Cisco TelePresence Content Server Software Release 6.0 and Later Release Notes

Revised: February 7, 2014

These release notes describe the changes and improvements included in the Cisco TelePresence Content Server (Content Server) Software Release 6.0 and 6.0.1 (Release 6.0.x).

Contents

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New Hardware and Software Features

Release 6.0.1

Content Server Release 6.0.1 is a software maintenance release and includes one new feature: "Optimize for motion" check box in the web interface. See the Updates to the Administration and User Guide for more information.

To upgrade to Release 6.0.1, see Upgrading the Content Server Software.

Release 6.0

These are the new hardware and software features and functionality for Release 6.0:

- This release introduces the new third-generation Content Server hardware that runs Cisco Content Server Release 6.0 software. The third-generation Content Server hardware is based on the Cisco UCS C220 M3 server. For more information about the UCS C220 M3 hardware, see the *Cisco TelePresence Content Server Release 6.0 Quick Start Guide* and the *Cisco UCS C220 Server Installation and Service Guide* on Cisco.com.

- The Content Server Release 6.0 operating system software has upgraded from Microsoft Windows Server 2003 to Microsoft Windows Server 2008 R2 for Embedded Systems Standard Edition. Windows Server 2008 is based on Windows NT 6.x and offers improvements in image-based installation, deployment and recovery, diagnostics, monitoring, event logging and reporting, and memory and file systems. For additional security capabilities, Windows Server 2008 Transport Layer Security (TLS) protocol has been improved to version 1.2/2.0/3.0 compatibility (from TLS version 1.0 on Windows Server 2003).

- Beginning with Cisco Content Server Release 6.0, all Windows Server 2008 administration and configuration is accomplished by using Windows Remote Desktop Connection to access the Windows server administration interface.

- There are no new Content Server user interface commands, menus, or operational features in Release 6.0.

Content Server Compatibility Matrix

Table 1 lists Cisco Show and Share software versions that are compatible with Content Server software.

Table 1   Cisco Show and Share and Content Server Software Compatibility

Software Version	Show and Share 5.2.1	Show and Share 5.2.2	Show and Share 5.2.3	Show and Share 5.3 and 5.3 Patch 1
Content Server 6.0.x	N	N	Y	Y

Table 2 lists the Cisco MXE 3500 software versions that are compatible with Content Server software.

Table 2   Cisco MXE 3500 and Content Server Software Compatibility

Software Version	MXE 3.2	MXE 3.3
Content Server 6.0.x	N	Y

Limitations and Restrictions

- The third-generation Content Server ships with Cisco Content Server Release 6.0.x pre-installed. This software release supports only new installations on third-generation server hardware. You cannot install Release 6.0.x on older hardware or use it to migrate files from older hardware to the new server.

- Third-generation Content Servers in a cluster must all be the same hardware version. You cannot mix older (first- or second-generation) servers in a cluster with third-generation Content Servers.

- Multicast content delivery from Windows media services is not supported on Windows 2008 Standard Edition. The Content Server version 6.0.x built-in Windows Media server can only stream unicast live video. For multicast live-streaming via the built-in Windows Media server you need to use an additional external Windows Media server.

- The USB media kit is used only for a third-generation Content Server software reimage. You cannot use the USB drive to upgrade the software on first- or second-generation server hardware.

- The Content Server Release 6.0.x software has no partial restore or full restore functionality. To return a Content Server to the factory-default software, you can perform a software reimage. This procedure clears the server hard drive and then reinstalls the Content Server system software. See the "Maintaining the Content Server" chapter in the *Cisco TelePresence Content Server Administration and User Guide* for more information.

- The Content Server Release 6.0.x software currently does not offer a migration path from earlier software versions.

Open Caveats

Table 3 lists the open caveats in Content Server Release 6.0.x.

Table 3   Content Server Release 6.0.x Open Caveats

Reference ID	Summary
—	The Content Server supports only Microsoft Active Directory Server for LDAP and Domain authentication.
—	When configuring LDAP servers in the Authentication section of the Site Settings page, the Content Server cannot accept the root of an Active Directory domain as the base DN. Instead, you must specify an object that resides inside the root. A common root-level object is 'OU=users.' If your users and groups are distributed between multiple root-level objects, specify each of them in separate LDAP servers.

Table 3   *Content Server Release 6.0.x Open Caveats (continued)*

Reference ID	Summary
—	Areas of green pixels might be displayed when starting playback and seeking in a Flash video streaming from a Wowza streaming server on some computers. The workaround is to update video drivers and/or turn off hardware acceleration. Visit the Adobe web site to view minimum hardware requirements for SD and HD video playback and video hardware acceleration support: http://www.adobe.com/products/flashplayer/systemreqs/#video
CSCtt01659	When HTTPS is used to view Content Server pages, users will not be able to view content in Silverlight and Flash players.
CSCuh76090	It is not possible to register more than 25 SIP aliases on the Content Server.
CSCuh76093	When the camera is turned off while reviewing recordings from a E20 endpoint, the review overlay will be missing, and a "No incoming video" error message will be displayed.
CSCue46815	MCU recording on Content Server not password protected.
CSCuf18052	AV-SYNC issue on Live Streaming from Darwin with Content Server-VC SIP\H323 call.
CSCub45195	Breaking audio on CTS endpoint for calls to a streaming server.
CSCuf81896	CE Engine restarted when VCS sends 2 invites for same call.
CSCub46029	No multicast support for non-windows PCs with Content Server.
CSCue62888	Content Server repair throwing some major warning.
CSCue62912	Disabling Dual Video on Content Server System Call Configuration is not working.
CSCue74576	Unable to play large recording in quicktime player in Content Server.
CSCue78942	Content Server failed SIP registrations.
CSCuf09038	There is no proper check for \"from Email Address\" in Content Server SMTP setting.
CSCuf18154	Content Server Content Editor is not working correctly
CSCuf22428	AV Sync issue in Content Server-E20 call with Video on mute with Wowza as streamer.
CSCtt01666	Can't log in with a user that has unicode in the name with domain authen.
CSCuf56494	Content Server recordings using video + presentation from a TX9000 shows artifacts.
CSCtz72406	Content Server stops responding to any new requests after any mid-call signaling.
CSCuf81934	For TMS Scheduled call, Content Server showing wrong call duration while call is UP.
CSCug08892	Content Server-MCU PIN Protected call is having issues in SIP-H.323 interworking call.
CSCug80435	Content Server live stream is delayed by 20 to 22 seconds on Content Server portal playback.
CSCuh49262	Content Server has an uploading limit of 2 GB.

Table 3   Content Server Release 6.0.x Open Caveats (continued)

Reference ID	Summary
CSCum47953	Grey bar at bottom observed while switching presentation in Content Server SIP Call.
CSCum47420	Grey Playback/Corruption observed with H.323 call to/from Content Server.
CSCul89307	Incoming call to Content Server made from Content Server/MCU shows garbage call duration value.
CSCuj19103	Windows server and Optimize for Motion not translated by Language Packs.
CSCul80712	Recordings of lower version do not join when imported to higher version.
CSCul88955	Lip sync issue when two live calls are placed: One to Darwin &and other to WMS/Wowza.
CSCul52342	Content Server Content Engine Service does not restart with specific steps.
CSCul52364	MXE Profiles are accessible without MXE Credential.
CSCul55224	Recording link not being updated with Frontend address.
CSCum57135	Import is failing on 6.0 version 3528 from 5.3 version 3529.
CSCum52406	Content Server virtual directories do not recover via repair.

Resolved Caveats

Caveats Resolved in Release 6.0.1

Table 4   Content Server Release 6.0.1 Resolved Caveats

Reference ID	Summary
CSCul79403	Repair and Backup/Restore.
CSCuh87539	Cannot login to Content Server with < in the password by using LDAP authentication.
CSCud12515	Content Server cannot save and verify front end address if using HTTPS.
CSCuf28109	Check-uncheck re-transcode realtime movies leads to Content Server misconfiguration.
CSCud03244	Jerkiness in video seen in live streaming via Wowza.
CSCuf90026	Content Server video with Flash jerky versus video with WMV appears fine.
CSCui91596	Content Server drops running calls due to intermittent NAS failures.
CSCul73707	Export Import from Content Server 5.x to Content Server 6.x.

Table 4   Content Server Release 6.0.1 Resolved Caveats (continued)

Reference ID	Summary
CSCum04548	In a end to end SIP\H323 call, there is a partial audio loss in one call.
CSCud35125	Image ghosting seen in the recording after presenting from Content Server.
CSCul16401	Audio mixing on running two live streaming calls on TCS.
CSCui51592	Content Server S6.0 - New Installation -503 Service Unavailable.
CSCuf90480	Content Server needs password recovery procedures documented.
CSCuj43354	Content Server repair option indicates Microsoft Visual C++ Redistributable error.

Caveats Resolved in Release 6.0

Table 5   Content Server Release 6.0 Resolved Caveats

Reference ID	Summary
CSCub00599	MP4 files larger than 4 GB are not created correctly.
CSCud86695 CSCub39425	Download and export WMV\Mp4 recording of more than 2GB successfully.
CSCub04304	Cisco Show and Share MP4 outputs should use keyframe spacing of four seconds.
CSCty05212 CSCud27370	Call with MP4 Flash live stream to WOWZA to Client PC.
CSCua36052	Content Server S5.3: OT engine crash when H263 decoder starts.
CSCua69536	Selecting switched output for live results in force 16:9 output instead.
CSCtz98025	Audio stops after some time during recording.
CSCud67695	Content Server sending wrong filename to Cisco MXE 3500 in case of failure conditions.

Upgrading the Content Server Software

This is the supported software upgrade path:

Release 6.0 (v6.0 Build 3474) > 6.0.1 (v6.0 Build 3528)

To upgrade the Content Server software, see these sections:

- Guidelines and Prerequisites, page 7
- Software Upgrade Procedure, page 7

Guidelines and Prerequisites

Before you begin, observe these guidelines and prerequisites:

- You must have administrator privileges to perform a software upgrade.

- You should download Release 6.0.1 software from Cisco.com before you begin the upgrade procedure.

- A release key is not required for upgrading to Release 6.0.1.

- Release 6.0.1 software cannot be installed on first- or second-generation Content Server hardware. If you attempt to run the 6.0.1 installer it will fail.

⚠
Caution   **Content Server 6.0.x software is only available for third generation Content Server hardware.**

- You can use the Content Server serial number to identify the server hardware version. In the web UI go to **Management > Diagnostics > Server overview**. You can also check the serial number label on the top right front of the Content Server. These are the device serial number formats:

    - Third-generation serial number: **49A3***xxxx*

    - Second-generation serial number: **49A2***xxxx*

    - First-generation serial number: **49A0***xxxx*

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Caution   You **must** back up your Content Server and turn off anti-virus applications before upgrading. You will need a full backup for restoring to the previous version or in the unlikely event of an upgrade failure. Follow the instructions for backing up and restoring the Content Server in the online help and in the *Cisco TelePresence Content Server Administration and User Guide* on Cisco.com.

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Caution   If you have installed the Feature Pack for Microsoft SQL Server 2005 or any of its components (which is NOT supported for the Cisco TelePresence Content Server), you must remove the components prior to upgrading, otherwise the upgrade may fail. These unsupported components MUST be removed prior to upgrading:

Microsoft SQL Server 2005 Analysis Services 9.0 OLE DB Provider, Microsoft SQL Server 2005 Backward Compatibility Components, Microsoft SQL Server 2005 Command Line Query Utility, Microsoft SQL Server 2005 Data Mining Viewer Controls, Microsoft SQL Server 2005 JDBC Driver, Microsoft SQL Server 2005 Management Objects Collection, Microsoft SQL Server 2005 Compact Edition, Microsoft SQL Server 2005 Notification Services Client Components, Microsoft SQL Server 2005 Upgrade Advisor, Microsoft SQL Server 2005 Reporting Services Add-in for Microsoft SharePoint Technologies, Microsoft SQL Server 2005 Data Mining Add-ins for Microsoft Office 2007.

Software Upgrade Procedure

The approximate duration of an upgrade is 10 to 20 minutes. Follow these steps:

Step 1   Log in to the Content Server as the administrator by using Windows Remote Desktop Connection.

Step 2   Transfer the installer and the MD5 file that you downloaded from Cisco.com to the Content Server. Do not run the installer from a mapped or network drive.

Step 3   Verify the MD5 hash (checksum) of the installer by using the provided MD5 file. We recommend verifying that the installer is not corrupted due to file transfer, disk error, or tampering. You can use any MD5 program to verify the installer integrity.

Step 4   When the installer passes the MD5 verification, double-click the installer to run the installation wizard.

Step 5   Click **Next**. The InstallShield Wizard is ready to begin installation.

Step 6   At the Content Server prerequisites prompt, select the backup option that applies to your Content Server:

- If you select *The Content Server is backed up*, click **Next** to proceed with the installation.

- If you select *The Content Server is not backed up*, clicking **Next** displays a warning that in case of installation failure there may be no way to recover your data. You can cancel the installation, take a backup of your Content Server, and then run the installer again. You can also choose to ignore the warning and proceed with the installation, although this is not recommended.

Step 7   At the second Content Server prerequisites prompt, select the antivirus option that applies to your Content Server:

- If you select *There is no antivirus software installed*, or *The antivirus software is stopped*, click **Next** to proceed with the installation.

- If you select *The antivirus software is still running*, clicking **Next** displays a warning that this might cause your installation to fail. You can cancel the installation, stop the antivirus software, and then run the installer again. You can also choose to ignore the warning and proceed with the installation, although this is not recommended.

Step 8   At the *Are you sure you wish to continue?* prompt, click **Yes** to proceed. Click **No** to cancel the upgrade.

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Caution   You must not cancel or interrupt the upgrade process after the upgrade begins. If you want to revert to the previous version after completing the upgrade, follow the instructions in the *Cisco TelePresence Content Server Administration and User Guide* on Cisco.com.

Step 9   After the installer has configured the Content Server, it displays a message that the upgrade has completed successfully.

The installation logs are available in the following locations: **E:\logs\Install** and **E:\logs\SetupUtility**.

Documentation Updates

Updates to the Administration and User Guide

Recording Download Timeout Increased

The timeout for downloading a recording to the Content Server was increased from a maximum of 20 minutes to maximum of 60 minutes to avoid large-file download failures.

Optimize for Motion Check Box

There is a new "Optimize for motion" check box in the Content Server web UI. You can use the check box to optimize the quality of high-motion recordings. The option appears in these web UI screens:

- **Recordings > Edit recordings: Manage outputs** in the On demand media server configuration settings screen.

- **Recording Setup > Templates: Add or Edit Template** in the On demand media server configuration settings screen.

Updates to the Online Help

The Content Server online help was not updated for Release 6.0.x. Observe these online help caveats:

- All references to Windows Server 2003 should now be Windows Server 2008.

- Specific configuration instructions for Windows Server 2003 are no longer valid. See the *Cisco TelePresence Content Server Administration and User Guide* for the Windows Server 2008 configuration information.

- References to accessing the Window Server interface by using the Content Server user interface are no longer valid. You can access the Windows Server interface only by using Windows Remote Desktop Connection.

- References to mixed hardware clusters are no longer valid. You cannot mix older first- and second-generation hardware in a third-generation Content Server cluster.

- References to specific browser support are no longer valid. See the *Cisco TelePresence Content Server Administration and User Guide* for the version 6.0 supported browsers.

- License, Copyright, and Trademark information is no longer valid. See the *Open Source Used In Cisco TelePresence Content Server Release 6.0* for the product license information.

Troubleshooting and Technical Support

Cisco recommends registering your product at http://www.cisco.com/cisco/support/notifications.html in order to receive notifications about the latest software and security updates. New feature and maintenance releases are published regularly, and we recommend that your Content Server software is always kept up to date.

Using the server logs to help solve a problem

You can use the server logs to produce debugging information to assist customer support in solving issues. From the **Management** tab, go to **Diagnostics > Server logs** to access the Content Server logs.

Getting more help

If you experience any problems when configuring or using the Content Server, consult the online help for an explanation of how individual features and settings work. Also, see the *Cisco TelePresence Content Server Administration and User Guide* for this release on Cisco.com.

When contacting Cisco for support, make sure that you have this information:

- The serial number and product model number of the server

- The software build number, which can be found on the product user interface

- Your contact email address or telephone number

 • A full description of the problem

Related Documentation

 • Cisco TelePresence Content Server Documentation

   http://www.cisco.com/en/US/products/ps11347/tsd_products_support_series_home.html

 • Cisco UCS C220 Documentation

   http://www.cisco.com/en/US/products/ps10493/tsd_products_support_series_home.html

 • Cisco Capture Transform Share Documentation

   http://www.cisco.com/en/US/products/ps12130/products_installation_and_configuration_guides_list.html

Information About Accessibility and Cisco Products

For information about the accessibility of this product, contact the Cisco accessibility team at accessibility@cisco.com.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

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