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 CE Software Release Notes (CE8)

Affected software and replacement solution

Software type	Software affected	Products affected	Software solution	
	Version		Version	Availability (dd/mm/yyyy)
CE	8.0.0	SX20, MX200 G2, MX300 G2	8.0.1	25/01/2016

Reason for Advisory:

Microphone LED behavior is incorrect if system is downgraded from CE8.0.0 to TC software.

CDETS No: CSCux85199

Headline:

Microphone mute button does not work as expected and mute LED glows red constantly when the microphone is not muted.

Description:

Expected behaviour: The mute LED should glow green while the SX20 is in standby and un-muted. When the microphone mute button is pressed it should change to red (muted). The LED should never be turned off.

Problem: After upgrading to CE8.0.0 and then downgrading to TC software the mute button on the microphone glows red constantly when the system is un-muted. When the system is muted the LED light is turned off, when un-muted again it will glow red. When pressing the mute button on the microphone it self nothing happens.

Problem Symptoms:

1. Nothing happens when you press the button on the microphone.

2. The LED of the Touch (if connected) and mic on/off indicator on the screen is not aligned. (Touch mute LED is green, microphone mute LED is red)

3. When the MIC is muted, the microphone LED is turned off (using web interface or CLI).

4. When the MIC is un-muted, the microphone LED is RED.

5. The microphone LED will never be green.

Cisco has chosen to defer CE8.0.0 for SX20, MX 200 G2 and MX300 G2 because user experience is very important for us. This bug will be resolved in the upcoming CE8.0.1 release that will be released shortly.

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.