



Polycom™ RSS2000 V3.0.1.000

Getting Started Guide



General Safety Precautions

Follow these rules to ensure general safety:

- Keep the area around the Polycom RSS2000 unit clean, free of clutter and well ventilated.
- Decide on a suitable location for the equipment rack that will hold the RSS2000 unit and is near a grounded power outlet.
- Use a regulating uninterruptible power supply (UPS) to protect the RSS2000 unit from power surges and voltage spikes, and to keep it operating in case of a power failure.

Hardware Specification

Pentium 4, 2.8Mhz, 2G RAM, 250G Hardisk.

- Form Factor: 1U 19" rack mount
- Height: 1.73" (44 mm)
- Width: 16.83" (430 mm)
- Depth: 15.35" (390 mm)
- Gross Weight: 22.4 lbs (10.2 kg)
- Power Supply: Thermal controlled 220W ATX AC power supply w/PFC
- AC Voltage: 100 - 240 VAC, 60-50 Hz, 5-3 Amps

Windows XPEK OS

Preparations

Obtain the following information from your network administrator:

- RSS2000 unit, Subnet Mask and Default Gateway IP addresses
- Gatekeeper IP address, Prefix, and E.164 of the RSS2000.

Unpacking and Installing the RSS2000

1 Place the RSS2000 unit on a stable flat surface in the selected location.

2 To connect to the power source, insert the power cable into the Power connector on the rear panel of the MGC+ unit and insert the Power cable into the power source socket.

3 Connect the lan cable to LAN1 in the back of the system.

4 Turn on the power switch.





Initial RSS2000 IP Configuration

The system is shipped with a default IP configuration:

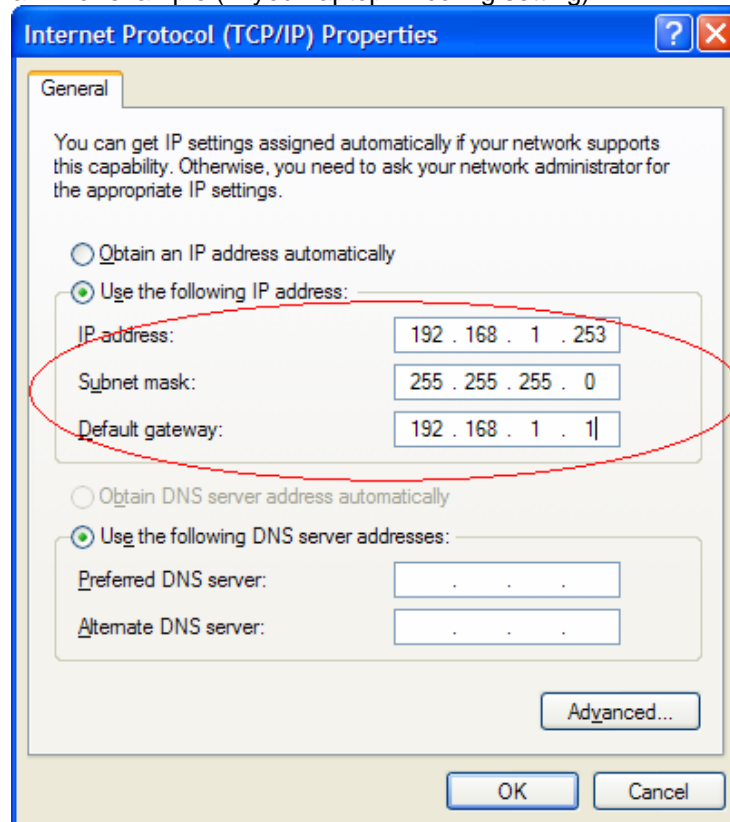
IP Address: **192.168.1.254**
Subnet Mask: **255.255.255.0**
Gateway: **192.168.1.1**

There are two ways to change the initial IP address of the system:

1. Via a cross over lan cable
2. Via a RS232 or Telnet Console.

Changing the initial IP address via a cross over lan cable

1. Connect a cross over lan cable to LAN1 in the RSS2000.
2. Set your laptop to the same segment of the RSS
 - a. For example (in your laptop IP config setting):



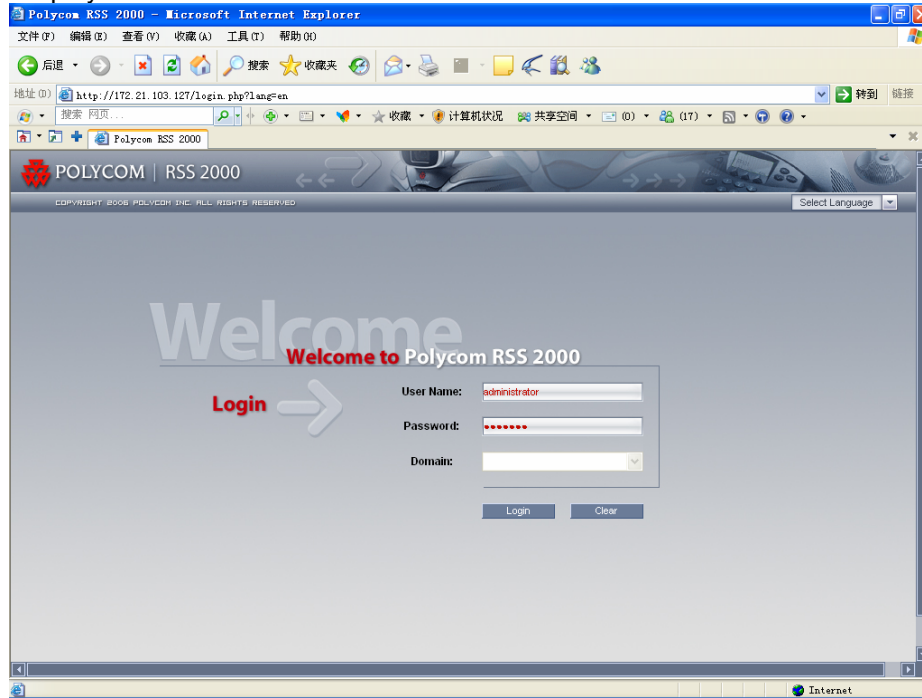
3. Open a browser and go to:

<http://192.168.1.254>

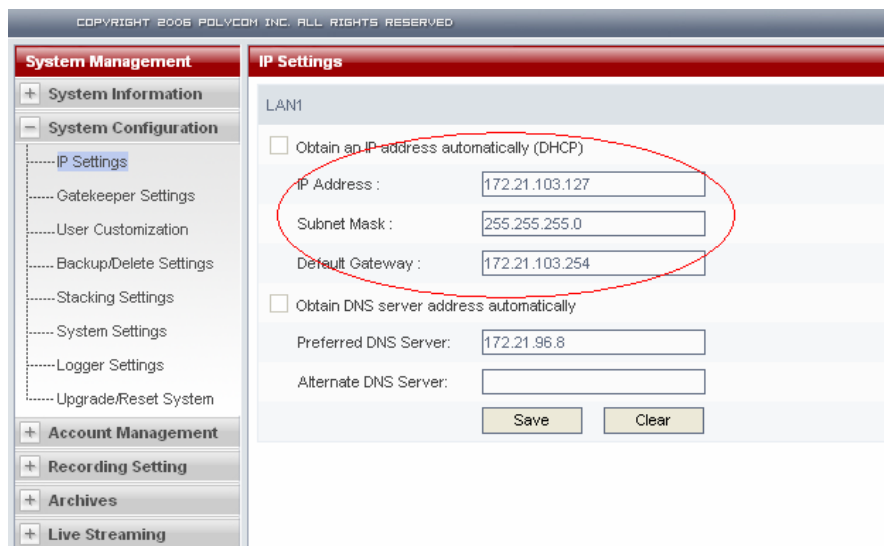
4. Login to the system.

User name: administrator

Password: polycom



5. Go to system configuration->IP setting and modify the IP address. You can set a static IP or choose DHCP. Click the save button and then reset the system.





2.Changing the initial IP address via an RS232 Console or Telnet

Another option to modify the IP address of the RSS2000 is using the RS232 console.

1.Connect to the RS232 port – and activate the console (9600, 8bits)

Login: polycom (or any administrator password)

When you first login to the console, you will see the current IP address of the system.

Help

? – show all available commands

Changing the IP Address:

```
set lan1 static 172.21.100.20 mask 255.255.224.0 [gw 172.21.96.254]
```

Reset Password (back to polycom)

A user may reset the password of the administrator to the default of 'polycom'

```
reset password
```

```
Type ? or help to get the help information
#
# ?
?
exit
help
password
shutdown
restart
set lan1 static <ip> netmask <mask> [gw <gateway>]
show
```

Note:

The same process applies also for Telnet connections.

Only one console session can be active at any given time (either Telnet or RS232, not both).

The system is now ready for use. For additional configuration instructions, refer to the user guide.



RSS2000 Maximum Capacity

Scenario	Description	Maximum Capacity
Conference Recording	How many conferences can be recorded simultaneously?	2 conference recording links, or 2 endpoints dialing in the same time. Only 1 recording session at a time may utilize H.239.
Point to Point recording	How many point to point calls can be recorded (if both are dialing into the POLYCOM™ RSS2000)?	1 point to point call can be recorded, as the two connections to the recording room utilize both available ports on the RSS2000.
H323 Playback	How many recordings can be simultaneously played back in H323?	10 recordings. This includes playback from the local RSS2000, or from other units in a clustering group.
Archive playback (WMV Unicast)	How many streams/archives can be simultaneously viewed (unicast)?	50 streams/archives. This is based on the Web Server's capacity.
Archive playback (Multicast)	How many streams/archives can be simultaneously viewed (multicast)?	2 streams can be viewed using the RSS2000 Multicast Viewer. The archives must be enabled for multicast streaming. See the User Guide for details.
Clustering	How many RSS2000 devices can be clustered in a single group?	<p>There is no limitation for the amount of RSS2000 devices that can be in a single clustering group.</p> <p>1. In clustering mode, each RSS2000 still supports 10 H.323 playback sessions. For example: One H.323 endpoint connects to RSS-A to playback an archive residing on RSS-B (B is in a clustering group with A in this example). The H.323 playback resource it occupies is taken from RSS-A, even though the archive resides on RSS-B. RSS-A has 9 additional H.323 playback sessions available, while RSS-B still has all 10 sessions available.</p> <p>2. WMV playback via the archive list in the web UI of a clustered RSS2000 will utilize unicast streaming resources from the RSS device where the archive actually resides, not from the clustered device that the user is connected to. Note this is the reverse of the resource usage behavior for H.323 playback.</p>

Network TCP/UDP ports used by RSS2000

Usage		Type	Port Range
Manager		TCP	81
Web		TCP	80
https		TCP	443
Trace		UDP	30011
Endpoint/ H.323	Gatekeeper	UDP	1719
	RAS	UDP	1720
	Q.931 Socket	TCP	1720
	H.245 Socket	TCP	1730-1739
	Live Broadcast	TCP	1800-1801
	Audio / Video Data	UDP	2000-2099
Media	On demand Protocol	TCP	554
	On Demand Archive	TCP (optional)	554
	On Demand Archive	UDP(optional)	Random (for source port)

Notes Regarding On Demand Archive

The UDP ports used for on demand archives are randomly chosen. There are two ways to configure firewalls and Windows Media Player for usage with RSS2000 on demand archives.

- 1) Open an outbound UDP port range matching what is used by Windows Media Player, or open all UDP ports outbound from RSS2000 to effectively bypass the firewall for outbound traffic. Also open the port range used by Windows Media Player for inbound traffic to the viewing PC. This range is configurable in Windows Media Player, as seen in Figure 1 (Windows Media Player defaults shown). The user can check RTSP/UDP, check 'Use ports' and define the port range.
- 2) Disable UDP connections in Windows Media Player to force a TCP-only connection. This configuration utilizes only TCP port 554. As seen in Figure 2, unchecking RTSP/UDP removes the user's ability to specify a port range and forces all connections to use TCP 554 only.

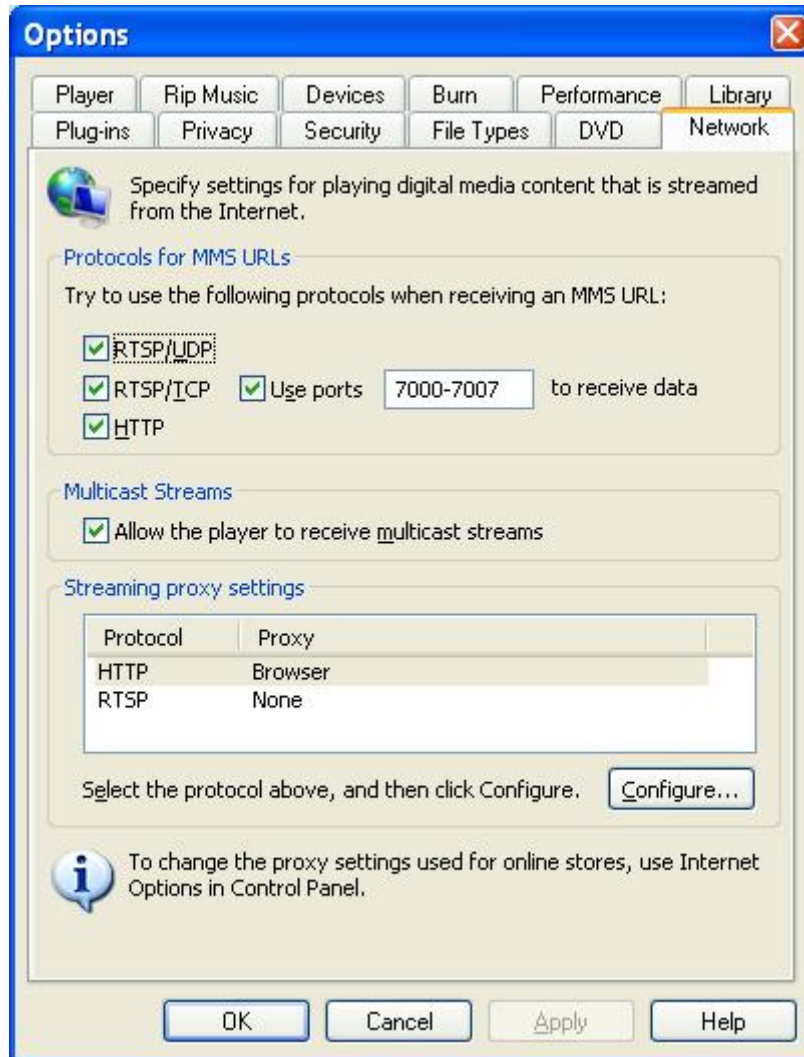


Figure-1

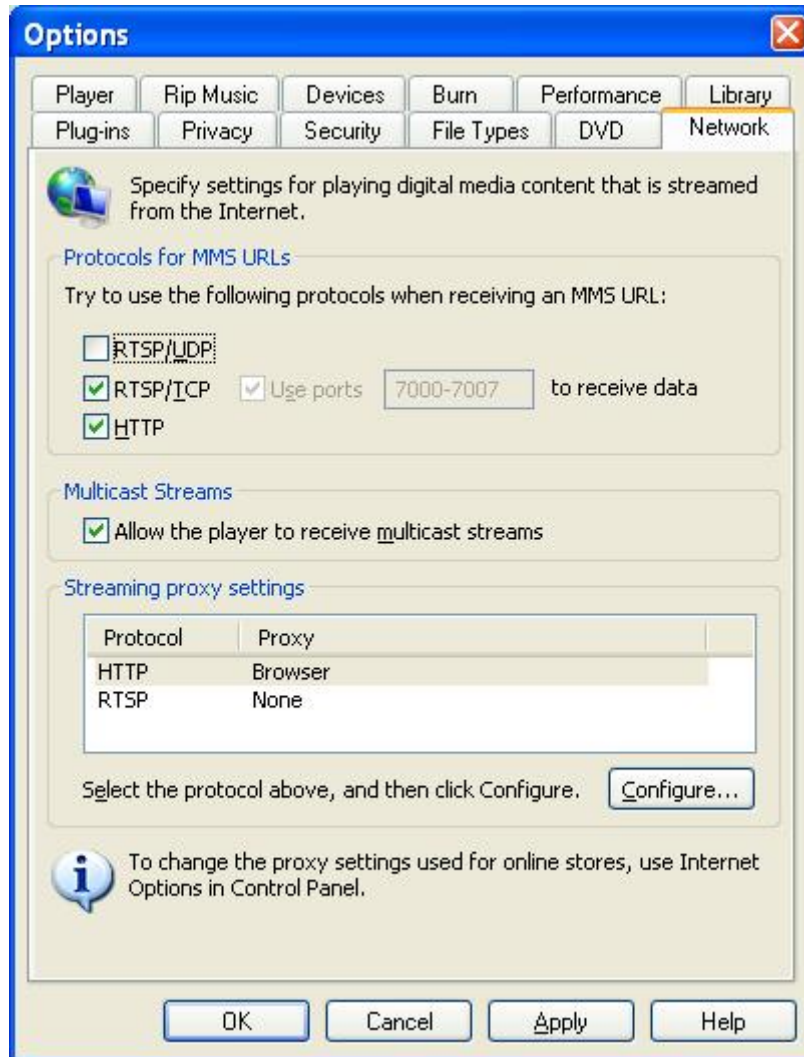


Figure-2

Polycom™ RSS2000 V3.0.1 Release Notes

RSS2000 V3.0.1 Upgrade User Guide

1. New Systems – New Installations

For new installations, an activation keycode must be entered before attempting to use the RSS2000.

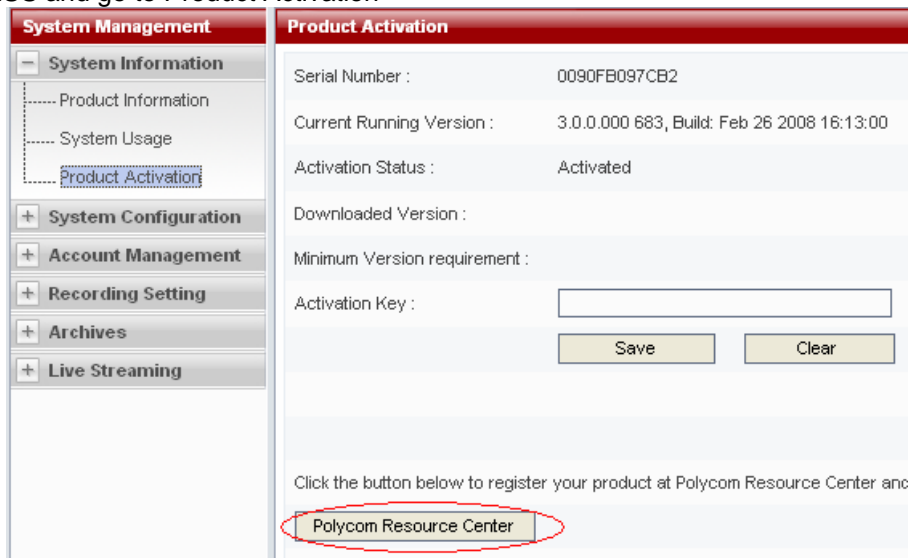
Process:

RSS2000 V3.x includes two type of activation keys:

Keycode definition:

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

Log into RSS and go to Product Activation



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

Solutions | Products | Pricing & Promotions | Certification & Training | **Service & Support** | Sales

Product Activation

You have been redirected to another site via pop-up window. If your pop-up blocker and click the link again.

Software Upgrade Key Code

To upgrade your software, please retrieve your software Key Code.

[Retrieve Software Key Code](#)

To generate a Key Code for enabling system options, follow the directions below.

Single License Number

Please enter the License Number and Serial Number of your product to generate a Key Code. To retrieve a previously enabled Key Code, please enter the product's serial number and leave License Number blank.

License Number:

Serial Number:

Key Code:

[Generate](#)

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.

Single License Number

Please enter the License Number and Serial Number of your product to generate a Key Code. To retrieve a previously enabled Key Code, please enter the product's serial number and leave License Number blank.

License Number:

Serial Number:

Key Code:

[Generate](#)

—This license number is provided on a single piece of paper shipped with the system. Enter the number here.

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

After entering the K Keycode in the RSS2000 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.

Users upgrading from version 3.0 to version 3.0.1 do not require an upgrade keycode.

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?](#)

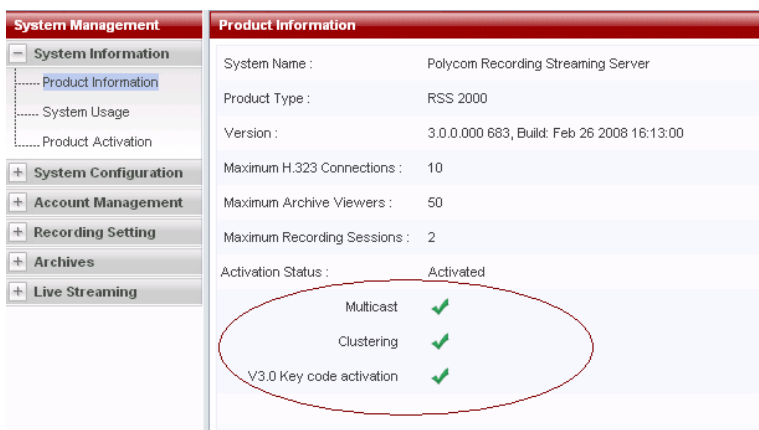
Enter 3.0 in the Version field and enter the RSS2000 Serial Number in the Serial Number field. The user will receive a U-Key code permitting activation of Version 3.x software. This keycode will also need to be entered in the product activation section on the RSS2000 Web UI):



POLYCOM | RSS 2000
COPYRIGHT 2006 POLYCOM INC. ALL RIGHTS RESERVED

System Management	Product Activation
<ul style="list-style-type: none"> System Information Product Information System Usage <li style="background-color: #e67e22; color: white;">Product Activation System Configuration Account Management Recording Setting Archives Live Streaming 	<p>Serial Number : 0090FB03FBFE</p> <p>Current Running Version : 3.0.0.000 683, Build: Feb 26 2008 16:13:00</p> <p>Activation Status : Activated</p> <p>Downloaded Version :</p> <p>Minimum Version requirement :</p> <p>Activation Key : <input type="text"/></p> <p style="text-align: center;"><input type="button" value="Save"/> <input type="button" value="Clear"/></p> <p style="font-size: small;">Click the button below to register your product at Polycom Resource Center and get an activation code.</p> <p style="text-align: center;"><input type="button" value="Polycom Resource Center"/></p>

After entering both the K Keycode AND the U keycode, the RSS2000 will be ready for use with the enabled options:



System Management	Product Information
<ul style="list-style-type: none"> System Information <li style="background-color: #e67e22; color: white;">Product Information System Usage Product Activation System Configuration Account Management Recording Setting Archives Live Streaming 	<p>System Name : Polycom Recording Streaming Server</p> <p>Product Type : RSS 2000</p> <p>Version : 3.0.0.000 683, Build: Feb 26 2008 16:13:00</p> <p>Maximum H.323 Connections : 10</p> <p>Maximum Archive Viewers : 50</p> <p>Maximum Recording Sessions : 2</p> <p>Activation Status : Activated</p> <div style="border: 1px solid red; border-radius: 50%; padding: 5px; margin-top: 10px;"> <p>Multicast ✓</p> <p>Clustering ✓</p> <p>V3.0 Key code activation ✓</p> </div>

2. Existing Systems (Software upgrade only, no new installation)

Preparation before Upgrade

1: Obtain the 3.0.1 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 RSS2000 Version 3 User Guide.)

Upgrade package definition

Package Name	Description
Part1: RSS2000.3.0.1.0_part1_full function_with English&Japanes&Chinese . pkg	With full support for voice prompts and web UI in English, Japanese, and Chinese.
Part2: RSS2000.3.0.1.0_part2_additional language. Pkg	Includes full support for voice prompts and web UI in all additional languages (but not English, Japanese, or Chinese)

Keycode definition

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

NOTE:

- For an RSS2000 running version 1.0, K-keycode and U-keycode are both needed.
- For an RSS2000 running version 2.0, 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).
- For an RSS2000 running version 3.0, there is no need to perform any activations whatsoever in order to upgrade to version 3.0.1.

How to generate keycodes

Please refer to the instructions and screenshots in the “**New Installation**” section above.

NOTE:

- Before the upgrade, please check the currently installed software version. There is a different process for each upgrade as noted above.
- Keep the RSS2000 powered on and connected to the network during the upgrade.

Upgrade from 1.0 to 3.0.1

1: Download upgrade package to RSS

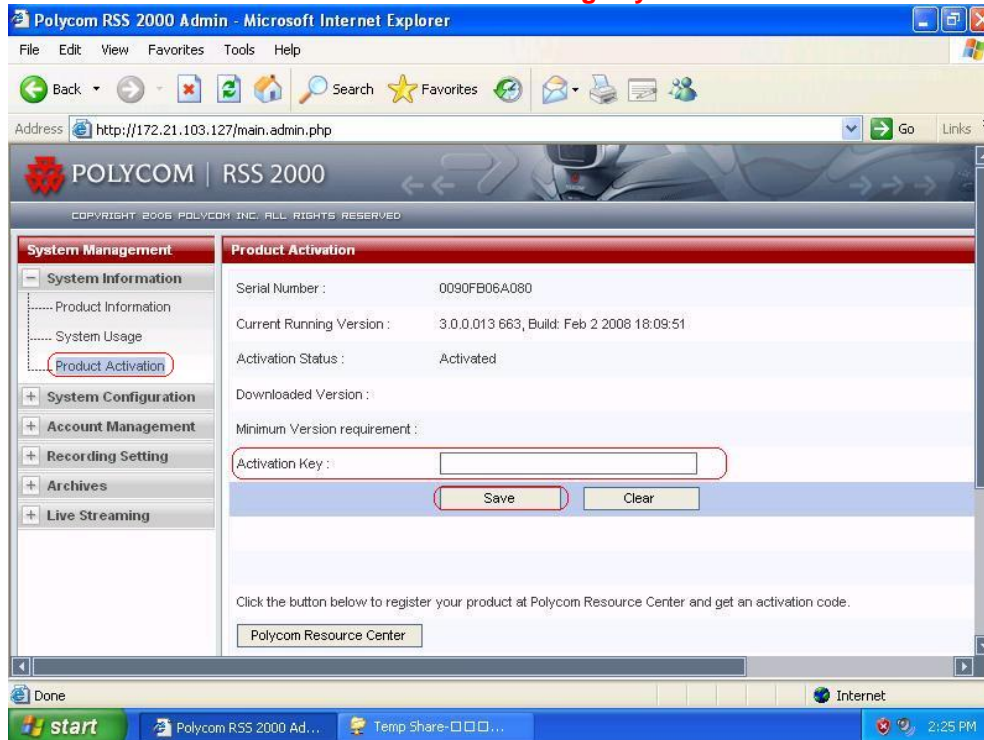
- Log in to the RSS and browse to the System Configuration > Upgrade/Reset System page.
- Download the **“RSS2000.3.0.1.0_part1_full function_with English &Japanes & Chinese.pkg”** to the RSS, wait 10 minutes, then restart the RSS from the web UI. Wait 5 minutes before attempting to log in.

Note: For more details on the file download process, please read the RSS2000 Version 3 User Guide.

2: Activate RSS Keycode

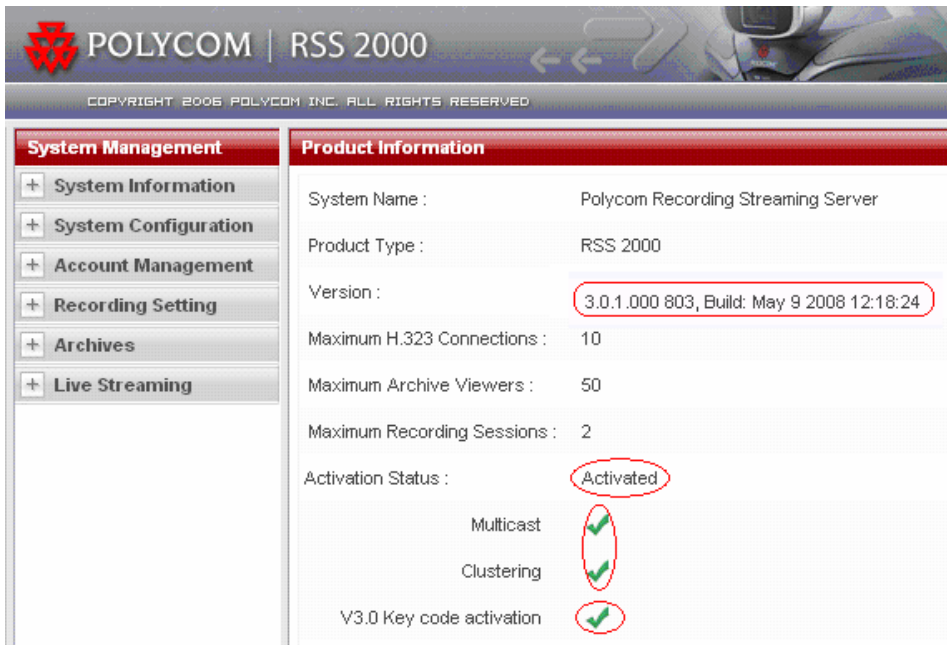
- After rebooting and waiting 5 minutes, log into the RSS and browse to the System Information > Product Activation page.
- Paste the U-Keycode and click save .
- Paste the K-Keycode and click save .

Note: There is no need to restart after entering keycodes.



3: Check the software version and activation status

Browse to the System Information > Product Information page



The screenshot displays the Polycom RSS 2000 web interface. The top navigation bar includes the Polycom logo and the text "POLYCOM | RSS 2000". Below this, a copyright notice reads "COPYRIGHT 2006 POLYCOM INC. ALL RIGHTS RESERVED". The main content area is divided into two columns. The left column, titled "System Management", contains a vertical menu with the following items: System Information, System Configuration, Account Management, Recording Setting, Archives, and Live Streaming. The right column, titled "Product Information", displays the following details: System Name: Polycom Recording Streaming Server; Product Type: RSS 2000; Version: 3.0.1.000 803, Build: May 9 2008 12:18:24; Maximum H.323 Connections: 10; Maximum Archive Viewers: 50; Maximum Recording Sessions: 2; Activation Status: Activated; Multicast: (checked); Clustering: (checked); V3.0 Key code activation: (checked). Red circles and checkmarks are used to highlight the Version, Activation Status, Multicast, Clustering, and V3.0 Key code activation fields.

Ensure that the version number, Activation Status, V3.0 Key code activation, and any expected options are properly displayed. (Note on multicast and clustering options: If these options were not purchased, they will not display as activated.)

Note:

At this point the RSS can support **English, Chinese and Japanese languages**. If you want additional language options, you need to download and install the second package with additional language options. For additional language options installation, please refer to **“Additional Language Support.”**

Upgrade from 2.0 to 3.0.1

1: Download upgrade package to RSS

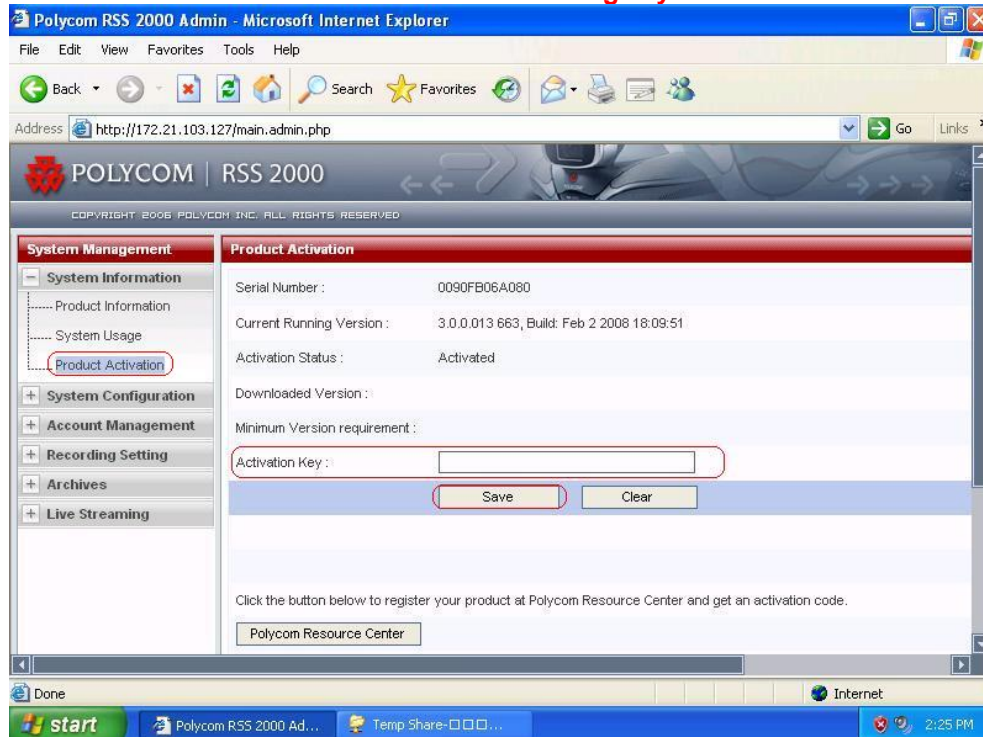
- Log in to the RSS and browse to the System Configuration > Upgrade/Reset System page.
- Download the **“RSS2000.3.0.1.0_part1_full function_with English &Japanes & Chinese.pkg”** to the RSS, wait 10 minutes, then restart the RSS from the web UI. Wait 5 minutes before attempting to log in.

Note: For more details on the file download process, please read the RSS2000 Version 3 User Guide.

2: Activate RSS Keycode

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

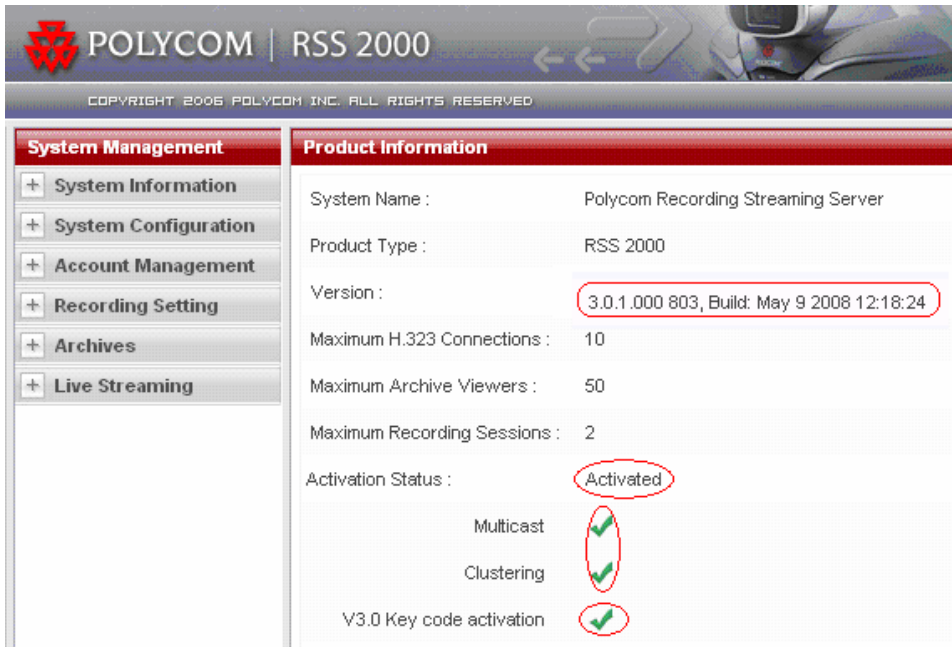
Notes : There is no need to restart after entering keycodes..



3: Check the status

Go to “ . - System information > Product Information” page

Ensure that the version number, Activation Status, V3.0 Key code activation, and any expected options are properly displayed. (Note on multicast and clustering options: If these options were not purchased, they will not display as activated.)



The screenshot displays the Polycom RSS 2000 web interface. The top navigation bar includes the Polycom logo and the text "POLYCOM | RSS 2000". Below this, a copyright notice reads "COPYRIGHT 2006 POLYCOM INC. ALL RIGHTS RESERVED". The main content area is divided into two columns. The left column, titled "System Management", contains a vertical menu with the following items: System Information, System Configuration, Account Management, Recording Setting, Archives, and Live Streaming. The right column, titled "Product Information", displays the following details:

System Name :	Polycom Recording Streaming Server
Product Type :	RSS 2000
Version :	3.0.1.000 803, Build: May 9 2008 12:18:24
Maximum H.323 Connections :	10
Maximum Archive Viewers :	50
Maximum Recording Sessions :	2
Activation Status :	Activated
Multicast	<input checked="" type="checkbox"/>
Clustering	<input checked="" type="checkbox"/>
V3.0 Key code activation	<input checked="" type="checkbox"/>

Note:

At this point the RSS can support **English, Chinese and Japanese languages**. If you want additional language options, you need to download and install the second package with additional language options. For additional language options installation, please refer to **“Additional Language Support.”**

Upgrade from 3.0 to 3.0.1

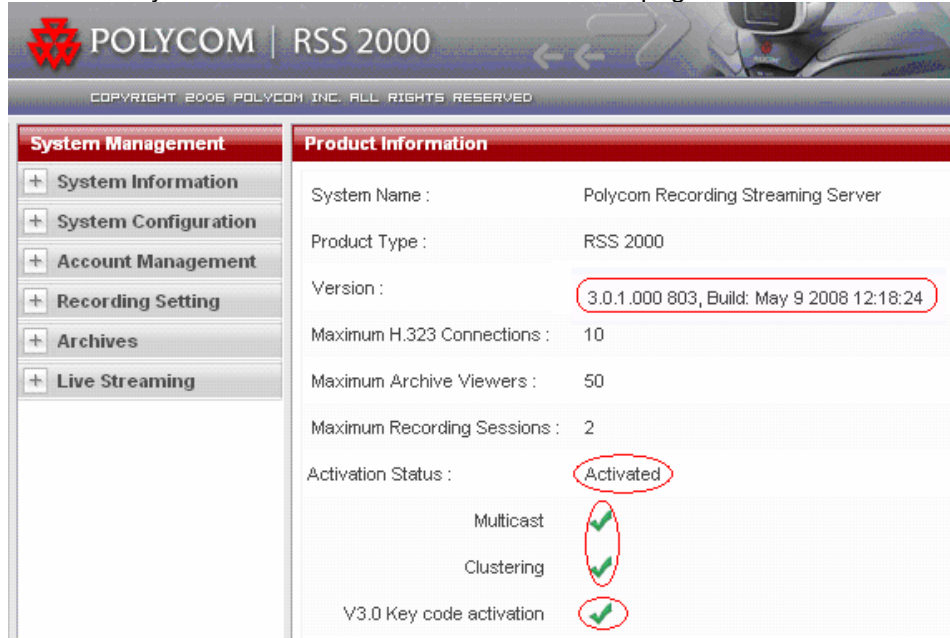
1: Download upgrade package to RSS

- c) Log in to the RSS and browse to the System Configuration > Upgrade/Reset System page.
- d) Download the **“RSS2000.3.0.1.0_part1_full function_with English &Japanes & Chinese.pkg”** to the RSS, wait 10 minutes, then restart the RSS from the web UI. Wait 5 minutes before attempting to log in.

Note: For more details on the file download process, please read the RSS2000 Version 3 User Guide.

2: Check the status

Go to “. - System information > Product Information” page



System Management	Product Information
+ System Information	System Name : Polycom Recording Streaming Server
+ System Configuration	Product Type : RSS 2000
+ Account Management	Version : 3.0.1.000 803, Build: May 9 2008 12:18:24
+ Recording Setting	Maximum H.323 Connections : 10
+ Archives	Maximum Archive Viewers : 50
+ Live Streaming	Maximum Recording Sessions : 2
	Activation Status : Activated
	Multicast <input checked="" type="checkbox"/>
	Clustering <input checked="" type="checkbox"/>
	V3.0 Key code activation <input checked="" type="checkbox"/>

Ensure that the version number, Activation Status, V3.0 Key code activation, and any expected options are properly displayed. (Note on multicast and clustering options: If these options were not purchased, they will not display as activated.)

Note:

At this point the RSS can support **English, Chinese and Japanese languages**. If you want additional language options, you need to download and install the second package with additional language options. For additional language options installation, please refer to **“Additional Language Support.”**

Additional Language Support

To enable an RSS2000 to support additional languages (but not English, Chinese, or Japanese), follow this process.

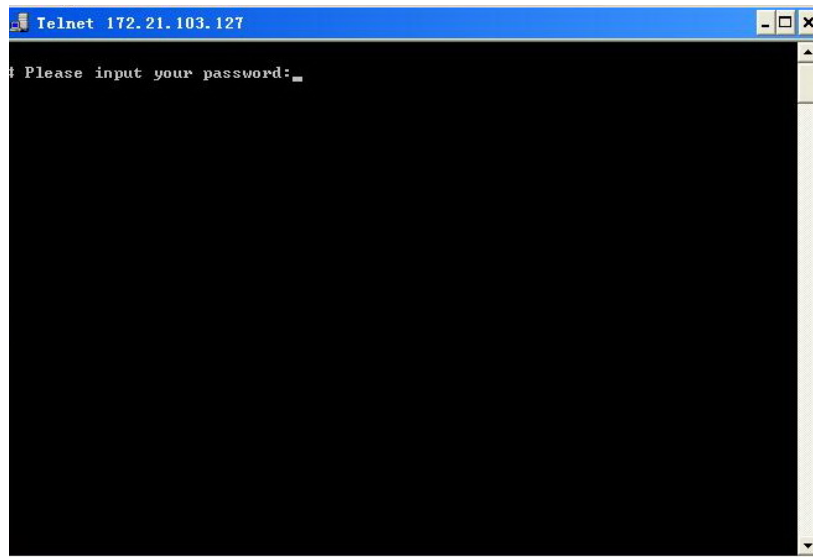
Image version check

Please check the RSS2000 image version following the commands below. Only an RSS2000 with image version 5 or above can utilize additional language support.

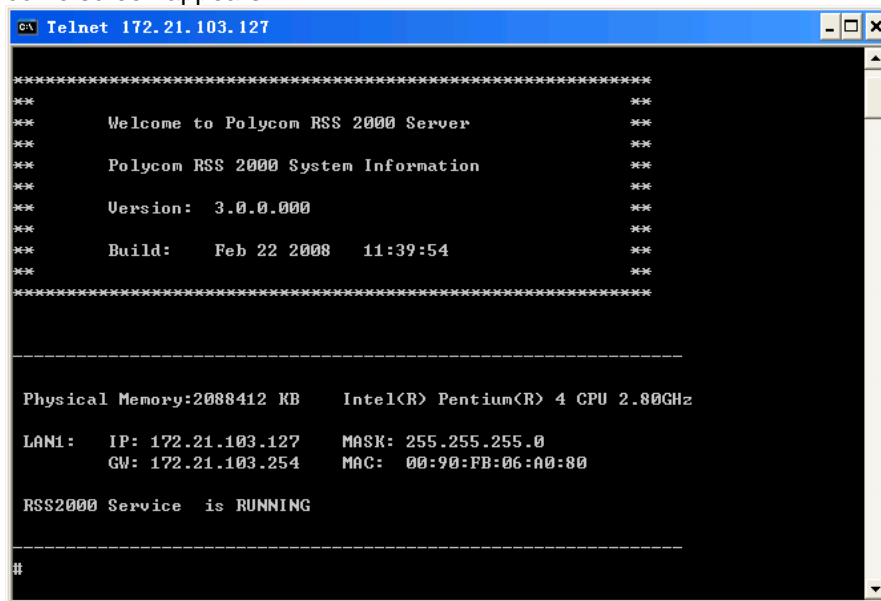
1: Click on Start>Run>Enter “telnet 172.21.103.127 23” (without quotation marks), and Click OK.

NOTE: The IP address above is for EXAMPLE ONLY. Please replace it with your RSS2000 IP address.

2: You will see a command prompt window after the command is executed. The window should look like below.



3: Enter the password for your RSS2000. As a reminder, the default password is polycom. A system welcome screen appears.





4: At the command prompt, enter “imageversion” (without quotation marks)

5: If the version number is “5” (see the screenshot below), this indicates that the RSS2000 can be utilized with additional language options.

```

C:\ Telnet 172.21.103.127
**      Welcome to Polycom RSS 2000 Server      **
**      **                                       **
**      Polycom RSS 2000 System Information      **
**      **                                       **
**      Version: 3.0.0.000                      **
**      **                                       **
**      Build:   Feb 22 2008   11:39:54         **
**      **                                       **
*****
-----
Physical Memory:2088412 KB   Intel(R) Pentium(R) 4 CPU 2.80GHz
LAN1:   IP: 172.21.103.127   MASK: 255.255.255.0
        GW: 172.21.103.254   MAC: 00:90:FB:06:A0:80
RSS2000 Service is RUNNING
-----
# imageversion
Current image version(0):
RSS2000 Runtime Image Version 5
# =

```

6: If the image version is not 5, it will show **unknown version**. This means that in order to support additional languages, you will need to refresh the image.,The unknown version image does not have full support for additional languages - please contact your service provider for assistance modifying the image version.

```

C:\ Telnet 172.21.100.126
**      Welcome to Polycom RSS 2000 Server      **
**      **                                       **
**      Polycom RSS 2000 System Information      **
**      **                                       **
**      Version: 3.0.0.000                      **
**      **                                       **
**      Build:   Feb 22 2008   11:39:54         **
**      **                                       **
*****
-----
Physical Memory:1039836 KB   Intel(R) Pentium(R) 4 CPU 2.80GHz
LAN1:   IP: 172.21.100.126   MASK: 255.255.255.0
        GW: 172.21.100.254   MAC: 00:90:FB:09:7C:B2
RSS2000 Service is RUNNING
-----
# imageversion
Current image version(0):
Unknown Version
# =

```

Upgrade additional language package

- a) Log in to the RSS and browse to the System Configuration > Upgrade/Reset System page .
- b) Download the “**RSS2000.3.0.1.0_part2_additional_languages.pkg**” file to the RSS, wait 10 minutes, then restart the RSS from the web UI.

Bug Fixes (Corrections from V3.0.0.000)

#	Summary
1	Playback of an archive stored on RSS-A from the third EP connected to RSS-B triggered automatic termination of ongoing playback on two other EPs in a clustered two-RSS configuration.
2	One of the two RSS2000 servers that form a clustered configuration lost controls over the web.
3	Time discrepancies between Connection time and Start time
4	HDX system hosting High Definition MP call fails when dialing into RSS.
5	The playback image of an archive recorded by VSX at 768K is not properly proportioned on the PC screen.
6	The example shown for the CALLANDPLAY API command (p.96 of 98 in the API Guide) is incorrect.
7	RSS Time is not synchronized between System Usage and System Settings, resulting in Archive Time Stamps being 1 hour off.
8	The resolution of WMV file for HD recording should be 1280×720 ,but it was only 640×360 in V3. 0.
9	"Logger" in Japanese on the navigation bar and the monitoring window are not identical.
10	Some integration issues with the VMC were resolved

RSS2000 Policies and Limitations

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	<ol style="list-style-type: none"> 1. When scheduling a dial out & 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. 2. 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. 3. 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. 4. When two endpoints meet at a P2P recording room, only one of them can view the menu at a time.
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	Hard reset (power off and on) is not recommended. Reset should be done via the Web UI or Console service whenever possible.
LDAP integration	Only Microsoft Active Directory is supported.
H.323 preview	<ol style="list-style-type: none"> 1. Only two H323 devices can utilize archive Preview. This means when there are 2 endpoints previewing on RSS2000, the third endpoint to connect to RSS2000 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. 2. HD and SD archives cannot be previewed. 3. 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. 4. 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.
Archive Converter	When using the RSS2000ArchiveConverter, the transcoded file loaded back to the RSS will be limited to 20 FPS.

Subject	Description
Calling with IP address to an RSS that is register with a GK - the call will be rejected.	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. This is the right policy when working with routed mode on the GK
MGC Integration	1. When working with the MGC in Video switching mode – the RSS will indicate High Definition recording is occurring. 2. 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.
HDX Interoperability	Playback of H263 recordings by HDX endpoints may result in some video artifacts.
Clustering	1. Only archives with viewing rights configured for “Allow All”, can be shared using clustering. 2. When clustering, archives that are not saved on the RSS2000 being directly managed, can not be deleted or have their properties modified.
Hunting	Each RSS2000 is capable of 2 recording and 8 H323 playbacks (total of 10 H323 Connections). 1. 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. 2. Hunting is only supported with PathNavigator/SE2000, RADVISION GK, and Cisco GK .
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.
Multi language support	1. Image requirement: Languages (except English/Japanese/Chinese) require base image V5.0 . For details, please read the Additional Languages section of this document. 2. IVR support – RSS2000 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
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:

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 RSS2000 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 RSS2000 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 RSS2000)) – recording at this low video rate is not recommended in any case.
RMX 2000 Interoperability	While RSS2000 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 RSS2000
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 [RSS2000 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 RSS2000
Sony HG90 version: 2.11 Beta Interoperability	Sony HG90 can connect in HD only. The RSS2000 menu is in CIF (Not in HD) as so the HG 90 will connect as secondary.
H239 Content resolution	The RSS2000 support H263 content (Not H264) – as most endpoint currently support H263 content – in order to prevent interoperability issue, when playing back the stream (In H323) the RSS will not support H264 content (Lower common nominator)
Econf integration	France Telecom eConf can not get video from RSS
Aethra X7 integration	Connect Aethra X7 to RSS2000 @1920K ,the X7 sends 720p, but receives CIF from the RSS2000. RSS2000 can only support CIF/SIF for menu .
RMX 2000 integration	HD Recording with the RMX 2000 is supported only on full screen layout
2CIF/2SIF support	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 . Disable promotion on the VSX when working with the VSX
LAN Setting	The same LAN Speed need to be forced on the RSS side and in the switch side.
Stereo support	SIREN 22 Stereo is supported for H323 Playback. When playing the archive using windows media player - the archive will be played in mono.
	RSS takes a while to respond to a "stop recording" action at endpoint , can not end and play IVR immediately .
	RSS2000 Can not support 2CIF live streaming , will convert to WMV off line .
HD Endpoint Embedded MP integration	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

	<p>is a known limitation . We have 2 option to avoid this : 1, Disable HD capacity of RSS when connect to HD MP 2, After HD MP sending CIF format video , start to record , before other participants leave (if only leave RSS , will change to HD again) stop recording . I do recommend option 1</p>
FECC control with Endpoint embedded MP	<p>1,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 . 2, 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 . 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>



Pending issues

Subject	Description
FF or REW action within HD archive playback may cause some video artifacts	When performing Fast Forward or Rewinding 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.