Release Notes for Cisco MXE 3500 Release 3.3.2 on the Cisco MXE 3500 V3 Appliance

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This document describes new and changed features, requirements, and known issues for Cisco MXE 3500 Release 3.3.2 software installed on the Cisco MXE 3500 V3 appliance.

The Cisco MXE 3500 V3 appliance is based on the Cisco UCS C220 M3 server.

Contents

This document includes these sections:

Release Features

Cisco MXE 3500 Release 3.3.2 includes all Release 3.3.x features and applicable patches; it does not introduce any new features. You can deploy the Cisco MXE 3500 V3 appliance in your existing Cisco Capture Transform Share solution network.

For additional feature information about Cisco MXE 3500 Release 3.3.x, see the release notes on Cisco.com:
http://www.cisco.com/en/US/products/ps12130/prod_release_notes_list.html

For more deployment and configuration information, see the product documentation on Cisco.com:
http://www.cisco.com/en/US/products/ps12130/tsd_products_support_series_home.html

Browser Requirements

You must use one of following web browsers to access the Cisco MXE 3500 Web UI:

- Firefox Version 3 or later (Firefox 3.5 is recommended)
- Internet Explorer Version 8

Supported Software Migration on Cisco MXE 3500 V3

In addition to new installations of Cisco MXE 3500 Release 3.3.2, Cisco MXE 3500 V3 supports the following software migration paths:

- Cisco MXE 3500 Version 2 (V2) hardware running Release 3.3.2 > Cisco MXE 3500 V3 hardware running Release 3.3.2
- Cisco MXE 3500 Version 2 (V2) hardware running Release 3.3.1 > Cisco MXE 3500 V3 hardware running Release 3.3.2

For migration instructions, see the *Server Platform Migration Guide for Cisco MXE 3500 Release 3.3.2* at http://www.cisco.com/en/US/products/ps12130/prod_installation_guides_list.html.

Compatibility Matrix

Cisco MXE 3500 Release 3.3.2 on the Cisco MXE 3500 V3 appliance is compatible with these Capture-Transform-Share product releases:

Product	Release
Cisco Show and Share	Release 5.2.1 and later
Cisco TelePresence Content Server (TCS)	Release 5.2 and later

For supported product workflows, also see the Software Compatibility Matrix for Capture Transform Share Workflows:
http://www.cisco.com/en/US/docs/video/mxe/3500/sw/3_x/compatibility/matrix/Compatibility.html

Installation Notes

- Clustered deployments—All cluster members must be the same version hardware. For example, group only Cisco MXE 3500 V3 appliances in the cluster. Do not mix Cisco MXE 3500 V2 and Cisco MXE 3500 V3 appliances in the same cluster.

- Encoder profile task mode—We recommend that all jobs should run in the Immediate mode.

- Pulse force sync—If the Pulse video analytics feature is enabled, after you have restored the backup file on a appliance you should access the Pulse UI and perform a force synchronization. This will confirm that Pulse has the correct IP address.

- Default Profiles—Do not alter and overwrite the default profiles. Use **Save As** to save the profile with a different name before modifying the profile settings.

Caveats

This section includes the following topics:

Using the Bug Toolkit

Use the Cisco Software Bug Toolkit to search for problems.

Before You Begin

To access Bug Toolkit, you need the following:

- Internet connection
- Web browser
- Cisco.com user ID and password

Follow these steps to use the Cisco Software Bug Toolkit:

Step 1   To access the Bug Toolkit, go to http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs.

Step 2   Sign in with your Cisco.com user ID and password.

Step 3   To look for information about a specific problem, enter the bug ID number in the Search for Bug ID field, then click **Go**.

Open Caveats

Table 1 lists the open caveats for Cisco MXE 3500 and includes Severity 2 and Severity 3 caveats.

Because defect status continually changes, this table provides a snapshot of the defects that were open at the time of the release. For an updated list of open defects, access the Bug Toolkit.

Table 1   Open Caveats in Cisco MXE 3500 Release 3.3.2

Identifier	Description
CSCuc79424	PCI errors during installation of Cisco MXE 3500 Release 3.3.2. These PCI-related errors can appear: `0:00:00:03.389: cpu0:4096)PCI: 2804 failed for 000:128:00.0` There is no workaround. The error messages do not affect software installation.
CSCtq01074	Configure Hostname/Domain name does not display current configuration. There is no workaround. The user has to provide the new hostname/DNS without being able to see the existing values on the same screen.
CSCts53583	SUI: Local Account Passwords containing special characters (%&*) could not log in. There is no workaround. Special characters are not allowed for local account passwords for the Video Conversion Interface.
CSCts47520	User entered tags in the Video Conversion Interface are truncated to 45 characters when published to Cisco Show and Share. The workaround is to enter tags within the maximum limit of 45 characters.
CSCts83731	The IP stop trigger option does not work sometimes for live streaming. The workaround is to set pre-filter option to **Optimize for Speed** (Preprocessor profile) and **immediate** (Encoder profile) for live jobs. If "Optimize for Quality" is required, the job can be manually stopped from MXE Web UI Job Status page.
CSCts49348	In the Video Conversion Interface, the Show and Share upload button is available for upload in the Your Results page before transcoding is complete. The workaround is to submit transcoded file to Show and Share from the Job Status page. In the Job Status page, the video can only be published to Cisco Show and Share after transcoding is complete. In case an incomplete file is uploaded to Cisco Show and Share, go to the Show and Share portal and delete the file, then republish the file from Video Conversion Interface after transcoding has been completed.
CSCtr57953	In the Video Conversion Interface, upload to Show and Share fails if a combination of IP address and DNS is used in SUI Admin configuration. The workaround is to submit transcoded file to Show and Share from the Job Status page. In the Job Status page, the video can only be published to Cisco Show and Share after transcoding is complete. In case an incomplete file is uploaded to Cisco Show and Share, go to the Show and Share portal and delete the file, then republish the file from Video Conversion Interface after transcoding has been completed.
CSCtr36959	The AD settings need to be saved again after changing the MXE Hostname. After changing the Cisco MXE 3500 hostname and IP Address, AD protected shared folders are not accessible and all jobs fail. The workaround is to navigate to the Shared Folder Access Settings on the Cisco MXE 3500 UI. Click **Save** without changing any configuration.
CSCtx92616	Support VOIP audio type in WebEx .arf transcoding. This file type is not yet supported; there is no workaround.

Table 1   ***Open Caveats in Cisco MXE 3500 Release 3.3.2 (continued)***

Identifier	Description
CSCty29182	WAV encoding goes to pending state. When an .mp3 to .wav transcoding job is submitted, the .wav encoding changes to the pending state. The Health Status Page also displays that the .wav worker is Offline. The workaround is to RDC to the Windows VM and rename: *C:\Program Files\Cisco\Media Experience Engine\bin\WaveEncoder.exe* to *C:\Program Files\Cisco\Media Experience Engine\bin\WavEncoder.exe*

Table 1   Open Caveats in Cisco MXE 3500 Release 3.3.2 (continued)

Identifier	Description
CSCub91160	H.264 process stops at around 98% while the job status shows completed. For appliances running software version 3.3.1, MP4 file transcoding jobs show completed while the H.264 process displays as 98% running. This is the workaround:
	1. In the Cisco MXE 3500 UI, navigate to **Administration > System Settings**.
	2. For the encoder you are using (for example, H.264) change the Output Directory setting.
	Note This change affects all H.264 encoders not just one profile. The following steps are required for all H.264 profiles in use.
	3. Navigate to **New Profile > Distribution > Delivery**.
	a. In the Common window, enable these check boxes:
	– Profile Enabled
	– Use selected profiles
	b. In the Delivery Formats window, enable the check box for the desired profile (for example, H.264) and select the profiles to deliver. This will pair the delivery profile with a specific encoder.
	c. Save the profile.
	4. Open the Specific Job Profile and navigate to Distribution. In the Delivery window select the profile that you saved in Step 3. Your job should look like the following screenshot. Save the profile. You should see all output delivered to MXE-RM-IP\output.
	5. Repeat these steps for all the job profiles that are in use.

Table 1 **Open Caveats in Cisco MXE 3500 Release 3.3.2 (continued)**

Identifier	Description
CSCuc84385	Large Files from TCS to MXE fails. Large videos that are uploaded from Cisco TCS to Cisco MXE 3500 are not transcoded and are failing with the error "Unable to locate input file" even though the uploaded file is present in the TCS/Shared directory on the MXE 3500. There is no workaround.

Resolved Caveats

Table 2 describes the software caveats that were resolved in Cisco MXE 3500 Release 3.3.2.

Table 2 **Resolved Caveats in Cisco MXE 3500 Release 3.3.2**

Identifier	Description
CSCtu37637	Enable live stream output to play on VLC player.
CSCtu55663	TCS joined video is stretched when uploaded to Show and Share with Cisco MXE 3500 transcoding.
CSCtw56526	Composite ID reset after reboot.
CSCtx20390	Increase headerBufferSize for solr jetty.
CSCtx35225	Cisco TCS FTP user password expires.
CSCtx81886	SNS Failed to Update SID Database for Speakers with Apostrophe.
CSCtx92834	ARF transcoding job stalled at 0%.
CSCtx96304	SSR - OOB threshold for matching speakers need to be changed.
CSCtx99530	SSR crashes on a video.
CSCty14628	Monit: pidfile `/var/run/ssrdb.pid' does not contain a valid pidnumber.
CSCty71814	H.264 encoder generates numerous error messages that filled up ecs.log.
CSCtz05398	Cisco MXE 3500 generates incorrect in-point.
CSCtz13241	Analytics job failed with SSR communication failure message.
CSCtz14706	SSRDb crashed on restart and couldn't come up.
CSCtz18505	SSRdb and SSR Client services should always come up.
CSCua96966	Fix Max Queue Length Report.
CSCud62509	Speaker refresh fails after SSR database restart. See patch information in the "AnalyticsPatches-3.3.x-feb-2013" section on page 8.
CSCue25992	Speaker refresh hits solr database query limits. See patch information in the "AnalyticsPatches-3.3.x-feb-2013" section on page 8.
CSCue26022	Pulse analytics process hangs. See patch information in the "AnalyticsPatches-3.3.x-feb-2013" section on page 8.
CSCue93265	Mtagger/ssrLib failed to start because of 4GB limit. See patch information in the "AnalyticsMemoryIssue Patch" section on page 8.
CSCue93280	Memory Mtagger/SSR requires 4GB+ for 1.1GB compressed model. See patch information in the "AnalyticsMemoryIssue Patch" section on page 8.

Table 2   Resolved Caveats in Cisco MXE 3500 Release 3.3.2 (continued)

Identifier	Description
CSCui19998	MXE-3500 Samba denial of service vulnerability. See patch information in the "Samba Denial of Service Patch" section on page 10.
CSCui48757	MXE - Apache Struts2 command execution vulnerability. See patch information in the "Apache Struts2 Patch" section on page 10.

Patches and Fixes

- AnalyticsPatches-3.3.x-feb-2013, page 8
- AnalyticsMemoryIssue Patch, page 8
- Samba Denial of Service Patch, page 10
- Apache Struts2 Patch, page 10

AnalyticsPatches-3.3.x-feb-2013

This patch applies to CSCue26022, CSCud11339, CSCud62509, CSCue25992 and to Release 3.3.2.

✎ **Note**   In a clustered deployment, install the patch on only the RM.

Step 1   Download **analyticsPatches-3.3.x-feb-2013** from
Media Experience Engine Patches > 3.3.X
http://www.cisco.com/cisco/software/type.html?mdfid=282815279&flowid=29121.

Step 2   Save the file to a Unix server that the Cisco MXE 3500 can access.

Step 3   SSH to *mxe_IP_address*, log in as **admin**, and select System Command Prompt from the
Cisco MXE Appliance Configuration Menu. The command prompt displays.

Step 4   Enter **cd /tmp** to change directory.

Step 5   Copy the patch by entering **scp** *ip_address***:** *path* where *ip_address: path* is the IP address of the machine
and directory path to the patch that you downloaded. You should now see the file
analyticsPatches-3.3.x-feb-2013 in the /tmp folder.

Step 6   Enter **tar xzvf analyticsPatches-3.3.x-feb-2013** to untar the file. You should see an
analyticsPatches-3.3.x-feb-2013 folder in the */tmp* folder.

Step 7   Enter **cd analyticsPatches-3.3.x-feb-2013** to change directory.

Step 8   Enter this command to apply the patch:

        sh ./patchAnalytics.sh

Step 9   Exit command shell and SSH session.

AnalyticsMemoryIssue Patch

This patch applies to CSCue93265 and CSCue93280 and to Release 3.3.2.

Note In a clustered deployment, install the patch on only the RM.

Step 1 Download **analyticsMemoryIssue.tar.gz** from
Media Experience Engine Patches > 3.3.X
http://www.cisco.com/cisco/software/type.html?mdfid=282815279&flowid=29121.

Step 2 Save the file to a Unix server that the Cisco MXE 3500 can access.

Step 3 SSH to *mxe_IP_address*, log in as **admin**, and select System Command Prompt from the
Cisco MXE Appliance Configuration Menu. The command prompt displays.

Step 4 Enter **cd /tmp** to change directory.

Step 5 Copy the patch by entering **scp** *ip_address***:** *path* where *ip_address: path* is the IP address of the machine
and directory path to the patch that you downloaded. You should now see the file
analyticsMemoryIssue.tar.gz in the /tmp folder.

Step 6 Enter **tar -xvzf analyticsMemoryIssue.tar.gz** to untar the file. You should see an *analyticsMemoryIssue*
folder in the */tmp* folder.

Step 7 Enter **cd analyticsMemoryIssue** to change directory.

Step 8 Enter these commands to stop the following services:

/sbin/service mtagger stop

Stopping MediaTagger Service (mtagger):　　　　　[**OK**]

/sbin/service ssrdb stop

Stopping SpeakerId Repository DB Service (ssrdb):　　[**OK**]

Step 9 Enter these commands to copy the patch files to the following directories:

cp target/bin/* /opt/cisco/csalt/ssr/bin/

　　cp: overwrite `/opt/cisco/csalt/ssr/bin/SSRCollect'? **y**

　　cp: overwrite `/opt/cisco/csalt/ssr/bin/SSRCollect_filebased'? **y**

　　cp: overwrite `/opt/cisco/csalt/ssr/bin/SSRConnect'? **y**

cp target/lib/* /opt/cisco/csalt/ssr/lib/

cp target/lib/* /opt/system/netsensor/lib

Step 10 Enter these commands commands to restart following services:

/sbin/service ssrdb start

Starting SpeakerId Repository DB Service (ssrdb):　　[**OK**]

/sbin/service mtagger start

Starting MediaTagger Service (mtagger):　　　　　[**OK**]

Step 11 Exit command shell and SSH session.

Samba Denial of Service Patch

This patch addresses CSCui19998 and applies to Release 3.3.2. This procedure must be repeated on all Cisco MXE 3500 appliances, Resource Manager (RM) and Resource Node (RN).

Step 1   Verify that there are no jobs running on the Cisco MXE 3500.

Step 2   Download the **CSCui19998_samba-patch_3.3.2.zip** patch from Media Experience Engine Patches:
http://software.cisco.com/download/release.html?mdfid=282815279&flowid=29121&softwareid=282988657&release=3.3.2&relind=AVAILABLE&rellifecycle=&reltype=latest

Step 3   Copy the patch to *mxe_ip_address***temp**, where *mxe_ip_address* is the IP address assigned to the Cisco MXE 3500 appliance.

Step 4   SSH to the ip_address of the RM or RN appliance (via putty) and select **System Command Prompt**.

   a.   Cd to **/mnt/temp**.

   b.   Run the command unzip **CSCui19998_samba-patch_3.3.2.zip**.

   c.   Cd to **3.3.2-samba patch**.

   d.   Run the command **unzip vulnerability-samba-patch-3.3.2.zip**.

   e.   Cd to **vulnerability-samba-patch**.

   f.   Run the command **sh vulnerability-samba-patch.sh**.

Step 5   Exit the command shell and SSH session.

Apache Struts2 Patch

This patch addresses CSCui48757 and applies to Release 3.3.2. This procedure must be repeated on all Cisco MXE 3500 Resource Manager (RM) appliances.

Step 1   Verify that there are no jobs running on the Cisco MXE 3500.

Step 2   Download the **StrutsPatch_CSCui48757.zip** patch from Media Experience Engine Patches:
http://software.cisco.com/download/release.html?mdfid=282815279&flowid=29121&softwareid=282988657&release=3.3.2&relind=AVAILABLE&rellifecycle=&reltype=latest

Step 3   Copy the patch to *mxe_ip_address***temp**, where *mxe_ip_address* is the IP address assigned to the Cisco MXE 3500 RM appliance.

Step 4   SSH to the ip_address of the RM appliance (via putty) and select **System Command Prompt**.

   a.   Cd to **/mnt/temp**.

   b.   Run the command **unzip StrutsPatch_CSCui48757**.

   c.   Cd to **StrutsPatch**.

   d.   Run **sh UpgradeStruts.sh**.

Step 5   Exit the command shell and SSH session.

Related Documentation

- Cisco MXE 3500 Documentation

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

- Cisco UCS C220 Documentation

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