

為慢速觸控面板建立替代品CS-T10-TS

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簡介

本文檔介紹如何為受Field Notice：FN74039（如果2022年10月後購買）影響的慢速觸控面板CS-T10-TS建立替代品。

背景資訊

思科已在運行Microsoft Teams Rooms (MTR)的特定批思科會議室導航器中發現了使用者互動效能問題，例如選單效能和呼叫控制效能低下。

「導覽器」在MTR模式下的回應非常緩慢。嘗試從右邊滑動以啟動裝置設定有時可能需要4-5秒鐘裝置才能做出響應。

此問題不會影響使用Cisco Room Navigator運行Cisco RoomOS與Cisco Webex軟體、Cisco Unified Communications Manager (Unified CM)、Microsoft Teams雲影片互操作(CVI)或Web即時通訊(WebRTC)的客戶。

<https://www.cisco.com/c/en/us/support/docs/field-notices/740/fn74039.html>

<https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwf99961>

問題

在Cisco Room Navigators上向右輕掃到Control選單可能需要長達4-5秒，使用Cisco Room Navigators時在Microsoft Teams Room應用程式中執行的操作可能需要很長時間才能做出響應。當Cisco Room導航器首次使用時、重新啟動時或處於休眠狀態後，可能會出現這種情況。

解決方法/解決方案

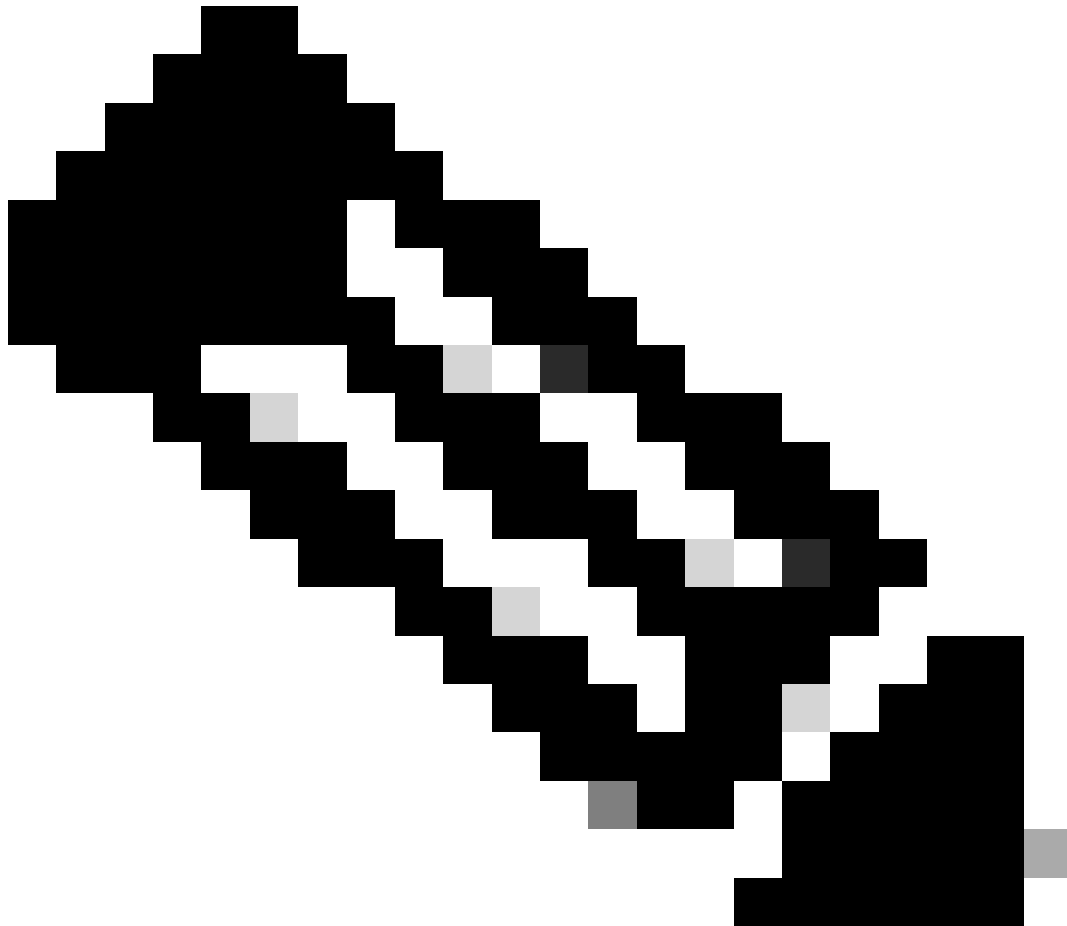
如果受影響的Cisco Room Navigator上的症狀顯著降低了終端使用者體驗，建議使用最新版本的Cisco Room Navigator替換裝置，以改善使用者體驗。

早期版本和最新版本的Cisco Room Navigator之間可能存在微小的顏色差異。

建立更換訂單時，將應用此Field Notice的更換產品識別符號(PID)。以下其中一個PID用於替換：

- CS-T10-TS-L-K9= (桌台導航器)
- CS-T10-WM-L-K9= (壁裝導航器)

更換觸控面板



附註：此程式已關閉。在FN74039下更換連線地鐵的觸控板的最後一個工作日是2024年7月26日。有關詳細資訊，請諮詢您的思科銷售聯絡人。

售後通知：<https://ciscofn.service-now.com/fn?id=fn&number=FN74039>。

步驟 1. 訪問此Bug連結並按一下Check Bug Applicability：

<https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwf99961>

Bug Search Tool

Navigator in MTR mode responses slow

CSCw99961 | [Check Bug Applicability](#)

Customer Visible | Notifications | Save Bug | Open Support Case | View Bug in CDETS

Description

Symptom:

The Navigator in MTR mode response very slow. Trying to swipe from the right to bring up device settings can sometimes take a good 4-5 seconds for the device to respond.

Conditions:

This issue happens on a specific batch of devices running MTR.

Workaround:

Certain versions of the navigators are known to have issues with MTR, please see FN74039 (linked below) for further information.

<https://www.cisco.com/c/en/us/support/docs/field-notices/740/fn74039.html>

If requirements in the field notice are met, please reach out to Cisco TAC for replacement options.

Further Problem Description:

Was the description about this Bug Helpful? ☆ ☆ ☆ ☆ ☆ (0)

步驟 2. 從啟用MTR的終端上傳日誌套件。

The screenshot shows the Cisco Support Assistant interface. At the top, it says "Cisco Support Assistant" and "Knowledge Scope: Bug Applicability Checks". Below this, there is a message: "Hello! I can help you check the applicability of a bug to your device. You can make the following requests in English language: Check FN74039 / CSCw99961 Status CSCw99961 Feedback". To the right of this message is a button labeled "Check FN74039 / CSCw99961". Below the message, there are instructions: "Sure, Please collect the diagnostics log archive file from the Collaboration endpoint to which Cisco Room Navigator is connected and upload the archive file. Collection methods Option #1: Device logs from Control Hub. Option #2: Device logs from Web interface: a. Login to the IP address of the device using a web browser. b. Use the admin and password set by the organization or use the default admin with no Passphrase. More details here c. Go to SYSTEM MAINTENANCE > Issues and Diagnostics > System Logs > Download Logs archive d. Click the 'Download logs' button to download the log archive. Note: Log bundle of size up to 15 MB is supported. You may experience technical error if the uploaded file is larger than 15 MB." At the bottom of the instructions, there is a red box around an "Upload a File" button with a note: "Note: File size should be less than 15MB".

步驟 3. 日誌剖析器會剖析日誌套件並確認觸控面板是否受影響。

Thank you! Extracting device details and evaluating whether all required information is available in the uploaded file.

All good! Uploading file for further processing

Impacted_log-bundle-2023-09-20T... • 7.41 MB Completed
✓ Uploaded 100%
✓ Processed

Please wait while I analyze the uploaded file. This takes about 1-2 minutes.

CSCwf99961 is **applicable** to your Cisco Room Navigator device version ce11.8.1.7.32abe526e52.

Here are some possible options for you.

Workaround

Certain versions of the navigators are known to have issues with MTR, please see FN74039 (linked below) for further information.
<https://www.cisco.com/c/en/us/support/docs/field-notices/740/fn74039.html>

Here are some possible options for you.

Workaround

Re-run Check

請諮詢您的思科銷售聯絡人以採取進一步的行動。

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。