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 (CE9)

Affected software and replacement solution

Software type	Software affected	Products affected	Software solution	
	Version		Version	Availability (dd/mm/yyyy)
CE	9.1.1	Cisco Spark Room Kit Plus	9.1.2	22/06/2017

Reason for Advisory:

A critical issue has been discovered with the CE9.1.1 software that prevents the Cisco Spark Codec Plus to upgrade the Cisco Spark Quad Camera if there is a software mismatch between the products and the Cisco Spark Codec Plus has been factory reset before connecting the camera.

Headline:

Cisco Spark Room Kit Plus: Cisco Spark Quad Camera upgrade issue

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Description:

A loads file that is vital for upgrading the Cisco Spark Quad Camera has been misplaced on the codec file system. When the system is reset to factory default, this file is accidentally removed. Connecting a Cisco Spark Quad Camera to a Cisco Spark Codec Plus that is not in software sync after a factory reset will leave the codec unable to upgrade the camera. The issue will not be seen if the codec and camera is already using synchronized software.

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.

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