

為慢速觸控面板CS-T10-TS建立替代方案

目錄

[簡介](#)

[背景資訊](#)

[問題](#)

[解決方法/解決方案](#)

[更換觸控面板](#)

簡介

本文檔介紹如何為受現場通知：FN74039影響的慢速觸控面板CS-T10-TS建立替代品。

背景資訊

思科在運行Microsoft Teams Rooms(MTR)時已在特定批次Cisco Room導航器中發現使用者互動效能問題，例如選單和呼叫控制效能緩慢。

在MTR模式下的導航器響應非常緩慢。嘗試從右側滑動以調出裝置設定有時可能需要4-5秒才能使裝置作出響應。

此問題不會影響使用Cisco Room Navigator運行Cisco RoomOS及Cisco Webex軟體的客戶、Cisco Unified Communications Manager(Unified CM)、適用於Microsoft Teams的雲影片互動(CVI)或Web即時通訊(WebRTC)。

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

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

問題

使用Cisco Room Navigators時右滑到Cisco Room Navigators上的控制選單可能需要4-5秒，而使用Cisco Room Navigators時Microsoft Teams Room應用程式中的操作可能需要大量時間進行響應。第一次使用Cisco Room導航器時、重新啟動時或它們處於休眠狀態後，就會發生這種情況。

解決方法/解決方案

如果受影響的Cisco Room Navigator上的症狀顯著降低了終端使用者體驗，建議使用最新的Cisco Room Navigator版本替換該裝置，從而改善使用者體驗。

早期版本和最新版本的Cisco Room Navigator之間可能存在微小的顏色差異。

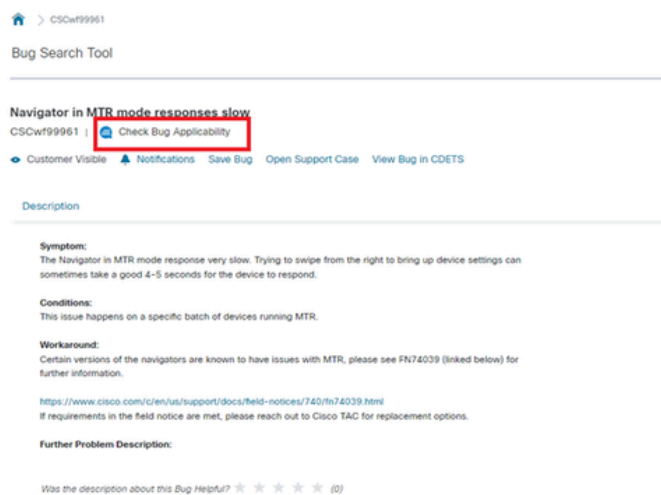
在建立更換單時，將應用此現場通知的更換產品識別符號(PID)。以下其中一個PID用於替換：

- CS-T10-TS-L-K9= (台架導航器)
- CS-T10-WM-L-K9= (壁式安裝導航器)

更換觸控面板

步驟 1. 存取此Bug連結，然後按一下Check Bug Applicability:

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



Home > CSCwf99961

Bug Search Tool

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

Customer Visible | Notifications | Save Bug | Open Support Case | View Bug in CDETS

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)

步驟 2. 從啟用了MTR的終結點上載日誌繫結。

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)

步驟 3. 日誌分析器會分析日誌套件組合，並確認觸控面板是否受影響。

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

步驟 4. 建立替換RMA並生成編號。

Cisco Support Assistant
Knowledge Scope: R12 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 SOURCE HUB TOWER 3 CAMPUS AVENUE CORNER TURN ST MCKENZIE HILL CYBERPARK FORT BONAFIDO INDIAN CITY METRO MANILA 1624 IN
--	--	---

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)

現在，您將收到服務請求和替換RMA編號。

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。