



# Polycom RSS 2000 Release Notes

Version **4.0**

**March 2009**

DOC2507A



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Version 4.0

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Portions, aspects and/or features of this product are protected under United States Patent Law in accordance with the claims of United States Patent No: US 6,300,973; US 6,496,216; US 6,757,005; US 6,760,750; and US7,054,820.

PATENT PENDING

## Regulatory Notices

### United States Federal Communication Commission (FCC)

**Part 15: Class A Statement.** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC

Rules. Test limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates uses and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manuals, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his or her own expense.

### CE & UL Mark

Polycom Inc., declares that the Polycom RSS2000 is in conformity with the following relevant harmonized standards:

EN 60950-1:2001  
EN 55022: 1998+A1:2000+A2:2003 class A  
UL Listed (USA)  
CUL Listed (Canada)

Following the provisions of the Council Directive 1999/CE on radio and telecommunication terminal equipment and the recognition of its conformity.

### Compliant with European Battery Directive 2006/66/EC

To comply with the European Battery Directive 2006/66/EC, dispose of weak and worn out batteries in accordance with local and national regulations.

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# RSS 2000 V4.0 Upgrade Guide

## New Systems – New Installations

For new installations, an activation keycode must be entered before attempting to use the RSS 2000.

RSS 2000 V4.x includes two types of activation keys.

**Table 1** Key Code Definition

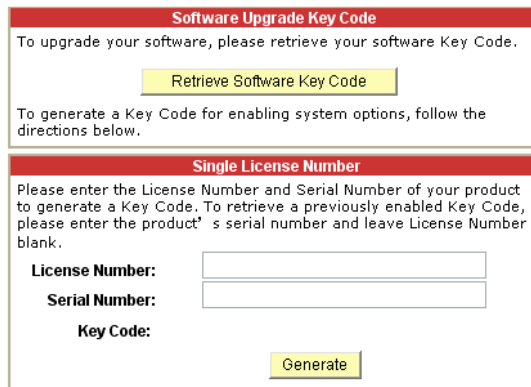
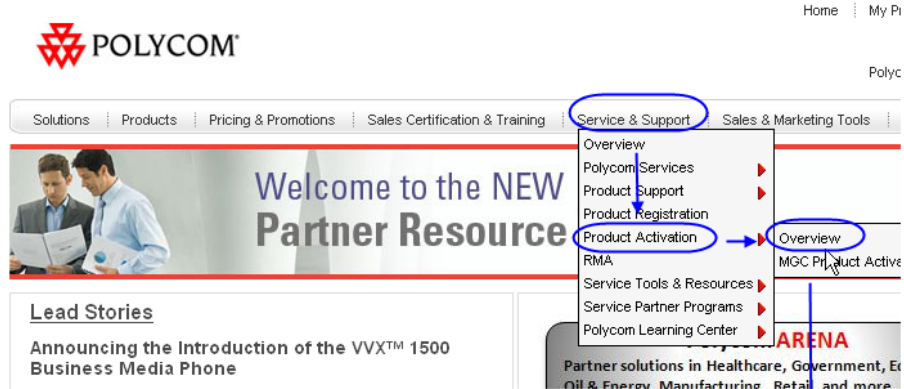
Package Name	Description
<b>K-keycode</b>	Option Activation (Basic, Multicast, Clustering , Encryption )
<b>U-keycode</b>	New Version activation (Will not affect the current installed options)

To install the K-keycode:

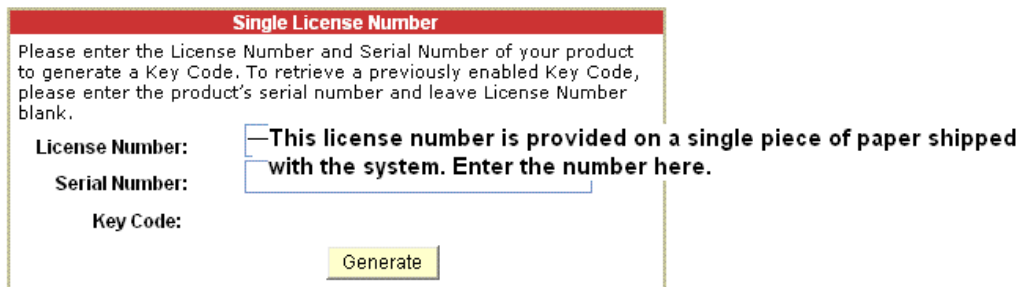
- 1 Log into RSS 2000 and go to **Product Activation**.



- 2 Click **Polycom Resource Center** , go to the PRC and under product activation:



- For a new installation, the system will be shipped with a K License. This will require the user to go to the PRC and receive a K Keycode from the Single License number screen as shown in the screenshots. Do not click 'Retrieve Software Key Code' in this step.



- The user will receive a K Keycode with the enabled options (Basic, Clustering, Multicast, AES). Keep this keycode in your records.

After entering the K Keycode in the RSS 2000 web UI activation screen, the user will need to go back to the PRC and generate a U Keycode to permit a software upgrade. This is done in the Single Upgrade Key Code page shown below, accessed by clicking the Retrieve Software Key Code button.

**To install the U-keycode:**

- Enter 4.0 in the Version field and enter the RSS 2000 Serial Number in the Serial Number field.

The user will receive a U-Key code permitting activation of Version 4.x software. This keycode will also need to be entered in the product activation section on the RSS 2000 Web UI):


**Retrieve Your Upgrade Key Code**

**Single Upgrade Key Code**

To retrieve the latest software upgrade Key Code for your system, please enter the complete system Serial Number, the Version Number that you want to install and then click **Retrieve**.

\*Serial Number:       Model:

\*Version:       Need Help?



The screenshot shows the Polycom RSS 2000 Web UI. The top navigation bar includes the Polycom logo and 'RSS 2000'. Below the navigation bar is a sidebar menu with categories: System Management, System Configuration, Account Management, Recording Setting, Archives, and Live Streaming. Under System Management, the 'Product Activation' option is selected. The main content area displays the following information:

- Serial Number: 0090FB097CB2
- Current Running Version: 4.0.0.001 360, Build: Mar 13 2009 17:06:24
- Activation Status: Activated
- Downloaded Version:
- Minimum Version requirement:
- Activation Key:

At the bottom of the activation section, there are 'Save' and 'Clear' buttons. Below this, there is a link to the Polycom Resource Center.

After entering both the K Keycode and the U keycode, the RSS 2000 will be ready for use with the enabled options:

System Management	Product Information																						
<ul style="list-style-type: none"><li>- System Information<ul style="list-style-type: none"><li>Product Information</li><li>System Usage</li><li>Product Activation</li></ul></li><li>+ System Configuration</li><li>+ Account Management</li><li>+ Recording Setting</li><li>+ Archives</li><li>+ Live Streaming</li></ul>	<table><tr><td>System Name :</td><td>Polycom Recording Streaming Server</td></tr><tr><td>Product Type :</td><td>RSS 2000</td></tr><tr><td>Version :</td><td>4.0.0.001 360, Build: Mar 13 2009 17:06:24</td></tr><tr><td>Maximum H.323 Connections :</td><td>10</td></tr><tr><td>Maximum Archive Viewers :</td><td>50</td></tr><tr><td>Maximum Recording Sessions :</td><td>2</td></tr><tr><td>Activation Status :</td><td>Activated</td></tr><tr><td>    Multicast</td><td>✓</td></tr><tr><td>    Clustering</td><td>✓</td></tr><tr><td>    Encryption</td><td>✓</td></tr><tr><td>    V4.0 Key code activation</td><td>✓</td></tr></table>	System Name :	Polycom Recording Streaming Server	Product Type :	RSS 2000	Version :	4.0.0.001 360, Build: Mar 13 2009 17:06:24	Maximum H.323 Connections :	10	Maximum Archive Viewers :	50	Maximum Recording Sessions :	2	Activation Status :	Activated	Multicast	✓	Clustering	✓	Encryption	✓	V4.0 Key code activation	✓
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Activation Status :	Activated																						
Multicast	✓																						
Clustering	✓																						
Encryption	✓																						
V4.0 Key code activation	✓																						

## Existing Systems (Software upgrade only, no new installation)

### Preparation before Upgrade

Obtain the 4.0 upgrade package and activation keys from the Polycom website or your local service center. Save the software and keycodes on your PC (For more details, please see the *RSS 2000 Version 4.0 User Guide*).

**Table 2** Upgrade package definition

Package Name	Description
RSS 2000 4.0 . pkg	With full function

**Table 3** Keycode definition

Package Name	Description
<b>K-keycode</b>	Option Activation (Basic, Multicast, Clustering, AES)
<b>U-keycode</b>	New Version activation (Will not affect the current installed options)



For an RSS 2000 running old version , only the U-keycode is needed. (The U-keycode permits the upgrade to the new software version, but does not control options activation. For additional options, an appropriate K-Keycode must be purchased).

#### How to generate keycodes:

Please refer to the instructions and screenshots in the *New Systems – New Installations* section above.



- Before the upgrade, please check the currently installed software version. There is a different process for each upgrade as noted above.
- Keep the RSS 2000 powered on and connected to the network during the upgrade.

## Upgrade from 1.0 or 2.0 to 4.0



- You can not upgrade V4.0 from V1.0 or 2.0 directly
- As a first step upgrade the RSS to V3.0 ( Please refer “*RSS 2000 Getting Started Guide + Release Notes V3.0*” )
- Secondly upgrade your RSS to V4.0 ( Please refer next section “*Upgrade from V3.x to V4.0*” in this document )

## Upgrade from 3.x to 4.0

### 1 Download upgrade package to RSS

- a Log in to the RSS and browse to the System Configuration > Upgrade/Reset System page.
- b Download the “RSS 2000 4.0.pkg” to the RSS, wait 10 minutes, then restart the RSS from the web UI. Wait 5 minutes before attempting to log in.



For more details on the file download process, please read the *Polycom RSS 2000 User Guide V4.0*.

### 2 Activate RSS Keycode

- a After rebooting and waiting 5 minutes, log into the RSS and browse to the System Information > Product Activation page.
- b Paste the U-Keycode and click save.
- c Paste the K-Keycode and click save ( If you have new option ) .

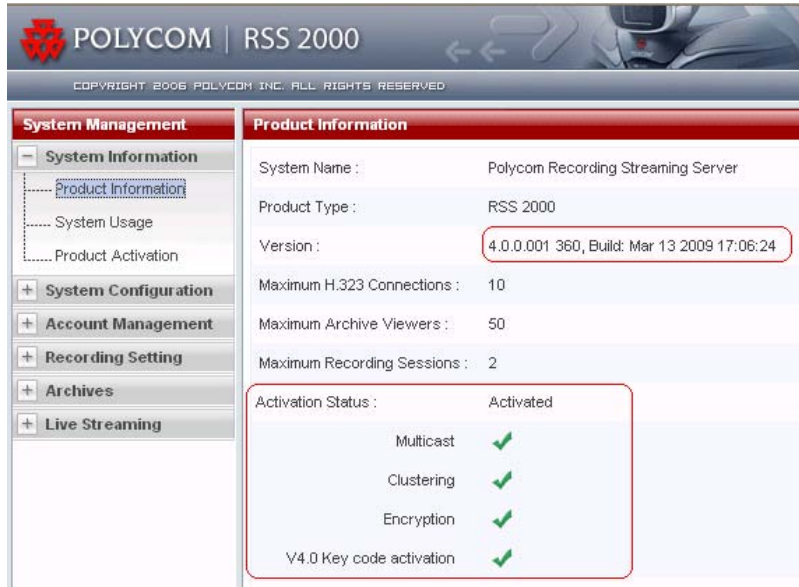


There is no need to restart after entering keycodes.



### 3 Check the status

Go to **System information > Product Information** page.



The screenshot shows the Polycom RSS 2000 web interface. The top header includes the Polycom logo and 'RSS 2000' with a copyright notice: 'COPYRIGHT 2006 POLYCOM INC. ALL RIGHTS RESERVED'. The main content is divided into two columns: 'System Management' on the left and 'Product Information' on the right. The 'System Management' column has a tree view with 'System Information' expanded, showing 'Product Information', 'System Usage', and 'Product Activation'. Other categories include 'System Configuration', 'Account Management', 'Recording Setting', 'Archives', and 'Live Streaming'. The 'Product Information' column displays the following details:

System Name :	Polycom Recording Streaming Server
Product Type :	RSS 2000
Version :	4.0.0.001 360, Build: Mar 13 2009 17:06:24
Maximum H.323 Connections :	10
Maximum Archive Viewers :	50
Maximum Recording Sessions :	2
Activation Status :	Activated
Multicast	✓
Clustering	✓
Encryption	✓
V4.0 Key code activation	✓

Ensure that the version number, Activation Status, V4.0 Key code activation, and any expected options are properly displayed. (Note on multicast, clustering and encryption options: If these options were not purchased, they will not display as activated.)

# New Feature (Compare with V3.0.2)

**Table 4** New Feature and Bug Fixes of Version 4.0

#	Features	Description
<u>1</u>	Single stream mode	People and Content video are in single stream (For WMV format )
<u>2</u>	Embedded Player	Support windows media player
<u>3</u>	1080p recording	Support 1080p 30fps , No Live streaming
<u>4</u>	H.264 Content	H.239 H264 Content Support
<u>5</u>	NAT	NAT Support
<u>6</u>	New default account	Add a new default account : POLYCOM/POLYCOM
<u>7</u>	AES	AES Encryption support
<u>8</u>	Email notice improvement	Support to display archive name in email notice
<u>9</u>	Dos mode archive convert tool	Provide a new separate archive convert tool working in DOS mode ,support convert to MP4 .
<u>10</u>	Length of DNS name	Increase DNS Name field length to 127 characters
<u>11</u>	Apache upgrade	Support apache 2.2.10
<u>12</u>	PHP upgrade	Support V5.2.8
<u>13</u>	Windows patch update	<ol style="list-style-type: none"> <li>1. WindowsXP- KB958644-x86-ENU.exe                             <ul style="list-style-type: none"> <li>▪ Microsoft Security Bulletin MS08-067 – Critical</li> <li>▪ Vulnerability in Server Service Could Allow Remote Code Execution (958644)</li> </ul> </li> <li>2. WindowsXP-KB960714-x86-ENU.exe and IE7-WindowsXP-KB960714-x86-ENU.exe                             <ul style="list-style-type: none"> <li>▪ Microsoft Security Bulletin MS08-078 - Critical</li> <li>▪ Security Update for Internet Explorer (960714)</li> </ul> </li> </ol>
<u>14</u>	API improvement	Add some new command and information , please refer “RSS 2000 XML API Documentation”
<u>15</u>	Show command improvement	Show command will support to display more information , including PHP/Apache/Image version
<u>16</u>	Maximum bandwidth	Increase from 2 Mbps to 4 Mbps

# RSS 2000 Policies and Limitations

**Table 5** Policies and Limitations

Subject	Description
Single stream mode	In single stream mode, the frame rate of people + content will be only up to 2fps, but if users choose “Generate full frame rate single stream video”, RSS will transcode the archive into 25/30fps offline.
Embedded player	Recommend windows media player version 9 or above
1080P	<ul style="list-style-type: none"> <li>Live streaming and “Streaming without Recording” is not supported</li> <li>On 1080p recording , native archive (Playback from the endpoint) will be 1080p , Archive view (Web view) will be limited to 720p</li> </ul>
H.264 Content	<ul style="list-style-type: none"> <li>H.264 content is not supported with Live streaming and “Streaming without Recording”.</li> <li>5 H.323 connections are supported when H.264 content is used.</li> </ul>
AES	5 H.323 connections are supported when AES encryption is used.
NAT	<ul style="list-style-type: none"> <li>Supported on direct mode only with the Gatekeeper</li> <li>IP address dialing from the outside network</li> </ul>
HDX 8006 integration	Camera setting should be set to sharpness.
HDX embedded MP integration	<p>We have a limitation when customers try recording a conference via HDX MultiPoint.</p> <p>In this scenario, if customer enables LPR on host endpoint (the host means the endpoint using the MultiPoint functionality), and the Multipoint mode was set as “Auto”or “Presentation”or “Full Screen”mode, when any other non-host endpoint (with LPR enabled as well) viewing the full screen menu from RSS will display incorrectly, but once any endpoint starts to speak, RSS menu will not be displayed on any other endpoint.</p> <p>You can avoid this using one of the following workarounds :</p> <ul style="list-style-type: none"> <li>Set MP mode as “discussion”mode.</li> <li>Disable LPR on host endpoint</li> <li>Disable LPR on non-host endpoint</li> </ul>
HDX embedded MP integration	In a multipoint call hosted by HDX9004 with another HDX9004 and RSS2000, the host HDX9004 do not send FECC to the RSS. Workaround is to use the DTMF codes
RMX2000 – h.264 content	When you try to record H.264 content from RMX2000 , if you check “Enable 4CIF/4SIF/720P/1080P recording when rate >= (X) K ” , set “ X” <= real rate of connection , otherwise RMX2000 will connect with H.263 content .
VCON3000 integration	VCON3000 does not interop with RSS 2000 V4.0
FX integration	If RSS has AES enabled, the ViewStation FX connects with no video and squealing audio.
Tandberg MXP integration	If RSS has AES enable - MXP hears no IVR when it dials into RSS2000

Subject	Description
H.323 Alias length	The maximum length of the system H.323 alias name is 16 characters.
Console Service	RS232 configuration: Baud rate 9600, Data bits 8, Parity None, Stop bits 1, Flow control OFF. ONLY ONE connection to the Console service is allowed at any time, either by RS232 or by Telnet, but not both.
Endpoint menu	<ul style="list-style-type: none"> <li>▪ When scheduling a dial out &amp; record from the Web UI, RSS will loopback the video and NEVER show the menu unless a menu operation command (FECC arrow keys or DTMF 2/4/6/8) is given from the endpoint.</li> <li>▪ When a pre-defined endpoint dials into the RSS and the endpoint has the "immediate recording" option, RSS will never show the menu unless a menu operation command is given.</li> <li>▪ When inviting an endpoint to a P2P recording room (using E.164 number of the P2P room followed by # or * and E.164 number of the invited endpoint), the inviting endpoint will view menu and the invited endpoint will not view the menu.</li> <li>▪ When two endpoints meet at a P2P recording room, only one of them can view the menu at a time.</li> </ul>
P2P recording maximum bandwidth	Maximum bandwidth for a P2P recording room is 1024K. If video protocol for P2P recording room is H.264, then the maximum bandwidth is 768K.
Archive file size	If the media file size exceeds 4GB, downloads from Web UI may be incomplete.
Media Player Support	Windows Media Player 9 or above is required. RealPlayer can also be used if WMP is properly installed. QuickTime player is not supported. Some third party media player such as Media Player Classic (MPC) and VLC can also be used, but they were not tested and are not supported.
Archive playback	Archive playback with WMP does not support playback controls: Pause/Resume/FF/Backward, etc
H.323 playback	During H.323 playback, if there is packet loss and the endpoint requests an I-Frame, RSS cannot honor the request because all audio/video data are from the media file with I-Frames already set.
System Reset	<b>Hard reset (power off and on) is not recommended.</b> Reset should be done via the Web UI or Console service whenever possible.
LDAP integration	Only Microsoft Active Directory is supported.

Subject	Description
H.323 preview	<ul style="list-style-type: none"> <li>▪ Only two H323 devices can utilize archive Preview. This means when there are 2 endpoints previewing on RSS 2000, the third endpoint to connect to RSS 2000 will not receive preview. Even if the two endpoints stop receiving preview or disconnect the third endpoint still cannot receive preview images until it re-connects to the RSS.</li> <li>▪ HD and SD archives cannot be previewed.</li> <li>▪ No Transcoding for Preview. This means that an archive recorded in H263 will not be able to be previewed by an endpoint connected in H264 and vice versa. However, if the endpoint supports both H264 and H263, archive preview will be available.</li> <li>▪ In a clustered configuration, H.323 endpoint cannot receive a preview image of an archive that is not stored on the RSS unit that the endpoint is directly connected to.</li> </ul>
Archive Converter	When using the RSS 2000ArchiveConverter, the transcoded file loaded back to the RSS will be limited to 20 FPS.
Calling with IP address to an RSS that is register with a GK - the call will be rejected.	<p>When working with a gatekeeper in routed mode, devices that are trying to call to the RSS using its IP address instead of its E.164 alias will be rejected if they are not registered to the same gatekeeper as the RSS.</p> <p>This is the right policy when working with routed mode on the GK</p>
MGC Integration	<ul style="list-style-type: none"> <li>▪ When working with the MGC in Video switching mode – the RSS will indicate High Definition recording is occurring.</li> <li>▪ You can disable HD or define the minimum rate for HD in the single point recording setting of the RSS, or as alternative disable HD in system.cfg of the MGC.</li> </ul>
HDX Interoperability	Playback of H263 recordings by HDX endpoints may result in some video artifacts.
Clustering	<ul style="list-style-type: none"> <li>▪ Only archives with viewing rights configured for “Allow All”, can be shared using clustering.</li> <li>▪ When clustering, archives that are not saved on the RSS 2000 being directly managed, can not be deleted or have their properties modified.</li> </ul>
Hunting	<p>Each RSS 2000 is capable of 2 recording and 8 H323 playbacks (total of 10 H323 Connections).</p> <ul style="list-style-type: none"> <li>▪ When using the RSS Hunting function with Cisco GK, the GK will hunt to the next available RSS after the RSS is full with 10 H323 connections.</li> <li>▪ Hunting is only supported with PathNavigator/SE2000, RADVISION GK, and Cisco GK .</li> </ul>
Streaming without recording cannot pause.	When using the Streaming Without Recording function, pause is not available. The stream can only be stopped.
V3.0 upgrade	V3.0 has 2 separate upgrade packages. The language features can not be included in a single package, part 1 includes all basic functions, and part 2 includes additional languages. Some users will need to upload 2 packages to achieve the required language functionality. For details, please read the version 3 User Guide.

Subject	Description
Multi language support	<ul style="list-style-type: none"> <li>▪ <b>Image requirement</b> – Languages (except English/Japanese/Chinese) require base image V5.0 . For details, please read the Additional Languages section of this document.</li> <li>▪ <b>IVR support</b> – RSS 2000 version 3 only supports English/Chinese/Japanese IVRs by default. However, the user can manually upload customer IVRs if needed to accommodate local language requirements</li> </ul>
Upload Utility	H.263 / H.263+ 4CIF archives can not be uploaded to RSS.
HD archives transcode status	When moving the mouse cursor over the play button of an archive, if it is an HD archive in the process of WMV conversion, the play button will be in a special status which displays the percentage number of the conversion process completed thus far. The percentage converted will not update until the page is refreshed.

# Known Limitations

**Table 6** Known Limitations

Subject	Description
Overlapping names	The monitor screen displays an overlapping names of VSX8000 and RSS in a MGC meeting room
VSX 5000-8000 Interoperability	The RSS 2000 support the VSX 5000-8000 when the VSX is set to motion (Not Sharpness nor Promotion)
RMX 2000 Interoperability	The RMX 2000 connects secondary to the RSS 2000 in the rate of 64Kbps (No support for G.728 at the RMX 2000 (RMX 2000 connect to the HDX and VSX at G.729A in 64K which is not supported by the RSS 2000)) – recording at this low video rate is not recommended in any case.
RMX 2000 Interoperability	While RSS 2000 is connected to RMX2000 in SIF when the RMX is set to Sharpness , an archive of it is tagged as H.264 SD.
ViewStation Interoperability	ViewStation show blue then green screen at the beginning of a connection to RSS 2000
IVRs	When recording an IVR message – it's require to add additional 1 second of silence for each recording, to prevent message truncation with VSX and Viewstations
Maximum frame rate for recording and playback	Maximum frame rate for recording and playback in the recording room is 20 fps in H.264 and 25 fps in H.261/H.263
Point to Point recording	HD is not supported in Point to Point recording. When using an HD endpoint it's recommended to dial directly to the recording room [RSS 2000 Prefix][Recording Room Prefix] and not to connect to the Recording room via the H323 Menu.
Embedded Multipoint on the VSX	When recording a multipoint on a VSX – first connect the endpoint to the VSX and only than connect to the RSS 2000
Sony HG90 version: 2.11 Beta Interoperability	Sony HG90 can connect in HD only. The RSS 2000 menu is in CIF (Not in HD) as so the HG 90 will connect as secondary.
Econf integration	France Telecom eConf can not get video from RSS
Aethra X7 integration	Connect Aethra X7 to RSS 2000 @1920K ,the X7 sends 720p, but receives CIF from the RSS 2000. RSS 2000 can only support CIF/SIF for menu.
RMX 2000 integration	HD Recording with the RMX 2000 is supported only on full screen layout.

Subject	Description
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Subject	Description
2CIF/2SIF support	<p>RSS can not encode 2CIF/2SIF as a standard resolution when transforming to WMV file , the WMV file is not correct resolution , just keep same scale with 2CIF or 2SIF , so the anemographic video will be showed on PC .</p> <p>Disable promotion on the VSX when working with the VSX</p>
LAN Setting	<p>The same LAN Speed need to be forced on the RSS side and in the switch side.</p>
Stereo support	<p>SIREN 22 Stereo is supported for H323 Playback. When playing the archive using windows media player - the archive will be played in mono.</p>
	<p>RSS takes a while to respond to a "stop recording" action at endpoint, can not end and play IVR immediately.</p>
	<p>RSS 2000 Can not support 2CIF live streaming, will convert to WMV off line.</p>
HD Endpoint Embedded MP integration	<p>There is a limitation here , if you enable HD capacity of RSS , when it become the first participant to connect HD endpoint with MP , HD endpoint will send HD video format , but once the second endpoint to join the conference , HD endpoint will send CIF format video to RSS , if you start recording before changing to CIF format , it means RSS will save 720P and CIF format video in one WMV file , WMV file can not support this , it will encode error. It is a known limitation.</p> <p>We have 2 option to avoid this :</p> <ul style="list-style-type: none"> <li>▪ Disable HD capacity of RSS when connect to HD MP</li> <li>▪ After HD MP sending CIF format vide, start to record, before other participants leave (if only leave RSS, will change to HD again) stop recording.</li> </ul> <p>I do recommend option 1.</p>
FECC control with Endpoint embedded MP	<ul style="list-style-type: none"> <li>▪ When RSS dial into endpoint MP , only when RSS is speaker , customer can control RSS by FECC , but once speaker change to other participant , it will be back never , so customer can not control RSS by FECC .</li> <li>▪ When RSS dial into endpoint MP, if you press left key to hide the menu , you will see the loop video on the screen , so don't hide the menu in this situation .</li> </ul> <p>We recommend when working with endpoint embedded MP, please don't use FECC control, please just use DTMF.</p>
Clustering	<p>Only support 10 H.323 playback, including local and remote playback.</p>
Software shutdown	<p>When use software shutdown command, customer need to turn on the power switch after 2 minutes at least , otherwise the system might not boot correctly .</p>

# Pending issues

**Table 7** Pending issues

Subject	Description
FF or REW action within HD archive playback may cause some video artifacts	When performing Fast Forward or Rewind when viewing an HD archive using an HDX endpoint, some video artifacts may be observed.
Distortion/freezing in converted video using media tool kit	After converting an HD archive to H.263 using the media tool kit and uploading the converted file back to the RSS, playback from a ViewStation or VSX endpoint may result in some video artifacts being observed.