



Software deferral notice

Dear Cisco Customer,

Cisco engineering has identified a software issue with the release which you have selected. This issue may affect your use of this software. Please review the deferral notice below to determine if the issue applies to your environment. Customers are urged to upgrade to the recommended solution image or most current software version.

For more comprehensive information about what is included in this software, please refer to the [Cisco TelePresence TC Software Release Notes \(TC4\)](#).

Affected software and replacement solution

| Software type | Software affected | Software solution | |
|---------------|-------------------|-------------------|---------------------------|
| | Version | Version | Availability (dd/mm/yyyy) |
| TC | 4.0.0 | 4.2.4 / 5.1.4 | 09/10/2012 / 17/08/2012 |
| TC | 4.0.1 | 4.2.4 / 5.1.4 | 09/10/2012 / 17/08/2012 |
| TC | 4.0.4 | 4.2.4 / 5.1.4 | 09/10/2012 / 17/08/2012 |
| TC | 4.1.1 | 4.2.4 / 5.1.4 | 09/10/2012 / 17/08/2012 |
| TC | 4.1.2 | 4.2.4 / 5.1.4 | 09/10/2012 / 17/08/2012 |
| TC | 4.2.0 | 4.2.4 / 5.1.4 | 09/10/2012 / 17/08/2012 |
| TC | 4.2.1 | 4.2.4 / 5.1.4 | 09/10/2012 / 17/08/2012 |
| TC | 4.2.2 | 4.2.4 / 5.1.4 | 09/10/2012 / 17/08/2012 |
| TC | 4.2.3 | 4.2.4 / 5.1.4 | 09/10/2012 / 17/08/2012 |

Reason for Advisory:

CDETS No: CSCua44699

See Field Notice: <http://www.cisco.com/en/US/partner/ts/fn/635/fn63534.html>

Headline:

Serious functional issue that may impact customers

Description:

Due to a bug in the NAND flash driver in the Precision HD 1080p 4x the connection with the codec may be lost due to a checksum validation failure. The issue is prominent on camera units produced after week 40 2011 when the new NAND flash was introduced in the camera.

This bug has been fixed in the camera software ID 20011 which is included in TC4.2.4 and later and TC5.1.3 and later. When a codec is upgraded to a version containing a newer camera firmware, the camera will automatically be upgraded. The camera firmware will not be downgraded if the system is downgraded. This means that it is possible to prevent this issue from happening by upgrading to a new software version, wait for the camera to finish upgrading firmware (approximately 8 minutes) and then downgrade to a lower version if required.

All TC4 software versions prior to TC4.2.4 are prone to this issue. If the camera has failed, a manual software upgrade of the camera is required to resolve the issue. Upgrading the codec will in this case not resolve the issue since the codec cannot connect to the camera to do the firmware upgrade. Cameras that have not yet failed will have a high probability of failing in the future if not upgraded. Cisco strongly recommends all customers to avoid TC software versions lower than 4.2.4 or 5.1.3 to avoid the risk of service interruption due to this issue.

Cisco recommends customers to upgrade to TC5.1.4 rather than TC5.1.3 to get software support for new hardware revisions of the Cisco TelePresence Touch 8 which will be shipping end of CY2012.

Disclaimer:

In order to increase availability, Cisco recommends that you upgrade affected images with the suggested replacement software images.

Cisco will discontinue manufacturing shipment of affected images. Any pending order will be substituted by the replacement software images.

PLEASE BE AWARE THAT FAILURE TO USE THE UPGRADE PROCESS MAY RESULT IN DOWNTIME.

The terms and conditions that governed your rights and obligations and those of Cisco, with respect to the deferred software will apply to the replacement software.