



Release Notes for Cisco TelePresence Recording Server, Release 1.6.x

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Introduction

Release 1.6.0 is the first release of the Cisco TelePresence Recording Server (CTRS). CTRS allows users to do the following:

- Create recordings.
- Store recordings on the CTRS.
- Share recordings with others for viewing.
- Make recordings public so that anyone with access to the CTRS can view them.
- Play back recordings on a TelePresence endpoint.



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- Play back recordings with a standard browser-based player.
- Download your recordings or public recordings.

CTRS enables users to record in TelePresence Studio Mode. In Studio Mode, users can create team announcements, corporate messages, training modules, video blogs, and other similar recordings.

To record, users must have access to a CTS with CTRS functionality; they control recording through the CTS IP phone interface.

All recordings are HD video and audio. All recorded content, including materials that users choose to display on a device that is connected to the VGA input or through a document camera, is shown on the TelePresence monitor from the viewer's perspective. CTRS acts as a viewer endpoint in a TelePresence session and records what it sees.

Users can then share a recording by sending it to a recipient's e-mail address. To play a recording, the recipient must sign in to the CTRS browser-based end-user portal with a corporate username and password (LDAP username and password). If the recipient wants to play a recording on a TelePresence display, he or she must sign in to CTRS through the CTS IP phone user interface with a corporate username and personal identification number (PIN).

The CTRS requires an administrative user, who manages CTRS configuration and maintenance.

Cisco TelePresence Software Compatibility Matrix

For Cisco TelePresence software compatibility information, refer to the information located at the following URL:

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

Documentation Errata

Replacing a Hard Disk Drive

This section describes how to replace a hard disk drive in a Cisco MCS-7845-Ix server on which CTRS software is running.



Caution

We do not recommend replacing a hard disk drive while the CTRS is powered on, a process known as hot swapping. Hot swapping a hard disk drive can result in configuration data loss as well as loss of stored videos.

Step 1 Perform a backup of the CTRS configuration data only.

A backup of the CTRS configuration data may be needed if the scenario described in step 6 occurs. If this scenario occurs, the CTRS configuration data cannot be restored from a backup of the full system data, so make sure to perform a backup of the CTRS configuration data only.

Step 2 Export the media files (videos) to an archive server.

Step 3 Power down the CTRS.

Step 4 Replace the hard disk drive.

- Step 5** Power on the CTRS.
- Step 6** If the CTRS is unresponsive, you must re-install the CTRS software.
For complete information on how to install the software, see the *Cisco TelePresence Recording Server Administration Guide* at this location:
http://www.cisco.com/en/US/products/ps10341/prod_maintenance_guides_list.html
- Step 7** Restore the configuration data.
- Step 8** Import the archived media files to the CTRS.
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New and Changed Information in CTRS Release 1.6.3

The following caveats were fixed in CTRS Release 1.6.3:

- CSCtc95412—Import does not import back the presentation file in a recording
- CSCtj02672—CTRS: recorded presentation does not play back
- CSCtj21452—Issue when playing back video recorded by 1.7 CTRS

New and Changed Information in CTRS Release 1.6.2

The following caveats were fixed in CTRS Release 1.6.2:

- CSCtc36852—Previous user's last viewed page still seen when a new user signs in to the end-user portal.
- CSCtc77540—Recording description added from administrative UI is not propagated to end-user portal.
- CSCtd46990—User portal video requires login for every video playback.
- CSCtd64292—If export of a recording fails, the recording cannot be scheduled for deletion.
- CSCte36197—No progress indicator for video downloading during playback.
- CSCte39770—Third-party video portal list no complete on portal.
- CSCte76228—Scheduled video deletion does not send out email notification for weekly schedule.
- CSCtf01683—User portal returns IP address in HTTP host field.
- CSCtf12470—CTRS full system backup fails to back up media files.
- CSCtf17739—CTRS restore does not work; result in database corruption.
- CSCtf88863—Cannot import video files from backup server.

New and Changed Information in CTRS Release 1.6.1

The following caveats were fixed in CTRS Release 1.6.1:

- CSCtc27046—Audio and video do not synchronize after network impairment.
- CSCtc91994—Null/null error and scheduled backup and export are not done if weekly backup and export are selected.

- CSCtd53228—HD version of video is missing the first 15 seconds
- CSCtd68551: When CTRS is on 7845I2 or 7835I2 platform, admin CLI access is denied with lines of java exceptions. Most GUI features are not available.

Caveats for CTRS Release 1.6.x

Caveats were recorded in the following CTRS Release 1.6.x releases:

- [CTRS Release 1.6.x Caveat Reference, page 4](#)
- [Open Caveats for CTRS Release 1.6.x, page 5](#)

CTRS Release 1.6.x Caveat Reference

[Table 1](#) summarizes caveats found in CTRS Release 1.6.x.

Table 1 *CTRS Release Caveats and Caveats Corrected Reference*

	Software Release	
	1.6.0	
CDETS Number	Found in Release	Corrected in Release
CSCtc03471	1.6.0	None
CSCtc27046	1.6.0	1.6.1
CSCtc29109	1.6.0	None
CSCtc36852	1.6.0	1.6.2
CSCtc71255	1.6.0	None
CSCtc77312	1.6.0	None
CSCtc77540	1.6.0	1.6.2
CSCtc88544	1.6.0	None
CSCtc91994	1.6.0	1.6.1
CSCtc95412	1.6.0	1.6.3
CSCtc99256	1.6.0	None
CSCtd04989	1.6.0	None
CSCtd11516	1.6.0	Unreproducible
CSCte91618	1.6.0	None
CSCtd17697	1.6.0	None
CSCtf12680	1.6.0	None
CSCtd46990	1.6.0	1.6.2
CSCtd53228	1.6.0	1.6.1
CSCtd68551	1.6.0	1.6.1
CSCte36197	1.6.0	1.6.2

Table 1 CTRS Release Caveats and Caveats Corrected Reference (continued)

CSCtc76228	1.6.0	1.6.2
CSCtd64292	1.6.0	1.6.2
1.6.1		
CDETS Number	Found in Release	Corrected in Release
CSCtc39770	1.6.1	1.6.2
CSCtf01683	1.6.1	1.6.2
1.6.2		
CDETS Number	Found in Release	Corrected in Release
CSCtj02672	1.6.2	1.6.3
1.6.3		
CDETS Number	Found in Release	Corrected in Release
CSCtj73210	1.6.3	None

Open Caveats for CTRS Release 1.6.x

- CSCtc03471—Skip to the end during playback does not work correctly
Symptom: During playback, if the user skips forward to the end of the recording, the progress bar goes to end and then restarts from beginning of the recording. The recording then plays back for 8 or 9 seconds. Also, the timer above the progress bar does not reflect the time accurately if when skipping quickly without 2 seconds between each skip.
Conditions: This symptom is seen when the user skips forward in a recording.
Workaround: None.
- CSCtc27046—Audio and video do not synchronize after network impairment.
Symptom: Audio/video synchronization issues seen on CTS.
Conditions: If there is severe network impairment to only the audio or video port but not both, the CTS does not always recover from audio/video synchronization issues.
Workaround: Attempt playback when network conditions improve.
- CSCtc29109—Patch file not seen if it contains special characters “[]” in file name
Symptom: Patch file cannot be seen.
Conditions: Usually occurs when downloading the patch file to a destination in which a file of the same name already exists.
Workaround: Rename the file, or delete the duplicate one with “[.]”.
- CSCtc36852—Previous user's last viewed page still seen when a new user signs in to the end-user portal
Symptom: Second viewer sees what the first viewer saw after signout.

Conditions: The first viewer signs in to the end-user portal. The first viewer shares one of his/her videos with second viewer. The first viewer then signs out, and the second viewer signs in on the same computer. The second viewer can still see the first viewer's last viewed page.

Workaround: None.

- CSCtc71255—E-mail aliases should not be validated against LDAP servers

Symptom: CTRS uses LDAP library in CTS-Man, which is used to authenticate individual users who want to sign in to CTRS via LDAP. Group aliases should not be validated against LDAP servers.

Conditions: A user tries to share a recording with an e-mail alias.

Workaround: Do not share recordings with e-mail aliases.

- CSCtc77312—Session expiration timer is not reset as expected.

Symptom: The user might not timeout right away when exiting UI. User times out a minute or so later.

Conditions: If the user configures the CTRS to sign out after “five minutes of inactivity” (User Portal User Preferences) but then immediately signs out, the user sees this symptom. [

Workaround: None.

- CSCtc77540—Recording description added from administrative UI is not propagated to end-user portal

Symptom: The user provides a description for a recording, but then the description field says, “No description provided.”

Conditions: The user adds a long title (130 characters) and a short description to a recording. When the user launches the end-user portal, the description field says “No description provided.” The administrative user interface shows both the title and description correctly.

Workaround: None.

- CSCtc88544—HTTP 500 error when server comes up after changing hostname from CLI

Symptom: Admin user interface shows 500 Error.

Conditions: After changing the hostname, this problem occurs intermittently.

Workaround: Reboot the CTRS.

- CSCtc91994—Null/null error and scheduled backup and export are not done if weekly backup and export are selected

Symptom: In System Backup/Restore and Export Media files in the admin user interface, an error message is displayed when the admin schedules a weekly backup/restore or export with multiple weekdays selected or with only Sunday selected. The schedule is not triggered for the weekly setting with multiple weekdays checked or if only Sunday checked.

Conditions: This symptom is seen in Release 1.6.0.

Workaround: Set a daily schedule, or set a weekly schedule with only one weekday selected (but do not select Sunday).

- CSCtc95412—Import does not import back the presentation file in a recording

Symptom: After importing a recording that includes presentation files, you notice that the presentation was not imported into the CTRS server.

Conditions: This issue can occur if the import was performed using a 1.6.2 or earlier CTRS.

Workaround: Copy the missing presentation file manually to the appropriate folder.

- CSCtc99256—Import interface shows error after exporting
Symptom: Import screen returns error.
Conditions: If there is a filename with more than 10 digits, the user sees this symptom.
Workaround: Do not import this file.
- CSCtd04989—Able to delete admin, but delete should be disabled for default admin user
Symptom: In User Management in the admin user interface, the administrative user can be deleted.
Conditions: This symptom is seen in Release 1.6.0.
Workaround: Do not delete the default administrative user. If other admin users are deleted, sign in as the default admin user and recreate other admin users. If all administrative users are deleted, the admin users are not able to sign in to admin user interface.
- CSCtd11516—CIF public recording seen on IP phone under public recording in corrupted format
Symptom: A corrupted recording title shows in the end-user portal.
Conditions: If a recording in CIF format only is made public, this symptom is seen.
Workaround: Do not make CIF videos public.
- CSCtd14343 (duplicate of CSCte91618)—Phone UI freezes in Review page if pause and stop selected
Symptom: The user sees a frozen IP phone UI.
Conditions: After recording from an endpoint, the user reviews the recording. When the user pauses and stops multiple times, the progress bar moves as though playback is progressing, but the display is blank. After, the phone UI freezes. The UI unfreezes after the default timeout period has elapsed.
Workaround: Wait for the timeout period to elapse. An idle screen is then displayed. Or stop and start midlet services by selecting the Services button.
- CSCtd17697—Playback “Unable to connect” message on phone UI while multiple recordings are starting
Symptom: The phone UI might show that it is unable to connect.
Conditions: In a scenario in which multiple recordings are being brought up simultaneously (approximately 23), this symptom might be seen.
Workaround: Retry recording or playback.
- CSCtd17702 (duplicate of CSCtf12680)—Cannot import more than 20 recordings at a time with IE 6
Symptom: In the Import Media page in IE 6, the user shows 50 items per page and selects more than 20 recordings. The user then clicks import. A JavaScript error occurs, and the import cannot be executed.
Conditions: This symptom is seen in Release 1.6.0.
Workaround: On the import page, import at most 20 recordings each time in IE 6. Or use IE 7 or IE 8 to import more than 20 recordings.
- CSCtd53228—HD version of video is missing the first 15 seconds
Symptom: HD version missing first 15 seconds, but SD version is fine.
Conditions: Packet loss occurs at the beginning of a recording. A full IDR is not received at the beginning.
Workaround: None

- CSCtd68551—CTRS file system in read-only mode
Symptom: Admin CLI access is denied with lines of java exceptions. Most GUI features are not available.
Conditions: CTRS is on 7845I2 or 7835I2 platform.
Workaround: Power cycle the server.
- CSCte91618—Stopping recording or playback causes phone screen to freeze
Symptom: While making or playing back a recording, the phone screen freezes when a user clicks the stop button.
Conditions: This issue can occur with CTRS 1.6.x and midlet 1-6-0.2S.
Workaround: This issue should resolve if you take one of the following actions:
 - Wait for 5 minutes for the timeout at the endpoint (the idle screen is displayed).
 - Stop and restart the midlet services by selecting the services button.
- CSCtf12680—CTRS Admin UI: Error occurs when importing 20+ files using IE6 browser
Symptom: In the Import Media Files page of the CTRS Administrative UI, you changed the number of recordings displayed per page to 50, selected 20+ recordings, and clicked Import Files. As a result, a Javascript error occurs.
Conditions: This issue can occur under the following conditions:
 - You use an Internet Explorer version 6 browser to access the CTRS Administrative UI/Import Media Files page.
 - You try to import the files via a CTRS running 1.6.x software.**Workaround:** When using an Internet Explorer version 6 browser, select a maximum of 20 recordings to import at one time. To work around this limitation, you can use a version 7 or 8 Internet Explorer browser.
- CSCtj02672—CTRS: recorded presentation does not play back
Symptom: A presentation recorded by a CTRS on a 1.7.0 CTS endpoint could not be played back 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.
- CSCtj73210—CTRS: User cannot view a video through a CTS endpoint
Symptom: A user might not be able to view a video through a CTS endpoint.
Conditions: This issue may arise if a user has more than 4300 recorded videos.
Workaround: Perform these steps in this order:
 1. Reboot the CTRS and CTS endpoint.
 2. If #1 does not resolve this issue, upgrade the CTRS to the latest version of software (1.7.0 or later)

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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