

Release Notes

Polycom® Unified Communications for Microsoft Environments Wave 4.2 Release

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3725-00000-001C2 (August 2011)

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Introduction

Polycom is pleased to announce Wave 4.2 release of its Polycom Unified Communications for Microsoft Environments.

What's New in This Release

In Wave 4.2, the Polycom Unified Communications for Microsoft Environments release provides support for Polycom endpoints to conference on the Microsoft AVMCU, as well as support for the Real-Time Video (RTV) protocol that provides high-quality audio for point-to-point calls and Microsoft Lync Server and RMX hosted multipoint calls.

Polycom is committed to updating support for new environments in future releases. Polycom also continues support for Office Communications Server 2007 and Office Communications Server edge server.

Support for Microsoft Real-Time Video Protocol and Microsoft AVMCU

This solution makes it simple for users in a Microsoft environment to:

- ❑ Experience high-quality (720p) video on calls between HDX systems and Microsoft Lync and Office Communicator clients.
- ❑ Provide real-time presence information between Polycom devices (including RMX virtual rooms) and Microsoft Lync clients.
- ❑ Participate in Microsoft Lync-hosted (Microsoft AVMCU) multi-point conferences. Participate in federated point-to-point calls and multipoint conferences.
- ❑ To see the presence status of Polycom HDX systems on their Office Communicator 2007 or Lync client or on a presence-enabled IP phone. Users of Polycom HDX systems in companion mode can log on via single signon (shared user credential) to access the Microsoft Lync or Communicator Contacts, Contact Groups, and directory search options. The improved QWERTY virtual keyboard support makes searching for people is now much easier.
- ❑ To launch video calls by clicking on presence-enabled contacts and see the availability status of Polycom video and telepresence solutions.
- ❑ To launch on-demand voice, video, and unified (voice and video) conferences that include other standards-based video and voice endpoints using the Polycom RMX 1500™, 2000 or 4000 real-time media conferencing platform. Logistical support for large scale deployment of Polycom HDX systems in an Microsoft SIP environment. The Polycom CMA system provisions the Microsoft Lync Server or Office Communications Server integration and Polycom Conferencing for Outlook settings, while the Polycom DMA system provides scalable, fault-tolerant multipoint conferencing.

Polycom-enabled Unified Communications Supported Configurations

The following lists the minimum versions of Microsoft and Polycom products that support the Wave 4.1 Polycom solution for Microsoft Lync™ Server 2010 and Office Communications Server 2007.

Product	Version	Purpose
Servers		
Microsoft Lync Server	2010	Provides Presence and Directory Services for Polycom systems integrated with Microsoft Lync. Edge Server role is required for support of remote users.
Microsoft Office Communications Server 2007, Standard or Enterprise Edition (load balanced or single)	R2	Provides Presence and Directory Services for Polycom systems integrated with Microsoft Office Communicator. Edge Server role is required for support of remote users.
Polycom RMX System 1500/2000/4000	v7.2 1 GB controller board required for Edge Server support. MPMx cards are required for RTV support. Edge server support is not supported on MPMx cards prior to RMX system v7.1.	Provide MCU conferencing resources for Polycom Conferencing for Outlook.
Polycom DMA System	v3.0	Virtualizes MCU conferencing resources for Polycom Conferencing for Outlook.
Polycom CMA System	v5.5	Enables automatic provisioning of Polycom HDX endpoint systems for Polycom Conferencing for Outlook.
Polycom RSS	v6.4	Enables recording of video-enabled Polycom conferences.
Endpoint Systems		
Polycom HDX Systems	v3.0.2 Advanced Microsoft Support RTV and Lync-hosted conferences require an RTV/CCCP key with the listed hardware. HDX 4500 HDX 4002 – Rev B HDX 6000 HDX 8000 – Rev B HDX 7000 – Rev C HDX 9000 – Rev B For users of older versions of the HDX 4002, 7000 & 8000's can be upgraded to the latest version of hardware with a technology upgrade kit.	Video endpoints systems that can be fully integrated into a Microsoft Communications Server 2007 or Microsoft Lync environment. NOTE: Microsoft Office Communications Server-hosted conferencing is not supported for Polycom endpoints.

Product	Version	Purpose
Polycom Touch Control device for use with HDX systems	v1.2.0 Operating System software	Provides HDX call control and administration.
	v1.2.0 Panel software	Required to support multipoint calls hosted by a Lync Server.
Polycom CX 100, 200, 300, 700, and 5000	All	Voice endpoint systems that can be fully integrated into a Microsoft Communications Server 2007 environment.
Client Systems		
Microsoft Lync	2010	Client required for Microsoft Lync Server Presence and Directory Services.
Microsoft Office Communicator 2007 on Windows XP Pro SP3, Windows Vista SP2, or Windows 7.0	R2 v3.5.6907.196	Client required for Microsoft Office Communications Server Presence and Directory Services.

Polycom Conferencing for Microsoft® Outlook®

Polycom Conferencing for Microsoft Outlook, which requires the Polycom Conferencing Add-in for Outlook, offers an integrated and enhanced experience for all of those involved in video conferencing.

In Wave 4.1, the Polycom Visual Communications release provides support for Microsoft Exchange 2010 and Microsoft Outlook 2010.

- ❑ It allows IT departments and video administrators/operators to offer users a simple, familiar procedure for scheduling video- and audio-enabled meetings, which requires less IT support. Thus, it maximizes the use of visual communication assets and their return on investment (ROI).
- ❑ It allows conference organizers to use Microsoft Outlook and its usual meeting request workflow to schedule video- and audio-enabled meetings. It also allows conference organizers to include recording and streaming into the conference, when required.
- ❑ It allows meeting participants to track their video- and audio-enabled meetings on the same calendar that they track their other meetings. It also allows meeting participants to simply click a link in an email meeting request to join conferences on their associated video or audio endpoint system.

Also, by integrating Polycom HDX endpoint systems with Microsoft Exchange Server, the endpoint systems can display the day's scheduled meetings and meeting reminders.

For more information about supported configurations and scenarios, see *Polycom Unified Communications Deployment Guide for Microsoft Environments*. The following lists the minimum versions of Microsoft and Polycom products that support or enhance the Wave 4.1 Polycom Conferencing for Microsoft Outlook solution:

Product	Version	Purpose
Servers		
Microsoft Exchange Server 2007	SP2	Provides calendaring service integration for Polycom Conferencing for Outlook.

Product	Version	Purpose
Microsoft Exchange Server 2010		Provides calendaring service integration for Polycom Conferencing for Outlook.
Polycom RMX System	v7.2 1 GB controller board required for Edge Server support. MPMx cards required for RTV support. Edge server support is not supported on MPMx cards prior to RMX system v7.1.	Provide MCU conferencing resources for Polycom Conferencing for Outlook.
Polycom DMA System	v3.0 or higher	Virtualizes MCU conferencing resources for Polycom Conferencing for Outlook.
Polycom CMA System	v5.5	Enables automatic provisioning of Polycom HDX endpoint systems for Polycom Conferencing for Outlook.
Polycom RSS	v6.4	Enables recording of video-enabled Polycom conferences.
Endpoint Systems		
Polycom HDX Systems	v3.0.2 Advanced Microsoft Support RTV and Lync-hosted conferences require an RTV/CCCP key with the listed hardware. HDX 4500 HDX 4002 – Rev B HDX 6000 HDX 8000 – Rev B HDX 7000 – Rev C HDX 9000 – Rev B For users of older versions of the HDX 4002, 7000 & 8000's can be upgraded to the latest version of hardware with a technology upgrade kit.	Allow users to rely on their Polycom HDX systems to display the day's scheduled meetings and reminders.
Polycom CMA Desktop Client	v5.1	Enables Polycom desktop video conferencing.
Client Systems		
Microsoft Outlook 2007	SP2	Provides interface for Polycom Conferencing Add-in for Outlook.
Microsoft Outlook 2010		Provides interface for Polycom Conferencing Add-in for Outlook.
Polycom Conferencing Add-in for Microsoft Outlook	v1.0.3	Allows Outlook users to create meeting invitations for video-enabled Polycom conferences.

Product	Version	Purpose
Microsoft .NET	v3.5	Operation framework for the Add-in.
Microsoft Windows Installer	v3.1	Installation framework for the Add-in.
Microsoft Visual Studio Tools for Office System	v3.0 Runtime SP1	Provides enhancements to the .NET framework.
Microsoft Office Word 2007	SP2	Tool for editing the standard Invitation Template.
Microsoft Office Word 2010		Tool for editing the standard Invitation Template.

Interoperability

The following notes provide interoperability information for this release.

- ❑ Polycom RPX Telepresence Interoperability – Polycom RPX telepresence conference calls can be hosted on a Polycom RMX system in a Microsoft Communications Server 2007 R2 environment or the Polycom Video Network Operations Center (VNOC) can cascade a Polycom RMX system that is hosting a Polycom RPX Telepresence conference to a Polycom RMX system in a Microsoft Office Communications Server 2007 environment. In this case, the VNOC uses its managed Polycom RMX system to link (via H.323) the Telepresence Suite to a meeting room on the Polycom RMX system. For more information on this configuration, see the *Polycom Multipoint Best Practices for Telepresence Deployment Guide*.
- ❑ Interoperability with home routers – In some configurations that are related to variations in home routers, the Polycom CMA system gatekeeper rejects ARQ requests from some Polycom CMA Desktop clients coming through a Polycom VBP appliance.
- ❑ Polycom HDX systems – In this solution release, to discontinue dynamic device management of a Polycom HDX system, you can now use the Polycom HDX system setup wizard. For more information, see the *Administrators Guide for Polycom HDX Systems*.

Polycom-enabled Unified Communications Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services, and its certified Partners, to help customers successfully design, deploy, optimize and manage Polycom visual communication within their third-party UC environments. UC Professional Services for Microsoft Integration is required for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server integrations. For additional information and details please see http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative for more information.

When necessary, Polycom technical support may require customers to test reported issues on the supported minimum versions listed.

Known Issues

Refer to the Polycom product release notes for more information about the known issues related to the product and solution.

Product	Version	Issue Number	Description
Polycom HDX system	3.0.1	VIDEO-90807 VIDEO-90806 VIDEO-80805	Summary: Problems with presence when user is logged into both a Microsoft client and an HDX system. If a user is logged into both a Microsoft client and an HDX system and manually sets his presence using the Microsoft client, the presence is lost when the HDX system makes or receives a call. Instead, the presence follows the HDX system. For example, if a user signed into both a Microsoft client and an HDX system and that user manually changes his presence using the Microsoft client and then makes or receives a call on the HDX system, the user's presence is automatically updated to be the HDX system presence instead of what was manually set.

Product	Version	Issue Number	Description
Polycom HDX system	3.0.1	VIDEO-90607	<p>Documentation Addendum: Securing Web Access to the HDX system for Microsoft Office Communications Server R2 Certification.</p> <p>In order for the HDX system to be certified for compatibility with Microsoft Office Communications Server R2, you must enable Security Mode to ensure secure web access (HTTPS) to the HDX system.</p> <p>To do this:</p> <ol style="list-style-type: none"> 1. On the HDX system web interface, navigate to Admin Settings > Security > Security Settings. 2. Mark the Security Mode check box. 3. Click Update. <p>The HDX system will restart.</p> <p>Alternatively, when performing First Time Setup (OOB), you can select Medium Security Profile, which enables Security Mode by default. You can only modify the Security Profile during first time setup.</p>