



# Cisco Jabber Video for TelePresence Version 4.3.12.13351

Software Release Notes  
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## Introduction

These release notes describe feature and capability changes as well as issues resolved in Cisco Jabber Video for TelePresence for Windows and Mac OS X since version 4.2.

## New product name

As of version 4.3, the full product name changes to Cisco Jabber Video for TelePresence from Cisco TelePresence Movi. The name change is reflected in file names and installation paths.

## Upgrading on Mac OS X

On Mac OS X, Cisco Jabber Video for TelePresence 4.3 will install next to any existing installation of Movi.

Upgrading users must:

1. Launch Jabber Video to have their preferences automatically imported from Movi.
2. Manually remove the Movi application from their computer.

See [Upgrading to Jabber Video 4.3](#) for more information.

## Product documentation

The following documents provide guidance on installation, initial configuration, and operation of the product:

- *Cisco Jabber Video for TelePresence Administrator Guide (4.3)*  
[http://www.cisco.com/en/US/partner/products/ps11328/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/partner/products/ps11328/prod_maintenance_guides_list.html)

- *Cisco Jabber Video for TelePresence User Guide for Windows (4.3) and Cisco Jabber Video for TelePresence User Guide for Mac (4.3)* [http://www.cisco.com/en/US/partner/products/ps11328/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/partner/products/ps11328/products_user_guide_list.html)

## New features and functionality in 4.3

### 1080p resolution support

Jabber Video now supports sending and receiving video with a resolution of 1080p at a framerate of 30 frames per second.

Requirements:

- Your provisioned and actual bandwidth must be at least 2.6 Mb/s.
- Your camera must be able to deliver 1080p.
- The far-end camera and endpoint must be able to deliver and transmit 1080p.

### Improved resource adaptation

Jabber Video 4.3 adds probing and dynamic adaptation to resources.

#### Bandwidth probing

If bandwidth probing is provisioned, Jabber Video will route dummy media to the TURN server and back after signing in to determine the available bandwidth. The functionality relies on a TURN server being successfully provisioned.

The result of the bandwidth probing is used for Jabber Video's dynamic resource adaptation. It is also displayed to users in the **Quick Setup** dialog as part of the calculation of expected outgoing video quality.

Note that the results of the bandwidth probing depends on the provisioned time for probing and in many cases will represent a "worst case" bandwidth scenario where more bandwidth may be available during an actual conference.

#### Dynamic bandwidth adaptation

The adaptation logic that controls the bandwidth consumed by outgoing media has been improved. The new implementation improves detection of networks with intermittent packet loss and provides a more stable adaptation scheme for many common network types.

#### Dynamic CPU adaptation

When sending or receiving higher resolutions during a call than your computer is able to process in a timely fashion, Jabber Video will now reduce the sent resolution and request that the far end system throttle to a lower resolution.

### Tooltip descriptions

Explanatory tooltips are now displayed when hovering over graphical user interface elements, such as the video window toolbar buttons.

## Quick Setup

A new **Quick Setup** dialog will launch on first start-up and guide the user in selecting and testing camera, microphone, and speakers. The dialog also displays the results of initial bandwidth and system resource probing and indicates the expected quality of outgoing video.

In the Windows client, the dialog can be opened from the new **Settings** menu.

On Mac OS X, go to **Jabber Video > Quick Setup**.

## Instant camera selection

Switching the camera in use during a call is now supported in the Quick Setup dialog box. The new camera will be instantly detected and applied.

## Changes to sign-in window

A settings menu button has been added to the sign-in window. The settings for automatic sign-in have now been moved to the Sign-in Settings dialog (formerly Advanced Sign-in).

## Changes to settings dialog

- Video settings now include live preview from the selected camera.
- Sign-in settings are included in the general settings dialog. Note that the server and domain settings are grayed out/not editable when the user is signed in, and that they will be hidden from view if Jabber Video is pre-configured or provisioned to hide advanced sign-in.

## Automatic upgrade improvements

When a new version of Jabber Video has been made available to users through provisioning, the user will be prompted after signing in and asked whether they want to install the new version. This functionality has been improved in 4.3. Note that these changes will only be visible to users when upgrading from 4.3 to a future version.

- If the user accepts, the new installer will be downloaded and started automatically. Restarting the computer after installation is not necessary.
- If the user clicks **Ask Later**, the prompt will return the next time the user signs in.

## Support for downgrading

Users will receive the same prompt as described above if provisioned with a version number of Jabber Video that is lower than the version number of the client they are currently using.

When downgrading to an earlier version, the user's Favorites, History, and settings are now kept intact. Logs and log settings are deleted.

## Support for Mac OS X 10.7

Jabber Video 4.3 adds support for Mac OS X 10.7 Lion.

## No support for Mac OS X 10.5

While previous versions of Jabber Video have been functional on Mac OS X 10.5 with known limitations, OS X 10.5 is unsupported as of this release.

## Help URL

Jabber Video now has **Help** menu entries available on both Windows and Mac OS X, before and after sign-in. In a default installation, these menu entries will take the user to [http://www.cisco.com/en/US/products/ps11328/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps11328/products_user_guide_list.html), where user guides for both Windows and Mac can be downloaded as PDF documents.

By pre-configuring or provisioning Jabber Video with a Help URL, you can direct users to web-based help files or a local support site instead.

- By pre-configuring the **Help URL**, you can have different URLs for Mac and Windows clients. The URL will be available at all times.
- A provisioned **Help URL** will not be accessible from the menu before the user has signed in.

For guidance on how to configure these settings, see [Cisco Jabber Video for TelePresence Administrator Guide \(4.3\)](#).

## Uploading web-based help

The Jabber Video deliverable archive contains two sets of web help files; one for the Windows client and one for Mac OS X.

To use these help files:

1. Unzip the archive(s).
2. Upload the contents to any local server.
3. Make sure to include the full path to the uploaded web help files in the Help URL when pre-configuring or provisioning. Include both the protocol (HTTP or HTTPS) and the file **Default.htm**.

## Alternative uses

The Help URL pre-configuration/provisioning settings may also be used to direct users to any internal help and support site that the organization may have for Jabber Video.

also be used to direct users to any internal help and support pages the organization may have for Jabber Video.

## TLS certificate validation

An option has now been implemented to make Jabber Video verify the provisioning server's TLS certificate against the system certificate store when signing in, if this is also supported and enabled by the server.

This feature is disabled by default. To enable certificate validation for Jabber Video, the client must be pre-configured. For instructions, see [Pre-configuration](#).

## Connectivity check

In deployments that support this functionality, Jabber Video will now perform connectivity checks using DNS to find TURN servers and ports after signing in. If specified in the SRV records and supported by the TURN

server, Jabber Video can use any ports including 80 (HTTP) and 443 (HTTPS).

Jabber Video looks for ports in the following order of priority:

1. UDP
2. TCP (if supported)
3. TLS (if supported)


If no ports are detected, Jabber Video will default to ports 3478 and 5349.

Note that firewall traversal using TCP relay is not supported when using Cisco VCS as a TURN server at this time.

## Feedback when pressing keypad

When pushing buttons on the DTMF keypad or using the keyboard for DTMF input, visual feedback and audio feedback will now be given.

## Start button on Mac OS X

The  button has been added to the Mac client. This button is available when hovering each list entry in Favorites, History, and search results.

The options for starting a call are now identical for the Windows and Mac OS X Jabber Video clients.

## Pre-configuration

New preconfiguration options in 4.3 include:

- [Help URL](#).
- [TLS certificate validation](#). To use this setting, **TlsCommonName** must also be configured.
- Password retrieval. If supported by the backend, the setting allows administrators to provide a URL for a password retrieval site.

Value name	Windows registry type	Windows preconfiguration key	Mac OS X plist element
VerifyTlsCertificate	REG_DWORD	FORCEDVERIFYTLSCERTIFICATE	<true /> or <false />
TlsCommonName	REG_SZ	FORCEDTLSCOMMONNAME	<string>
HelpUrl	REG_SZ	FORCEDHELPURL	<string>
ForgotPasswordUrl	REG_SZ	FORCEDFORGOTPASSWORDURL	<string>

For detail on pre-configuring installers for Windows and Mac OS X, see *Cisco Jabber Video for TelePresence Administrator Guide (4.3)*.

## Provisioning

Note that despite the product name change, Jabber Video 4.3 is still provisioned as "Movi" from the Cisco TMS backend.

For detail on all provisioning settings, defaults, and available options, see [Cisco Jabber Video for TelePresence Administrator Guide \(4.3\)](#).

## New settings

### Bandwidth Prober Time

### Bandwidth Prober Auto Scheduling

These settings let Jabber Video probe the TURN server after signing in to determine the available bandwidth for the link. See [Improved resource adaptation](#) for more information on this feature.

### Detect Media Mangling

This setting is default *On* to let Jabber Video detect if a server in the network is trying to take media.

### Help URL

Provision Cisco Jabber Video for TelePresence with a full URL(protocol included) to web help or a local support page. See [Help URL](#) for information on using the Jabber Video web help from the deliverable.

Note that the provisioned URL will only be available to the user after successful sign-in. To make the help available from the sign-in screen, opt for [Pre-configuration](#) of the installer.

### Http Log URL

Administrators can now provision a log URL that will be posted to after every call from Jabber Video. The URL must be a web page/service capable of receiving HTTPS POST.

Example data sent after call:

```
<CallLog>
  <Call      UtcTimestamp="1314310618">
    <CallType>Video</CallType>
    <Encryption>Off</Encryption>
    <LocalUri>person@example.com</LocalUri>
    <RemoteUri>otherperson@example.com</RemoteUri>
    <Direction>Outgoing</Direction>
    <TurnServer      transport="udp">000.0.000.000:3478</TurnServer>
    <SipProxy>00.00.00.00:5061</SipProxy>
  </Call>
</CallLog>
```

### Inviter Contact URI

You can now add a display name and SIP URI that will be automatically added to the favorites of all provisioned users.

The string must be on the format "Contact Person <sip:contact.person@example.com>"

### Tcp Media Relay

Enabling this setting lets TURN probing determine whether TCP or TLS media relay is needed. See [Connectivity check](#) for more information on this feature.

## Resolved issues

Below is an overview of issues resolved since version 4.2.

### Both platforms

These issues were resolved for both clients (Windows and Mac OS X).

Internal reference	Bug toolkit reference	Description
72924	CSCtw83674	When detecting a remote desktop session on startup, Jabber Video will display a "not supported" message instead of OpenGL error.
73002	CSCtw83680	Changed Self-View behavior: when not in a call, showing the best possible quality video from camera. During a call, showing the resolution that is actually sent from Jabber Video.
77145	CSCtw83677	Reduced negotiation time for Far-end camera control (FECC) on call setup.
80093	CSCtw83685	Typing a number, # or * will no longer cause the video window to exit fullscreen mode.
82042	CSCtw83687	The search field now has keyboard input focus when signing into Jabber Video. Previously, the very first keypress would be missed.
84150	CSCtw83672	Record-route headings now correctly stored from NOTIFY messages in compliance with <a href="#">SIP: Session Initiation Protocol</a> (RFC 3261).
86968 121100	CSCtw83683	When no presence services are provisioned, status-related user interface elements will now be hidden.
87752	CSCtw83683	Made encrypted calls fail if Jabber Video is provisioned to only allow unencrypted media ( <i>AutoNoSrtP</i> ).
87913	CSCtu07255	Increased capability for handling large amounts of re-invites in short time span to avoid disconnects.
87893 116824	CSCtw83679	Corrected handling and display of SIP URIs and usernames with Unicode/non-ASCII characters.
88299	CSCtw83684	The <b>Reset to default</b> button for bandwidth settings is now disabled during calls.
88485	CSCtw83689	When an FECC zoom button has been pressed and the mouse button is released outside of the button area, the button will now be properly released.
88814	CSCtw83694	Jabber Video now uses TURN data channels also for non-ICE calls.
88899	CSCtw83816	Fixed two typographical errors in the provisioning template.
88927	CSCtw83821	When signing in to internal VCS fails with no SIP error message, Jabber Video will now proceed to try signing in to the provided external VCS.
88971	CSCtw83813	Jabber Video now correctly mutes the ringtone when switching between calls on hold if the setting is <i>Mute when in a call</i> .
89728	CSCtw83811	Jabber Video now properly respects the optional <b>max-br</b> parameter in SDP for H.264, as specified in <a href="#">RFC 3984</a> . The property can be set by the far end to specify maximum bitrate capabilities for incoming H.264 video.
89758	CSCtw85942	Jabber Video will now stop trying to authenticate with VCS if receiving multiple <b>401 Unauthorized</b> SIP responses.
113986	CSCtw85943	Don't allow build-up of audio delay when network conditions are difficult. Prevents "choppy" audio.
114494	CSCtw85950	Corrected the pixel aspect ratio rendering for 448p video.
114509	CSCtw85954	Resolved issue with flickering video when moving mouse across an overlay dialog (calls on hold, start/stop presentation sharing, and similar).
114537	CSCtw85947	Resolved issues where in some scenarios, the pixel aspect ratio was incorrectly specified in H.263 / H.263+ bitstreams.

Internal reference	Bug toolkit reference	Description
116315 117459	CSCtw85960	Respect Cisco VCS re-register timeout, avoid issues with constant re-registration attempts.
116824	CSCtw85958	Resolved issue where truncation of usernames containing Unicode characters caused erroneous presence status.
117289	CSCtw85948	Detection of far end camera control (FECC) capabilities changed to improve interoperability with different endpoints.
117606	CSCtt34812	Presence now set to <i>Offline</i> before de-registering from Cisco VCS.
118975	CSCtw85955	Jabber Video is now correctly using Active Directory domain in response to NTLM challenge.
119043	CSCtw86881	Far-end camera control (FECC) now works as expected after a call has been put hold and resumed.
120375	CSCtw86882	Corrected handling of presence updates when calls are rejected or cancelled.
120377	CSCtw89890	Solved ICE issue with sending and receiving media when one or more parties were using VPN.
120656 120783	CSCtw89942	Made duplicate control and automatic appending of default SIP domain work the same when editing a favorite and adding one.
121170	CSCtw89924	Jabber Video no longer locked when returning from sleep mode if preference or video window was open.
121268	CSCtw89892	Resolved interoperability issue causing media to stop during call when attempting refresh/resume and the far end does not support ICE.
121487	CSCtw89893	Solved issue where, in some scenarios, Jabber Video would sign out instead of reauthenticating.
122188	CSCtw89893	"Far end camera turned off" notification re-enabled for Jabber Video to Jabber Video calls.
122191	CSCtw89904	Corrected handling causing some multipoint conference calls on conferencing devices to be disconnected after a short time.
122350	CSCtw89932	Resolved issue where enabling automatic sign-in on multiple clients for the same user would sometimes result in repeated sign-in conflict.
122355	CSCtw89923	Implemented support for paired allocation of TURN ports as specified in <a href="#">RFC 5766</a> .
121649	CSCtt96331	Multiple stability improvements.
		Several improvements to packet loss handling.



## Mac-specific

Internal reference	Bug toolkit reference	Description
80092	CSCtr80158	<b>Cmd+Tab</b> now works as expected when Jabber Video is in fullscreen.
84402	CSCtw86665	Corrected behavior of fullscreen video window on multiple-monitor setups.
88448	CSCto14028	Mac OS X only: Hiding the full-screen video window using <b>Cmd+H</b> now works and no longer produces a blank screen.
115107	CSCtw86668	Removed 16 character username limit for NTLM login.
121720	CSCtu01696	Solved issue causing some phonebook search result entries to be displayed twice.

## Windows-specific

Internal reference	Bug toolkit reference	Description
55548	CSCtw89946	Version information now correct in all files. InstallShield 2011 implemented.
67065	CSCtx00141	Corrected configuration of pixel aspect ratio when sending presentation streams.
76391	CSCtw89933	Fixed issue with text strings being cut off when using the Windows "Medium" display setting.
80954	CSCtw89937	The second click will now be ignored if the <b>Call</b> button is double-clicked.
87476	CSCtw89895	It is no longer possible to add duplicate favorites on Windows.
88496	CSCtw89934	Resolved issues with adjusting the volume of the internal microphone.
88986	CSCtw89938	Long input in the search field will no longer cover the <b>X</b> ("Clear") button.
114732	CSCtw89920	Presence update now sent instantaneously when Windows hibernates.
114835	CSCtw89907	Windows XP: Unplugging the camera while active will no longer cause Jabber Video to exit.
115535	CSCtw89921	Windows only: Double-clicking a favorite to make a call works again.
116498	CSCtw89918	Solved issue with sharing entire desktop when screen is cloned on two displays.
119034	CSCtw89922	Improved handling of DNS lookup failure due to, for example, missing network and invalid DNS name.
119579	CSCtw89911	When signing in with a username more than 35 characters long, the name will now be truncated in the control window.
119800	CSCtw89949	Aligned behavior of all volume level sliders. The slider for speaker test sound now continuously updates the level.
120660	CSCtw89929	Resolved issue where an already-open video window with Self-View would not work when coming back from hibernation or sleep mode.
121493	CSCtw89941	The appropriate error message is now shown when attempting to sign in with an invalid value for <b>Internal Server</b> .

## Open issues

Internal reference	Description
79645	Windows XP only: Sharing Internet Explorer 6.0 or 8.0 as a presentation makes the presentation video flash.
85104	Mac OS X only: It is not possible to share full-screen PowerPoint presentations.
85992	When user ends a call while having another call on hold, the presence status erroneously changes to "Online". When the second call is resumed, the status remains "Online".

## Limitations

The following limitations affect this release of Cisco Jabber Video for TelePresence.

Description	Workaround/solution
Due to application-specific support for Windows APIs, not all applications can be shared with Jabber Video at this time. Platforms known to cause presentation sharing issues in Jabber Video include Adobe AIR and GTK+.	Sharing the entire screen rather than the application window works for most applications.
Mac OS X 10.7: The 3ivx MPEG-4 video codec used by QuickTime causes Jabber Video to crash when attempting to make a call or opening Self-View.	Upgrade 3ivx MPEG-4 to version 5.0.4 or later.
Users of the Cisco Security Agent (CSA) may encounter an issue where Jabber Video freezes during camera selection or call setup. No applications will then be able access audio devices, and the computer must be restarted for audio functionality to resume.  The issue only affects users with a USB microphone or USB camera that includes a microphone. The issue is also most likely to arise under low battery conditions (Cisco Security Agent issue identifier CSCtu24103)	In the Windows registry, under <b>\HKLM\System\currentcontrolset\services\csahook</b> , create a new REG_DWORD called <b>MediaEnable</b> and set it to 0.

## Upgrading

The process of upgrading Jabber Video is controlled by the IT administrator through four provisioning options in Cisco TelePresence Management Suite:

- **Windows Software URL** and **OS X Software URL**.
- **Windows Software Version** and **OS X Software Version**

We recommend that the administrator immediately test and verify that the provisioned URLs work and are available to all provisioned users on the network. When these two options are correctly configured, users will receive a prompt when they sign in asking them whether they want to upgrade immediately:

- If the user accepts, the new installer will be downloaded and started automatically. Restarting the computer after installation is not necessary.
- If the user accepts, but the download is not available—for example because the user is connecting from outside the company network, the user will be notified of the failure and the prompt will return the next time the user signs in.
- If the user clicks **Ask Later**, the prompt will return the next time the user signs in.

If you want to make absolutely sure that all clients are upgraded, you can instead opt to use your deployment tool(s) to force the upgrade.

## Upgrading to Jabber Video 4.3

Due to changes in product name and brand, the Jabber Video 4.3 installers will make some changes to previous installations. On Mac OS X, the user must manually remove the old application after installing and launching Jabber Video 4.3

### Windows

During installation:

- Jabber Video 4.3 installs itself to the program file paths described under [File locations](#).
- Jabber Video registers itself as the default SIP protocol handler.

When Jabber Video is launched:

- If upgrading from version 4.1 or later: Existing profile folders and registry settings are renamed from `~\Cisco\Movi\2.0\~` to `~\Cisco\JabberVideo\~`.
- If upgrading from version older than 4.1: Existing profile folders and registry settings are renamed from `~\TANDBERG\Movi\2.0\~` to `~\Cisco\JabberVideo\~`.

### Mac OS X

Be sure to install and start up Jabber Video before removing Movi, as settings are imported on first startup.

When installing:

- Jabber Video installs itself as a new application alongside Cisco TelePresence Movi.
- Jabber Video registers itself as the default SIP protocol handler.
- The program bundle identifier is now **com.cisco.JabberVideo**.

When Jabber Video is launched:

- Preferences, Favorites, and History are imported from Movi.
- Stored passwords are not imported and must be re-entered.

## Default file locations

Files	Windows location	Mac OS X location
Program file	<ul style="list-style-type: none"> <li>Windows Vista and 7 (64 bit): <b>%Program Files (x86)%\Cisco\</b></li> <li>Windows Vista and 7 (32 bit) : <b>%Program Files%\Cisco\</b></li> <li>Windows XP: <b>~\Program Files\Cisco\</b></li> </ul>	<b>/Applications/Jabber Video</b>
Favorites and History	<b>%APPDATA%\Cisco\JabberVideo\</b>	<b>~/Library/Application Support/Jabber Video/</b>
Log files for debugging purposes	<b>&lt;CSIDL_LOCAL_APPDATA&gt;\Cisco\JabberVideo\Logs\.</b> The <CSIDL_LOCAL_APPDATA> directory is hidden by default and can be found at <ul style="list-style-type: none"> <li>Windows XP: <b>%USERPROFILE%\Local Settings\Application Data\</b></li> <li>Windows Vista and Windows 7: <b>%LOCALAPPDATA%</b> (typically <b>%USERPROFILE%\AppData\</b>)</li> </ul>	<b>~/Library/Logs/Jabber Video/</b>

On a Windows computer, the Favorites and History are individual to each user logging on to Jabber Video.

On Mac OS X, the Favorites and History are specific to the Mac OS X user account, regardless of which Jabber Video user is logged in.

## Downgrading

The provisioning options for software URL and version also make it possible to provision a downgrade, taking users to an earlier version of Cisco Jabber Video for TelePresence.

The downgrade process is similar to the upgrade process.

When downgrading to an earlier version, the user's Favorites, History, and settings are kept intact. Logs and log settings are deleted. Due to the name changes in version 4.3, a complete downgrade from this version is not possible, see below.

### Downgrading from Jabber Video 4.3 on Windows

Due to the changes in product name and installation path, downgrading from Jabber Video 4.3 is not fully supported; the client application will be replaced, but registry files and file paths will not be reverted.

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