Product:

Webex Boards, Webex Desk Devices, Webex Room Devices

Devices:

Webex Board 55, Webex Board 55S, Webex Board 70, Webex Board 70S, Webex Board 85S, Webex Desk Pro, Webex Room 55, Webex Room 55 Dual, Webex Room 70, Webex Room 70 G2, Webex Room Kit, Webex Room Kit Mini, Webex Room Kit Plus, Webex Room Kit Pro

For

Administrator

Jan 19, 2021 | 324 view(s) |

RoomOS 10 | Known and Resolved Issues

Here you can read what we have fixed in the latest releases of RoomOS 10. You can also find an overview of which issues we're still working on and possible workarounds.

From January 2021 Board, Desk, and Room Series products are using RoomOS 10.0 and later. This change is automatic with the January 2021 software update. For DX, MX, and SX Series, see Known and Resolved Issues for RoomOS 9 article.
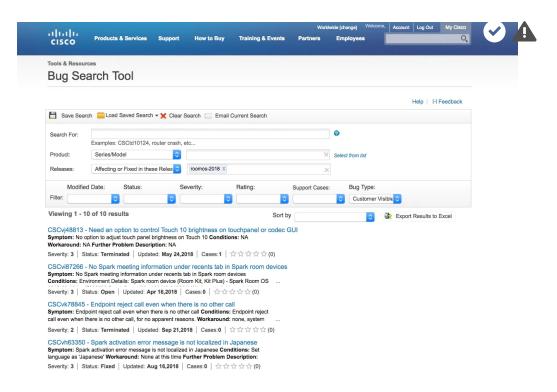
For a list of new capabilities that have been added, see What's New in RoomOS.

Resolved Issues

You can find the fixed customer found caveats on this bug search tool.

Use your cisco.com user ID and password to log in, and search for a specific product and software version. You can find a list of RoomOS releases in this article.

For the RoomOS version, use the format *RoomOS release version release ID,* for example: RoomOS 10.0.1.0 cb29a94f145.

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Bug Search Tool

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Save Search   Load Saved Search ▾   ✖ Clear Search   Email Current Search

Search For:			?

Examples: CSCtd10124, router crash, etc...

Product: Series/Model   ⬍   ✕   Select from list

Releases: Affecting or Fixed in these Relea ⬍   roomos-2018 ✕   ✕

	Modified Date:	Status:	Severity:	Rating:	Support Cases:	Bug Type:
Filter:	⬍	⬍	⬍	⬍	⬍	Customer Visible ⬍

Viewing 1 - 10 of 10 results   Sort by ⬍   Export Results to Excel

CSCvj48813 - Need an option to control Touch 10 brightness on touchpanel or codec GUI
Symptom: No option to adjust touch panel brightness on Touch 10 **Conditions:** NA
Workaround: NA **Further Problem Description:** NA
Severity: 3 | Status: **Terminated** | Updated: **May 24,2018** | Cases:**1** | ☆☆☆☆☆ (0)

CSCvi87266 - No Spark meeting information under recents tab in Spark room devices
Symptom: No Spark meeting information under recents tab in Spark room devices
Conditions: Environment Details: Spark room device (Room Kit, Kit Plus) - Spark Room OS   ...
Severity: 3 | Status: **Open** | Updated: **Apr 16,2018** | Cases:0 | ☆☆☆☆☆ (0)

CSCvk78845 - Endpoint reject call even when there is no other call
Symptom: Endpoint reject call even when there is no other call **Conditions:** Endpoint reject
call even when there is no other call, for no apparent reasons. **Workaround:** none, system   ...
Severity: 2 | Status: **Terminated** | Updated: **Sep 21,2018** | Cases:0 | ☆☆☆☆☆ (0)

CSCvh63350 - Spark activation error message is not localized in Japanese
Symptom: Spark activation error message is not localized in Japanese **Conditions:** Set
language as 'Japanese' **Workaround:** None at this time **Further Problem Description:**
Severity: 3 | Status: **Fixed** | Updated: **Aug 16,2018** | Cases:0 | ☆☆☆☆☆ (0)

Resolved Issues in RoomOS 10 January 2021 (RoomOS 10.0.1.2 e54a985715f)

- CSCvs42919 – Keyboard "Enter" key not highlighted on Ethernet settings page on Room Kit Plus.

- CSCvv85303 – Whiteboard PDF file shared to email from a Desk Pro shows the source as Webex Board instead of Desk Pro.

- CSCvv88504 – Device doesn't get a new IP address after swapping wireless networks.

- CSCvw21387 – Touch detection on Desk Pro is reversed for right-to-left languages during touch forwarding.

- CSCvw22208 – Sharing started indicator doesn't stop after a call has been ended in calls where sharing is disabled.

- CSCvw51659 – Device linked with Webex Edge for Devices is not ignoring TMS bookings when Hybrid Calendar is enabled.

- CSCvw57121 – Asia/Riyadh time zone is not reflected in Webapps.

To find out which issues were resolved in previous RoomOS releases, read this article.

Known Issues

- In Companion Mode, both the Webex Board and Touch 10 notify that the board will go into standby mode and clean the board. However it's only possible to stop the clean-up from the Webex Board. Tapping the Touch 10 won't stop the board from going into standby.

- If the device fails to get an IP address through DHCP when configuring 802.1x, the last configured IP address shows up as the IP address although the device has no network connection. At the same time, the Touch 10 controller and on-screen display home screens show a message about missing network.

- When 802.1x is configured, the configuration isn't applied immediately. Instead, the system tells that no network is connected until the WPA supplicant has been updated. It can take up to 30 seconds to see the change. Workaround: Wait for the 802.1x authorization to finish or make sure that 802.1x is configured correctly.

RoomOS 10 Releases

- RoomOS 10 January 2021

  Release ID: RoomOS 10.0.1.2 e54a985715f

Was this article helpful?

Yes, thank you!　　　Not really