



# لحل/الليدب لال حل

مدختس ملة بةرحت ضفخ ىل رثأت ملة Cisco ةفرغ حفصتم ىلع رهظت ىتلا ضارعالأ تدا اذا  
،اي لال Cisco Room Navigator رادصا رخآب زاها لال لادبتساب ىصوي ف، ريبك لكشب ىئاهن لال  
مدختس ملة بةرحت نىسحت ىلع لمعي يذلاو.

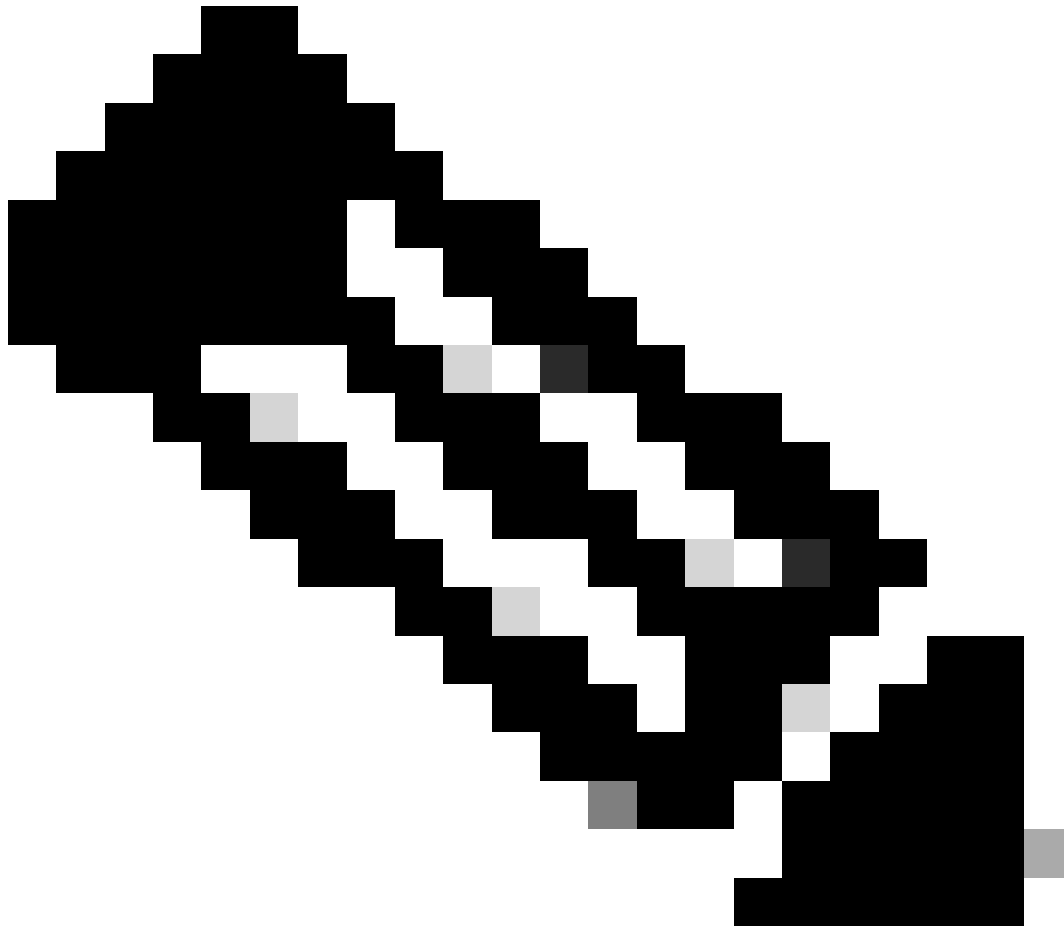
نم ىل لال رادصا لال ةقباس لال تارادصا لال نىب نولل ىف طيسب فال تخأ كانه نوكى نأ نكمى  
Cisco Room Navigator.

رم اوأ عاشن دنع اذه لال راعش اب ةصاخ لال (PIDs) ةل يدب لال تاجت نم لال تافرع م قىب طت م تي  
لالادبتس لال هذه جت نم لال تافرع م دحا مادختس لال م تي. لالادبتس لال

- CS-T10-TS-L-K9= (لم لال حفصتم)
- CS-T10-WM-L-K9= (طى لال ىلع بىكرت لال حفصتم)

## س م لال تاحول لادبتس لال

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ةلصت م ل س م ل ل ا ت ا ح و ل ل ا د ب ت س ا ل ل م ع م و ي ر خ آ ن ا ك . ج م ا ن ر ب ل ا ا ذ ه ق ا ل غ ا م ت : ة ط ح ا ل م  
ة ه ج ع م ل ص ا و ت ل ا ج ر ي . 2024 م ا ع و ي ل و ي 26 و ه F N 7 4 0 3 9 ز ا ر ط ل ا ب ج و م ب M T R ة ي ن ق ت ب  
ل ي ص ا ف ت ي ل ع ل و ص ح ل ل ك ي د ل C i s c o ت ا ع ي ب م ل ا ص ت ا  
ا ي ن ا د ي م ر ا ع ا ش : <https://cisconfn.service-now.com/fn?id=fn&number=FN74039>.

ق و ف ر ق ن ا و ا ذ ه ا ط خ ل ا ط ا ب ت ر ا ي ل ا ل و ص و ل ا . 1 ة و ط خ ل ا C h e c k B u g A p p l i c a b i l i t y :

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

> CSCwf99961

Bug Search Tool

Navigator in **MTR mode responses slow**

CSCwf99961 | [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)

ا ه ي ل ع M T R ن ي ك م ت م ت ي ت ل ا ة ي ا ه ن ل ا ة ط ق ن ن م ل ج س ل ا ة م ز ح ل ي م ح ت ب م ق . 2 ة و ط خ ل ا

Hi! 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

Check FN74039 / CSCw99961

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:

- Login to the IP address of the device using a web browser.
- Use the admin and password set by the organization or use the default admin with no Passphrase. More details here
- Go to **SYSTEM MAINTENANCE > Issues and Diagnostics > System Logs > Download Logs archive**
- 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.**

Upload a File  
(Note: file size should be less than 15MB)

ال. ما رثأت سم للا ااحول تناك اذا ام كؤويو لجلسلا ةم زح لجلسلا للحم للحي. 3 ةوطخلا

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.

CSCw99961 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

تاءارجال نم ديزم ذاختال كئيدل Cisco تاعيبم لاصتا ةهجب لاصتال اىجري

ةمچرتل هذه لوج

ةللأل تاي نقتل نم ةومچم مادختساب دن تسمل اذہ Cisco تچرت  
ملاعلاء انءمچي فني مدختسمل معدى وتحم مي دقتل ةيرشبل او  
امك ةقيقد نوك تنل ةللأل ةمچرت لصف أن ةظحال مچري. ةصاخل مهتبل ب  
Cisco يلخت. فرتحم مچرت مامدقي يتل ةيفارتحال ةمچرتل عم لالحل وه  
ىل إأمئاد ةوچرلاب ي صؤت وتامچرتل هذه ةقدنع اهتيل وئسم Cisco  
Systems (رفوتم طبارل) ي لصلأل يزي لچن إل دن تسمل