



Release Notes for Cisco TelePresence System Software Release 1.9

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Contents

These release notes describe new features and open and closed hardware and software caveats for the Cisco TelePresence System (CTS) software 1.9 releases, including the most current, CTS Release 1.9.7.



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.

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Important Notes for CTS 1.9.x Releases

- **Cisco TelePresence MIDlet File Naming Convention**

- TSPM-1.9.1-P1-1S
- TSPM-1.9.1-P2-1S

- **COP and Loads Files for the Cisco TelePresence System**

Downloading a Cisco Options Package (COP) file is the default firmware file distribution method in CTS Release 1.8.0 and later releases. See the [Understanding COP and Loads Files for the Cisco TelePresence System](#) guide for more information.

- **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

- 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

- **Headset Support**

Headsets are supported on the CTS 500 Series only.

- **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.

- **Setting the Device Type**

Whenever possible register your device to the Unified CM to configure the correct device type before calibrating the camera. To perform camera calibration on a CTS 3010/3020 if your system is not registered to the Unified CM, use the `set ctstype <3000 3010 ...>` command.

- **TIP Endpoint Audio-Only Attendee not Displayed on IP Phone**

When a CTS 3210, CTS 3200, CTS 3010, CTS 3000, CTS 1300-65, CTS 1100, CTS 1000, or CTS 500-37 is in a video call with a TIP endpoint, and an additional TIP endpoint is added to the call as a WebEx audio-only call, the audio-only TIP endpoint is not displayed in the list of users on the CTS IP Phone. See CDETS CSCtx77772.

- **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:

- Disable and re-enable sending presentation video. On IBM laptops, press **Fn+F7** to disable the presentation first and then press **Fn+F7** to enable the presentation again. This function is not necessary on Mac systems.
- Set the refresh rate in the monitor settings to something other than 60hz, then set it back to 60hz.
- Make sure that you have set your laptop resolution to 1024 x 768.

- **Web Browser Support**

The Cisco TelePresence System Administration interface is supported on Internet Explorer (IE) versions 6, 7, 8 and 9, as well as Firefox version 3.6, 5 and 9.

- **BFCP Backward Compatibility**

BFCP is a protocol for controlling access to the presentation resources in a conference. BFCP is not supported in CTS software releases prior to CTS Release 1.8. BFCP is enabled by default on all CTS endpoints beginning with CTS Release 1.8. Endpoints using CTS software prior to CTS Release 1.8 must either disable BFCP on all new SIP profiles in the Unified CM Administration interface or upgrade all CTS endpoints to CTS Release 1.8 or a later release.

- **Command-line Interface (CLI) Restrictions**

Avoid using the following commands to collect call status logs 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.

- **Endpoints That Cannot Share or Receive Presentations**

Some telepresence endpoints do not support the ability to share or receive presentations. If you encounter an endpoint that does not support presentations, the CTS displays the following notification on the main screen:

“Remote participant cannot receive presentation”

- **MXP Support on the Cisco TelePresence System**

For information about MXP support for Cisco TelePresence, refer to the document [Cisco TelePresence System Software Version Compatibility—1.9.x Releases](#).

• **SDP and SRTP with CTS Release 1.9.0**

Customers who are deploying their B2B infrastructure with secure trunks to ASR/SBC secured by using TLS/Encryption, may experience call drops unless specific scripts are installed and configured on the ASR/SBC devices. Once the scripts and configuration are in place, certain SDP attributes are manipulated to enable SBC to unblock the SIP messages to and from Unified CM.

The following is an overview of the configuration steps:

1. Upload attached srtp.lua script to your ASR1k.
2. Define two SDP editors, for example to_rtp_avp and to_rtp_savp.
3. Configure a script set, as shown in the following example:

```
script-set 2 lua
  script srtp
    filename bootflash:srtp.lua
    load-order 100
    type full
  complete
active-script-set 2
```

4. Use the SDP editor on both the inbound and outbound adjacencies:
 - Ask SBC to modify the SDP calling to_rtp_avp before-receive
 - And calling to_rtp_savp after-send

```
editor-type editor
editor-list before-receive
  editor 1 to_rtp_avp
editor-list after-send
  editor 1 to_rtp_savp
```

5. Create three editor headers:
 - a. tp-to-x-supported
 - b. tp-to-supported
 - c. tp-add-x-srtp-fb

The first two are used in the inbound side, which will detect if any X-cisco-srtp-fallback tag gets into the supported header and then adds an srtp-fb header that includes the X-cisco-srtp-fallback tag (if present). The third one changes the internal srtp-fb header to the supported header prior to sending on the wire. The following is an example configuration:

```
adjacency sip peer2
  header-editor inbound tp-to-supported
  editor-list before-receive
    editor 1 to_rtp_avp
    editor 2 tp-to-x-supported
adjacency sip peer1
  header-editor outbound tp-add-x-srtp-fb
```

See the following documents for support:

- [Cisco ASR 1000 Series Aggregation Services Routers home page](#)
- [Business-to-Business Telepresence Configuration Profile Example](#)

Supported CTS Auxiliary Devices

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

- [Displays, page 5](#)
- [Document Cameras, page 5](#)
- [Projectors, page 6](#)
- [Video Signal Splitters, page 6](#)

Displays

Cisco TelePresence systems are designed to work with any Full HD monitor that connects to the system using a standard HDMI or DVI interface. Note that the connector on the TelePresence side is an HDMI connector, so either an HDMI-to-HDMI cable or an HDMI-to-DVI cable is required.

Cisco highly recommends the use of commercial or professional-grade displays with your Immersive TelePresence system. Off-the-shelf consumer displays or TV monitors are not recommended, as they typically have shorter life spans and require a remote control to operate.

When qualifying a display for use with your TelePresence system, consider the following:

- The display should offer native support for 1080p60 over an HDMI or DVI interface.
- The display should become active when a video signal is presented, and should go to sleep when no video signal is presented.
- The display should not require any user interaction (such as a remote control or button press) to become active from standby, sleep or deep sleep modes.
- The ability to switch off On-Screen Display (OSD) messages is highly desirable. No error messages, status messages or splash screens should be visible on the screen when a presentation image is shared or unshared.
- If the display supports multiple inputs, the ability to lock the display to a given input is highly desirable. Otherwise, the time required to show presentation content can be unpredictable. If automatic scanning of ports is supported, the feature should be disabled.

Document Cameras

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

- VZ-C12 (Ceiling mounted)
- VZ-C32 (Ceiling mounted)
- VZ-C32³ (Third Generation product line)
- VZ-9plus (Desktop unit)
- VZ-12³ (All)

Projectors

The following projectors are supported:

- Sanyo PLV-Z60—CTS 3000 and CTS 3200 systems.
- Sanyo PLV-Z700—CTS 3000 and CTS 3200 systems.

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](#)

Software Agreements and Licensing

For complete software licensing information, access the [Cisco TelePresence Administration Software Licensing Information](#) page on Cisco.com at the following link:

http://www.cisco.com/en/US/products/ps8332/products_licensing_information_listing.html

Exceptions with Other Cisco Devices

- **Participant List Retrieval**

When in multipoint meeting through the Cisco TelePresence Server, TX9x00, TX1310-65, and TX1300-47 cannot retrieve the meeting participant list. (CSCtr01052)

- **H.323 Calls Without Audio**

H.323 calls between TX9x00 and EX60, C20, and SX20 have no audio. The TX9x00 is registered to Cisco Unified CM 8.6(2a)SU2, the EX60, C20, and SX20 are registered to VCS 7.0.2. (CSCtx16122)

- **Presentation from a Jabber Endpoint to a CTS Endpoint**

After a Jabber endpoint calls a CTS endpoint, the Jabber endpoint shares a presentation. The presentation is not displayed on the CTS. (CSCtz67890)

- **Presentation from TX9x00 to EX60**

Occasionally, an EX60 does not display a presentation that is shared from a TX9x00. (CSCtz95144)

- **Video after a Hold/Resume**

A VGA cable is connected to share a presentation in the meeting. The CTS 500-32, TX1300-47, TX1310-65, or TX9x00 then calls a C60 endpoint that is registered to a VCS running release 7.1. The C60 displays the presentation. The C60 performs a hold. When C60 resumes, the C60 has audio, but no video. (CSCua23599)

- **Presentation after Hold and Resume**

When a TX9x00 system receives a call from a Codian v4.3 MCU, the presentation will not display if the call is put on hold and resumed. The presentation is displayed again if the TX9x00 system hangs up and restarts the call. (CSCtx55336)

- **Cisco TelePresence Manager Suite Support**

The following issues have been observed CTS endpoints and Cisco TMS:

- When a CTS endpoint calls into a meeting scheduled by Cisco TelePresence Manager Suite, the CTS endpoint security setting on the CTS endpoint will determine whether the CTS connects to the call securely, regardless of the setting scheduled on the TMS. (CSCtx41022)
- When a CTS endpoint calls into a meeting scheduled by Cisco TelePresence Manager Suite, the CTS endpoint bandwidth setting on the CTS endpoint will determine the bandwidth at which the CTS connects to the call, regardless of the bandwidth setting on the TMS. (CSCtx41012)
- The TX9x00 endpoints are not available as an option in Cisco TelePresence Manager Suite. (CSCtx40994)
- When adding CTS endpoints to TMS from CUCM, if CUCM has more than 100 unregistered devices, the TMS will be unable to add all of the CTS endpoints. (CSCtx40937)

- **“No Incoming Video” Message**

When a TX9x00, TX1310 65, TX1300 47, or CTS 500-32 is in a call with a Cisco TelePresence System Codec C90 system, and the CTS places the call on hold, the C90 system will briefly display a “No Incoming Video” message when the call is resumed. This message lasts for a second before video is resumed on the C90 system. (CSCtw67475)

- **Intermittent Loss of Audio During H.323 Call From CTS - TC or TE Endpoint Through VCS**

A CTS 1.9.1 endpoint places a call to a TC 5.x or TE 4.x endpoint registered to VCS X7.1 or X7.0. During the H.323 call, there is an intermittent loss of audio. (CSCtx16122)

Exceptions with Third-Party Endpoints

- **Non-Secure H.323 Calls from Polycom HDX 4000 to CTS Endpoints**

When a Polycom HDX 4000 calls a CTS 500-32, TX1300-47, TX1310-65, or TX9x00, the call connects but then is dropped. The Polycom endpoint displays this message: “Call ended due to remote endpoint resource not available.” (CSCtx74718)

- **Frozen Screen on Polycom HDX 7000 and Black Screen on Cisco TelePresence TX9x00**

A Polycom HDX 7000 running release 3.0.4-20259 places a secure call to a TX9x00 running CTS 1.9.1, or vice versa. After one of the endpoints places the call on hold then resumes the call, the video on the Polycom endpoint freezes while the CTS 1.9.1 endpoint displays low-quality video that is eventually replaced by a black screen. (CSCtx90376)

- **Presentation from TX9x00 Endpoints to Polycom HDX 4000 Endpoints**

When a TX9x00 running release CTS 1.9.0 shares a presentation with a Polycom HDX 4000, the Polycom endpoint does not display the presentation. This issue was observed between CTS 1.9.0 and Polycom HDX series version 3.0.3.1-19040. The issue was not observed between CTS 1.9.1 and Polycom HDX Series version 3.0.4-20259. (CSCtx96483)

- **Presentation from Polycom Endpoints to a CTS Endpoints**

A CTS makes a call to a Polycom endpoint. The Polycom endpoint shares a presentation. The Polycom endpoint displays the message: “Far end is not capable of receiving the content.” If the presentation is displayed, there is a blockiness to the presentation video that recovers after 10 to 15 seconds. This issue was observed between CTS 1.9.0 and Polycom HDX series version 3.0.3.1-19040. The issue was not observed between CTS 1.9.1 and Polycom HDX Series version 3.0.4-20259. (CSCty52408 and CSCtz36308)

- **Frozen Screen on Polycom HDX 4000**

After the Polycom endpoint makes a secure call to a TX9x00, the TX9x00 performs a hold. When the call is resumed, the Polycom endpoint screen is frozen. This issue was observed between CTS 1.9.0 and Polycom HDX series version 3.0.3.1-19040. The issue was not observed between CTS 1.9.1 and Polycom HDX Series version 3.0.4-20259. (CSCty68518)

- **LifeSize Endpoints Calling CTS Through VCS**

When a LifeSize endpoint calls a TX9x00 through VCS, the call cannot connect. The TX9x00 displays a message indicating that call reached the maximum number of participants. (CSCty85689)

- **500 Internal Server Error from Cisco Unified CM 8.6(2a)SU2**

A CTS endpoint is in a call with a LifeSize endpoint. The CTS endpoint is registered to Cisco Unified CM, and the LifeSize endpoint is registered to VCS. After the CTS goes on hold and then resumes the call, the Unified CM sends a 500 Internal server error message. The call is dropped. (CSCtz05200)

- **Black Screen Displays After Holding/Resuming During CTS and LifeSize Call**

A CTS 1.9.1 endpoint calls a LifeSize Express 220 or Passport Room 220 running version LS_EX2_4.10. After the CTS 1.9.1 endpoint places the call on hold then resumes the call, the main video on both CTS and LifeSize endpoints displays a black screen. (CSCtz27129)

- **Secure Calls Between CTS and LifeSize Endpoints**

Secure calls between CTS and LifeSize endpoints cannot be established. (CSCtz27432)

- **Adding Audio-Only Call to CTS-LifeSize Call Causes Main Call to Drop**

A CTS 1.9.1 endpoint calls a LifeSize Express 220 or Passport Room 220 running version LS_EX2_4.10. After the main call is established, an audio-only call is added, which causes the main call to drop. (CSCtz27333)

- **Presentation from a Polycom HDX 4000 Endpoint to TX9x00**

A TX9x00 is in a call with a Polycom HDX 4000 endpoint. The Polycom endpoint shares a presentation. The presentation is shown on the TX9x00 for only 3–4 seconds. (CSCua40108)

Cisco TelePresence Software Compatibility and Device Interoperability

For complete Cisco TelePresence software compatibility and device interoperability information, go to this page:

http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html

What's New

The following sections contain new features in the Cisco TelePresence System 1.9 releases:

- [New in CTS Release 1.9.11, page 9](#)
- [New in CTS Release 1.9.10, page 10](#)
- [New in CTS Release 1.9.9, page 11](#)
- [New in CTS Release 1.9.8, page 11](#)
- [New in CTS Release 1.9.7, page 11](#)
- [New in CTS Release 1.9.6.1, page 11](#)
- [New in CTS Release 1.9.6, page 11](#)
- [New in CTS Release 1.9.5, page 11](#)
- [New in CTS Release 1.9.4, page 12](#)
- [New in CTS Release 1.9.3, page 12](#)
- [New in CTS Release 1.9.2, page 12](#)
- [New in CTS Release 1.9.1, page 12](#)
- [New in CTS Release 1.9.0.1, page 13](#)
- [New in CTS Release 1.9, page 13](#)

New in CTS Release 1.9.11

CTS software release 1.9.11 provides compatibility with other TelePresence administration software releases that have been updated to address two separate OpenSSL and NTP vulnerabilities. You must upgrade to CTS 1.9.11 to be compatible with the following updated releases:

- IX 8.1.2
For more information, see the [Release Notes for Cisco TelePresence System Software Release IX 8](#).
- TX 6.1.12
For more information, see the [Release Notes for Cisco TelePresence System Software Release TX 6.x](#).
- CTS 1.10.15
For more information, see the [Release Notes for Cisco TelePresence System Software Release 1.10](#).



Note

These vulnerabilities are not fixed in CTS 1.9.11. However, the CTS 1.9 system must be upgraded to release 1.9.11 for compatibility with the updated TX 6.1.12 and CTS 1.10.15 releases.

Cisco has performed regression testing to test the OpenSSL vulnerability for TelePresence calls to and from endpoints running the different software versions. [Table 1](#) shows the software versions in which the calls between selected endpoints were verified as secure with the updated releases.

Table 1 *TelePresence Software Support for Secure Calls with OpenSSL Fixes*

TelePresence Software Release	IX 8.1.2	TX 6.1.2	CTS 1.10.15	CTS 1.9.11
Releases updated for OpenSSL fixes:				
IX 8.1.2	Secure	Secure	Secure	Always Non-secure
TX 6.1.12	Secure	Secure	Secure	Secure
CTS 1.10.15	Secure	Secure	Secure	Secure
CTS 1.9.11	Always Non-Secure	Secure	Secure	Secure
Releases without OpenSSL fixes:				
IX 8.1.1 and earlier	Possibly Non-Secure	Possibly Non-Secure	Possibly Non-Secure	Non-secure
TX 6.1.11.1 and earlier	Possibly Non-secure	Possibly Non-secure	Possibly Non-secure	Secure ¹
CTS 1.10.14.1 and earlier	Possibly Non-secure	Possibly Non-secure	Possibly Non-secure	Secure ¹
CTS 1.9.10 and earlier	Always Non-secure	Possibly Non-secure	Possibly Non-secure	Secure ¹

1. May be vulnerable to the LogJam issue for TLS.



Note

Beginning with CTS 1.9.11, secure calls using Cisco TelePresence Multipoint Switch (CTMS) are not supported.

New in CTS Release 1.9.10

CTS software release 1.9.10 resolves the following issues:

- A directory issue when upgrading from Cisco Unified Communications Manager (Unified CM) 9.1.x to 10.5.x. For more information, see [CSCut53487](#)
- This release addresses the Ghost vulnerability in the GNU C library. For more information, see [CSCus69749](#) and [CSCus85759](#).

For a full list of caveats, see the [“Caveats in the Cisco TelePresence System with CTS Release 1.9.10” section on page 15](#).

New in CTS Release 1.9.9

CTS software release 1.9.9 resolves a split screen issue that is seen on the Cisco TelePresence System 500-32 (CSCts99747). For more information, see the [“Caveats in the Cisco TelePresence System with CTS Release 1.9.9”](#) section on page 17.

New in CTS Release 1.9.8

CTS software release 1.9.8 resolves system issues and enhances the user experience. In addition, this release fixes the GNU Bash Environment Variable Command Injection Vulnerability (Shellshock). This vulnerability is being tracked by the Cisco Defects & Enhancements Tracking System (CDETS) number CSCur05163. For more information, see the [“Caveats in the Cisco TelePresence System with CTS Release 1.9.8”](#) section on page 17.

New in CTS Release 1.9.7

CTS software release 1.9.7 resolves a split screen issue that is seen with a Cisco TelePresence System 500-32; there are no new features. See the [“Caveats in the Cisco TelePresence System with CTS Release 1.9.7”](#) section on page 18.

New in CTS Release 1.9.6.1

CTS software release 1.9.6.1 resolves system issues and enhances the user experience; there are no new features. See the [“Caveats in the Cisco TelePresence System with CTS Release 1.9.6.1”](#) section on page 19.

New in CTS Release 1.9.6

CTS software release 1.9.6 resolves system issues and enhances the user experience; there are no new features. See the [“Caveats in the Cisco TelePresence System with CTS Release 1.9.6”](#) section on page 19.

New in CTS Release 1.9.5

CTS software release 1.9.5 resolves a camera brightness issue found in systems that downgrade from TX 6.0 software to CTS 1.9 or earlier. If your system uses CTS software release 1.9.4, upgrading to 1.9.5 will not affect your system.

**Note**

If you plan to downgrade from TX 6.0 to a software release prior to 1.9.5, it is strongly recommended that you install 1.9.5 first before you install any prior software release.

If you do not install 1.9.5 before downgrading, you may need to adjust your camera's white balance. For more information, refer to the [“Adjusting the White Balance for Your System”](#) section of the *Administration Guide for Cisco TelePresence TX Software Release 6.0*. If you encounter issues with this procedure, contact your Cisco technical support representative.

See the [“Caveats in the Cisco TelePresence System with CTS Release 1.9.5”](#) section on page 20.

New in CTS Release 1.9.4

CTS software release 1.9.4 resolves system issues and enhances the user experience; there are no new features. See the [“Caveats in the Cisco TelePresence System with CTS Release 1.9.4”](#) section on page 20.

New in CTS Release 1.9.3

CTS software release 1.9.3 resolves system issues and enhances the user experience; there are no new features. See the [“Caveats in the Cisco TelePresence System with CTS Release 1.9.3”](#) section on page 22.

New in CTS Release 1.9.2

CTS software release 1.9.2 resolves system issues and enhances the user experience; there are no new features. See the [“Caveats in the Cisco TelePresence System with CTS Release 1.9.2”](#) section on page 27.

New in CTS Release 1.9.1

The following features are new in this release:

- [Live Desk in Cisco Unified CM, page 12](#)
- [Presentation Privacy Alert, page 13](#)
- [Resolved Caveats in CTS Release 1.9.1, page 13](#)

Live Desk in Cisco Unified CM

You can add a Live Desk number in the Cisco Unified CM Administration interface for these endpoints: Cisco TelePresence TX9x00, Cisco TelePresence 3x00, Cisco TelePresence 13xx, Cisco TelePresence 1x00, and Cisco TelePresence 5xx.

To add a Live Desk number, perform these steps:

-
- Step 1** Log in to the Cisco Unified CM Administration interface.
 - Step 2** Go to **Device > Phone**. Locate the endpoint that requires a Live Desk number.
 - Step 3** Go to the **Product Specific Configuration Layout** section.
 - Step 4** Enter a dial number in the **Live Desk Number** field.
-

**Note**

The Live Desk Number field is supported in these Cisco Unified CM builds: 7.1.5.35099-1, 8.0.3.24049-1, 8.5.1.14070-1, and 8.6(2a)SU2.

Presentation Privacy Alert

If a meeting participant has a laptop plugged in for presentation sharing and the document camera turned on, the Cisco Touch device or Cisco TelePresence IP phone now automatically displays the Presentation Privacy Alert when the participant turns off the document camera. The participant selects **Everyone** to share the presentation from the laptop or **No One** to keep the presentation hidden.

Resolved Caveats in CTS Release 1.9.1

Several caveats were resolved in CTS release 1.9.1. See the [“Resolved Caveats in CTS Release 1.9.1” section on page 32](#)

New in CTS Release 1.9.0.1

The following feature is new in this release:

Cisco TelePresence TX1310-65 Support

CTS Release 1.9 software supports the next generation TX1310-65 endpoint using the Cisco TelePresence Touch 12 control device, designed for the general purpose meeting room with wider deployment options. The TX1310-65 requires the following minimum software releases:

- CTS Administration Software Release 1.9.0.1



Note The TX1310-65 may ship with Release 1.9.0 installed. In that case, you must upgrade to Release 1.9.0.1 at the time of installation.

- CUCM Release 8.5.1



Note If the TX1310-65 is installed at a site that includes TX9x00 systems, Cisco recommends CUCM Release 8.6(2a)SU2 for the TX1310-65.

- CTMS Release 1.7.0
- CTS-Manager Release 1.7.5

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

- [Cisco TelePresence TX1300 Series Data Sheet](#)
- Cisco TelePresence System TX 1310 65 Assembly, First-Time Setup, and Field Replaceable Unit Guide

New in CTS Release 1.9

The following features are new in this release:

- [Cisco TelePresence TX9x00 Support, page 14](#)
- [CTX Tests Tab, page 14](#)
- [Microphone Audio Loopback Testing, page 14](#)

- [Unified CM Support, page 14](#)

Cisco TelePresence TX9x00 Support

CTS Release 1.9 software supports the next generation TX9x00 three-screen immersive telepresence systems using the Cisco TelePresence Touch 12 control device. The TX9x00 requires the following minimum software releases:

- CUCM Release 8.6(2a)SU2
- CTMS Release 1.7.0
- CTS-Manager Release 1.7.5

CTX Tests Tab

The CTX Tests tab enables you to perform acoustic tests on a room to determine the acoustic suitability of that room for the installation of a Cisco TelePresence System. There are two tests you can perform, a reverberation test and a noise level test. During the reverberation test, the CTS plays audio chirps and collects the average sound decays for each frequency. During the noise level test, the CTS collects sound pressure levels and noise criteria for each frequency.

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

Microphone Audio Loopback Testing

The **Troubleshooting > Hardware Setup > Microphone** section of the Administrative UI has a new Audio Loopback test. This test lets you test each of the three primary microphones (left, right, center), and the presentation audio input. When the test is run, any sound picked up by the selected microphone is played on the speakers after a short delay.

Unified CM Support

The following enhancements are controlled from the Cisco Unified Communications Manager Administration interface:

- [Cisco TelePresence Touch 12 for Call Control, page 14](#)

Cisco TelePresence Touch 12 for Call Control

CTS Release 1.9 supports the Cisco TelePresence Touch 12 call control device. The Unified CM administration displays the touch device as a single line device rather than a shared line Cisco Unified IP phone device. The Cisco Unified IP Phone is also a supported call control device in this release.

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

Caveats in the CTS 1.9 Releases

This section contains the following caveat information:

- [Caveats in the Cisco TelePresence System with CTS Release 1.9.11, page 15](#)
- [Caveats in the Cisco TelePresence System with CTS Release 1.9.10, page 15](#)

- [Caveats in the Cisco TelePresence System with CTS Release 1.9.9, page 17](#)
- [Caveats in the Cisco TelePresence System with CTS Release 1.9.8, page 17](#)
- [Caveats in the Cisco TelePresence System with CTS Release 1.9.7, page 18](#)
- [Caveats in the Cisco TelePresence System with CTS Release 1.9.6.1, page 19](#)
- [Caveats in the Cisco TelePresence System with CTS Release 1.9.6, page 19](#)
- [Caveats in the Cisco TelePresence System with CTS Release 1.9.5, page 20](#)
- [Caveats in the Cisco TelePresence System with CTS Release 1.9.4, page 20](#)
- [Caveats in the Cisco TelePresence System with CTS Release 1.9.3, page 22](#)
- [Caveats in the Cisco TelePresence System with CTS Release 1.9.2, page 27](#)
- [Caveats in the Cisco TelePresence System with CTS Release 1.9.1, page 30](#)
- [Caveats in the Cisco TelePresence System with CTS Release 1.9.0.1, page 32](#)
- [Caveats in the Cisco TelePresence System with CTS Release 1.9.0, page 34](#)
- [Caveats in Cisco TelePresence Touch 12 with CTS Release 1.9, page 40](#)
- [Caveats in Prior CTS Releases, page 42](#)

Caveats in the Cisco TelePresence System with CTS Release 1.9.11

There are no resolved caveats in Cisco TelePresence Administration Software Release 1.9.11. The release was updated for compatibility with other TelePresence administration releases being updated to address security vulnerabilities. For more information, see the [“New in CTS Release 1.9.11” section on page 9](#).

Caveats in the Cisco TelePresence System with CTS Release 1.9.10

The following section shows the resolved caveat for Cisco TelePresence Administration Software Release 1.9.10:

- [Resolved Caveats in CTS Release 1.9.10, page 15](#)

Resolved Caveats in CTS Release 1.9.10

CSCur40337

Symptom When a presentation is shared using the CTS500-32, the presentation cannot be seen by the other conference participant.

Conditions This condition was seen in a point-to-point call between a CTS500-32 and an EX90.

Workaround There is no workaround.

CSCus69749

Symptom Cisco Telepresence TX 9000 series contain a version of glibc with the vulnerability in CVE-2015-0235. Furthermore, the following Cisco TelePresence products based on TX platform contain a version of glibc with vulnerability in CVE-2015-0235: Cisco TelePresence 1310 and Cisco TelePresence System 500-32.

On January 27, 2015, a buffer overflow vulnerability in the GNU C library (glibc) was publicly announced. This vulnerability is related to the various gethostbyname functions included in glibc and affect applications that call these functions. This vulnerability may allow an attacker to obtain sensitive information from an exploited system or, in some instances, perform remote code execution with the privileges of the application being exploited. This vulnerability is documented in CVE-2015-0235.

A Cisco Security Advisory has been published to document this vulnerability at:

<http://tools.cisco.com/security/center/content/CiscoSecurityAdvisory/cisco-sa-20150128-ghost>

This bug has been opened to address the potential impact on this product.

Conditions Exposure is not configuration dependent.

Workaround None. Upgrade to latest version with fix when available.

CSCus85759

Symptom On January 27, 2015, a buffer overflow vulnerability in the GNU C library (glibc) was publicly announced. This vulnerability is related to the various gethostbyname functions included in glibc and affect applications that call these functions. This vulnerability may allow an attacker to obtain sensitive information from an exploited system or, in some instances, perform remote code execution with the privileges of the application being exploited. This vulnerability is documented in CVE-2015-0235.

A Cisco Security Advisory has been published to document this vulnerability at:

<http://tools.cisco.com/security/center/content/CiscoSecurityAdvisory/cisco-sa-20150128-ghost>

This bug has been opened to address the potential impact on this product.

Conditions Exposure is not configuration dependent.

Workaround There is no workaround.

CSCut53487

Symptom The user directory is not shown after an upgrade of Unified CM from 9.1.x to 10.5.x.

Conditions This condition affects the following systems:

- Cisco TelePresence System 500-32
- Cisco TelePresence System 1300-47
- Cisco TelePresence System TX1310-65

- Cisco TelePresence System TX9000
- Cisco TelePresence System TX9200

Workaround There is no workaround.

Caveats in the Cisco TelePresence System with CTS Release 1.9.9

The following section shows the resolved caveat for Cisco TelePresence Administration Software Release 1.9.9:

- [Resolved Caveats in CTS Release 1.9.9, page 17](#)

Resolved Caveats in CTS Release 1.9.9

CSCts99747

Symptom Video with a split screen is seen on a Cisco TelePresence System 500-32.

Conditions This issue occurs very rarely during point-to-point calls when one of the endpoints is a Cisco TelePresence System 500-32.

Workaround A reboot of the system can temporarily resolve the issue, but does not prevent the issue from recurring in subsequent calls.

Caveats in the Cisco TelePresence System with CTS Release 1.9.8

The following section shows the resolved caveat for Cisco TelePresence Administration Software Release 1.9.8:

- [Resolved Caveats in CTS Release 1.9.8, page 17](#)

Resolved Caveats in CTS Release 1.9.8

CSCug80344

Symptom You experience one-way audio during a conference.

Conditions The following conditions cause the issue:

1. You place a call from a TX system to another system that is not a CTS (CTS 1000, 1100, 1300-65, 3000, 3010, 3200, or 3210) or TX (TX1310-65, TX9000, or TX9200) system. This type of call is known as an interop call.
2. You add another CTS or TX system to the call.

Workaround Hold, and then resume, the conference.

You can prevent this issue by calling the CTS or TX system first, then placing the interop call.

CSCuq88980

Symptom Low video quality is detected.

Conditions This condition is seen on a CTS 500-32 when the video quality is set to 720p good.

Workaround There is no workaround.

Caveats in the Cisco TelePresence System with CTS Release 1.9.7

The following section shows the resolved caveat for Cisco TelePresence Administration Software Release 1.9.7:

- [Resolved Caveats in CTS Release 1.9.7, page 18](#)

Resolved Caveats in CTS Release 1.9.7

CSCts99747

Symptom Video with a split screen is seen on a Cisco TelePresence System 500-32.

Conditions This issue occurs very rarely during point-to-point calls when one of the endpoints is a Cisco TelePresence System 500-32.

Workaround A reboot of the system can temporarily resolve the issue, but does not prevent the issue from recurring in subsequent calls.

Caveats in the Cisco TelePresence System with CTS Release 1.9.6.1

See the following sections for information about unexpected behavior found on the Cisco TelePresence System in the CTS Release 1.9 releases that use the CTS with the Cisco Unified IP Phone and MIDlets:

- [Resolved Caveats in CTS Release 1.9.6.1, page 19](#)

Resolved Caveats in CTS Release 1.9.6.1

CSCuI05556

Symptom During a conference with a system using a C60 codec, the CTS immersive system does not see the presentation that is shared from the C60 system.

Conditions This caveat occurs under the following conditions:

1. A C60 system calls the Cisco TelePresence immersive system and shares a presentation.
2. A C60 system adds a new audio participant to the call

After the audio add-in, the immersive system does not see presentation from the C60 system.

Workaround There is no workaround.

Caveats in the Cisco TelePresence System with CTS Release 1.9.6

See the following sections for information about unexpected behavior found on the Cisco TelePresence System in the CTS Release 1.9 releases that use the CTS with the Cisco Unified IP Phone and MIDlets:

- [Resolved Caveats in CTS Release 1.9.6, page 19](#)

Resolved Caveats in CTS Release 1.9.6

CSCug77610

Symptom A CTS controlled by Cisco TelePresence Management Suite (TMS) appears unresponsive and/or drops an active call.

Conditions The CTS runs out of memory.

Workaround Manually reboot the system.

Caveats in the Cisco TelePresence System with CTS Release 1.9.5

See the following sections for information about unexpected behavior found on the Cisco TelePresence System in the CTS Release 1.9 releases that use the CTS with the Cisco Unified IP Phone and MIDlets:

- [Resolved Caveats in CTS Release 1.9.5, page 20](#)

Resolved Caveats in CTS Release 1.9.5

CSCue79872

Symptom Slow login to admin GUI. In some cases, call will drop after 45 to 50 minutes.

Conditions The system experiences high memory and CPU usage from manageability applications such as SNMP polling, secure shell access, admin CLI and the web GUI.

Workaround Reduce SNMP activity. This issue was resolved in software releases CTS 1.9.5, 1.10 and TX 6.0.1.

CSCuf07863

Symptom During an MUX call, video corruption sometimes occurs on CTS (most commonly on CTS 3000).

Conditions Issue sometimes occurs when CTS receives two MUX refresh requests in quick succession.

Workaround There is no workaround.

CSCuf27788

Symptom A Cisco TelePresence TC endpoint makes a secure point-to-point call to a CTS or TX endpoint, and the center CTS or TX screen is displayed on the TC. If the TC user attempts to switch the screen in view by tapping on the corresponding microphone, the TC screen sometimes goes blank.

Conditions Issue occurs sometimes, after more than 15 minutes have elapsed in the call.

Workaround Perform a hold-and-resume on the TC endpoint.

Caveats in the Cisco TelePresence System with CTS Release 1.9.4

See the following sections for information about unexpected behavior found on the Cisco TelePresence System in the CTS Release 1.9 releases that use the CTS with the Cisco Unified IP Phone and MIDlets:

- [Unresolved Caveats in CTS Release 1.9.4, page 21](#)
- [Resolved Caveats in CTS Release 1.9.4, page 21](#)

Unresolved Caveats in CTS Release 1.9.4

CSCud69699

Symptom When calling a CTS endpoint, the Cisco TelePresence SX20 system and the C-series codecs experience jitter.

Conditions Issue occurs during a point-to-point call between a CTS endpoint and a Cisco TelePresence SX20 system or a system using a C-series codec.

Workaround There is no workaround.

CSCue73846

Symptom After completing password recovery on a TelePresence system and clicking Save and Apply Config in Unified CM, the media service on the TelePresence system keeps restarting in an endless loop.

Conditions Issue occurs after completing password recovery on the TelePresence system Admin GUI and then clicking Save and Apply Config in Unified CM.

Workaround Click **Reset** in Unified CM (rather than clicking Save and Apply Config) to reset the system.

Resolved Caveats in CTS Release 1.9.4

CSCua29168

Symptom While in idle state, a TX9x00 system may display the error message “Out of memory.”

Conditions This issue might occur when multiple admin UI sessions are open simultaneously.

Workaround Close the admin UI sessions.

CSCud56475

Symptom During boot-up after initial installation, some CTS screens freeze on the message “Trying to Establish Connection.”

Conditions Issue occurs if the Manufacturing Installed Certificate (MIC) is missing. You can verify if the MIC is missing by using the admin CLI command **show cert mic**.

Workaround Enter the admin CLI command **utils system factory init** and use the web GUI to reconfigure the system.

CSCud70615

Symptom During boot-up, the images that appear on the center display screen do not fade away. This might cause the images to burn into the plasma screen.

Conditions This issue might occur if the system is turned on before the network is connected, or if the system is reset (by software or by power) and the endpoint cannot reach the network DHCP server.

Workaround Assign a static address to the TX endpoint, or upgrade the system software to 1.9.4 or TX 6.0.0.

CSCud88443

Symptom When a system running software release 1.9.2 places a point-to-point call, the system will sometimes hang and drop the call.

Conditions The system is running software release 1.9.2 and attempts to authenticate using the MIC.

Workaround Install the Locally Significant Certificate (LSC). Your system will then authenticate using the LSC rather than the MIC.

Caveats in the Cisco TelePresence System with CTS Release 1.9.3

See the following sections for information about unexpected behavior found on the Cisco TelePresence System in the CTS Release 1.9 releases that use the CTS with the Cisco Unified IP Phone and MIDlets:

- [Unresolved Caveats in CTS Release 1.9.3, page 23](#)
- [Resolved Caveats in CTS Release 1.9.3, page 24](#)

Unresolved Caveats in CTS Release 1.9.3

CSCub58468

Symptom During a call between a CTS endpoint and a MXP endpoint, when the MXP endpoint is placed on mute, the CTS endpoint beeps continuously.

Conditions When a MXP endpoint is in a call with a CTS endpoint and is muted, the CTS endpoint emits a continuous beep.

Workaround There is no workaround.

CSCud10852

Symptom CTS cannot view a presentation when one is shared from an EX90 endpoint.

Conditions When an EX90 endpoint shares a presentation with a CTS endpoint during the first 15 seconds of a call, the presentation does not display.

Workaround Share the presentation from the EX90 after the first 15 seconds of the call, or unshare and share presentation after 10 to 20 seconds.

CSCud39667

Symptom After performing a “hold and resume,” the presentation shared by CTS cannot be viewed on Jabber.

Conditions During a call between CTS and Jabber, the CTS shares a presentation and then performs a hold and resume. After resuming the call, the CTS shares the same presentation, which does not display on Jabber.

Workaround There is no workaround.

CSCud46516

Symptom The CTS 1310-65 web UI shows that an audio recording is in progress, even when a recording is not in progress or the system is not in a call.

Conditions On the audio page of the CTS 1310-65 web UI, a message displays: “Recording is in progress. Please wait and try again in two minutes.” This message displays whether or not a system is in a call, and whether or not a recording is in progress.

Workaround There is no workaround.

Resolved Caveats in CTS Release 1.9.3

CSCtz95295

Symptom During a call between a Polycom HDX4000 and a CTS 500-32, the HDX4000 does not receive audio from the CTS, and the CTS does not receive video from the HDX4000.

Conditions During a SIP call between a Polycom HDX4000 endpoint (registered to VCS) and a CTS 500-32 endpoint (registered to Unified CM), the HDX4000 hears no audio from the CTS 500-32, and the CTS 500-32 does not see the video of the HDX4000.

Workaround There is no workaround.

CSCub80410

Symptom A non-secure endpoint joins a secure TelePresence call between two endpoints (one of which is a TX9x00), which triggers a downgrade to non-secure. Then the TX9x00 endpoint is dropped from the call.

Conditions TX9x00 is dropped if the third, non-secure endpoint joins within the first 20 seconds of the call.

Workaround The third endpoint can successfully join the call 1-2 minutes after the call starts. The TX9x00 will not be dropped.

CSCub87163

Symptom After performing a nonsecure audio add-in during a secure TelePresence Server call using TLS, the call becomes partially secure and is dropped.

Conditions Issue occurs during a secure TelePresence Server call, where the TelePresence Server is running software version 2.3 and using a fully TLS trunk.

Workaround Perform a hold-and-resume on the CTS after the audio add-in is disconnected.

CSCub87916

Symptom During a TelePresence Server meeting, CTS sees the presentation as blurry.

Conditions While viewing a presentation during a TelePresence Server meeting, the CTS sees a presentation that appears blurry.

Workaround There is no workaround.

CSCuc14106

Symptom Remote endpoint of a CTS point-to-point call sees a green screen when trying to view a presentation from the local endpoint.

Conditions During a point-to-point call, when the local endpoint shares a presentation, the remote endpoint sees only a green screen.

Workaround There is no workaround.

CSCuc42252

Symptom In a multipoint call where one endpoint is a CTS 1300 system, when another endpoint shows a presentation, the CTS 1300 sometimes does not see the presentation.

Conditions Issue occurs during a multipoint call where one of the endpoints is a CTS 1300 system. In some cases, multiple endpoints do not see the presentation, or the presentation appears intermittently.

Workaround There is no workaround.

CSCuc53226

Symptom The “One Button to Push” feature for the Touch 12 device does not work.

Conditions The CTS endpoint is registered to Cisco TMS, and the “Room Name (from Exchange (R))” field in Unified CM is blank.

Workaround In the Product Specific Configuration Layout section on Unified CM, enter a value in the “Room Name” field. A dummy value may be used if needed.

CSCuc58986

Symptom The left and right microphones of the CTS 1300 system do not work.

Conditions While running any software release later than 1.7.4 in the CTS 1300 system, the left and right microphones do not work. The center microphone does work.

Workaround There is no workaround.

CSCuc61406

Symptom After making several successive TelePresence calls, the CTS endpoint crashes.

Conditions After a CTS endpoint makes several calls in a row, the endpoint begins to function slowly and becomes unresponsive, then crashes.

Workaround There is no workaround.

CSCuc81412

Symptom The Admin CLI command **utils network mtr** does not work.

Conditions When the command **utils network mtr** is entered in the Admin CLI, there is an error.

Workaround There is no workaround.

CSCuc96432

Symptom The brightness of the lights in the CTS 500-32 system cannot be adjusted.

Conditions When the CTS 500-32 is in use, its lights remain in a static “on” state; they cannot be dimmed or brightened.

Workaround There is no workaround.

CSCud07985

Symptom TX1300 and CTS 1300 collaboration is not visible on some third party displays.

Conditions When TX1310 and CTS 1300 are in a call and attempt to share a screen or display a presentation, it does not show up on some third-party display monitors.

Workaround There is no workaround.

Caveats in the Cisco TelePresence System with CTS Release 1.9.2

See the following sections for information about unexpected behavior found on the Cisco TelePresence System in the CTS Release 1.9 releases that use the CTS with the Cisco Unified IP Phone and MIDlets:

- [Unresolved Caveats in CTS Release 1.9.2, page 27](#)
- [Resolved Caveats in CTS Release 1.9.2, page 27](#)

Unresolved Caveats in CTS Release 1.9.2

There are no unresolved caveats in CTS Release 1.9.2.

Resolved Caveats in CTS Release 1.9.2

CSCtx89949

Symptom In point-to-point calls between a TX9x00 and another TX9x00 or a TX1310-65, a ghosting effect may occur on one of the TX9x00 displays.

Conditions Ghosting effect may occur within first 13 minutes of call, and occurs on a single display. Ghosting effect may be observed on both systems in the call.

Workaround Either downgrade your system to 1.9.0 or upgrade to 1.9.2 or above.

CSCtz81263

Symptom Simple Network Management Protocol (SNMP) traps are sent to CTS showing that a conference was dropped due to a DSP reset, even when the endpoint was not in a conference.

Conditions Codec encounters a DSP reset while not in a TelePresence conference. Codec also recovers from a DSP reset while in a TelePresence conference, but does not drop the conference.

Workaround Ignore these messages. They do not indicate any problems with your system.

CSCua19673

Symptom During a TelePresence conference, a single microphone on a CTS system with multiple mics is muted. When the other conference participant performs a hold and resume operation on its CTS system, the single microphone unmutes.

Conditions Occurs during normal operation.

Workaround Mute the microphone again.

CSCua45470

Symptom Cannot get a microphone count for the TX9200.

Conditions The TX9200 does not have any options in the Cisco Unified CM device page for a microphone count. There are no microphone tags in the configuration file.

Workaround There is no workaround.

CSCub11697

Symptom Edge of CTS 3000 screen sometimes displays repeating pixels.

Conditions During a TelePresence conference, some pixels on the border of the TelePresence screen may appear more than once.

Workaround There is no workaround.

CSCub08368

Symptom CTS 3000 series endpoints get dropped from a Cisco TelePresence Multipoint Switch (CTMS) meeting when an endpoint running TC5 software dials in.

Conditions If CTS 3000 endpoints are already connected to a CTMS meeting and a TC5 endpoint joins the conference, this connection triggers a resolution downgrade. The CTS 3000 does not respond to this trigger. Then CTMS disconnects the CTS 3000 participant(s). This issue does not affect CTS 1000 or CTS 500 endpoints.

Workaround CTS 3000 endpoints can dial in after the TC5 endpoint joins, or redial after getting dropped.

CSCub11855

Symptom CTS downgrades a 1080p call to 720p when a lower-bandwidth 1080p endpoint connects during the CTMS call.

Conditions When a 1080p endpoint that is configured for a lower bandwidth calls into a CTMS conference that is running at a higher bandwidth, the entire conference downgrades to 720p.

Workaround Configure all 1080p endpoints for the same bandwidth.

CSCub36142

Symptom When CTS 3000 system sends document camera images, corrupt images appear on EX60 and EX90 systems.

Conditions Scrambled images appear on EX60 or EX90 systems when the following conditions apply:

- The sender is a CTS 3000 system that is registered to Cisco Unified Communications Manager (Unified CM) and is sending video using a document camera.
- The receiver is an EX60 or EX90 endpoint that is registered to the Cisco Video Communication Server (VCS).

Workaround There is no workaround.

CSCub43117

Symptom Some Cisco TelePresence Systems cannot complete studio recording with CTRS.

Conditions A CTS that runs on some versions of CTS software release 1.9.1 cannot record using CTRS.

Workaround Either downgrade the system to 1.9.0 or upgrade to 1.9.2.

CSCub48754

Symptom If a CTS endpoint adds another CTS endpoint as an audio-only endpoint during a TelePresence conference, the audio quality of the added endpoint is poor.

Conditions This issue occurs during a point-to-point or multipoint TelePresence conference, when a CTS endpoint is added in as audio-only.

Workaround There is no workaround.

CSCub54749

Symptom Camera focus target does not display properly on screen when setting up a TX1300 47 system for a round or square table.

Conditions When configuring the TX1300 47 camera for a round or square table, the camera focus target displays as a dot instead of a target box.

Workaround There is no workaround.

Caveats in the Cisco TelePresence System with CTS Release 1.9.1

See the following sections for information about unexpected behavior found on the Cisco TelePresence System in the CTS Release 1.9 releases that use the CTS with the Cisco Unified IP Phone and MIDlets:

- [Unresolved Caveats in CTS Release 1.9.1, page 31](#)
- [Resolved Caveats in CTS Release 1.9.1, page 32](#)

Unresolved Caveats in CTS Release 1.9.1

CSCtz32831

Symptom If a presentation is shared from the TX9x00 when the call is connecting, the presentation is not received on the SX20 endpoint.

Conditions TX9x00 shares a presentation through a VGA cable.

Workaround Unplug the VGA cable and plug it in again. Or wait 2–3 seconds after the call connects to share the presentation.

CSCtz87721

Symptom Unable to power off the WolfVison document camera from the IP phone

Conditions Attempted to power off the document camera from the phone. The MIDlet remains in hung state. Functions such as zooming and focusing do not work.

Workaround Exit from the option on the phone. Then start the option again.

CSCtz87733

Symptom The **utils system presentation** command is not available in the CLI.

Conditions Missing in CTS release 1.9.0(46).

Workaround There is no workaround.

CSCtz98039

Symptom Low-quality video is seen on first-generation endpoints (CTS 500-37, CTS 1000, CTS 1100, CTS 1300, CTS 3xxx).

Conditions The endpoint joins an H.323 call through Cisco TelePresence MCU 5300.

Workaround There is no workaround.

CSCua45470

Symptom Cannot get a microphone count for the TX9200.

Conditions The TX9200 does not have any options in the Cisco Unified CM device page for a microphone count. There are no microphone tags in the configuration file.

Workaround There is no workaround.

Resolved Caveats in CTS Release 1.9.1

- CSCtx25890: DMP video disappears when connected to CTS-500 32.
- CSCty02502: Presentation is not displayed on EX60.
- CSCty27511: Presentation audio unavailable with TX1310-65 is in self-view mode.
- CSCty62057: Reverberation is heard on a CTS 500 when connected to a TX9x00 system as part of a multipoint call.
- CSCty63995: In an H.323 call with MCU 5300, CTS sees corrupted and choppy video.
- CSCty65553: Video freezes for approximately 30 seconds after ending a call.
- CSCty67723: The System Location and System Contact fields in the SNMP section display no data.
- CSCty67729: Incorrect resolution is shown during a call between the TX1310-65 and TX9x00.
- CSCty74396: After a session refresh such as a re-invite, CTS no longer receives presentation in the presentation channel. The MCU sends the presentation to the main video.
- CSCty78402: When a Microphone Calibration test is stopped before services restart, all other UI options become unavailable.
- CSCty94558: CTS 1300 camera switching behavior while sharing a presentation is not consistent with switching while not sharing.
- CSCtz15174: On a TX1300-47 or TX1310-65 system, Table Configuration settings are reset to default values when using the **Troubleshooting>Hardware Setup** section of the Administrative UI.
- CSCtz56275: Admin cannot add or delete Cisco IP Service Level Agreements (IP SLA) responder initiators through the CLI.
- CSCtz59342: Pixelation seen on Cisco Unified IP Phone 9971 in a CTMS call.
- CSCtz73458: When TC5.1 endpoints are in a call and a CTS endpoint joins, the call downspeeds, but the CTS endpoint immediately drops.
- CSCtz97783: Inaccurate display error in the CTS web interface when the display goes from off state to standby state.

Caveats in the Cisco TelePresence System with CTS Release 1.9.0.1

See the following sections for information about unexpected behavior found on the Cisco TelePresence System in the CTS Release 1.9 releases that use the CTS with the Cisco Unified IP Phone and MIDlets:

- [Unresolved Caveats in CTS Release 1.9.0.1, page 33](#)

Unresolved Caveats in CTS Release 1.9.0.1

CSCtx89949

Symptom In point-to-point calls between a TX9x00 and another TX9x00 or a TX1310-65, a ghosting effect may occur on one of the TX9x00 displays.

Conditions Ghosting effect may occur within first 13 minutes of call, and occurs on a single display. Ghosting effect may be observed on both systems in the call.

Workaround There is no workaround.

CSCty27511

Symptom Presentation audio unavailable with TX1310-65 is in self-view mode.

Conditions If a laptop is connected to the presentation cable, and presentation audio and video is played, if the system is then put into self-view mode, the presentation audio will not be heard.

Workaround There is no workaround.

CSCty30035

Symptom Video freezes when exiting self-view mode when presentation is being displayed.

Conditions If a laptop is connected and a presentation is being displayed on the main display, and self-view mode is entered and exited, the presentation video display freezes.

Workaround Initiate a video call to remove frozen video.

CSCty78402

Symptom When a Microphone Calibration test is stopped before services restart, all other UI options become unavailable.

Conditions When starting a Microphone Calibration test in the Administrative UI, the system stops and restarts services to run the test. If the **Stop** button is clicked while these services are restarting, all other troubleshooting options in the UI are made unavailable.

Workaround Wait until services have restarted before stopping the test.

CSCty96068

Symptom On a TX1310-65 or a TX1300-47 system, if CUCM is configured for three microphones, but six microphones are connected to the TX1310-65, during an audio-only call, the extra microphones are not enabled.

Conditions The TX1310-65 or TX1300-47 system should act in a similar manner to the CTS 1300, in that during an audio-only call, all connected microphones should be enabled regardless of the CUCM configuration for number of microphones.

Workaround Change the CUCM setting to match the number of microphones installed.

CSCtz15174

Symptom On a TX1300-47 or TX1310-65 system, Table Configuration settings are reset to default values when using the **Troubleshooting>Hardware Setup** section of the Administrative UI.

Conditions When using the **Troubleshooting>Hardware Setup** section of the Administrative UI, the Table Configuration values are read from the codec for display in the Administrative UI, and then the settings on the codec are reset to default values. You must Apply the settings in the Table Configuration page to save your settings and overwrite the default values on the codec.

Workaround Apply Table Configuration settings after each use of the **Troubleshooting>Hardware Setup** section of the Administrative UI.

Caveats in the Cisco TelePresence System with CTS Release 1.9.0

See the following sections for information about unexpected behavior found on the Cisco TelePresence System in the CTS Release 1.9 releases that use the CTS with the Cisco Unified IP Phone and MIDlets:

- [Unresolved Caveats in CTS Release 1.9.0, page 35](#)
- [Resolved Caveats in CTS Release 1.9.0, page 39](#)

Unresolved Caveats in CTS Release 1.9.0

CSCty62057

Symptom Reverberation is heard on a CTS 500 when connected to a TX9x00 system as part of a multipoint call.

Conditions In a multipoint call, reverberation is heard on a CTS 500 speaker when a meeting participant in a TX9x00 room turns their head. The participants voice is then picked up by multiple microphones in the TX9x00 room. This results in reverberation on a CTS 500 system connected to the call.

Workaround Meeting participants should speak directly into the microphones.

CSCty14880

Symptom When a CTS system configured for 720p lite calls a CTS system configured for 1080p, the call may be dropped.

Conditions This issue is resolved in CUCM ES Release 8.6(2a)SU2.

Workaround Upgrade CUCM software to CUCM ES Release 8.6(2a)SU2.

CSCty68374

Symptom Running two Reverberation tests in succession may cause the second test to hang.

Conditions When performing a Reverberation test, if a second Reverberation test is performed immediately after the initial test, the second test may never stop running and display results. This issue occurs intermittently.

Workaround Perform a different test or function on the CTS before re-running the Reverberation test.

CSCty67723

Symptom The System Location and System Contact fields in the SNMP section display no data.

Conditions The System Location and System Contact fields have been set in CUCM, but the SNMP section of the CTS Administrative UI does not reflect these settings.

Workaround There is no workaround.

CSCty48933

Symptom Additional microphones used for audio-only conferencing are not disabled during video calls.

Conditions On a TX1300-47 or TX1310-65 system that has additional microphones installed for audio-only conference capability, the extra microphones are not disabled during video calls. This may cause audio feedback. This issue has been resolved in Release 1.9.0.1.

Workaround There is no workaround.

CSCty67729

Symptom Incorrect resolution is shown during a call between the TX1310-65 and TX9x00.

Conditions In a point-to-point call between a TX1310-65 endpoint and a TX9x00 endpoint, that is occurring over a CTMS running Release 1.8.1, and the resolution is set to 1080p, the Call Status on the CTT 12 shows the call occurring at 720p.

Workaround There is no workaround.

CSCty58931

Symptom Microphone Calibration test fails intermittently.

Conditions On the CTS 3000, CTS 3010, CTS 3200, CTS 3210, and CTS 1300, the Microphone Calibration test incorrectly fail. This problem occurs intermittently.

Workaround Retry the Microphone Calibration test.

CSCtu16795

Symptom Document camera status is “standby” when it is powered on and active.

Conditions While a document camera is in use, the document camera status in the CTS Administrative UI shows that the camera is in standby mode.

Workaround There is no workaround.

CSCtx01989

Symptom Changes to the “Self View Timeout” field in CUCM are not saved.

Conditions On a CTS 500-32, when the “Self View Timeout” field is changed from the default of 30 seconds in CUCM, the new value is not saved. After the CTS restarts, the “Self View Timeout” value is still set to the default of 30 seconds.

Workaround There is no workaround.

CSCtx98663

Symptom Document Camera status on the Status Details page is not updated.

Conditions When a document camera is disconnected, the document camera status is updated in the System Status page of the CTS Administrative UI, and shows the document camera unavailable. The Status Details page still shows that the document camera is connected and available.

Workaround There is no workaround.

CSCty43814

Symptom CTRS recordings are pixelated when document camera is active.

Conditions On a CTS 3000, CTS 3010, CTS 3200, or CTS 3210, when a document camera is connected and active in a video call, video records made by a CTRS are severely pixelated for the first half of the recording.

Workaround There is no workaround.

CSCty58993

Symptom A shared presentation is split in the display. The top part of the presentation is shown on the bottom half of the display.

Conditions A CTS 500-32, TX1300-47, TX1310-65, or TX9x00 system is in a call with a non-HD Cisco endpoint. The non-HD Cisco endpoint displays a presentation. The CTS then shares a presentation and overrides the presentation from the other endpoint.

Workaround There is no workaround.

CSCty74396

Symptom After a session refresh such as a re-invite, CTS no longer receives presentation in the presentation channel. The MCU sends the presentation to the main video.

Conditions The CTS is registered to a Cisco Unified CM. An MCU is connected to a VCS. The Unified CM and VCS are connected by a SIP trunk.

Workaround End and restart the call.

CSCty02502

Symptom Presentation is not displayed on EX60.

Conditions CTS is in an H.323 call in non-secure mode with an EX60 that is registered to a VCS. A presentation is shared from a laptop that is connected to the CTS, but no presentation is shown on the EX60. If the presentation laptop is connected before the call starts, the EX60 can see the presentation. If the laptop resolution is changed during the call, the EX60 cannot see the presentation.

Workaround Connect the presentation laptop before the call starts.

CSCty70987

Symptom CTX Tests tab is not hidden on single-display systems.

Conditions The diagnostic tests included on the CTX Tests tab are designed for systems with multiple displays. This tab should be unavailable on systems with single displays.

Workaround There is no workaround.

CSCty85858

Symptom The password recovery feature fails on certain CTS systems.

Conditions If a CTS system is currently unregistered to any CUCM and the admin password is unknown, the password recovery procedure cannot be used to recover the admin password on the CTS 1000, CTS 1100, CTS 1300-65, CTS 3000, CTS 3010, CTS 3200, and CTS 3210 systems.

Workaround Register the CTS system to a CUCM with which it was previously registered, and change the admin password through CUCM.

CSCtx84609

Symptom No video appears on the TX9x00 when in a call with a Polycom VVX 1500.

Conditions The TX9x00 calls a Polycom VVX 1500. No video is displayed on the TX9x00 because the Polycom does not respond to the SIP refresh request.

Workaround There is no workaround.

CSCty52408

Symptom .Presentation from a Polycom endpoint is not received or is not displayed properly on the CTS.

Conditions A CTS makes a call to a Polycom endpoint. The Polycom endpoint shares a presentation. The Polycom endpoint displays the message: "Far end is not capable of receiving the content." If the presentation is displayed, there is a blockiness to the presentation video that recovers after 10 to 15 seconds.

Workaround There is no workaround.

Resolved Caveats in CTS Release 1.9.0

CSCtx17774

Symptom Calls can drop if a secure CTS does a hold/resume with non-secure endpoints/MCU.

Conditions .In CTS Release 1.7.4, it was helpful to do a media hold/resume to avoid interop issues with Cisco TelePresence Codec (TC4) software.

Workaround The release of the Cisco TelePresence Codec (TC5) solves the potential interop issues and there is no need to do a media hold/resume on the TC5.

CSCtt19841

Symptom Audio add-in fails if there is a Unified CM TCP connection failure.

Conditions The connection is closed by Unified CM.

Workaround There is no workaround. Disconnect all the calls to try again.

CSCtu10835

Symptom Cisco MXP 6000 codec has a frozen screen after the document camera powers on/off while sharing a presentation.

Conditions This occurred when attempting to turn the document camera off. Instead of the Cisco MXP screen going black, it froze.

Workaround There is no workaround.

Caveats in Cisco TelePresence Touch 12 with CTS Release 1.9

See the following sections for information about unexpected behavior found on the Cisco TelePresence Touch 12 in the CTS Release 1.9 releases:

- [Cisco TelePresence Touch 12 Resolved Caveats in CTS Release 1.9.1, page 40](#)
- [Cisco TelePresence Touch 12 Unresolved Caveats in CTS Release 1.9.0, page 40](#)
- [Cisco TelePresence Touch 12 Resolved Caveats in CTS Release 1.9.0, page 41](#)

Cisco TelePresence Touch 12 Resolved Caveats in CTS Release 1.9.1

- CSCtr01052: Unmute hard button does not unmute microphone during a remote hold. Mute table microphone button does not mute the Cisco Touch for the first participant on a CTMS bridge.

Cisco TelePresence Touch 12 Unresolved Caveats in CTS Release 1.9.0

CSCtu56496

Symptom The document camera Power On button on the Cisco TelePresence Touch 12 device is unavailable for 90 seconds.

Conditions When a document camera is plugged into a CTS 500-32, TX1300-47, TX1310-65, or TX9x00 system, and a CTT 12 device, the document camera power on button on the CTT 12 is greyed out and unavailable for about 90 seconds after the document camera is connected.

Workaround There is no workaround.

CSCtw59945

Symptom Cisco TelePresence Touch 12 device shows document camera still powered on after the document camera has been powered off.

Conditions On a TX9x00 system that has a document camera installed, when the document camera is powered off using the document camera power switch, the CTT 12 shows that the document camera is still powered on.

Workaround There is no workaround.

CSCty52438

Symptom Systems using a Cisco TelePresence Touch 12 control device fail to add in a WebEx audio-only meeting.

Conditions This issue occurs on systems using a CTT 12 control device when the Merge button is pressed to add in a WebEx meeting before the WebEx meeting access code is entered.

Workaround Enter the WebEx meeting access code before pressing the Merge button.

Cisco TelePresence Touch 12 Resolved Caveats in CTS Release 1.9.0

CSCtu00932

Symptom Cisco TelePresence Touch 12 UI displays register and unregister from Unified CM alert.

Conditions The “Not registered” alert is displayed on the touch screen but the call is not disconnected.

Workaround There is no workaround. Press the Answer/End call hard button on the Cisco TelePresence Touch 12 console to end the call.

CSCtu04961

Symptom Directory stuck in “loading” animation scrolling.

Conditions The loading animation persists for approximately 20 seconds while scrolling through the Directory search then disappears.

Workaround There is no workaround.

CSCtt94368

Symptom Cisco TelePresence Touch 12 screen frozen for about 30 seconds and then accessible again.

Conditions Occasionally the touch screen freezes from too many taps too quickly. The “establishing connection to the codec” message may be seen.

Workaround Wait approximately 30 seconds for the screen to refresh.

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

Related Documents

Related Topic	Document Title
Software Documents	
How to configure, troubleshoot, and maintain the CTS using the administration Web interface.	<ul style="list-style-type: none"> Cisco TelePresence System Administration Guide home page on Cisco.com.
Cisco command-line interface (CLI) information for configuring the Cisco TelePresence System.	<ul style="list-style-type: none"> Cisco TelePresence System Command-Line Interface Reference Guide.
Cisco TelePresence Administration Software Compatibility Information.	<ul style="list-style-type: none"> Cisco TelePresence Software Compatibility Matrix
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Cisco TelePresence Touch 12 home page.	<ul style="list-style-type: none"> Cisco TelePresence Touch
Cisco Unified IP Phones 7900 Series documentation.	<ul style="list-style-type: none"> Cisco Unified IP Phones 7900 Series Maintain and Operate Guides
Cisco TelePresence System (CTS) hardware and software documentation, including information about CTS devices.	<ul style="list-style-type: none"> Cisco.com Products > TelePresence > Cisco TelePresence System > TelePresence System
Cisco TelePresence Administration Software documentation and software download page.	<ul style="list-style-type: none"> Cisco TelePresence Administration Software

Roadmap of Cisco TelePresence System (CTS) hardware and software installation and configuration documents, including guides to install and operate optional software applications.	<ul style="list-style-type: none"> • Cisco TelePresence Administration Software Documentation Roadmaps
How to locate software features for your Cisco TelePresence System device and supporting peripherals.	<ul style="list-style-type: none"> • Cisco TelePresence System Software Feature Guide
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