

# 为慢速触摸面板CS-T10-TS创建更换件

## 目录

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[简介](#)

[背景信息](#)

[问题](#)

[解决方法/解决方案](#)

[更换触摸面板](#)

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## 简介

本文档介绍如何为受现场通知：FN74039影响的慢速触摸面板CS-T10-TS创建替代品。

## 背景信息

思科在运行Microsoft Teams Rooms(MTR)时，已识别出特定批次Cisco Room Navigator中的用户交互性能问题，例如菜单和呼叫控制性能缓慢。

MTR模式下的导航器响应非常缓慢。尝试从右侧滑动以调出设备设置有时可能需要4-5秒才能使设备做出响应。

此问题不会影响使用Cisco Room Navigator运行Cisco RoomOS with Cisco Webex Software、Cisco Unified Communications Manager(Unified CM)、Cloud Video Interop(CVI) for Microsoft Teams或Web Real-Time Communications(WebRTC)的客户。

<https://www.cisco.com/c/en/us/support/docs/field-notices/740/fn74039.html>

<https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwf99961>

## 问题

右键滑动到Cisco Room Navigators上的控制菜单最多需要4-5秒，使用Cisco Room Navigators时Microsoft Teams Rooms应用程序中的操作可能需要大量时间进行响应。当Cisco Room Navigator首次使用时、重新启动时或它们处于休眠状态时，可能出现这种情况。

## 解决方法/解决方案

如果受影响的Cisco Room Navigator上的症状显著降低了最终用户体验，建议使用最新的Cisco Room Navigator版本替换该设备，从而改善用户体验。

早期版本和最新版本的Cisco Room Navigator之间可能存在微小的颜色差异。

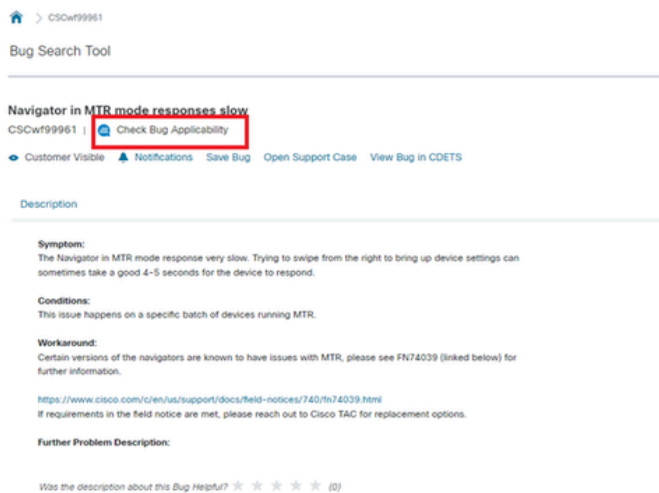
在创建更换订单时，将应用此现场通知的更换产品标识符(PID)。以下其中一个PID用于替换：

- CS-T10-TS-L-K9= ( 台式导航器 )
- CS-T10-WM-L-K9= ( 壁装导航器 )

## 更换触摸面板

步骤1:访问此Bug链接并点击Check Bug Applicability:

<https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwf99961>



🏠 > CSCwf99961

Bug Search Tool

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**Navigator in MTR mode responses slow**  
CSCwf99961 | Check Bug Applicability

👤 Customer Visible | 🔔 Notifications | 💾 Save Bug | 📄 Open Support Case | 👁 View Bug in CDETS

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Description

**Symptom:**  
The Navigator in MTR mode response very slow. Trying to swipe from the right to bring up device settings can sometimes take a good 4-5 seconds for the device to respond.

**Conditions:**  
This issue happens on a specific batch of devices running MTR.

**Workaround:**  
Certain versions of the navigators are known to have issues with MTR, please see FN74039 (linked below) for further information.

<https://www.cisco.com/c/en/us/support/docs/field-notices/740/fn74039.html>  
If requirements in the field notice are met, please reach out to Cisco TAC for replacement options.

**Further Problem Description:**

Was the description about this Bug Helpful? ☆ ☆ ☆ ☆ ☆ (0)

第二步：从支持MTR的终端上传日志捆绑包。

Hi! I can help you check the applicability of a bug to your device. You can make the following requests in English language:  
Check FN74039 / CSCw99961  
Status CSCw99961  
Feedback

Check FN74039 / CSCw99961

Sure. Please collect the **diagnostics log archive file** from the Collaboration endpoint to which Cisco Room Navigator is connected and upload the archive file.

**Collection methods**

**Option #1:** Device logs from Control Hub.

**Option #2:** Device logs from Web interface:

- Login to the IP address of the device using a web browser.
- Use the admin and password set by the organization or use the default admin with no Passphrase. More details here
- Go to SYSTEM MAINTENANCE > Issues and Diagnostics > System Logs > Download Logs archive
- Click the "Download logs" button to download the log archive

**Note: Log bundle of size up to 15 MB is supported. You may experience technical error if the uploaded file is larger than 15 MB.**

Upload a File  
(Note: file size should be less than 15MB)

### 第三步：日志解析器解析日志捆绑包，并确认触摸面板是否受到影响。

Sure. Please collect the **diagnostics log archive file** from the Collaboration endpoint to which Cisco Room Navigator is connected and upload the archive file.

**Collection methods**

**Option #1:** Device logs from Control Hub.

**Option #2:** Device logs from Web interface:

- Login to the IP address of the device using a web browser.
- Use the admin and password set by the organization or use the default admin with no Passphrase. More details here
- Go to SYSTEM MAINTENANCE > Issues and Diagnostics > System Logs > Download Logs archive
- Click the "Download logs" button to download the log archive.

**Note: Log bundle of size up to 15 MB is supported. You may experience technical error if the uploaded file is larger than 15 MB.**

Impacted\_log-bundle-2023-09-20T17... 7.41 MB Completed

✓ Uploaded 100%

✓ Processed

Please wait while I analyze the uploaded file. This takes about 1-2 minutes.

CSCw99961 is **applicable** to your Cisco Room Navigator device version ce11.8.1.7.32abe526e52.

Here are some possible options for you.

Request RMA for Single Device


Workaround

Re-run Check

### 第四步：创建替换RMA并生成编号。

Cisco Support Assistant  
Knowledge Scope: Rtg Accessibility Checks

We have following addresses recently used by you. Choose one or add a new shipping address.



Add New Address

HCL SINGAPORE PTE LTD

8 CROSS STREET #08-01,  
MANULIFE TOWER  
SINGAPORE  
SINGAPORE  
048424  
SG

HCL TECHNOLOGIES INC

7TH FLOOR SERVICE HUB  
TOWER 3 CAMPUS AVENUE  
CORNER TURN ST MCKENZIE  
HILL CYBERPARK FORT  
BONIFADO  
TAGUIG CITY  
METRO MANILA  
1024  
PH

Please provide the Shipping details.

Please select Company Name and Shipping Address

Company Name*	<input type="text" value="Please Enter Longpany Name"/>
Country*	<input type="text" value="Please Select Country"/>
State	<input type="text" value="Please Select State"/>
City*	<input type="text" value="Please Select City"/>
Zip Code*	<input type="text" value="Please Enter Zip Code"/>
Street Address*	<input type="text" value="Please Enter Street Address"/>
Subst/ Unit / Building #	<input type="text" value="Please Enter Subst/ Unit / Building"/>
Address Line 2	<input type="text" value="Please Enter Address Line 2"/>
Address Line 4	<input type="text" value="Please Enter Address Line 4"/>
Attention/Mail Stop	<input type="text" value="Please Enter Attention/Mail Stop. Max 20 L"/>

[Continue](#)

Enter message (Use Shift + Enter to add a new line)

您现在会收到服务请求和更换RMA编号。

## 关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

请注意：即使是最好的机器翻译，其准确度也不及专业翻译人员的水平。

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