



Software deferral notice

Dear Cisco Customer,

Cisco engineering has identified a software issue with the release that 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 \(TC7\)](#).

Affected software and replacement solution

Software type	Software affected	Software solution	
	Version	Version	Availability (dd/mm/yyyy)
TC	7.0.1	7.0.2	23/01/2014

Reason for Advisory:

User experience degraded

CDETS No:

CSCum34718, CSCum41362

See Field Notice:

No field notice required

Headline:

Incorrect notifications about lost connection with touch panels

Description:

Due to a bug, CSCum34718, any SX or C-Series codec not utilizing touch panel but rather remote control will see a notification about a lost connection to touch device on screen when the system is upgraded to TC7.0.1. The notification can be cleared but will re-appear when the system is rebooted. AMX/Creston users are forced to use the remote control to clear the notification before they can regain control over the endpoint.

Another bug in TC7.0.1, CSCum41362, causes phonebooks received via API to contain the word "PhonebookSearchResult" in every line of data. This is also affecting Creston/AMX users in particular.

Cisco has chosen to defer TC7.0.1 because user experience is very important for us. Both bugs are resolved in TC7.0.2, which can be downloaded on <http://www.cisco.com>.

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.

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.