



TelePresence

Run Check Disk on the Cisco TelePresence Control Unit (TCU)

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at <http://www.cisco.com/go/trademarks>. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

Run Check Disk on the Cisco TelePresence Control Unit (TCU)

July 2012 Edition

© 2012 Cisco Systems, Inc. All rights reserved.

Table of Contents

1	INTRODUCTION	4
1.1	Release Notes	5
2	RUNNING CHECK DISK ON THE TCU TO CLEAR FAT32 ERRORS	5

List of Tables

Table 1 - Release Notes	5
--------------------------------------	----------

1 Introduction

E.164 Alias 600110011	H.323 ID TNK.T3ConfRoom@video.cognizant.com	System IP 10.238.136.20
---------------------------------	---	-----------------------------------

Diagnostics

[← All reports](#) File System (FAT32)

File system errors
May 16, 2012 8:08:30 PM - May 29, 2012 2:58:10 PM ● →

This document describes how to run Check Disk on the Cisco **TelePresence Control Unit (TCU)** in the event Diagnostics report "Found file system errors on drive E. File system is FAT 32. Run checkdisk", or in TMS as seen below:

E.164 Alias 600110011	H.323 ID TNK.T3ConfRoom@video.cognizant.com
---------------------------------	---

Diagnostics

[← All reports](#) [← File System \(FAT32\)](#)

File system errors

May 16, 2012 8:08:30 PM - May 29, 2012 2:58:10 PM

State seen in 6 tests in this period

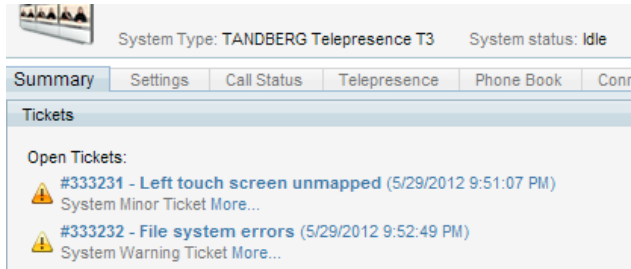
Description

Found file system errors on drive E. File system is FAT32

How to fix

Run CHKDSK on drive E. Consider to upgrade file system to NTFS, see the admin guide under troubleshooting tips for more details

Run Check Disk on the Cisco TelePresence Control Unit (TCU)



1.1 Release Notes

Table 1 - Release Notes

Technical Change	Title(s) of Affected Section(s)	Changes Made By	Date
Initial Release		Matt Limbrick	8/7/12
Added Screenshots		Matt Limbrick	7/9/13

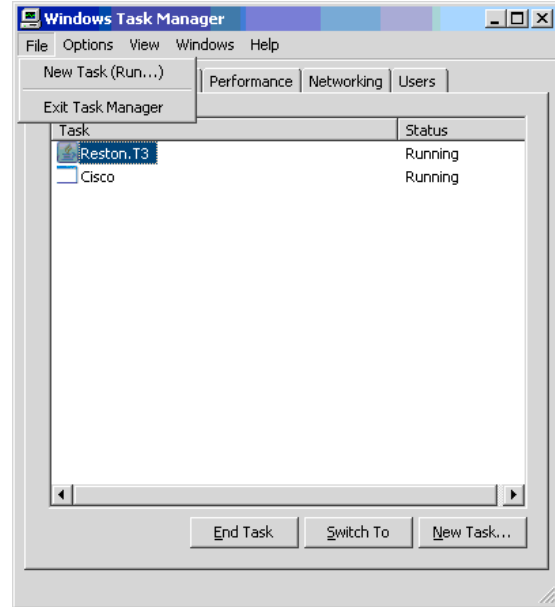
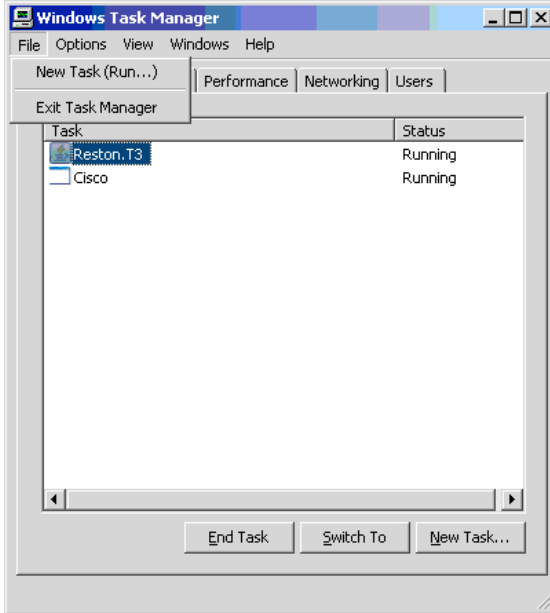
2 Running Check Disk on the TCU to Clear Fat32 Errors

To run Check Disk (**Chdsk.exe**) on the TCU to clear Fat32 errors on the E drive, perform the following procedures:

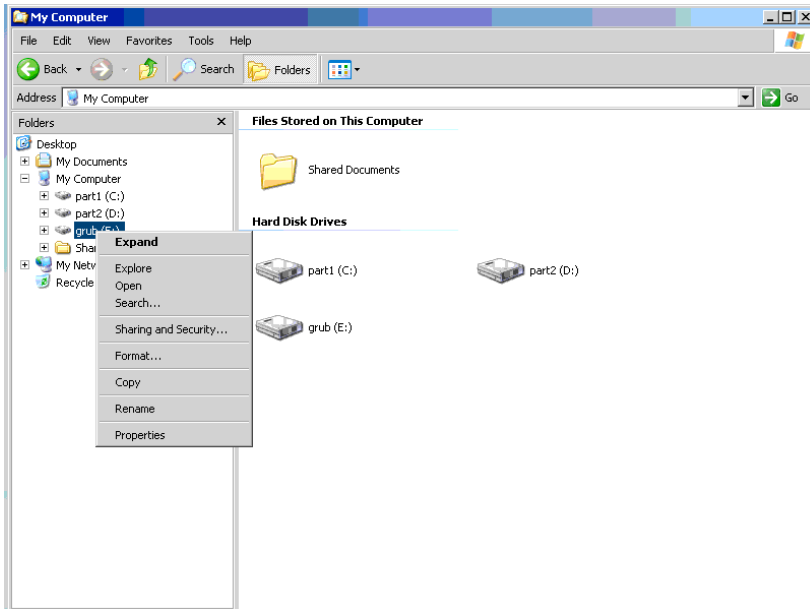
1. Use either Virtual Network Computing (**VNC**) into the TCU or locally connect a USB mouse and keyboard to the TCU.
2. Press **Ctrl+Shift+Escape** to display the **Task Manager**.

Run Check Disk on the Cisco TelePresence Control Unit (TCU)

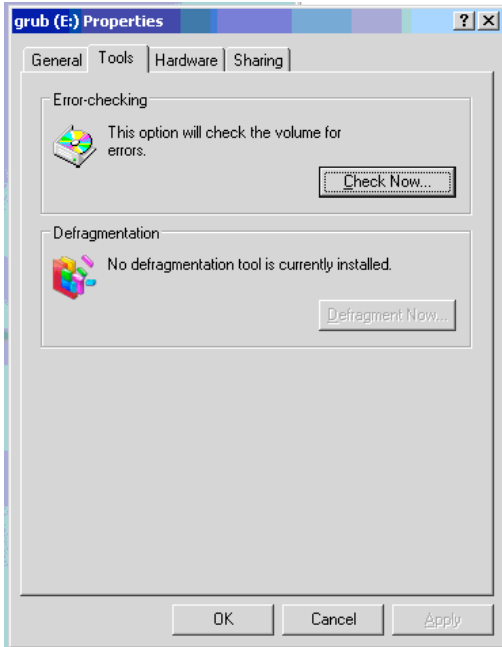
3. Click **File> New Task (Run...)** and in the open field, type: `explorer`



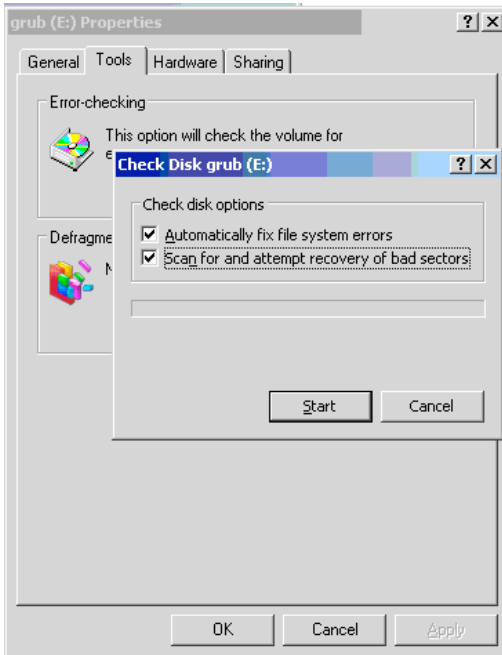
4. Press **OK** to display a new **Explorer** window will open with a tree view of the Windows OS directory structure on the left.
5. Expand **My Computer**, then right-click the **E drive grub (E:)**.



6. Select **Properties**, then select the **Tools** tab, and click **Check Now...**



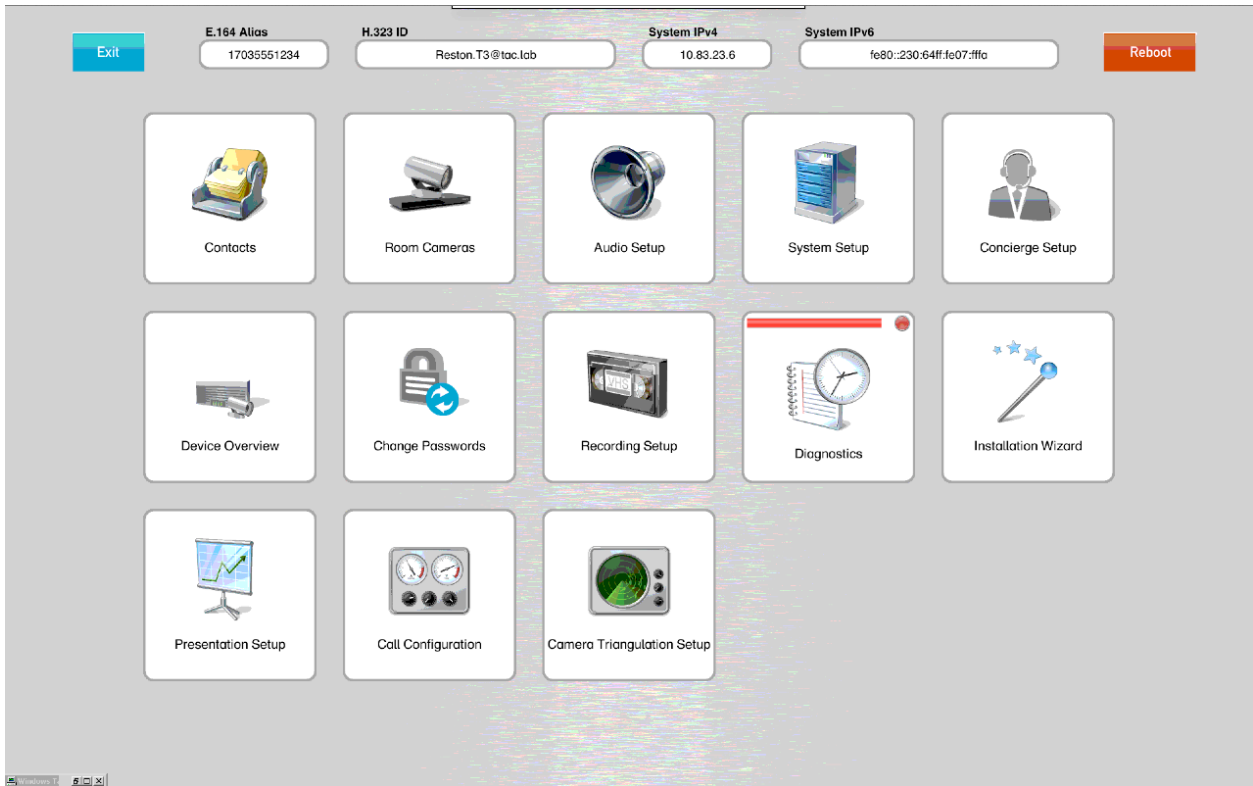
7. In the **Check Disk grub (E:)** window, place a **check mark** in both boxes and click **start**.



You are prompted that **Check Disk will be scheduled at the next reboot**. Click **OK** to acknowledge.

Run Check Disk on the Cisco TelePresence Control Unit (TCU)

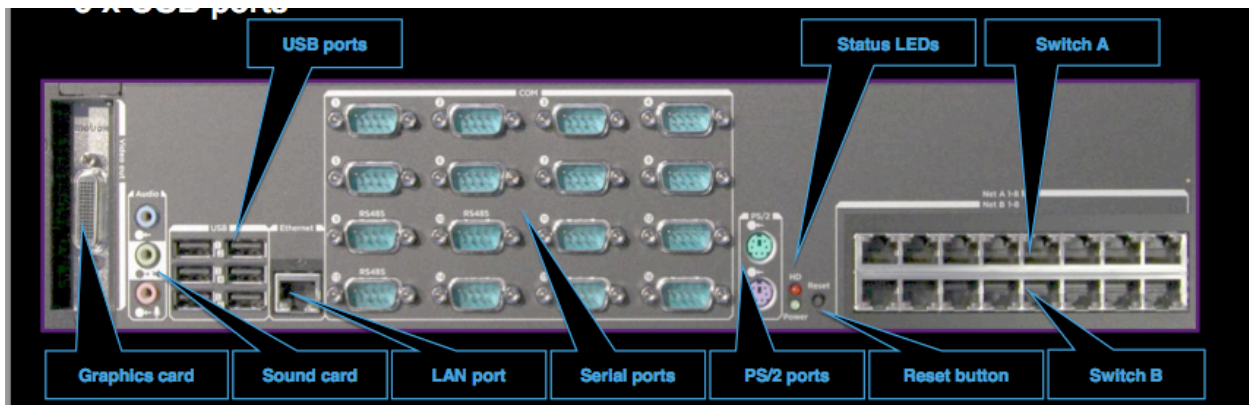
- Open the TCU “System Settings” by placing your finger in the top right area of the TCD and login with the administrator credentials. Reboot the TCU with the Red “Reboot” button.



After the system reboots, the TCU blanks out the screen and begins to run **Check Disk** on the Window operating system (OS).

NOTE: Do *NOT* press any keys on the keyboard after the TCU reboots into the Check Disk mode.

It can take 30 minutes to one hour or more depending on the amount of work Check Disk has to perform in order to repair the disk. The TCU touch panels will be blank during Check Disk and the only indication you have that this process is running is that the Red Status LED (as show below **Status LEDs**) on the TCU appears either solid or near solid. This is the hard drive status light. The fact that it appears solid means the hard drive is constantly working, checking the disk.



If the Red LED is off and blinks randomly every couple of seconds, the drive may not be doing anything. You will not be able to VNC into the TCU until Check Disk is completed. Once completed, the touch panels show the Cisco logo indicating the TCU has finished running Check Disk and it is now booting into

the TCU program. Any Fat32 error for drive E should now be cleared if there was one before in the TCU diagnostics.

3 Converting File Structure to NTFS

If you are continuously having this error or if the file system test fails, it is advisable to convert the file structure to New Technology Files System (NTFS). This can be done locally on the TCU itself or via VNC, but **not** via ssh. Please refer to the Cisco TelePresence T1 and T3 Administrator Guide (TCU4.2) for further details.

Perform the following steps locally on the TCU:

1. Terminate all java processes and dibbler-client.exe in **Task Manager**.
2. Run **C:/tandberg/scripts/convert _ fat32 _ ntfs.bat**
3. Restart TCU.

The following is an example taken from a conversion made locally on the TCU itself. However, when done via ssh , it will look almost identical.

Example 1: *Example of a successful conversion.*

```
C:\tandberg\scripts>convert _ fat32 _ ntfs.bat
c:\tandberg\scripts>"C:\Program Files\copSSH\bin\bash" --login -i
/cygdrive/c/tandberg/scripts/convert _ fat32 _ ntfs.sh
The type of the file system is FAT32.
Volume grub created 1/4/2010 12:35 PM
Volume Serial Number is 4B42-26F2
Windows is verifying files and folders...
File and folder verification is complete.
Windows has checked the file system and found no problems.
68,331,216 KB total disk space.
176 KB in 11 folders.
623,840 KB in 92 files.
67,707,184 KB are available.
16,384 bytes in each allocation unit.
4,270,701 total allocation units on disk.
4,231,699 allocation units available on disk.
The type of the file system is FAT32.
Enter current volume label for drive E: grub
Volume grub created 1/4/2010 12:35 PM
Volume Serial Number is 4B42-26F2
Windows is verifying files and folders...
File and folder verification is complete.
Windows has checked the file system and found no problems.
68,331,216 KB total disk space.
176 KB in 11 folders.
623,840 KB in 92 files.
67,707,184 KB are available.
16,384 bytes in each allocation unit.
4,270,701 total allocation units on disk.
4,231,699 allocation units available on disk.
Determining disk space required for file system conversion...
Total disk space: 68364607 KB
Free space on volume: 67707184 KB
Space required for conversion: 150912 KB
Converting file system
```

Conversion complete

The following is an example of an unsuccessful conversion:

Example 2: *Example of unsuccessful conversion*

```
File and folder verification is complete.  
Lost chain cross-linked at cluster 494343. Orphan truncated.  
Convert lost chains to files (Y/N)? y  
2896 KB in 2 recovered files.  
Windows has made corrections to the file system.  
68,331,216 KB total disk space.  
768 KB in 3 hidden files.  
9,808 KB in 602 folders.  
12,326,096 KB in 8,255 files.  
55,994,528 KB are available.
```

End of Document