on the device.

If an administrator changes the user ID of a device from user A to user B, none of the data that is associated with user A will be available to user B. The new user must download apps and other data. This scenario may apply to a single user that changes from an old user ID to a new user ID.

Behavior During Times of Network Congestion

Anything that degrades network performance can affect voice and video quality, and in some cases, can cause a call to drop. Sources of network degradation can include, but are not limited to, the following activities:

- Administrative tasks, such as an internal port scan or security scan
- Attacks that occur on your network, such as a Denial of Service attack

To reduce or eliminate any adverse effects, schedule administrative network tasks during a time when the devices are not being used or exclude the devices from testing.

Supported Languages

Arabic, Egypt (ar_EG)	French, France (fr_FR)	Portuguese, Brazil (pt_BR)
Bulgarian, Bulgaria (bg_BG)	German, Germany (de_DE)	Portuguese, Portugal (pt_PT)
Catalan, Spain (ca_ES)	Greek, Greece (el_GR)	Romanian, Romania (ro_RO)
Chinese, PRC (zh_CN)	Hebrew, Israel (he_IL)	Russian (ru_RU)
Chinese, Taiwan (zh_TW)	Hungarian, Hungary (hu_HU)	Serbian, Republic of Serbia (sr_RS)
Croatian, Croatia (hr_HR)	Italian, Italy (it_IT)	Slovak, Slovakia (sk_SK)
Czech, Czech Republic (cs_CZ)	Japanese (ja_JP)	Slovenian, Slovenia (sl_SI)
Danish, Denmark (da_DK)	Korean (ko_KR)	Spanish, Spain (es_ES)
Dutch, Netherlands (nl_NL)	Latvian, Latvia (lv_LV)	Swedish, Sweden (sv_SE)

English, Britain (en_GB)	Lithuanian, Lithuania (lt_LT)	Thai, Thailand (th_TH)
English, US (en_US)	Norwegian bokmål , Norway (nb_NO)	Turkish, Turkey (tr_TR)
Finnish, Finland (fi_FI)	Polish (pl_PL)	

View Caveats

You can search for problems by using the Cisco Bug Search. To access Cisco Bug Search, you need a Cisco.com user ID and password. Known caveats (bugs) are graded according to severity level, and can either be open or resolved.

Procedure

Step 1 Perform one of the following actions:

- To find all caveats for this release, use this URL: [https://tools.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284711383&rls=10.2\(3\)&sb=anfr&svr=3nH&srtBy=byRel&bt=custV](https://tools.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284711383&rls=10.2(3)&sb=anfr&svr=3nH&srtBy=byRel&bt=custV)
- To find all open caveats for this release, use this URL: [https://tools.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284711383&rls=10.2\(3\),10.2\(2\),10.2\(1\)&sb=anfr&sts=open&svr=3nH&srtBy=byRel&bt=custV](https://tools.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284711383&rls=10.2(3),10.2(2),10.2(1)&sb=anfr&sts=open&svr=3nH&srtBy=byRel&bt=custV)
- To find all resolved caveats for this release, use this URL: [https://tools.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284711383&rls=10.2\(3.26\)&sb=fr&svr=3nH&srtBy=byRel&bt=custV](https://tools.cisco.com/bugsearch/search?kw=&pf=prdNm&pfVal=284711383&rls=10.2(3.26)&sb=fr&svr=3nH&srtBy=byRel&bt=custV)

Step 2 Log 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 field, then press **Enter**.

Documentation, Service Requests, and Additional Information

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/c/en/us/td/docs/general/whatsnew/whatsnew.html>

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

Related Documentation

Cisco DX Series

All Cisco DX Series documentation is available at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/tsd-products-support-series-home.html>

User-oriented documents are available at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-user-guide-list.html>

Administrator-oriented documentation is available at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-maintenance-guides-list.html>

The *Cisco DX Series Wireless LAN Deployment Guide* is available at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-implementation-design-guides-list.html>

Translated publications are available at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/tsd-products-support-translated-end-user-guides-list.html>

Open Source license information is available as the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-licensing-information-listing.html>

Regulatory Compliance and Safety Information is available at the following URL:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-installation-guides-list.html>

Cisco Unified Communications Manager

See the *Cisco Unified Communications Manager Documentation Guide* and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following documentation URL:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-series-home.html>

Cisco Business Edition 6000

Refer to the *Cisco Business Edition 6000 Documentation Guide* and other publications that are specific to your Cisco Business Edition 6000 release. Navigate from the following URL:

<http://www.cisco.com/c/en/us/support/unified-communications/business-edition-6000/tsd-products-support-series-home.html>

Cisco and the Environment

Related publications are available at the following URL:

<http://www.cisco.com/go/ptrdocs>

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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