



# Release Notes for Cisco TelePresence System Software Release 1.7

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Current CTS Release 1.7.6

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# Introduction

These release notes describe new features and open and closed hardware and software caveats for the Cisco TelePresence System (CTS) software 1.7 releases, including the most current, CTS Release 1.7.6.

**Note**

A copy of source code used in this product that is licensed under the General Public License Version 2.0 can be obtained by e-mailing a request to [cts-gpl@cisco.com](mailto:cts-gpl@cisco.com).

## Important Notes

Observe the following important information for the Cisco TelePresence System:

- [Adding or Removing a Presentation Codec](#), page 2
- [Additional Configuration Choices for Cisco Unified Communications Manager](#), page 3
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### Adding or Removing a Presentation Codec

When you add or remove a CTS presentation codec in the system configuration, you must do so from the Cisco Unified CM administration interface. After the configuration change is complete, click **Reset** to sync this configuration change with the CTS codec. See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#).

### Additional Configuration Choices for Cisco Unified Communications Manager

CTS Software Release 1.7.1 provides additional fields in Unified CM for audio configuration and adding a mute softkey to the Cisco Unified IP Phone for the CTS 1300. These features are reserved for future use and are not yet active on the system.

### ASR and GSR Support

Only Aggregation Service Router (ASR) 3.2 is supported with CTS Release 1.7.4. The Gigabit Switch Router (GSR) is not supported with CTS Release 1.7.4. See also [Native Interoperability Support with the Aggregation Service Router \(ASR\)](#).

### Audio Echo Cancellation (AEC) on the CTS 500-32 and CTS 500-37

The Enable Audio Echo Cancellation (AEC) checkbox in the Cisco Unified Communications Manager Administration is not available for CTS 500-32 and CTS 500-37 systems running Unified CM version 8.5 and higher. To enable or disable AEC on these systems, use the [set audio aec disable](#) and [set audio aec enable](#) command-line interface (CLI) commands, as shown in this example:

1. Enable or disable AEC:

```
admin:set audio aec disable
```

```
AEC support state changed to disabled
```

2. Restart calling services to have this take effect:

```
admin:utils service restart Calling_Services
```

```
Calling_Services  Restarting...done
admin:
```

3. Verify the configuration:

```
admin:show config all
```

```
Enable AEC           : Disabled
```

See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#) for more information.

### Binary Floor Control Protocol (BFCP) Support

BFCP is not supported; BFCP will be supported in a future release.

### Broadband Service Support

Customers can deploy Cisco TelePresence endpoints over Premium Broadband (Internet) such as business-class cable, FIOS, or E1 over the top. This gives customers flexibility to operate Cisco TelePresence across a variety of new connections.

All CTS endpoints and infrastructure must be upgraded to Cisco TelePresence release 1.7 when broadband systems are deployed. Cisco TelePresence release 1.7 provides additional features to address the higher jitter and possible packet loss commonly found on broadband networks. Mixing CTS 1.7 systems with previous versions will disable the required CTS broadband network features, negatively affecting meeting quality, especially in multipoint meetings.

### Cisco TelePresence MIDlet File Naming Convention

When downloading MIDlet .jad and .jar files, use caution to avoid typos. Some files use a hyphen in the file string (“ - ”) and some use a period (“ . ”).

For example:

- TSPM.1-7-0-0S
- TSPM-1.7.4-P1-2S

**Note**


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You must be running a minimum of Cisco Unified CM Release 7.0.2 to use MIDlets.

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**CTS Software Version and Cisco WebEx OneTouch Support**

To use Cisco WebEx OneTouch features, all Cisco endpoints must be running CTS Software Release 1.7. The following Cisco applications must also be running version 1.7:

- Cisco TelePresence Manager
- Cisco TelePresence Multipoint Switch
- For more information, see the [Cisco TelePresence WebEx OneTouch Configuration Guide for the Cisco TelePresence System](#) on Cisco.com.

**Digital Media Player (DMP) Advisory**

The DMP is always functional no matter the configuration on the Administration Web interface. The DMP Audio Administration configuration is set to indicate whether the audio will behave as a digital media player or as a PC; it does not turn the DMP capabilities on or off.

If the configuration is set to PC, the audio (whether coming from a DMP or a laptop) may be streamed to remote endpoints during a call. If the configuration is set to DMP, the audio (whether coming from a DMP or a laptop) may not be streamed to remote endpoints during a call.

For more information about using the DMP, see the [Cisco Digital Media Player](#) section of the [Cisco TelePresence Hardware Options and Upgrade Guide](#) on Cisco.com.

**End-of-Sale and End-of-Life Products**

Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) for the following products

- Cisco announces the end-of-sale and end-of life dates for the [Cisco TelePresence System 1000](#):  
[http://www.cisco.com/en/US/prod/collateral/ps7060/ps8329/ps8331/ps7074/end\\_of\\_life\\_notice\\_c51-573606.html](http://www.cisco.com/en/US/prod/collateral/ps7060/ps8329/ps8331/ps7074/end_of_life_notice_c51-573606.html)
- Cisco announces the end-of-sale and end-of life dates for the [Cisco TelePresence System 3000](#) and [Cisco TelePresence System 3200](#):  
[http://www.cisco.com/en/US/prod/collateral/ps7060/ps8329/ps8331/ps7074/end\\_of\\_life\\_notice\\_c51-594068.html](http://www.cisco.com/en/US/prod/collateral/ps7060/ps8329/ps8331/ps7074/end_of_life_notice_c51-594068.html)

**Headset Support**

Headsets are supported on the CTS 500 Series only.

**Native Interoperability Support with the Aggregation Service Router (ASR)**

If you are using a Cisco ASR 1000 Series Aggregation Services Router with your CTS 1.7.4 endpoint, you must use Cisco ASR 1000 Series Cisco IOS XE Software Release 3.2 in order for your telepresence calls via B2B to be successfully established. In addition, a special Common Access Card (CAC) configuration for authentication must be added to prevent MUX negotiation timeout for encrypted telepresence calls. The following is an example configuration:

```
cac-policy-set 2
  first-cac-table SECURE
```

```

cac-table BW
  table-type policy-set
  entry 1
    media address preserve
    media bandwidth-field ignore
    action cac-complete
cac-table SECURE
  table-type policy-set
  entry 1
    cac-scope global
    srtp support allow
    caller secure-media
    callee secure-media
    action cac-complete
  entry 2
    cac-scope adj-group
    action next-table BW
  complete
cac-policy-set global 2

```

See the following support documentation on Cisco.com:

- [Cisco ASR 1000 Series Aggregation Services Routers Cisco IOS XE 3S](#) release notes
- The [Tracking Policy Failure Statistics](#) chapter of the *Cisco Unified Border Element (SP Edition) Configuration Guide: Unified Model, Release 3.2S*

### Password Character Changes

Cisco Unified CM no longer supports the ‘\$’ (currency symbol) in system passwords. For a list of supported characters, see the SNMP Special Characters section of the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

### Phone Screen Capture via Cisco Unified CM

Because the CTS codec is no longer the authentication server for the phone and cannot be used to obtain screen shots of the phone for diagnostics, you will need to create an End User profile to manage the phones and capture a screen shot. See the “Obtaining a Screenshot From the MIDlets Phone” section of the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

### QoS Behavior Changes with CTS Release 1.7.4 and CUCM 8.5.1

CTS Release 1.7.4 uses the Cisco TelePresence Differentiated Services Code Point (DSCP) for audio/video calls with Unified CM firmware release 8.5.1.

### Resetting the CTS Factory Image

When you change the CTS model while performing configuration tasks in the administration interface (switching from a CTS 1000 to a CTS 1300-65, for instance), the CTS must be rebooted. This caveat applies when you switch any CTS model in the CTS administration interface.

### Resetting the Cisco Unified IP Phone 7975 Factory Image

Occasionally, an unexpected phone power cycle can occur during a CTS endpoint upgrade. During CTS endpoint upgrades, the CTS briefly powers off the phone then brings it back up when upgrade is complete. But if the phone power cycle is occurring at the same time, the phone's firmware image can be damaged and the phone will not power back on. This can also occur when upgrading the phone MIDlet.

To avoid this problem, unplug the phone before upgrading the CTS endpoint. When upgrade is complete, plug the phone back in and upgrade the MIDlet. If you encounter a phone that will not power back on after a CTS endpoint or MIDlet upgrade, perform a phone factory reset to restore the firmware image. For more information, see the [Resetting the Cisco Unified IP Phone 7970 Series Factory Image](#) section of the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

### SCCP and SIP Phone Firmware Upgrades

For all SCCP and SIP firmware upgrades from firmware release versions earlier than 8.3(3) to version 8.5(3) or a later release, you must first upgrade your firmware to version 8.5(2). Once you have upgraded to version 8.5(2), you can upgrade your Cisco Unified IP Phone to version 8.5(3) or a later release.

See the [Installation Notes](#) section of the *Cisco Unified IP Phone Release Notes for Firmware Release 8.5(3) (SCCP and SIP)* for download instructions.

### Software Compatibility Notes - Cisco TelePresence Recording Server

If you are recording a presentation on a 1.7 CTS endpoint, use a CTRS running software versions 1.7 or 1.6.3. See [CSCtj02672](#).

### Updated Presentation Capability and Notification

If the remote endpoint does not support a 1024x768 presentation stream, the Not Sharing Presentation icon (a laptop with a slash through it) is displayed on the main screen along with the following message: “Remote participant cannot receive presentation.”

While the CTS negotiates a lower frame rate, the following message appears:

“Please wait to receive video. Still sending video.”

Video resumes once the frame rate is negotiated. If the video takes longer to negotiate, the following message appears:

“Unable to receive video. Still sending video.”

### Viewing Presentations on Laptops

The VGA cable interface requires a 60 hertz refresh rate, but some laptops receive 60hz but do not send 60hz. For best results when viewing presentation displays on your laptop, try the following:

- Perform an **Fn+F7** to disable the presentation first and then use **Fn+F7** to enable the presentation again (not necessary on Mac systems).
- Set the refresh rate in the monitor settings to something other 60hz, then set it back to 60hz.
- Make sure that you have set your laptop resolution to 1024 x 768.

### Web Browser Support

Cisco administration interfaces are supported on the following Web browser:

- Internet Explorer (IE) version 6 (recommended)

### MXP 1700—No Video or Audio/Video Synchronization Issues

When calling a Cisco TelePresence 1700 MXP, no video might be seen on either the CTS or the MXP endpoint. If video is seen, there can be audio synchronization issues. This problem is fixed in later versions of MXP software (release 9.x and later).

**Payload Mismatch Call Drop Error during CTMS calls for Systems Running Releases Before 1.7.4**

Users can experience call drops while in a CTMS call because of a payload mismatch. This problem is fixed in CTS Release 1.7.4 software.

## What's New

The following sections contain new features in the Cisco TelePresence 1.7 releases:

- [New Features in Cisco TelePresence System Release 1.7.6, page 7](#)
- [New Features in Cisco TelePresence System Release 1.7.5, page 7](#)
- [New Features in Cisco TelePresence System Release 1.7.4, page 8](#)
- [New Features in Cisco TelePresence System Release 1.7.2, page 9](#)
- [New Features in Cisco TelePresence System Release 1.7.1.1, page 10](#)
- [New Features in Cisco TelePresence System Release 1.7.1, page 12](#)
- [New Features in Cisco TelePresence System Release 1.7.0.2, page 14](#)
- [New Features in Cisco TelePresence System Release 1.7.0.1, page 14](#)
- [New Features in Cisco TelePresence System Release 1.7.0, page 14](#)
- [Cisco TelePresence System Software Feature Guide, page 20](#)

## New Features in Cisco TelePresence System Release 1.7.6

CTS software release 1.7.6 resolves system issues and enhances the user experience on the following Cisco TelePresence devices; there are no new features:

- CTS 500-37
- CTS 1000
- CTS 1100
- CTS 1300-65
- CTS 3X00 Series

See the [“Caveats in CTS Release 1.7.6”](#) section on page 30.

## New Features in Cisco TelePresence System Release 1.7.5

CTS software release 1.7.5 resolves system issues and enhances the user experience on the following Cisco TelePresence devices; there are no new features:

- CTS 500-37
- CTS 1000
- CTS 1100
- CTS 1300-65
- CTS 3X00 Series

See the [“Caveats in CTS Release 1.7.5”](#) section on page 32.

## New Features in Cisco TelePresence System Release 1.7.4

The following features are new in this release:

- [Cisco Options Package \(COP\) File Support](#), page 8
- [Cisco TelePresence Active Collaboration Room](#), page 8
- [Native Interoperability with Other Endpoints](#), page 9
- [Single Microphone Mute](#), page 9

### Cisco Options Package (COP) File Support

The Cisco Options Package (COP) file is a mechanism for installing files on a Unified CM in a secure manner. COP files are zipped .tar files that the Unified CM verifies, unzips, and untars so that the contents can be installed in the Unified CM from either a local or a remote source. Unified CM automatically extracts the codec and device files from the COP file and applies them to your Cisco TelePresence system.

Systems that are running Cisco TelePresence System software release 1.7.4 and 1.7.5 can use a COP file to upgrade and install their software in preparation for full feature support in future CTS releases. These releases continue to support .sbn and jar/jad files.

Find the COP file in the “Download” section of the Cisco support site for your product, located at the following URL:

<http://www.cisco.com/cisco/web/support/index.html>

For more information, see [Managing Cisco Options Package \(COP\) Files](#) in the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System* on Cisco.com.

### Cisco TelePresence Active Collaboration Room

CTS Release 1.7.4 introduces support for the Cisco TelePresence 1300 Active Collaboration Room (ACR). ACR is a Cisco TelePresence workgroup collaboration tool featuring Cisco TelePresence-enabled rooms, desktop webcams, HD videoconferencing systems, and Cisco WebEx conferencing technology integrated with interactive whiteboards.

ACR must be purchased through [Cisco Advanced Services](#).

When you configure the CTS-1300-ACR model, the Number of Microphones parameter should be set to “Ceiling” in the Unified Communications Administration interface. This activates the Mute softkey on the associated Cisco Unified IP Phone 7900 Series.

The CTS-1300-ACR and the Ceiling Microphone / Mute Softkey are initially supported in the following releases:

- CTS Software Releases:
  - 1.7.4 and later releases
- Unified Communications Manager Releases:
  - 7.1.5.32900-2
  - 8.0.3.22900-5
- Unified Communications Manager Device Pack Updates:
  - 7.0.2.24051-1
  - 7.1.5.32033-2



– 8.0.3.22023-1

## Native Interoperability with Other Endpoints

Native interoperability allows Point-to-Point calls between a Cisco TelePresence System and third party equipment. Native Interop requires Unified CM version 8.5 and CTS Release 1.7.4. Supported phone firmware is SIP 9.2.1, which is available on Cisco.com.

See the following for more information:

- The “[MXP Support on the Cisco TelePresence System](#)” section on page 25.
- The [Interoperability Between CTS Endpoints and Other Endpoints or Devices](#) compatibility guide at the following URL:

[http://www.cisco.com/en/US/docs/telepresence/interop/endpoint\\_interop.html](http://www.cisco.com/en/US/docs/telepresence/interop/endpoint_interop.html)

## Single Microphone Mute

### Feature Description

You can now mute meeting room microphones individually. On a live table microphone, simply press and hold the **Mute** button for three seconds until the green LED light turns off. That microphone is now muted (no muted Microphone icon displays on the main screen). To unmute the locally muted microphone, press the **Mute** button once. The green LED light turns on and the microphone is active again (or muted if the room is already muted).



### Note

Global room muting is still available by pressing the **Mute** button once on any table microphone.

### Feature Configuration and Minimum Firmware Support

This feature is supported on Gen 2 devices. To check if you are running a Gen 2 device, enter the following command:

```
admin: show hardware audio
Audio DSP Build ID           : 01.07.0003
Audio Base Board ID         : 0xAB (? Gen 2)
```

Once you have verified that you are running a Gen 2 device, go to the Cisco Unified Communications Manager Administration interface and check the Enable Single Microphone Mute box at the bottom of the device Product Specific Configuration Layout window. This feature is disabled by default.

Single microphone mute is supported in Unified CM firmware release 8.5.1 and later releases.

## New Features in Cisco TelePresence System Release 1.7.2

CTS software release 1.7.2 resolves system issues and enhances the user experience; there are no new features. See the “[Caveats in CTS Release 1.7.2](#)” section on page 49.

## New Features in Cisco TelePresence System Release 1.7.1.1

**Note**

CTS Release 1.7.1.1 supports a new product and related software features. All other feature support remains the same as CTS Release 1.7.2.

The following features are new in this release:

- [Cisco TelePresence System 500-32, page 10](#)
- [Video Input Options, page 12](#)

### Cisco TelePresence System 500-32

The CTS 500-32 provides a streamlined design and simplified installation, supporting 1080p and 720p resolution on a 32-inch display with integrated camera, microphone, speakers, and lighting. Supported features include:

- [First Time Setup Wizard, page 10](#)
- [Cisco Unified Communications Manager Auto Configuration, page 11](#)
- [Cisco Unified Communications Manager Administration Field Updates, page 11](#)
- [Presentation Features, page 11](#)
- [CTS 500-32 as a Secondary Display, page 11](#)

**Note**

The CTS 500-32 is initially supported in Unified CM 7.1.5 (7.1(5b)su2).

#### First Time Setup Wizard

The CTS 500-32 Web-based administration interface first-time setup (FTS) wizard enables you to set up CTS peripherals with a minimum of administrator input. When the wizard completes successfully and connection is established with Cisco Unified Communications Manager, the system is ready to be used in calls.

The wizard is the first application to run once you have physically installed the CTS 500-32. The wizard verifies that each of the following is set up and working so that the codec can make and receive calls:

- Single main screen display
- One camera
- Two speakers
- One microphone
- CTS Cisco Unified IP Phone
- VGA cabling
- Data LCD
- Document camera
- Cisco Unified Communications Manager

See the [First-Time Setup](#) chapter of the *Cisco TelePresence System 500-32 Assembly, Use & Care, and Field-Replaceable Unit Guide* for complete information about the CTS 500-32.

### Cisco Unified Communications Manager Auto Configuration

The CTS 500-32 differs from other CTS devices by allowing the Device Type in the Cisco Unified CM administration interface to be implicitly known on the codec in much the same way as a phone is recognized on the system. This allows the CTS 5500-32 to be auto-configured by Cisco Unified CM.

See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#) for more information.

### Cisco Unified Communications Manager Administration Field Updates

The following configuration field updates have been added to the Cisco Unified CM administration interface:

- New CTS model and phone type field options: “CTS500-32” and “Cisco TelePresence 500-32.”
- Because the CTS 500-32 has no presentation codec, there is a drop-down box to select the presentation frame rate: 5 fps.

See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#) for more information.

### Presentation Features

Laptop collaboration is supported with Presentation-in-Picture (PiP) and you can easily toggle between sharing and not sharing. When the CTS 500-32 is in a Cisco TelePresence call, you can use the system as a full screen PC monitor with capability to toggle back to video (see [CTS 500-32 as a Secondary Display](#)). When the CTS 500-32 is not being used for a Cisco TelePresence call, you can display PC graphics such as a PowerPoint presentation at full resolution. For privacy, LED indicator lights indicate that video is being transmitted, and muting and headphone options are available. Additional features include:

- A new DVI input option is introduced and presentation source changes can be made through the phone user interface. See [Video Input Options](#).
- Support for private and public share settings and [Swap PiP](#).
- Presentation privacy alert options have been upgraded from **Share/Dismiss** to **No One/Just Me/Everyone** so that you can quickly choose what to do with the presentation. The Video Input screen allows you to go back and change your presentation privacy choice. See [Video Input Options](#) for more information.



#### Tip

If you are in a Cisco TelePresence meeting and you connect your PC to the VGA cable, you have to press the “share with everyone” button before the data shares.

See the following documentation for more information:

- [First-Time Setup](#) chapter of the [Cisco TelePresence System 500-32 Assembly, Use & Care, and Field-Replaceable Unit Guide](#) for complete information about the CTS 500-32
- [Cisco TelePresence System User Guide](#)

### CTS 500-32 as a Secondary Display

The following are tips for using the CTS 500-32 as a secondary display for your laptop:

- If you have a document camera and a Cisco Digital Media Player (DMP) connected to the CTS 500-32 and the document camera video does not display during a conference, use the **View** softkey on the Cisco Unified IP Phone to view the document camera video.
- For sharing presentations when not in a conference, set your resolution to 1024 x 768 @ 60 Hz.

- For using the CTS 500-32 as a computer monitor (local viewing) when not in a conference, you can choose from the following resolutions:
  - 800 x 600 @ 60 Hz
  - 1024 x 640 @ 60 Hz
  - 1024 x 768 @ 60 Hz
  - 1280 x 800 @ 60 Hz
  - 1280 x 720 @ 60 Hz
  - 1920 x 1080 @ 30 Hz

If you view presentations that are in an aspect ratio of 4:3 or 16:10, the presentation fits inside of the presentation display in a widescreen format, with black bars framing the presentation on the top and bottom of the screen.

For more information, see the following documentation on Cisco.com:

- [Cisco TelePresence Hardware Options and Upgrade Guide](#)
- [First-Time Setup](#) chapter of the *Cisco TelePresence System 500-32 Assembly, Use & Care, and Field-Replaceable Unit Guide* for complete information about the CTS 500-32 and the CTS 500-47
- [Digital Media Players](#) home page on Cisco.com

## Video Input Options

A new DVI input option is available and presentation source changes can be made through the phone user interface:

- Before you start a call, you can view or hide presentation sources.
- Presentations are automatically shared when you plug in your laptop via the VGA port. Select the **Unshare** softkey in the Video Input screen to stop presentation sharing.
- Once in a call, you can choose to hide the presentation, view it locally only, or share the presentation with the remote side using the DVI input option.

See the [Cisco TelePresence System User Guide](#) for more information.

## New Features in Cisco TelePresence System Release 1.7.1

The following features are new in this release:

- [Cisco WebEx Features](#), page 12
- [On-Screen Messages](#), page 13
- [Presentation Features](#), page 13

### Cisco WebEx Features

The following features are supported with Cisco WebEx:

- [Cisco WebEx Informational Messages on the Phone](#), page 13
- [Cisco WebEx User Password Expiration Notification](#), page 13
- [Cisco WebEx Security via Proxy Server](#), page 13

### Cisco WebEx Informational Messages on the Phone

Cisco WebEx informational messages appear on the CTS Cisco Unified IP Phone for the following situations:

- Cisco WebEx has lost connection
- Cisco WebEx connection is re-established
- Cisco WebEx account updates

See the [Cisco TelePresence System User Guide](#) for more information.

### Cisco WebEx User Password Expiration Notification

Cisco WebEx users receive an email notification when their user password has expired and instructions for reactivating their user accounts.

See the [Using Cisco WebEx Conferencing](#) chapter of the [Cisco TelePresence System User Guide](#) for more information.

### Cisco WebEx Security via Proxy Server

To provide an extra level of security, you can choose to require communication between the Cisco WebEx scheduling server, CTS-Manager, and the Cisco TelePresence Multipoint Switch (CTMS) to go through a proxy server. New fields are available in the CTS-Manager and CTMS administration interfaces to support the proxy server option.

See the [Cisco TelePresence WebEx OneTouch Configuration Guide for the Cisco TelePresence System](#) for more information.



#### Note

You must be running software version 1.7.2 to use the proxy server feature on CTS-Manager and CTMS.

## On-Screen Messages

Enabled on the CTS main display. When a CTS endpoint dials in to a multipoint call and receives no video, the endpoint receives a descriptive message from the Cisco TelePresence Multipoint Switch (CTMS) identifying why there is no video:

- “Unable to join, required feature not available”

Enabled on the CTS main display. The presenter is sending a higher resolution presentation stream than the receiver can handle:

- “Unable to show the presentation due to capability mismatch”

For more information about on-screen messages and informational alerts, see the [Cisco TelePresence System User Guide](#) on Cisco.com.

## Presentation Features

For systems that use MIDlets (required with CTS Release 1.7.x), the following feature is available using softkeys on the Cisco TelePresence Cisco Unified IP Phone:

- [Swap PiP, page 14](#)

### Swap PiP

You can choose to have your Presentation-in-Picture (PiP) display appear larger on-screen than the video image of the meeting attendees by touching the **Swap** softkey in the Presentation-in-Picture Control screen of the CTS phone. You can easily toggle back to a larger video image with a smaller display. For more information about this feature, see the [Cisco TelePresence System User Guide](#) on Cisco.com.

## New Features in Cisco TelePresence System Release 1.7.0.2

This interim release resolves system issues and enhances the user experience; there are no new features. See the [“Caveats in CTS Release 1.7.0.2”](#) section on page 59.

## New Features in Cisco TelePresence System Release 1.7.0.1

This interim release resolves system issues and enhances the user experience; there are no new features. See the [“Caveats in CTS Release 1.7.0.1”](#) section on page 60.

## New Features in Cisco TelePresence System Release 1.7.0

The following features are new in this release:

- [Conference Control Protocol \(CCP\) VPN Security Solution, page 14](#)
- [Cisco TelePresence Commercial Express Solution, page 15](#)
- [Cisco TelePresence Interoperability \(TIP\) Protocol Support, page 15](#)
- [Cisco Telepresence Smart Media Solution, page 16](#)
- [Cisco Unified IP Phone Controls for the Cisco TelePresence System, page 16](#)
- [Cisco Media Experience Engine Interoperability, page 17](#)
- [Interop Cisco Unified Videoconferencing \(CUVC-M 7.1\), page 17](#)
- [Cisco TelePresence WebEx OneTouch Interoperability, page 18](#)
- [CTS H.264 High Profile Picture Quality, page 18](#)
- [CTS In-Conference Solutions, page 18](#)
- [CTS Jitter Buffer Enhancements, page 19](#)
- [CTS Manageability and System Service Enhancements, page 19](#)
- [CTS Troubleshooting Camera Image Capture Tool, page 20](#)

### Conference Control Protocol (CCP) VPN Security Solution

This feature allows an administrative domain that is hosting an Intercompany Cisco TelePresence meeting to configure its Cisco TelePresence Multipoint Switch (CTMS) using a specific URL structure. This URL structure allows the CCP HTTP traffic of participating CTS endpoints to be routed hop by hop across one or more service provider (SP) HTTP proxies to reach the correct CTMS.

In the CCP VPN model (fixed path) solution, the Administrator configures the enterprise by adding a static (fixed path) configuration file to the Cisco Unified Communications Manager (Cisco Unified CM). When the CTS joins a CTMS meeting, it attempts to route CCP traffic based on this configuration file. All CCP HTTP traffic then attempts to go to the local CTMS. If no local CTMS matches, packet traffic is routed to the HTTP proxy.

You can verify configuration status by checking the system status messages for your system and by checking the configuration using command-line interface (CLI) commands. When configuration is complete, the **Meeting Control** button is active on the CTS Cisco Unified IP phone.

**Note**

This feature is only active if the enterprise configuration file on the Cisco Unified Communications Manager TFTP server is configured. If there is no TFTP configuration file present on the system, conference control uses the Internet model (free path).

This feature cannot be configured while in an active Cisco TelePresence call.

For more information, see the following documentation on Cisco.com:

- [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#)
- [Cisco TelePresence Multipoint Switch](#)
- [Cisco TelePresence System Command-Line Interface Reference Guide](#)
- [Cisco TelePresence System Messages Guide](#)

## Cisco TelePresence Commercial Express Solution

This feature allows commercial enterprises to schedule and manage Cisco TelePresence meetings with the Cisco TelePresence System (CTS) Manager, Cisco TelePresence Multipoint Switch (CTMS), and the Cisco TelePresence Recording Server (CTRS) applications running as guest operating systems on a virtual machine using VMware on a single Cisco MCS 7835-I3 server.

For more information, see the [Cisco TelePresence System Commercial Express Installation Guide](#) on Cisco.com.

## Cisco TelePresence Interoperability (TIP) Protocol Support

TIP is an RTCP-based signaling mechanism that augments SIP for multiscreen interoperability. This feature enables Cisco TelePresence multi-stream devices to negotiate capabilities and transport media streams in a flexible manner. TIP provides the following benefits:

- Switched architecture to reduce the need for media processing, lowering the cost of media resources, and decreases latency
- Use the network as a platform for easier implementation and deployment.
- Scale interoperability with current Cisco Unified Communications Manager-based solutions.

For more information about TIP, see the following documentation on Cisco.com:

- [Cisco TelePresence Multipoint Switch support home page](#)
- [Cisco Telepresence Interoperability Protocol for Developers](#)

## Cisco Telepresence Smart Media Solution

This set of features introduces adaptive transmission and adaptive switching in the Cisco TelePresence System (CTS) and the Cisco TelePresence Multipoint Switch (CTMS) based on the available network resources for the best possible user experience under different network conditions. The Smart Media solution offers the following to the end user experience:

- **Call Drop Rules**—The CTS will drop a call if it detects 100% received packet loss for 30 seconds or more or if 10% packet loss is sustained for 3 minutes. The main display may go black for a short period of time while the troubled endpoint is dropped from the call.
- **Network Status Phone Messages**—When a call is terminated because of network issues such as packet loss, a text message is displayed on the phone instead of the main display, indicating what the problem is, what the system is doing to correct the problem, and what you can do.
- **On-Screen Messages**—The CTMS measures the CTS feedback and RR Reports, classifies the offending endpoints, and informs the endpoints about the video stream transmission status, which appear as status information messages on the main display. See [On-Screen Messages](#).



### Note

The system adapts for packet loss every 30 seconds.

The Smart Media solution supports the following:

- Business-to-business (B2B)
- Satellite
- T1
- Multipoint Meetings
- Point-to-Point (P2P)
- HD video resolution downgrade

For more information, see the [Cisco TelePresence Multipoint Switch](#) documentation on Cisco.com.

## Cisco Unified IP Phone Controls for the Cisco TelePresence System

The following features are controlled on the CTS Cisco Unified IP phone when MIDlets are configured:

- [Meeting Extension, page 16](#)
- [Self View Control, page 17](#)
- [CTRS Show and Share, page 17](#)

### Meeting Extension

This feature provides an option on the CTS Cisco Unified IP phone to extend Cisco TelePresence meetings past their scheduled end time. Meeting participants may request to extend the scheduled meeting using the phone softkey options. CTS Manager Administrators can configure Meeting Extension settings using the **Meeting Options** tab on the CTS Manager **System Configuration > Application Settings** page.

For more information, see the following documents on Cisco.com:

- [Cisco TelePresence Manager Installation and Configuration Guide](#)
- [Cisco TelePresence System User Guide](#)



### Self View Control

The Self View feature allows you to view how you will be seen by others in a Cisco TelePresence meeting before the meeting begins. By touching the Self View softkey on your CTS Cisco Unified IP phone while the CTS is idle (not in a call), you can see a mirror image of your room for a specified amount of time (5 to 180 seconds), as configured in the “Maximum Self View Time (in seconds)” field in the Product Specific Configuration Layout fields in the Cisco Unified CM Administration interface.

For more information about the Self View feature, see the following documentation on Cisco.com:

- Self View Control section of the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#).
- Self View feature section of the [Cisco TelePresence System User Guide](#).

### CTRS Show and Share

This feature provides a method for sending Cisco TelePresence recordings to the Show and Share portal using the CTS Cisco Unified IP phone.

For more information, see the following documentation on Cisco.com:

- [Cisco TelePresence Recording Server](#) documentation home page.
- Show and Share feature section of the [Cisco TelePresence System User Guide](#).

## Cisco Media Experience Engine Interoperability

CTMS release 1.7 supports interoperability with the Cisco Media Experience Engine (MXE). The MXE acts as a transcoder for MXE video conferencing (VC) endpoints that would like to join a Cisco TelePresence multipoint meeting or dial directly to a CTS endpoint. All scheduled MXE meetings that include one or more CTS endpoints are multipoint and therefore involve the CTMS.

See the following documentation for more information:

- [Cisco TelePresence Multipoint Switch](#) home page for additional feature information
- [Cisco TelePresence Manager Installation and Configuration Guide](#) to enable MXE meetings.
- [Cisco MXE 5000 Series \(Media Experience Engines\)](#) home page for product support.

## Interop Cisco Unified Videoconferencing (CUVC-M 7.1)

CTMS release 1.7 supports interoperability with Cisco Unified Videoconferencing (CUVC) 7.1 and CUVC Manager (CUVC-M). CUVC-Manager release 7.1 adds support for Cisco TelePresence meeting types and allows Cisco Unified Videoconferencing Multipoint Control Unit (MCU) resources to be pooled and treated as a single large MCU, enabling meetings to span more than one MCU device. Meetings can now be automatically cascaded across multiple MCUs when the port capacity of the initial MCU is exceeded. When users indicate that a meeting is an interop meeting, CTS-Manager will reserve one VC port from the pool for the cascade link between CTMS and CUVC-M (or CUVC, if no CUVC-M is used). It also reserves additional VC ports for the number of VC callers that are specified during meeting scheduling.

CUVC-M contains a new configuration option on the Meeting Types page called “TelePresence Support.” See the following support documentation on Cisco.com for more information:

- [Cisco TelePresence Multipoint Switch](#)
- [Cisco Unified Conferencing for Cisco TelePresence](#)

## Cisco TelePresence WebEx OneTouch Interoperability

The Cisco TelePresence WebEx OneTouch bridging feature integrates the Cisco WebEx conferencing server with Cisco Telepresence multipoint meetings. Cisco Telepresence callers use Cisco's One-Button-to-Push (OBTP) technology to connect to meetings. When the first CTS endpoint connects, the CTMS automatically connects with the Cisco WebEx conference.

For more information, see the [Cisco TelePresence WebEx OneTouch Configuration Guide for the Cisco TelePresence System](#) on Cisco.com.

## CTS H.264 High Profile Picture Quality

This feature utilizes the High Profile (HiP) component of the H.264 video compression standard to add a higher picture quality to Cisco TelePresence video bitstreams. The term "high profile" describes coding features (for example, "8x8 transforms") that may be used by the encoder to increase picture quality; it is the primary profile for broadcast and disc storage applications.

This feature is enabled automatically if all endpoints in a Cisco TelePresence call are using CTS Release 1.7.0. If an earlier version of CTS software is detected on the system, the call is placed on hold and the system negotiates down to the earlier version. The meeting resumes without the H.264 High Profile feature enabled.

## CTS In-Conference Solutions

This solution is comprised of features that are available during an active meeting. The following conference features are new or modified as part of the CTS in-conference solution:

- [On-Screen Messages, page 18](#)
- [CTS Cisco Unified IP Phone Meeting Details, page 19](#)
- [Participant List, page 19](#)

### On-Screen Messages

Enabled on the CTS main display. When a CTS endpoint dials in to a multi-point call and receives no video, the endpoint receives a descriptive message from the Cisco TelePresence Multipoint Switch (CTMS) identifying why there is no video. These system status information messages may include the following:

- "Please wait, you are the first meeting participant."
- "Please wait for meeting to start."
- "Please wait, temporarily at maximum number of callers."
- "Please wait for meeting host to join."
- "Meeting restricted to secure calls only."
- "Please wait, remote user on hold."
- "Please press **End Call** if your meeting has ended."

For more information about on-screen messages and informational animations and icons, see the [Cisco TelePresence System User Guide](#) on Cisco.com.

### CTS Cisco Unified IP Phone Meeting Details

Enabled on the CTS Cisco Unified IP phone. While in a Cisco TelePresence call in a Cisco TelePresence room, you can view details about your current meeting on the CTS Cisco Unified IP phone. The following types of meeting details are displayed from the main phone screen or from using available softkeys on the phone:

- Cisco WebEx dial-in information, meeting ID, and password
- CUVC Interop dial-in (MCU)
- Intercompany calling
- Streaming and Webcast information
- Options to view current and upcoming meeting information

For more information about the CTS Cisco Unified IP phone and available softkey functions, see the following documentation:

- [Cisco TelePresence System User Guide](#)
- [Cisco TelePresence WebEx OneTouch Configuration Guide for the Cisco TelePresence System](#)

### Participant List

Enabled on the CTS Cisco Unified IP Phone for multi-point calls only, this feature provides a conference roster list and roster list with audio add-in, including information about Cisco WebEx participants. For more information about the Participant List, see the [Cisco TelePresence System User Guide](#) on Cisco.com.

### CTS Jitter Buffer Enhancements

Improved Cisco Telepresence audio and video quality for conferences with increased media variability, such as those using Interop and the Cisco TelePresence WebEx OneTouch solution. This feature improves the overall meeting quality by dynamically adjusting packet handling depending on network conditions. See the [Cisco Telepresence Smart Media Solution](#).

### CTS Manageability and System Service Enhancements

This feature provides the following enhancements:

- Simple Network Management Protocol (SNMP) v3 Security Configuration Enhancements—You must designate different privacy and authentication passwords in the SNMP Configuration Parameters field on the Phone Configuration page. See the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#) for more information.
- Performance and accuracy enhancements, including the following:
  - HDMI Splitter (Video Extension Board) support.
  - CTS Cisco Unified IP Phone MIDlets information support and checking.
  - Better reporting in system operation (sysop) log.
  - Faster CTS Administration interface and SNMP response time for the System Status, System Information Details, and Status Details panes.
- New and updated Cisco TelePresence MIBs—See the [Cisco TelePresence System Message Guide](#) for more information.
- Command-line Interface (CLI) Enhancements—CLI Multiple Level Access (MLA) supports 2 types of accounts, which are configured in Cisco Unified CM administration interface:

- Administration—New commands have been added to help administrators manage the CTS.
- Helpdesk—End users have limited access to the CLI, no **set** commands are allowed.

See the following documents for more information:

- [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#)
- [Cisco TelePresence Command-Line Interface Reference Guide](#).
- External Syslog Server in Cisco Unified CM—External Syslog Server port defaults to 514. All syslog messages with facility=localX (where X=0-7 or facility=user) and Severity level warning or above will be logged to the remote syslog server. See the **show syslog remote\_server** command. See the following documents for more information:
  - [Cisco TelePresence System Message Guide](#).
  - [Cisco TelePresence System Command-Line Interface Reference Guide](#).
- One Phone Per Office Integration—Allows you to set up one phone in the meeting room without disabling the spanning tree guard. See the One Phone Per Office section in the [Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System](#) for more information.
- Decreased CTS boot time (MIDlets required).
- Improved CTS and CTMS audio and video supporting both 5 fps and 30 fps:
  - Audio bandwidth negotiation
  - Audio and video adding security overhead
  - Audio and video adding legacy overhead
  - Media transmission moved to the end of the bandwidth re-negotiation
  - New field has been added to the system logs: “Negotiated Bandwidth.”

### CTS Troubleshooting Camera Image Capture Tool

This feature allows you to create a still image while troubleshooting the camera in loopback mode that depicts the meeting room environment exactly as seen from the CTS camera. This information is then submitted with the system logs for use in installation verification, camera alignment, and further troubleshooting activities inline with a normal installation or a service request. When you configure the tool using command-line interface (CLI), the administration interface sends a confirmation pop-up, which you can accept (allow capture) or decline (no capture will be made).

For more information, see the [Cisco TelePresence System Command Reference Guide](#) on Cisco.com.

## Cisco TelePresence System Software Feature Guide

For complete Cisco TelePresence software feature information, including features for CTS-Manager, Cisco TelePresence Recording Server, and the Cisco TelePresence Multipoint Switch, see the [Cisco TelePresence System Software Feature Guide](#) at the following URL:

[http://www.cisco.com/en/US/docs/telepresence/cts\\_admin/cts\\_software\\_features/guide/cts\\_features.html](http://www.cisco.com/en/US/docs/telepresence/cts_admin/cts_software_features/guide/cts_features.html)

# Cisco TelePresence Software and Component Firmware Compatibility Matrix

For complete Cisco TelePresence software compatibility information, see the software support matrix on the [Cisco TelePresence Administration Software](#) page at the following URL:

[http://www.cisco.com/en/US/products/ps8332/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html)

## Supported Auxiliary Devices

This section contains auxiliary devices that can be used with the Cisco TelePresence System:

- [Displays, page 21](#)
- [Document Cameras, page 23](#)
- [Projectors, page 23](#)
- [Video Signal Splitters, page 23](#)

## Displays

[Table 1](#) contains a list of auxiliary displays that can be used with the CTS.



**Note**

### Display Manageability Support:

—For third-party displays, the CTS provides minimum inventory support (manufacturer code and product code via extended display identification [EDID]) and peripheral status detection. These are devices that you can choose to work with your CTS.

—For integrated data displays, which ship as part of a CTS (the CTS 3010 and CTS 3210, for instance) the CTS provides full manageability support, including inventory (make, model, S/N), peripheral status detection, and LCD setting controls like aspect ratio, input source, screen orientation, and resolution. These devices are tightly coupled with the CTS and are not user-selectable.

**Table 1**      *Auxiliary Displays*

Part ID	Vendor	Size	Requirements
320MP-2	Samsung	32"	No special requirements.
CTSDISP65GEN1	Quanta	65"	No special requirements.
CTSDISP37GEN1	Quanta	37"	No special requirements.
EA221WM-BK	NEC	21"	Requires CTS Software Release 1.5.12 or a later release on the endpoint.
EA241WM-BK	NEC	24"	Requires CTS Software Release 1.5.12 or a later release on the endpoint.

**Table 1**      **Auxiliary Displays**

Part ID	Vendor	Size	Requirements
LCD-100L-PRO-32N	Cisco	32"	No special requirements.
LCD-100-PRO-40N	Cisco	40"	There are two serial ports on the back; plug the RS-232 serial cable into the port closest to the front panel.
LCD 110L-PRO-42	Cisco	42"	Requires CTS Software Release 1.5.12 or a later release on the endpoint.
LCD 110L-PRO-47	Cisco	47"	Requires CTS Software Release 1.5.12 or a later release on the endpoint.
LCD 110Q-PRO-55	Cisco	55"	Requires CTS Software Release 1.5.12 or a later release on the endpoint.
LCD3215	NEC	32"	Requires CTS Software Release 1.5.12 or a later release on the endpoint.
P2070	Samsung	20"	No special requirements.
P2370HD-1	Samsung	23"	No special requirements.
P401	NEC	40"	Requires CTS Software Release 1.7.0 on the endpoint.
P461	NEC	46"	Requires CTS Software Release 1.7.0 on the endpoint.

## Supported Display and Camera Firmware

Table 2 contains a list of supported display and camera firmware that can be used with the CTS.

**Table 2**      **Display and Camera Firmware**

Product/Component	Recommended Version	Current Version Release Date
<b>Display Firmware</b>		
Gen 1 Displays:	1.05	8/2007
<ul style="list-style-type: none"> <li>CTS component firmware: Display AppCode for Gen 1 Displays</li> <li>CTS component firmware: Display BootCode for Gen 1 Displays</li> </ul>	1.01	8/2008
Gen 2 Displays:	11.0D	8/2009
<ul style="list-style-type: none"> <li>CTS component firmware: Display App_Code for Gen 2 Displays</li> <li>CTS component firmware: Display BootCode for Gen 2 Displays</li> </ul>	11.05	8/2007

**Table 2**      *Display and Camera Firmware*

<b>Product/Component</b>	<b>Recommended Version</b>	<b>Current Version Release Date</b>
Gen 3 Displays:	21.05	8/2009
<ul style="list-style-type: none"> <li>• CTS component firmware: Display App_Code for Gen 3 Displays</li> <li>• CTS component firmware: Display BootCode for Gen 3 Displays</li> </ul>	21.00	8/2009
<b>Camera Firmware</b>		
CTS component firmware: Camera firmware version	462	2/2008

## Document Cameras

The following WolfVision document cameras have been tested for use with Cisco TelePresence Systems:

- Eye 12 (CTS Release 1.7 and later releases)
- VZ-C12 (Ceiling mounted)
- VZ-C32 (Ceiling mounted)
- VZ-C32<sup>3</sup> (Third Generation product line)
- VZ-9plus (Desktop unit)
- VZ-12<sup>3</sup> (All)

For more information about WolfVision document cameras, see the [WolfVision](#) home page.

## Projectors

The following projectors are supported on the CTS 3000 and CTS 3200 Series:

- Sanyo PLV-Z60
- Sanyo PLV-Z700



### Note

Cisco maintains support for the Sanyo PLV-Z4 and Sanyo PLV-Z5 projector models in older CTS configurations.

For more information about Sanyo projectors, see the [Sanyo LCD Projector](#) home page.

## Video Signal Splitters

The following video signal splitters have been tested for use with the CTS:

- GEFEN EXT-HDMI-144
- EXT-HDMI-144-BLK
- GEFEN EXT-HDMI1.3-144

- GEFEN GTV-HDMI1.3-144

**Note**

**Using External Devices with Your Cisco TelePresence System**—Cisco cannot guarantee the performance of any external device, so Cisco recommends that you choose good quality external devices to optimize CTS performance.

The CTS works best when suitable devices are attached using good quality cables and connectors. Cisco does not supply the cable that connects auxiliary devices to the codec.

**Caution**

In European Union countries, use only devices that are fully compliant with the EMC Directive [2004/108/EC].

For information about managing video signal splitters, see the Routing Power and Signal Cables chapters of the following guides on Cisco.com:

- [Cisco TelePresence System 3000 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)
- [Cisco TelePresence System 3200 Assembly, Use & Care, and Field-Replaceable Unit Guide](#)

## Caveats in the CTS 1.7 Releases

The following sections describe unexpected behavior found in specific CTS software releases or in associated components of the Cisco TelePresence System and supporting technologies:

- [CTS Release 1.7 Caveat Notices and Expected Behavior, page 24](#)
- [CTS Release 1.7 Caveat Quick Reference, page 25](#)
- [Caveats in CTS Release 1.7.6, page 30](#)
- [Caveats in CTS Release 1.7.5, page 32](#)
- [Caveats in CTS Release 1.7.4, page 34](#)
- [Caveats in CTS Release 1.7.2, page 49](#)
- [Caveats in CTS Release 1.7.1.1, page 53](#)
- [Caveats in CTS Release 1.7.1, page 55](#)
- [Caveats in CTS Release 1.7.0.2, page 59](#)
- [Caveats in CTS Release 1.7.0.1, page 60](#)
- [Caveats in CTS Release 1.7.0, page 61](#)

## CTS Release 1.7 Caveat Notices and Expected Behavior

- [Command-line Interface \(CLI\) Restrictions, page 25](#)
- [Detect and Disconnect Audio Addin Calls, page 25](#)
- [Double-talk on the Cisco TelePresence System, page 25](#)
- [MXP Support on the Cisco TelePresence System, page 25](#)
- [Participant List Behavior in Large Meetings, page 25](#)



### Command-line Interface (CLI) Restrictions

Avoid using the following commands while in an active call:

- **file tail**
- **ipsla**
- **tcpdump**

Using these commands during an active CTS call can cause high CPU usage and may bring calls down.

### Detect and Disconnect Audio Addin Calls

Occasionally an audio addin call remains listed on the meeting participant Conference List even though the call has dropped. Due to the call preservation feature, the CTS waits for the Unified CM to send a BYE message before dropping an audio addin call. The CTS can enact several mechanisms to detect when the audio addin has dropped, including dropping the call when the phone has been rebooted.

The CTS cannot support two audio addin calls at the same time.

### Double-talk on the Cisco TelePresence System

The following is expected behavior in the CTS Release 1.7 releases:

During double-talk (when both sides are talking simultaneously), two things happen:

1. The audio from the remote side is slightly lowered before it is played out of the speaker.
2. Echo cancellation removes some of the sound from the talkers.

### MXP Support on the Cisco TelePresence System

Observe the following notes about the Cisco TelePresence System MXP in CTS Release 1.7.4:

- The CTS sends 360p, receives 360p, and there is no presentation support.
- The CTS sends 360p, receives CIF, and bidirectional presentation is supported.
- The Cisco TelePresence System MXP 1000 SCCP does not support presentation.

### Participant List Behavior in Large Meetings

A cosmetic issue occurs when there are more than five participants in the participant roster list on the phone. Sometimes there are blank entries in the list as the user scrolls up and down to see the entire list. Feature functionality is not affected.

## CTS Release 1.7 Caveat Quick Reference

[Table 3](#) summarizes caveats found in all CTS Release 1.7 releases. Use the CDETS number in this table to navigate to detailed descriptions.

**Table 3** *Release Caveats and Caveats Corrected Reference*

CDETS Number	Software Release	
	1.7.6	
	Found in Release	Corrected in Release
<a href="#">CSCty56195</a>	1.7.6	—
<a href="#">CSCtw78666</a>	1.7.6	—

**Table 3 Release Caveats and Caveats Corrected Reference (continued)**

<a href="#">CSCtu82870</a>	1.7.4, 1.7.5	1.7.6
<a href="#">CSCts02932</a>	1.7.4	1.7.6
<a href="#">CSCtw48133</a>	1.7.2	1.7.6
<a href="#">CSCtv17399</a>	1.7.5	1.7.6
	<b>Software Release</b>	
	<b>1.7.5</b>	
<b>CDETS Number</b>	<b>Found in Release</b>	<b>Corrected in Release</b>
<a href="#">CSCts39060</a>	1.7.4	—
<a href="#">CSCtr95294</a>	1.7.4	1.7.5
<a href="#">CSCts35968</a>	1.7.4	1.7.5
<a href="#">CSCtr05861</a>	1.7.4	1.7.5
<a href="#">CSCts44924</a>	1.7.4	1.7.5
	<b>Software Release</b>	
	<b>1.7.4</b>	
<b>CDETS Number</b>	<b>Found in Release</b>	<b>Corrected in Release</b>
<a href="#">CSCts09177</a>	1.7.1.1	1.7.4.1
<a href="#">CSCtn88313</a>	1.7.2	1.7.4
<a href="#">CSCtq33233</a>	1.7.2	1.7.4
<a href="#">CSCtq30270</a>	1.7.2	1.7.4
<a href="#">CSCtq30298</a>	1.7.2	1.7.4
<a href="#">CSCtr58148</a>	1.7.4	Yes
<a href="#">CSCtr49077</a>	1.7.4	Yes
<a href="#">CSCtr27236</a>	1.7.4	Yes
<a href="#">CSCtr21881</a>	1.7.4	Yes
<a href="#">CSCtr18569</a>	1.7.4	Yes
<a href="#">CSCtr15441</a>	1.7.4	Yes
<a href="#">CSCtr13745</a>	1.7.4	—
<a href="#">CSCtr13037</a>	1.7.4	—
<a href="#">CSCtr05314</a>	1.7.4	—
<a href="#">CSCtq98602</a>	1.7.4	—
<a href="#">CSCtq98503</a>	1.7.4	—
<a href="#">CSCtq93157</a>	1.7.4	Yes
<a href="#">CSCtq87394</a>	1.7.4	Yes
<a href="#">CSCtq69072</a>	1.7.4	—
<a href="#">CSCtq65992</a>	1.7.4	—
<a href="#">CSCtq50409</a>	1.7.4	Yes

**Table 3** *Release Caveats and Caveats Corrected Reference (continued)*

CSCtq44073	1.7.4	Yes
CSCtq36032	1.7.4	Yes
CSCtq97882	1.7.4	Yes
CSCtq69107	1.7.4	—
CSCtq35942	1.7.4	Yes
CSCtq16331	1.7.4	—
CSCtq15603	1.7.4	Yes
CSCto85253	1.7.4	Yes
CSCto84452	1.7.4	Yes
CSCto81357	1.7.4	Yes
CSCtq55888	1.7.4	—
CSCtn53452	1.7.4	—
CSCtr15284	1.7.4	—
CSCtn63613	1.7.4	—
CSCtq95950	1.7.4	—
CSCtq70191	1.7.4	—
CSCto81028	1.7.4	Yes
CSCto03708	1.7.4	—
CSCto54098	1.7.4	Yes
CSCto71973	1.7.4	—
CSCtq55711	1.7.4	—
CSCto50768	1.7.4	—
CSCtn87885	1.7.4	—
CSCto15336	1.7.4	Yes
CSCtn12342	1.7.4	—
CSCtn79239	1.7.4	Yes
CSCto87725	1.7.4	Yes
CSCtq39042	1.7.4	—
CSCtq44109	1.7.4	—
CSCtq44157	1.7.4	—
CSCtn78901	1.7.4	—
CSCto89367	1.7.4	—
CSCtn93998	1.7.4	Yes
CSCto15336	1.7.4	Yes
CSCtq36243	1.7.4	—
CSCtn40939	1.7.4	—
CSCtn50573	1.7.4	—

**Table 3 Release Caveats and Caveats Corrected Reference (continued)**

<a href="#">CSCto27675</a>	1.7.4	Yes
<a href="#">CSCtq33039</a>	1.7.4	—
	<b>Software Release</b>	
	<b>1.7.2</b>	
<b>CDETS Number</b>	<b>Found in Release</b>	<b>Corrected in Release</b>
<a href="#">CSCto98099</a>	1.7.1, 1.7.2	1.7.2.1
<a href="#">CSCtn01222</a>	1.7.0	1.7.2
<a href="#">CSCto35074</a>	1.7.0, 1.7.1	1.7.2
<a href="#">CSCtn94595</a>	1.7.0, 1.7.1	1.7.2
<a href="#">CSCtj96234</a>	1.7.0, 1.7.1	1.7.2
<a href="#">CSCtn68844</a>	1.7.0	1.7.2
<a href="#">CSCtn88021</a>	1.7.0	1.7.2
<a href="#">CSCtn06196</a>	1.7.0	1.7.2
<a href="#">CSCto15555</a>	1.7.0	1.7.2
<a href="#">CSCtn24147</a>	1.7.0	1.7.2
<a href="#">CSCto15533</a>	1.7.1	1.7.2
<a href="#">CSCtn94162</a>	1.7.1	1.7.2
<a href="#">CSCto00137</a>	1.7.1	1.7.2
<a href="#">CSCtl97667</a>	1.7.1	1.7.2
<a href="#">CSCtl43700</a>	1.7.1	1.7.2
<a href="#">CSCtn85083</a>	1.7.1	1.7.2
	<b>Software Release</b>	
	<b>1.7.1.1</b>	
<b>CDETS Number</b>	<b>Found in Release</b>	<b>Corrected in Release</b>
<a href="#">CSCtq36272</a>	1.7.1.1	—
<a href="#">CSCtn37479</a>	1.7.1.1	—
<a href="#">CSCtq35809</a>	1.7.1.1	—
<a href="#">CSCtq22776</a>	1.7.1.1	—
<a href="#">CSCto72680</a>	1.7.1.1	1.7.1.1
<a href="#">CSCtn51271</a>	1.7.1.1	1.7.1.1
<a href="#">CSCtq05435</a>	1.7.1.1	1.7.1.1
	<b>Software Release</b>	
	<b>1.7.1</b>	
<b>CDETS Number</b>	<b>Found in Release</b>	<b>Corrected in Release</b>
<a href="#">CSCtj89676</a>	1.6.7	—

**Table 3** Release Caveats and Caveats Corrected Reference (continued)

CSCtj96234	1.7.0	—
CSCti18719	1.7.0	—
CSCti53636	1.7.0	—
CSCtj92192	1.7.0	1.7.1
CSCti54061	1.7.0	1.7.1
CSCtk61376	1.7.0	1.7.1
CSCtj75525	1.6.4	1.7.1
CSCtj18839	1.7.0	1.7.1
CSCtj42241	1.7.0	1.7.1
CSCtj47449	1.7.0	1.7.1
CSCtj78042	1.6.4	1.7.1
	<b>Software Release</b>	
	<b>1.7.0.2</b>	
<b>CDETS Number</b>	<b>Found in Release</b>	<b>Corrected in Release</b>
CSCtk61376	1.7.0	1.7.0.2
	<b>Software Release</b>	
	<b>1.7.0.2</b>	
<b>CDETS Number</b>	<b>Found in Release</b>	<b>Corrected in Release</b>
CSCtj75961	1.7.0	1.7.1
CSCtk36550	1.7.0	1.7.0.2
CSCtk14319	1.7.0	1.7.1
CSCtj87097	1.7.0	—
CSCtj95519	1.7.0	1.7.0.2
CSCtk00564	1.7.0	1.7.0.2
	<b>Software Release</b>	
	<b>1.7.0</b>	
<b>CDETS Number</b>	<b>Found in Release</b>	<b>Corrected in Release</b>
CSCtj92192	1.7.0	1.7.1
CSCtk61376	1.7.0	1.7.1
CSCti15346	1.7.0	—
CSCtj26631	1.7.0	1.7.1
CSCtj02672	1.7.0	1.7.1
CSCti88537	1.7.0	1.7.1
CSCti33388	1.7.0	1.7.1
CSCtg95101	1.6.6, 1.7.0	1.7.1

**Table 3** Release Caveats and Caveats Corrected Reference (continued)

<a href="#">CSCth95906</a>	1.7.0	1.7.1
<a href="#">CSCti20990</a>	1.7.0	1.7.1
<a href="#">CSCti06281</a>	1.7.0	—
<a href="#">CSCti37278</a>	1.7.0	1.7.1
<a href="#">CSCti44013</a>	1.7.0	1.7.1
<a href="#">CSCtk11977</a>	1.6.4, 1.6.7	1.7.0

## Caveats in CTS Release 1.7.6

CTS Release 1.7.6 supports the following devices:

- CTS 500-37
- CTS 1000
- CTS 1100
- CTS 1300-65
- CTS 3X00 Series

The following unexpected behavior was seen in this release on the above devices:

- [Unresolved Caveats in CTS Release 1.7.6, page 30](#)
- [Resolved Caveats in CTS Release 1.7.6, page 31](#)

## Unresolved Caveats in CTS Release 1.7.6

### CSCty56195

**Symptom** CTS fails to register to CUCM when the CUCM cluster contains more than 4 nodes.

**Conditions** When inter-device security is enabled, the CTS can only cache four certificate entries in the CTL file. When the CTS tries to register a fifth CUCM node, it cannot cache the fifth certificate entry, and registration fails.

**Workaround** Contact Cisco TAC for a resolution to this issue.

**CSCtw78666**

**Symptom** Hold/Resume and adding audio addin shows green flash on the CTS 1300.

**Conditions** This occurs briefly while sharing a presentation.

**Workaround** This is a cosmetic issue that does not affect functionality.

---

## Resolved Caveats in CTS Release 1.7.6

**CSCtu82870**

**Symptom** Intermittent horizontal black bars are seen at call start.

**Conditions** Intermittently horizontal black bars appear at call start then disappear after 30-45 seconds with CTS software release 1.7.4 and later.

**Workaround** End the call and dial again, or wait for the bars to disappear 30-45 seconds after call launch.

---

**CSCts02932**

**Symptom** Instant “zebras” in point-to-point call immediately after starting a call between transmitters.

**Conditions** Logs show receiving endpoint (CTS 500) is experiencing underruns and late packets

**Workaround** There is no workaround.

---

**CSCtw48133**

**Symptom** CTS 1300 left and right camera auto adjust saves to center.

**Conditions** Left and right camera do not retain the adjustment value after each camera auto adjustment is completed successfully from the administration interface.

**Workaround** Do the following:

1. Perform a left camera Auto Adjust using the following:

```
CTS:> cp /nv/usr/local/etc/adjustedcameracmds.txt /nv/usr/local/etc/tbcam1Ladjustedcameracmds.txt
```

2. Perform a right camera Auto Adjust using the following:

```
CTS:> cp /nv/usr/local/etc/adjustedcameracmds.txt /nv/usr/local/etc/tbcam1Radjustedcameracmds.txt
```

3. Perform a center camera Auto Adjust.
  4. Reboot codec to read values from nv files. It will stay as long as next camera auto adjust process.
- 

**CSCtv17399**

**Symptom** No media received for secure call between a CTS 1.7.2 and CTS 1.7.5.

**Conditions** For calls made in secure mode between endpoints running these software releases, the CTS display remains blank. When the same call is made in non-secured mode, the media appears on the screen as expected.

**Workaround** Use non-secured mode to make an audio-addin call.

---

## Caveats in CTS Release 1.7.5

CTS Release 1.7.5 supports the following devices:

- CTS 500-37
- CTS 1000
- CTS 1100
- CTS 1300-65
- CTS 3X00 Series

The following unexpected behavior was seen in this release on the above devices:

- [Unresolved Caveats in CTS Release 1.7.5, page 32](#)
- [Resolved Caveats in CTS Release 1.7.5, page 33](#)

## Unresolved Caveats in CTS Release 1.7.5

**CSCts39060**

**Symptom** Speaker test on the CTS 3x00 causes the left center speaker not output sound.

**Conditions** While troubleshooting speakers in CTS Administration **Hardware Setup > Speakers**, the speaker test fails to restore the original audio setting upon exiting the test. As a result, the speaker that is plugged into Aux Speaker output port (left center speaker on the CTS 3x10) does not emit any sound while in an audio/video call.

**Workaround** Reboot after completing the speaker test from the administration interface, or simply restart calling services from administration CLI.

---



## Resolved Caveats in CTS Release 1.7.5

### CSCtr95294

**Symptom** Capture log files not successful, memory usage issue on CTS.

**Conditions** Log files will not gzip because there is insufficient disc space on your system. This can also happen when you are trying to create the /tmp/logFiles.tar file.

**Workaround** Free up system disc space. One suggestion is to delete files used for peripheral upgrades because these upgrades only happen at boot, and are restored after a reboot (from CF image).

---

### CSCts35968

**Symptom** Center left speaker on the CTS 3210 has no sound output during the call.

**Conditions** The room type may be configured incorrectly in the UnifiedCM Administration interface.

**Workaround** Verify that you have the correct room type configured in Unified CM. Downgrade the CTS software to the 1.7.2.1 release.

---

### CSCtt05861

**Symptom** CTS 3210 volume adjustment increased by 3db.

**Conditions** Volume in large meeting rooms was insufficient. The CTS 3210 has been upgraded and joins the CTS 3200 to support more robust volume adjustment.

**Workaround** There is no workaround.

---

### CSCts44924

**Symptom** Authentication failures on Unified CM.

**Conditions** The CTS tries to authenticate to Unified CM to get the directory. If there is no directory configured in Unified CM, a warning message is issued.

**Workaround** Put a dummy IP address in the Alternate Unified CM for Directory Lookup on the Product Specific Configuration Layout page in the Unified CM Administration interface.

---

## Caveats in CTS Release 1.7.4

The following unexpected behavior was seen in this release:

- [Unresolved Caveats in CTS Release 1.7.4, page 34](#)
- [Resolved Caveats in CTS Release 1.7.4, page 48](#)

### Unresolved Caveats in CTS Release 1.7.4

#### CSCtr58148

**Symptom** Call gets dropped after H323 call connects from a Cisco MXP1700/3000 to a CTS 1300.

**Conditions** Call is dropped, and remote call disconnect occurs right after H323 call connects from the Cisco MXP1700 to the CTS 1300.

**Workaround** There is no workaround. Issue resolved in release.

---

#### CSCtr49077

**Symptom** MIDlet does not handle incoming call while playback or recording.

**Conditions** When there is an incoming call while recording or playing back a recording and the user tries to stop record or playback to take the call, the UI gets stuck and displays the “Finishing..” message continually. The incoming call keeps ringing while the playback or recording is going on. If the user presses Stop to stop the recording or playback, the system gets stuck on finishing since there is no notification from the call control.

**Workaround** Stop the incoming call to dismiss the “Finishing...” message or ignore the incoming call; the “Finishing...” message will timeout automatically. Issue resolved in release.

---

#### CSCtr27236

**Symptom** SIP call gets dropped from the Cisco TelePresence System C60 after doing a hold/resume.

**Conditions** Remote call disconnects from the C60 after doing hold/resume from the CTS 1300.

**Workaround** There is no workaround.

---

**CSCtr21881**

**Symptom** CTS calls the Cisco TelePresence System EX60: No video on either end after a hold/resume.

**Conditions** No video is seen on either end after a hold/resume is performed on both ends. The audio/video call becomes an audio-only call. Sometimes only one way video is observed on the EX60.

**Workaround** There is no workaround. Resolved in release.

---

**CSCtr18569**

**Symptom** The Cisco TelePresence System C20 calls the CTS: No audio/video on the C20 for regular calls with the VGA connected.

**Conditions** This is an infrequent issue.

**Workaround** There is no workaround. Resolved in release.

---

**CSCtr15441**

**Symptom** Presentation becomes corrupted (green) temporarily after making an H.323 call.

**Conditions** Presentation becomes corrupted, and the presentation image becomes green temporarily on CTS 1300 after making H323 call connected.

**Workaround** There is no workaround. Resolved in release.

---

**CSCtr13745**

**Symptom** Presentation was shown with no share/dismiss options.

**Conditions** The presentation begins showing before the user had the option to choose whether to share or dismiss the presentation.

**Workaround** There is no workaround.

---

**CSCtr13037**

**Symptom** Cisco TelePresence System EX90 calls the CTS: Small zigzag line at the bottom of the CTS screen.

**Conditions** The zigzag line is a cosmetic issue; the call connects successfully.

**Workaround** There is no workaround.

---

**CSCtr05314**

**Symptom** Cisco TelePresence System C40 reboots after having an H.323 call connected from the CTS 1300.

**Conditions** The main process times out waiting for audio3 on the C40.

**Workaround** There is no workaround.

---

**CSCtq98602**

**Symptom** PiP Presentation video flickers on the CTS 1300 while receiving a video call.

**Conditions** While presentation is being displayed on CTS 1300, the Cisco TelePresence EX60 calls into CTS 1300, Presentation video flickers, and screen resolution changes temporarily.

**Workaround** There is no workaround.

---

**CSCtq98503**

**Symptom** Call drops if user presses end call for the conference call before connection.

**Conditions** The End Call softkey is shown for few seconds and main call drops.

**Workaround** There is no workaround.

---

**CSCtq93157**

**Symptom** Presentation audio is heard during beginning of a interop call.

**Conditions** Presentation audio is heard during the beginning of the call for few seconds.

**Workaround** There is no workaround. Resolved in release.

---

**CSCtq87394**

**Symptom** Video becomes fragmented, sluggish after a hold/resume with Cisco TelePresence System MXP 3000.

**Conditions** The CTS 1300 (secured) calls the MXP 3000, and after the SIP call is connected, video is badly fragmented on CTS 1300 and displays very sluggishly after doing a hold/resume.

**Workaround** There is no workaround. Resolved in release.

---

**CSCtq69072**

**Symptom** Video size shrinks after conferencing in an audio call on the CTS with Cisco TelePresence Movi.

**Conditions** This occurred during secured calls using Movi-Mac. After the SIP call is connected, the audio call is conferenced in, the video screen shrinks, and video resolution goes down.

**Workaround** There is no workaround.

---

**CSCtq65992**

**Symptom** During a Cisco TelePresence MCU 4201 conference, corrupted video is observed on CTS after a hold/resume.

**Conditions** Sometimes seen on the CTS 1000. There may be a timestamp issues with old software.

**Workaround** Upgrade to the most current Cisco TelePresence MCU 4201 software.

---

**CSCtq50409**

**Symptom** Video scaling observed during a hold/resume.

**Conditions** This infrequently occurs between the CTS 3000 and the Cisco TelePresence C Series running Unified CM 8.5. Video scaling is sometimes observed during a hold/resume when an audio addin is added into conference.

**Workaround** There is no workaround. Resolved in release.

---

**CSCtq44073**

**Symptom** Corrupted video observed on the CTS during the first 4-6 seconds after doing a hold/resume.

**Conditions** This occurs on the Cisco TelePresence System MXP 1000 and 1700. During call start and also after a hold/resume it took 4-6 seconds to receive streaming video.

**Workaround** There is no workaround. Resolved in release.

---

**CSCtq36032**

**Symptom** After doing a hold/resume twice, there was an error from 3rd party and call dropped.

**Conditions** This occurs on the Apple iMac and the Cisco TelePresence Movi.

**Workaround** There is no workaround. Resolved in release.

---

**CSCtq97882**

**Symptom** Auxiliary display shows main video for 2 seconds, then recovers.

**Conditions** Initially on the CTS 500-32 the presentation shows on PiP, then when the external display is turned on, the auxiliary display shows the main video for 2-3 seconds and then recovers to the proper presentation video.

**Workaround** There is no workaround. Resolved in release.

---

**CSCtq69107**

**Symptom** CTS 3000 calls Cisco TelePresence System MXP 1700, temporary jerkiness on video.

**Conditions** This occurs when the timestamp is set to 720p IDR. The p-frames cannot be rendered in the correct amount of time, which causes blockiness.

**Workaround** Set the MXP encoder to downgrade to 448p for better timestamp.

---

**CSCtq35942**

**Symptom** P2P call dropped when adaptation at any bitrate is adopted.

**Conditions** This occurs when the CTS 500-32 Quality (per Display) is set to Highest Detail, Limited Motion: 720p (Lite). The encoder can burst to very high instantaneous bitrates and maintains an average of the configured bitrate. When the tool does not have enough buffer to accommodate the packets during these bursts, we see packet drops and CMA reacts to this loss.

**Workaround** Change bandwidth to 1.54 MB. Resolved in release.

---

**CSCtq16331**

**Symptom** In presentation mode, video and audio is out of sync at a 3rdParty endpoint.

**Conditions** This occurs on a Cisco TelePresence System MXP 1700 involving low frame rate media streams and lipsync (synchronizing audio and video).

**Workaround** There is no workaround.

---

**CSCtq15603**

**Symptom** CTS-CUVC conference became audio-only after a hold/resume

**Conditions** This occurs on CTS release 1.7.4 with Unified CM version 8.5.1.

**Workaround** There is no workaround. Resolved in release.

---

### CSCto85253

**Symptom** Cisco TelePresence Movi shows poor presentation quality with a CTS running release 1.7.4.

**Conditions** When a call is made between a Cisco TelePresence Movi (version 4.2, presenting) and a CTS running 1.7.4, the quality of the presentation on the far end is very poor and choppy.

**Workaround** The Cisco TelePresence Movi does not support presentation resolution. There is no workaround.

---

### CSCto84452

**Symptom** CTS running 1.7.4 not streaming video when connected to a multipoint conference.

**Conditions** When a CTS 3000 running CTS release 1.7.4 dialed into a CUVC conference, it did not stream video. Other participants could not see any video from CTS 3000.

**Workaround** There is no workaround. Resolved in release.

---

### CSCto81357

**Symptom** Dialing to the Cisco Unified IP Phone 7985 causes a No Incoming Video popup on the phone.

**Conditions** There is 3 to 5 second delay before video is seen on the Cisco Unified IP Phone 7985.

**Workaround** There is no workaround. Resolved in release.

---

### CSCtq55888

**Symptom** CTS calls MXP 150: No video displayed on the CTS and the call drops.

**Conditions** When the CTS calls the Cisco TelePresence System 150 MXP, no presentation is seen and after a few minutes, the call drops. This could be because of a Unified CM or VCS issue.

**Workaround** There is no workaround. The Cisco TelePresence System 150 MXP is not supported.

---



**CSCtn53452**

**Symptom** Connection from CTS to Cisco TelePresence System MXP 1700 failed at 384Kbps.

**Conditions** The Cisco TelePresence System MXP 1700 does not support the required CTS screen resolution and the connection times out.

**Workaround** There is no workaround. The Cisco TelePresence System MXP 1700 supports 448p when calling any device.

---

**CSCtr15284**

**Symptom** Video received from the MXP to the CTS was corrupted.

**Conditions** The video image is corrupted in SIP calls from the CTS 1300 to the Cisco TelePresence System 1700 MXP. Unsupported video resolution received from remote end point, intermittent blank screen, and the muted microphone icon is not shown.

**Workaround** There is no workaround.

---

**CSCtn63613**

**Symptom** No video for P2P calls between the CTS and Cisco Unified IP Phone CP 8941.

**Conditions** Only the audio portion of the call is received on SCCP video phone calls.

**Workaround** There is no workaround.

---

**CSCtq95950**

**Symptom** Calls drop on both ends when the call is placed on hold.

**Conditions** This occurs when the CTS calls the Cisco IP Video Phone E20.

**Workaround** Register the Cisco IP Video Phone E20 to the VCS as a TCP transport type.

---

**CSCtq70191**

**Symptom** Calls drop in a CTMS meeting after a hold/resume if the Unified CM trunks run both version 8.5 and 8.6 in call.

**Conditions** This occurs only in a network where the call traverses a Unified CM running version 8.6.

**Workaround** Restart the call.

---

**CSCto81028**

**Symptom** Calls drop when a Cisco Unified IP Phone 7985 dials to the CTS 1.7.4 endpoint.

**Conditions** When a Cisco Unified IP Phone 7985 that is registered to Unified CM version 8.0 calls a CTS that is registered to Unified CM version 8.5, the call is dropped.

**Workaround** Native Interop is only supported with Unified CM 8.5. Register the Cisco Unified IP Phone 7985 to Unified CM version 8.5 in CTS Release 1.7.4.

---

**CSCto03708**

**Symptom** CTS calls to the Cisco IP Video Phone E20—no local presentation possible.

**Conditions** The Cisco IP Video Phone E20 advertises in SIP signaling that it cannot receive 1024x768 video resolution so no presentation is sent.

**Workaround** There is no workaround.

---

**CSCto54098**

**Symptom** Cisco C20: No audio/video after hold/resume (multiple conferences).

**Conditions** Calls to a Cisco C20 does not have audio/video when the video call is dropped from the conference and the audio call goes on hold/resume.

**Workaround** There is no workaround. Resolved in release.

---

**CSCto71973**

**Symptom** Call on-hold message is displayed on Cisco IP Video Phone E20 after hold/resume.

**Conditions** “Your call put on hold” message appears on the Cisco IP Video Phone E20 after the call has been resumed on both the CTS endpoint and the Cisco IP Video Phone E20.

**Workaround** There is no workaround.

---

**CSCtq55711**

**Symptom** Night shot video observed on the CTS after doing a hold/resume.

**Conditions** This occurs when dialing into a Cisco TelePresence System Codec C90. After the H.323 call is connected and then placed on hold/resumed, video is like a night shot where it is initially dark (1 to 2 seconds) and then suddenly lights up.

**Workaround** There is no workaround.

---

**CSCto50768**

**Symptom** CTS 1300 shows black PiP after hold/resume when no presentation is shared in a Cisco TelePresence Server meeting.

**Conditions** Every endpoint holds and resumes. After resuming, the CTS running release 1.7.2 shows a black PiP even though nobody is sharing the presentation.

**Workaround** There is no workaround.

---

**CSCtn87885**

**Symptom** CTS encryption feature enabled on TP 2.2 drops home users.

**Conditions** Home users were dropped when dialing into the Cisco TelePresence Server. 2.2 with CTS encryption enabled.

**Workaround** Upgrade to Cisco TelePresence Server version 2.2.1.20.

---

**CSCto15336**

**Symptom** Audio call to the SCCP IP phone via ASR failed.

**Conditions** This occurs when the DN dials an audio call via ASR to a Cisco Unified IP Phone 8945 (SCCP).

**Workaround** Use the **dtmf disable sip notify** command for both inbound and outbound settings to disable OOB DTMF in the ASR configuration. Resolved in release.

---

**CSCtn12342**

**Symptom** Presentation shown before it is shared within everyone.

**Conditions** After a hold and resume, the Cisco TelePresence System EX90 displays the presentation screen for two seconds before “share with everyone” button is pressed. After the button is pressed, it then takes 10 seconds for the presentation is displayed on Cisco TelePresence System EX90.

**Workaround** There is no workaround. Wait to reestablish signal from the CTS after a hold/resume.

---

**CSCtn79239**

**Symptom** CTS to VC call via a Unified CM hop fails.

**Conditions** This occurs in CTS calls to endpoints via the VCS with Unified CM release 8.5.

**Workaround** Cisco recommends that you run Unified CM LUA scripts to make calls or turn off BFCP. For instructions for publishing VCS-Interop LUA script, refer to the following link:  
<http://www.cisco.com/cisco/software/release.html?mdfid=283423434&flowid=21301&softwareid=282074295&release=8.5&relind=AVAILABLE&rellifecycle=&reltype=latest>

---

**CSCto87725**

**Symptom** CTS 500 calls to the MCU fail intermittently.

**Conditions** After call digits are entered, the call terminates after three minutes.

**Workaround** Set the T302 timer to a lesser value than first digit timer in the Unified CM. Resolved in release.

---

**CSCtq39042**

**Symptom** CTS 500 becomes stuck at the Video Input screen.

**Conditions** The system resumes normal status after approximately five minutes.

**Workaround** There is no workaround; wait five minutes for the Video Input screen to disappear.

---

**CSCtq44109**

**Symptom** Video sent by the MXP to the CTS is pixelated in P2P call.

**Conditions** The Cisco TelePresence System 3000 MXP call rates for both “transmit” and “received” sides created pixelized video on the CTS.

**Workaround** There is no workaround.

---

**CSCtq44157**

**Symptom** MXP does not renegotiate the call rate when a new participant joins.

**Conditions** The Cisco TelePresence System 3000 MXP call status shows uneven transmit and receive rates due to early H.323 and H.320 legacy system implementation.

**Workaround** There is no workaround.

---

**CSCtn78901**

**Symptom** CTS 1000 call to the Cisco TelePresence System 1700 MXP: The CTS 1000 has no video after hold/resume.

**Conditions** When a hold/resume is performed on the CTS 1000, the Cisco TelePresence System 1700 MXP receives video but the CTS 1000 main display is dark.

**Workaround** Try another hold/resume to clear the condition.

---

**CSCto89367**

**Symptom** CTS-to-CUVC conference is dropped after a CTS hold/resume.

**Conditions** The call itself is not dropped but remote hold is after a local resume, and there is no video seen on the CTS. CUVC is not sending correct H.264 parameters after a hold/resume possibly because of a Unified CM firmware issue.

**Workaround** There is no workaround.

---

**CSCtn93998**

**Symptom** In a CTS 1000 call to a Cisco TelePresence System EX90, both sites receive only audio, but no video using Unified CM version 8.0.

**Conditions** The CTS 1000 sends and receives video, but Unified CM version 8.0 does not support Binary Floor Control Protocol (BFCP), the protocol for controlling the access to the media resources in a conference.

**Workaround** Upgrade Unified CM to a later release. Resolved in release.

---

**CSCtq36243**

**Symptom** Dialing to a Cisco TelePresence MCU 4205 to share a presentation, the remote CTS receives frozen video.

**Conditions** Presentation shows as PiP on the CTS 1000 and plays for 1-2 seconds, then the video freezes while audio continues. This may be an MCU issue.

**Workaround** There is no workaround.

---

**CSCtn40939**

**Symptom** CTS calls MXP 1000 with SCCP: Bad video is seen on the MXP after a hold/resume.

**Conditions** The CTS calls a Cisco TelePresence System 1000 MXP with SCCP and delayed or stuck video is seen on the Cisco TelePresence System 1000 MXP after a hold/resume.

**Workaround** There is no workaround.

---

**CSCtn50573**

**Symptom** Cisco TelePresence System 1000 MXP with SCCP: No audio on the Cisco TelePresence System 1000 MXP after an audio addin.

**Conditions** An issue with SCCP on the Cisco TelePresence System 1000 MXP causes a delay in resuming a call after audio addin; eventually audio/video between the CTS and Cisco TelePresence System 1000 MXP is established.

**Workaround** Increase the volume on the Cisco TelePresence System 1000 MXP to hear the audio.

---

**CSCto27675**

**Symptom** Dropped calls occur with CTMS 1.6 because there is an internal timeout on the CTS 500-32.

**Conditions** Calls drop and the remote CTMS 1.6.x is not notified, leading to a MUX failure and CCA core dump. CTMS Release 1.6 requires Unified CM version 7.3 specifically.

**Workaround** Upgrade to CTMS 1.7. Resolved in release.

---

**CSCtq33039**

**Symptom** Calls drop intermittently between a CTS 3000 and the C20.

**Conditions** The nonsecure remote side C20 ends the call with a Q850 cause code 41: temporary failure. This indicates that the network is not functioning correctly and that the condition is not likely to last a long period of time.

**Workaround** Try the call again.

---

## Resolved Caveats in CTS Release 1.7.4

### CSCts09177

**Symptom** CTS 500-32 camera unable to be detected.

**Conditions** This occurs intermittently on the CTS 500-32 endpoint. During bootup the system is detecting the wrong CTS model , which in turns forces the camera to be assigned to the wrong hostname.

**Workaround** Make sure that you are using CTS Release 1.7.4.1(283) . This version contains the fix for CSCts09177.

---

### CSCtn88313

**Symptom** Presentation on Cisco Telepresence Server frozen and call drops

**Conditions** During a regular Cisco Telepresence Server meeting with presentation.

**Workaround** There is no workaround.

---

### CSCtq33233

**Symptom** Secondary encoder reloads after presentation sharing.

**Conditions** Presentation sharing leads to secondary encoder reload and the call drops. The failure occurs because the user changed the resolution of his laptop to an unsupported resolution AFTER the presentation started.

**Workaround** Dial back into the meeting. Remember to change your laptop screen resolution before beginning the presentation.

---

### CSCtq30270

**Symptom** DSP encoder crashes leading to call drop.

**Conditions** The DSP encoder runs into an error condition leading to a DSP reload. This occurred with CTS Release 1.7.2.

**Workaround** Dial back into the meeting.

---



**CSCtq30298**

**Symptom** DSP does not recover from In-call reload feature.

**Conditions** DSP reloads and the In-call recovery feature fails

**Workaround** Dial back into the meeting.

---

## Caveats in CTS Release 1.7.2

The following unexpected behavior was seen in this release:

- [Unresolved Caveats in CTS Release 1.7.2, page 49](#)
- [Resolved Caveats in CTS Release 1.7.2, page 49](#)

### Unresolved Caveats in CTS Release 1.7.2

There are no known unresolved caveats in this release.

### Resolved Caveats in CTS Release 1.7.2

**CSCto98099**

**Symptom** TB root file system is missing “ /sbin/e2fsck ”

**Conditions** The “ /sbin/e2fsck ” part of the 2fsprog package is not being installed into the TB ramdisk file system.

**Workaround** Upgrade to CTS Release 1.7.2.1.

---

**CSCtn01222**

**Symptom** Unified CM 8.x and CTS 1.7.0.2, busy trigger set to 1 throws invalid message.

**Conditions** The calling endpoint shows error on the phone and the display when in a call.

**Workaround** Upgrade to CTS Release 1.7.2.

---

### CSCto35074

**Symptom** Calls drop due to system overload.

**Conditions** Calls drop with the following error messages:

```
ERROR Media service restarted on the Left codec  
ERROR Call ended due to module reset. Module restarted.  
ERROR Call ended due to module reset. Module restarted.
```

The CTS has overloaded on the CPU.

**Workaround** Upgrade to CTS Release 1.7.2.

---

### CSCtn94595

**Symptom** Chile announced a new daylight saving time (DST) rule on Mar. 3, 2011. The DST change will be delayed from 3/13/11 to 4/2/11. One button to push (OBTP) will show 1 hour off for meetings.

**Conditions** Supports new daylight saving time value in Chile time zone.

**Workaround** Upgrade to CTS Release 1.7.2.

---

### CSCtj96234

**Symptom** Inappropriate message is shown on the display with 404 error code from Unified CM.

**Conditions** User sees error messages on display with call drop: expect lower quality because of local or remote network congestion. User dialed wrong number and Unified CM cannot facilitate the call.

**Workaround** Upgrade to CTS Release 1.7.2.

---

### CSCtn68844

**Symptom** SNMP query fails on secondary codecs.

**Conditions** SNMP query intermittently returns error for secondary codecs.

**Workaround** Upgrade to CTS Release 1.7.2.

---

**CSCtn88021**

**Symptom** Bad receiver should drop itself with consecutive loss using RMP.

**Conditions** Endpoint at receiver side experiences heavy loss during a CTMS call, but does not drop itself as expected. Indicates heavy packet loss between one endpoint and the CTMS.

**Workaround** Upgrade to CTS Release 1.7.2.

---

**CSCtn06196**

**Symptom** CTS randomly raises false alarms for wrong phone load.

**Conditions** CTS raises alarms intermittently for phone load, receiving “ERROR Invalid phone load. This occurs on a CTS running software release 1.7.0 with phone load 8-5-3SR1.

**Workaround** Upgrade to CTS Release 1.7.2.

---

**CSCto15555**

**Symptom** HDMI port aux\_rx is flooded with frequent interrupts.

**Conditions** Doc camera is plugged into the aux\_rx port.

**Workaround** Upgrade to CTS Release 1.7.2.

---

**CSCtl53636**

**Symptom** No SNMP trap is sent if packet loss exceeds threshold.

SNMP trap is enabled and packet loss exceeds threshold.

**Workaround** Upgrade to CTS Release 1.7.2.

---

**CSCtn24147**

**Symptom** SSCD not reporting peripheral status and SNMP polling fails.

**Conditions** SNMP polling fails and administration GUI status shows red cross for peripherals.

**Workaround** Upgrade to CTS Release 1.7.2.

---

**CSCto15533**

**Symptom** Projector Status in error and default pushes fail after upgrading to CTS software release 1.7.1.

**Conditions** This occurs in the following circumstances:

- CTS 3000 or CTS 3200 with a projector.
- Aux Display (Cisco LCD 100 PRO 40N) connected as a side display.

**Workaround** Upgrade to CTS Release 1.7.2.

---

**CSCtn94162**

**Symptom** CTS 1300 ACU turns off lights.

**Conditions** Lights turn off and you hear a click after a call instead of the lights being dimmed on and then off. CTS software release 1.7.1 and the ACU gets signal to turn on/off all ports before and after a call.

**Workaround** Upgrade to CTS Release 1.7.2.

---

**CSCto00137**

**Symptom** CTS SNMP fails to increase engineBoots on service restart. Some SNMP clients will reject the response with old engine time value.

**Conditions** SNMP v3 is enabled and service is being restarted. SNMP client that the user use rejects the SNMP response sent by CTS with old engine time value.

**Workaround** Upgrade to CTS Release 1.7.2.

---

**CSCtI97667**

**Symptom** Setting CISCO-TELEPRESENCE-MIB::ctpSystemReset.0 to forceReset or resetPending cannot reset the CTS.

**Conditions** Setting CISCO-TELEPRESENCE-MIB::ctpSystemReset.0 to resetPending (3) or forceReset (4) cannot reset CTS.

**Workaround** Upgrade to CTS Release 1.7.2.

---

**CSCtI43700**

**Symptom** Change title save to Show and Share.

**Conditions** After video has been sent to Show and Share, the title cannot be changed. If the title changes, the video saves to Show and Share again even without selecting to save to Show and Share.

**Workaround** Upgrade to CTS Release 1.7.2.

---

**CSCtn85083**

**Symptom** CTS 1300 camera settings do not hold after a reboot.

**Conditions** This occurs after you modify camera settings via hardware setup, then reboot the codec.

**Workaround** Upgrade to CTS Release 1.7.2.

---

## Caveats in CTS Release 1.7.1.1

The following unexpected behavior was seen in this release:

- [Unresolved Caveats in CTS Release 1.7.1.1, page 54](#)
- [Resolved Caveats in CTS Release 1.7.1.1, page 55](#)

## Unresolved Caveats in CTS Release 1.7.1.1

### CSCtq36272

**Symptom** The CTS 500-32 default account password and PIN admin/cisco is not generated after a password reset.

**Conditions** When the Unified CM configuration in /nv contains an account name and password that is different from the default, account creation fails.

**Workaround** Put the CTS 500-32 system back in the network with the original Unified CM and change the configuration back to admin/cisco.

---

### CSCtn37479

**Symptom** The CTS 500-32 Web user interface does not reflect Date/Time Group and Device Pool changes.

**Conditions** System Settings still shows the original time zone after applying the new one in Unified CM.

**Workaround** There is no workaround.

---

### CSCtq35809

**Symptom** 1/5 fps Presentation stream signaled as main profile, should be baseline.

**Conditions** In some instances, the CTS does not behave in a manner consistent with the TIP protocol. In TIP calls with 1.7.1.1, the presentation stream is sent as Main profile, it should be sent as Baseline.

**Workaround** Upgrade to the next release when available.

---

### CSCtq22776

**Symptom** Web UI microphone troubleshooting failed.

**Conditions** Microphone testing results in the following error message:

“Unable to complete test successfully. Please contact your Cisco technical support representative.”

**Workaround** There is no workaround.

---

## Resolved Caveats in CTS Release 1.7.1.1

### CSCto72680

**Symptom** The codec encoder produces a low quality stream when the bitrate is downgraded to 1M.

**Conditions** CTS 500-32 video quality is degraded because the bitrate has been downgraded to 1M because of a network issue.

**Workaround** Perform a **Hold/Resume** to renegotiate the bitrate.

---

### CSCtn51271

**Symptom** A green bar appears on the CTS 500-32 main display.

**Conditions** The green bar displays very briefly when the call is initiated or after a call hold / resume.

**Workaround** There is no workaround.

---

### CSCtq05435

**Symptom** Camera troubleshooting fails.

**Conditions** In a dark room, the following error message is received when attempting to perform a camera auto adjust:

“Gain (7) must be greater than or equal to 1 and less than or equal to 3.”

**Workaround** Add more light to the room and try auto adjusting again.

---

## Caveats in CTS Release 1.7.1

The following unexpected behavior was seen in this release:

- [Unresolved Caveats in CTS Release 1.7.1, page 56](#)
- [Resolved Caveats in CTS Release 1.7.1, page 57](#)

## Unresolved Caveats in CTS Release 1.7.1

### CSCtj89676

**Symptom** Presentation output shows black text not as true black but as a mix of red/blue/yellow.

**Conditions** On large screen systems, some parts of the presentation output text appear not as true black but as a mix of red/blue/yellow and black. The effect is subtle and text is completely legible; the system functions normally. This is expected behavior caused by video compression and can affect both local and remote presentations

**Workaround** There is no workaround.

---

### CSCtj96234

**Symptom** Inappropriate message is shown on the main display with 404 error code from Cisco Unified CM.

**Conditions** User sees the following error messages on the display and the call drops: “expect lower quality due to local or remote network congestion.”

**Possible Cause** User dialed wrong number and Cisco Unified CM cannot facilitate the call.

**Workaround** Check the number and re-dial.

---

### CSCtl18719

**Symptom** Call drops with mismatch DTLS keys.

**Conditions** Call drops and sysop shows 100% packet loss. This occurs during secure calls between CTS software release 1.6 and 1.7 endpoints and DTLS key exchange fails.

**Workaround** There is no workaround.

---



**CSCt153636**

**Symptom** No SNMP trap is sent if packet loss exceeds threshold.

**Conditions** Packet loss exceeds threshold and SNMP is enabled. Jitter/latency trap works fine.

**Workaround** Upgrade to CTS Release 1.7.1.

---

**Resolved Caveats in CTS Release 1.7.1****CSCtj75961**

**Symptom** Presentation error: projector status.

**Conditions** A system status error is observed on the Web GUI Status Detail page: the projector status is reported as being in error.

**Workaround** There is no workaround.

---

**CSCt154061**

**Symptom** Syslog Traps contain 2 numbers less in the code.

**Conditions** When a call is terminated for network congestion, the syslog trap message only received a 4-digit code; it is missing the prefix device code.

**Workaround** Upgrade to CTS Release 1.7.1.

---

**CSCtk61376**

**Symptom** MultiPoint call on the CTS endpoint does not hear secure audio add-in participant.

**Conditions** During the security call with three endpoints and one audio addin. One out of three endpoints does not hear the audio addin.

**Workaround** Upgrade to current release.

### CSCtj75525

**Symptom** Source port is always 0.

**Conditions** In CTS 1.7, source port for audio/video/audio addin is always 0 in `sysop` or `show call statistics all`.

**Workaround** There is no workaround.

---

### CSCtj18839

**Symptom** Early start time set to 0 does not behave correctly.

**Conditions** If early start time is set to 0 in conference policy, the early start meeting does not behave as expected. A point-to-point meeting behaves as if it is set at 5 minutes. A multipoint meeting early OBTP places the call then drops it immediately.

**Workaround** There is no workaround.

---

### CSCtj42241

**Symptom** CTS sometimes does not pick up certain time zones set in Cisco Unified CM.

**Conditions** If some time zones are selected in Cisco Unified CM, the CTS falls back to the default GMT time zone. For example:

GMT+1:00 Europe/Zagreb

GMT+5:30 Asia/Kolkata (legacy time zone)

GMT+1:00 Europe/Belgrade

GMT+1:00 Africa/Lagos

**Workaround** There is no workaround.

---

**CSCtj47449**

**Symptom** Audio board SW mitigation for green LED switching circuit timing.

**Conditions** Center LED microphone does not turn green during a call (remains dim), while the red LED turns on when the mute button is pressed. Audio works fine.

**Workaround** There is no workaround.

---

**CSCtj78042**

**Symptom** Display shows error in web GUI.

**Conditions** Display shows in error in the administration interface starting roughly at the configured display on time in Cisco Unified CM. This occurs in the mornings when display is configured to turn on. This is a cosmetic issue.

**Workaround** There is no workaround.

---

## Caveats in CTS Release 1.7.0.2

The following unexpected behavior was seen in this release:

- [Unresolved Caveats in CTS Release 1.7.0.2, page 59](#)
- [Resolved Caveats in CTS Release 1.7.0.2, page 59](#)

### Unresolved Caveats in CTS Release 1.7.0.2

There are no known unresolved caveats in this release.

### Resolved Caveats in CTS Release 1.7.0.2

**CSCtk61376**

**Symptom** MultiPoint call on the CTS endpoint does not hear secure audio add-in participant.

**Conditions** During the security call with three endpoints and one audio addin. One out of three endpoints does not hear the audio addin.

**Workaround** Upgrade to current release.

---

## Caveats in CTS Release 1.7.0.1

The following unexpected behavior was seen in this release:

- [Unresolved Caveats in CTS Release 1.7.0.1, page 60](#)
- [Resolved Caveats in CTS Release 1.7.0.1, page 60](#)

### Unresolved Caveats in CTS Release 1.7.0.1

#### CSCtk14319

**Symptom** Web UI Set Projector Defaults Warning message.

**Conditions** While Troubleshooting in the administration interface, clicking on the “Set Projector Defaults” initiates the project reset sequence. After about 45 seconds, a warning message appears: Could not set Presentation device defaults. Presentation device could not execute command.

This is also observed while the projector door is closed with the power LED in blinking or solid state red.

**Workaround** Wait for two to three minutes then click “Set Projector Defaults” again.

---

#### CSCtj87097

**Symptom** 2 minute/10 minute warning issue in CTS 1.7.0 when endpoints are put on local hold.

**Conditions** The 2-minute and 10-minute alerts are not shown as expected on CTS 1.7.0 when the CTS is in the local hold state for a CTMS-hosted meeting. These minute warnings are seen successfully on a CTS 1.6.4 endpoint even if it is in the local hold state.

**Workaround** There is no workaround.

---

### Resolved Caveats in CTS Release 1.7.0.1

#### CSCtk36550

**Symptom** Presentation LCD shows in alarm in non CTS 3xxx systems.

**Conditions** During an upgrade from CTS 1.6.4 to 1.7.0. On CTS 1300's with a Cisco LCD Pro presentation display, the presentation LCD shows error but is working normally. The error in the Web GUI shows the following:

Video Cable Connection unplugged Power Status Unknown Unified CM Configuration Projector or display specified as available, but no projector or display found Status error Lamp Age (hours) Projector

information not available Ambient Temperature Sensor1:Projector information not available Lamp Temperature Sensor2:Projector information not available LCD Temperature Sensor3:Projector information not available

**Workaround** Duplicate issue: See resolved status in [CSCtj95519](#).

---

#### CSCtj95519

**Symptom** Projector defaults push fails.

**Conditions** Unable to push projector defaults from the Web administration interface or from the command-line interface (CLI) after the projector power is restored after a power loss.

**Workaround** There is no workaround.

---

#### CSCtk00564

**Symptom** Projector overnight default setting only partial parameters were set to default.

**Conditions** This problem occurs randomly in the CLI, Web administration interface, during reboot, and at midnight only when there has been a power outage. After a power outage, the projector comes back on in standby state. The CTS will wait for the projector to stop flashing (approximately 1 minute).

**Workaround** ,Turn the projector on again and re-set the defaults.

---

## Caveats in CTS Release 1.7.0

The following unexpected behavior was seen in this release:

- [Unresolved Caveats in CTS Release 1.7.0, page 62](#)
- [Resolved Caveats in CTS Release 1.7.0, page 65](#)

## Unresolved Caveats in CTS Release 1.7.0

### CSCtj92192

**Symptom** CTS Manager 1.7 compatibility with CTMS 1.6.x.

**Conditions** There is an interface compatibility problem between CTS Manger 1.7 and 1.6.x causing One-Button-to-Push (OBTP) calendar push to fail.

**Workaround** Upgrade to CTS-Manager Software Release 1.7.x.

---

### CSCtk61376

**Symptom** A secure audio-only participant joins a secure multipoint meeting. All participants can hear the audio-only participant except the last CTS endpoint that joined the meeting.

**Conditions** The CTS endpoints and the CTMS are running 1.7 software.

**Workaround** To restore the audio for the audio-only participant to all meeting participants, do one of the following:

—Initiate presentation sharing.

Or

—On the CTS endpoint that added the audio-only participant, place the meeting on hold, then resume it.

---

### CSCti15346

**Symptom** MIDlet version does not verify on the phone after upgrade.

**Conditions** On some phones the MIDlet version does not verify properly. A reboot works on most phones to fix the problem but not on all phones.

**Workaround** If a reboot does not work, do the following from the phone:

1. Push the **Settings** button.
2. Select #7 (**Applications**).
3. Select the MIDlet.
4. Touch the **Delete Data** softkey.

The new MIDlet verifies properly.

**Note**

---

You may have to try this several times.

---

**CSCtj26631**

**Symptom** The CTS does not display the presentation.

**Conditions** Occurs when Record Presentation is disabled. When recording setting on the phone (Record Presentation) is deselected or unchecked on a connected call, the CTS will not be able to view the presentation, which begins during a call.

**Workaround** Select/check the Record Presentation setting, then place the call.

---

**CSCtj02672**

**Symptom** CTRS recorded presentation does not play back. A presentation recorded by a CTRS on a 1.7.0 CTS endpoint could not be played on a 1.6.2 CTS endpoint.

**Conditions** This issue occurred when recording with a CTRS running 1.6.2 software. Currently, a compatibility issue exists between a 1.6.2 CTRS and a 1.7.0 CTS endpoint.

**Workaround** If recording a presentation on a 1.7.0 CTS endpoint, use a CTRS running software versions 1.7.0 or 1.6.3.

---

**CSCti88537**

**Symptom** DSP reload sometimes takes a longer time than expected when the DSP has failed.

**Conditions** Under rare circumstances the DSP may become unavailable for 1-2 minutes while reloading.

**Workaround** Wait for the automatic reload of DSP to complete. The CTS will continue to function after the reload has completed.

---

**CSCti33388**

**Symptom** Hold and Resume can put a voice call into an unusable state.

**Conditions** Can sometimes occur on nonsecure endpoints. When placing an audio-only call from a CTS endpoint, if the user mutes the call then places the call on hold, upon resume the system will continue to remain in the mute state (microphone light will be in a blinking red state, or the **Unmute** softkey will be present, if applicable). The user will not be able to unmute for the remainder of the call.

**Workaround** End the call and then redial.

---

**CSCtg95101**

**Symptom** Video appears in the presentation display.

**Conditions** Can occur on the CTS 1300 when sharing a presentation and controlling the PiP position from the phone user interface. When the **PiPCtrl** softkey switches the PiP to the left, center, and right in fast succession, video is displayed in the presentation monitor.

**Workaround** There is no workaround.

---

**CSCth95906**

**Symptom** Data presentation switched from the LCD to the primary display screen.

**Conditions** Transient issue: Presentation may switch to PiP for several seconds during a call.

**Workaround** There is no workaround. Wait for the issue to clear itself after few seconds.

---

**CSCti20990**

**Symptom** Call does not drop when packet loss exceeds 10% in P2P calls with TIP and 1.6.x endpoints.

**Conditions** In a call with TelePresence Interoperability Protocol (TIP) endpoints where there is packet loss on the network, CTS video shows noticeable packet loss. Sysop and call statistics on CTS shows the following message, "Packet loss detected: 11.2% loss - exceeded 10% threshold.". The call does not drop as expected for all loss above 10%.

**Workaround** Upgrade to CTS 1.7.0.

---



**CSCti06281**

**Symptom** One microphone is grayed out while troubleshooting microphones on the CTS 1100.

**Conditions** During troubleshooting in the **Troubleshooting > Microphones** window, one of the two microphones displayed is grayed out, which is not expected behavior.

**Workaround** Does not affect functionality, there is no workaround.

---

**CSCti37278**

**Symptom** Participant list not available in large meetings with audio add-in.

**Conditions** This has sometimes been observed in both ad hoc meetings (in which CTS with audio add-in is joining the CTMS conference call) and static meetings (in which CTS with audio add-in conferences in the CTMS). Endpoint participant lists show multiple instances of “Please wait. The participant list will be available momentarily.”

**Workaround** There is no workaround.

---

**CSCti44013**

**Symptom** Camera IP address on the Firefox web browser are incorrect.

**Conditions** On the CTS 1300, left and right camera information from an SNMP query is incorrect.

**Workaround** There is no workaround.

---

## Resolved Caveats in CTS Release 1.7.0

**CSCtk11977**

**Symptom** Meeting participants see frozen or blank presentation screen.

**Conditions** While in a meeting that includes three or more CTS endpoints, one of the endpoints displays a blank presentation screen, and another displays a frozen presentation screen.

**Workaround** The presenter can disconnect then reconnect the presentation cable to their laptop.

---

## Caveats in Prior CTS Releases

See the [Cisco TelePresence Administration Software Release Notes](#) home page on Cisco.com for information about prior CTS releases:

[http://www.cisco.com/en/US/products/ps8332/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps8332/prod_release_notes_list.html)

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Related Topic	Document Title
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Cisco command-line interface (CLI) information for configuring the Cisco TelePresence System.	<ul style="list-style-type: none"> <li><a href="#">Cisco TelePresence System Command-Line Interface Reference Guide</a>.</li> </ul>
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Cisco TelePresence System (CTS) hardware and software documentation, including information about CTS devices and peripherals such as the digital media player.	<ul style="list-style-type: none"> <li><a href="#">Cisco.com Products &gt; TelePresence &gt; Cisco TelePresence System &gt; TelePresence System</a></li> </ul>
Cisco TelePresence Administration Software documentation and software download page.	<ul style="list-style-type: none"> <li><a href="#">Cisco TelePresence Administration Software</a></li> </ul>
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Cisco TelePresence Manager documentation home page.	<ul style="list-style-type: none"> <li><a href="#">Cisco TelePresence Manager</a></li> </ul>
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Cisco TelePresence Recording Server information.	<ul style="list-style-type: none"> <li>• <a href="#">Cisco TelePresence Recording Server</a></li> </ul>
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Session Initiation Protocol (SIP) page.	<ul style="list-style-type: none"> <li>• <a href="#">Session Initiation Protocol (SIP)</a></li> </ul>
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