



RELEASE NOTES

August 2014 | 3725-06648-006 Rev A

Polycom[®] Unified Communications in a Microsoft[®] Environment



What's New?

New features for Lync Server 2013 include the following:

- Support for Microsoft H.264 Scalable Video Coding (SVC) and 1080p30 via Lync video with RealPresence Group Series system.
- Continuous Presence experience of up to five active speakers with RealPresence® Group Series when participating in a Lync 2013 Server multipoint call.
- Polycom RealConnect for Microsoft Lync® with RealPresence Platform and Lync Server 2013.
- Create presence-enabled or Lync-registered VMRs with RealPresence DMA.



Web Info: Deployment Guide for Polycom Unified Communications for Microsoft Environments

Find the latest deployment guide for Polycom Unified Communications for Microsoft Lync Server at [Polycom Unified Communications Solution for Microsoft Environments](#).

Support for H.264 SVC

This release features support for Microsoft H.264 Scalable Video Coding (SVC). Previous releases for HDX 3.1.2, RealPresence Group Series 4.1.1, Polycom RealPresence Distributed Media Application™ (DMA) 6.1, and Polycom RealPresence Collaboration Server 8.1.7 delivered backwards compatibility with Lync Server 2013. Now, RealPresence Group Series 4.3, RealPresence DMA 6.1, and RealPresence Collaboration Server 8.4 offer native support for Microsoft Real-time Video (RTV) and Microsoft H.264 SVC.

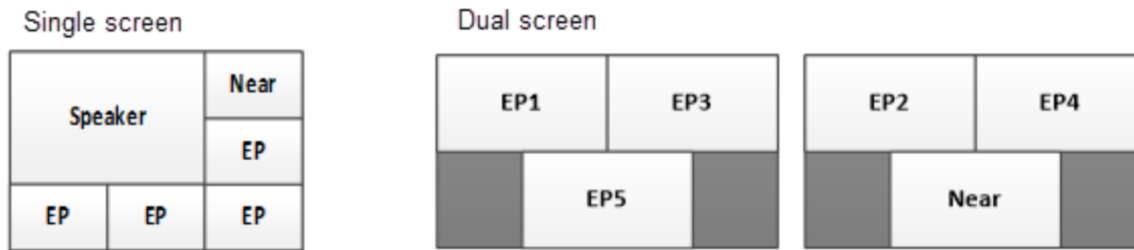
Note that Polycom HDX systems, due to lower processing capabilities, continue existing support for the Microsoft RTV codec and deliver the same quality of experience as Lync Server 2010 releases. Specifically, Polycom HDX systems, offer up to 720p for point-to-point and multipoint calls held on the RealPresence Collaboration Server and Video Graphics Array (VGA) when registered with Lync Server.

Continuous Presence

Polycom's native support for Microsoft SVC technology means that you can use Lync Server 2013 to host multipoint conferences with up to five active participants with continuous presence video. Two primary use cases are illustrated next.

The new SVC layouts enable RealPresence Group Series to host up to five active speakers in a multipoint conference call using a single-screen or dual-screen layout that optimizes participant screen space.

Single and Dual Screen Layouts on RealPresence Group Series Systems



Polycom RealConnect for Microsoft Lync

RealPresence DMA 6.1 and RealPresence Collaboration Server 8.4 now feature Polycom RealConnect for Microsoft Lync, new for Lync Server 2013. RealConnect gives you the ability to send a scalable video coding (SVC) stream from Polycom RealPresence platform products to an audio video multipoint control unit (AVMCU) and receive up to five Lync participants. RealConnect also enables you to join traditional standards-based video room systems to Lync-hosted conferences, and to use Microsoft Outlook® scheduling without the need for additional plug in applications. Polycom recommends RealConnect when you are using the Outlook and the Lync Online Meeting add-in to schedule calls. Note that RealConnect does not remove the ability to join Lync and traditional video endpoints to a VMR. Rather, RealConnect offers standards-based systems you can use to add non-Lync capable, H.323, or standard SIP registered endpoints.



Note: Get the latest product information from Polycom Support

To view the latest Polycom product documentation, visit [Polycom Support](#).

Hardware and Software Dependencies

- Lync Server 2010
- Lync Server 2010 Cumulative Update 11 (January 2014)
- Lync Server 2013
- Lync Server 2013 Cumulative Update 4 (January 2014)

Products Tested with this Release

The following tables indicates the products that have been tested for compatibility with this release.



Note: Supported products

You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by vendor software updates.

Go to [Polycom Support Service Policies](#) to find the current Polycom Supported Products matrix.

Infrastructure Products Tested with This Release

<i>Infrastructure</i>	<i>Versions Tested</i>
Lync Server 2010	4.0
Lync Server 2013	5.0
MS Exchange 2010	14.2
MS Exchange 2013	15.0
Polycom RealPresence Collaboration Server (RMX) 800s	8.4
Polycom RMX 1500 / 2000 / 4000 MPMx	8.4
Polycom RMX 1500 / 2000 / 4000 MPMRx	8.4
Polycom RealPresence Distributed Media Application (DMA [®]) 7000	6.1
Polycom RealPresence Resource Manager	8.1
Polycom RSS [®] 4000	8.5

Polycom CloudAXIS Products Tested with This Release

<i>Polycom CloudAXIS</i>	<i>Versions Tested</i>
Polycom RealPresence Distributed Media Application (DMA [®]) Virtual Edition	6.1
Polycom RealPresence Collaboration Server (RMX) Virtual Edition	8.4
Polycom RSS Virtual Edition	8.5

<i>Polycom CloudAXIS</i>	<i>Versions Tested</i>
Polycom RealPresence Resource Manager Virtual Edition	8.1

Endpoints Tested with This Release

<i>Endpoints</i>	<i>Versions Tested</i>
Lync 2010 client	4.0
Lync 2013 client	15.0
Polycom CX7000	1.2
Polycom CX500 / CX600	4.0
Polycom RealPresence Group Series	4.1
Polycom RealPresence Desktop	3.1
Polycom VVX® business media phones 500 / 600	5.0
Polycom HDX	3.1

New or Enhanced Features

This section lists new or enhanced features.

New or Enhanced Features

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>	<i>Issue No.</i>
SWEP		When using a Polycom Distributed Media Application (DMA) using Session Initiation Protocol (SIP) to H.323, Lync no longer displays video from Polycom RealPresence Desktop video collaboration software.		2798

Feature Limitations

This section lists known limitations with the solution.

Feature Limitations

<i>Category</i>	<i>Description</i>	<i>Workaround</i>	<i>Issue No.</i>
BRIDGE	No content displays when using RMX v8.4 to share content to legacy devices.		13234

Known Issues

The following table lists all known issues.

Known Issues

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>	<i>Issue No.</i>
BRIDGE		In a call admission control (CAC) setting, calls from an HDX are disconnected one hour into the conference when SIP_TCP_5PORT_ADDR_STRATEGY is set to NO and MS_KEEP_ALIVE_ENABLE is also set to NO.		2201
BRIDGE		RealConnect conferencing does not work on the RealPresence Collaboration Server (RMX) 1800 when CS_API_XML_MODE is set to Yes.		13107
BRIDGE		The RMX 4000 NPRX may intermittently disconnect a Cisco TelePresence System 3010 when dialing into a TelePresence Interoperability Protocol (TIP) video call when content is being shared.		13114
BRIDGE		Far-end camera control (FECC) does not work on the Cisco SX20 in H.323 video calls.		13201
BRIDGE		Polycom ITP systems do not send content in TIP video conferences.		13262
BRIDGE		FECC does not work for Lifesize devices in H.323 video calls.		13241
BRIDGE		FECC does not work for RadVision XT devices in H.323 video calls.		13266
BRIDGE		Inbound and outbound calling from and to a Lync 2013 mobile client are not supported.		13499

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>	<i>Issue No.</i>
BRIDGE		Endpoints registered to Lync Edge server experience packet loss and poor video in a Collaboration Server conference. Hold and resume intensifies the poor video performance when TIP is enabled on an RMX system.		13622
BRIDGE		Lync clients and endpoints registered to Lync server connect with a problem and disconnect in media over TCP flow.		13795
BRIDGE		Video from an RMX system might freeze when VMR is cascaded with a Lync Server 2013, and Lync 2010 clients are participants in the call.		14090
DMA		The bandwidth requested and final bit rate on the DMA are not the same as the HDX, RMX, and on Lync Bandwidth policy.		8675
GS		When a Group Series endpoint joins a call from a Lync meeting invite, the receive statistics information does not display on the Web UI.	View the call statistics information from the embedded user interface.	5203
GS		When a RealPresence Group Series system is in a multipoint call hosted by a Microsoft Lync AV MCU, the RealPresence Group Series system participant name, number, and system values on the Settings > System Information > Call Statistics screen might be incorrect.		12982
GS		In calls between RealPresence Group Series systems and a Lync Mobility client registered with Lync Server 2013, Group Series systems send no audio and display poor video quality.		17032
GS		When registered with Lync 2010 Edge Server, RealPresence Group Series 550 and Lync client do not display far-side video when a conference call is created via Polycom Touch Control using H.323.	Set the call type preference to SIP instead of Auto to ensure that Lync Server is used to bridge the multi-party call and not the Group Series system.	17146

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>	<i>Issue No.</i>
GS		CCCP calls from a Lync client to a RealPresence Group Series system registered with Lync Server fail when Group Series has IPv6 enabled.		17166
GS		Group Series systems registered to Lync 2013 display no content when a call is put on hold and then resumed.		18207
GS		Group Series endpoints appear to be connected to DMA VMR after disconnecting the conference from the RMX manager.		18680
MSFT		Group Series calls fail or show poor video when calling between Lync 2013 Mobile clients.		226
MSFT		When muting the microphone on an HDX system in a Lync MCU-hosted conference, audio from other participants is also muted.		228
MSFT		The AVMCU displays poor video when RPG systems are in the call.		230
VIDEO		A Lync-registered HDX system using SIP and a DMA-registered HDX system using H.323 display frozen video when the call resumes after being put on hold.		96904
VIDEO		People+Content sharing may be disconnected when a Lync Client puts the call on hold.		111227
VIDEO		HDX video quality can be affected during 10% packet loss in calls with a Lync 2013 client.		111305
VIDEO		A call between Lync and an HDX system does not stay up during a Edge Pool failover.		111323
VIDEO		In a call from an HDX system to a VVX phone, audio and video are not sent from the VVX to the HDX system.		111346
VOIP		On the DMA Gateway, no video displays and there is only one-way audio on an H.323-SIP call between two VVX phones.		80473

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>	<i>Issue No.</i>
VOIP		Video calls fail when a VVX phone is registered to a DMA and a SIP peer is configured between DMA and Lync Server 2010.		92881
VOIP		Group Series system that is registered to Lync is unable to call a VVX phone that is registered to DMA in the case whereby a SIP peer between Lync Server and DMA is configured.		93118

Resolved Issues

This section lists resolved issues affecting Polycom products for Microsoft environments.

Resolved Issues

<i>Issue Number</i>	<i>Resolved in Release</i>	<i>Description</i>	<i>Category</i>
601		The RMX does not get a Bye message from a VVX phone when the VVX disconnects from the call.	BRIDGE
2448		The Polycom RMX conference platform connects to audio only when dialing out to Lync.	BRIDGE
2728		When using Lync, RoundTable CX 5000 does not connect to RSS over video.	RSS
6350		Video quality is low when using Lync 2013 client to call to an RMX conference room.	BRIDGE
13114		The RMX 4000 NPRX may intermittently disconnect a Cisco TelePresence System 3010 when dialing into a TelePresence Interoperability Protocol (TIP) video call when content is being shared.	BRIDGE
13366		HDX systems do not display all participant windows when adding RTV to the AVMCU.	BRIDGE
7169		When Lync initiates a Meet Now audio-only call to a Group Series 300 system and escalates to video, the Group Series 300 video is pixelated in a Lync CCCP conference.	GS
7327		SIP calls fail from a DMA-registered Group Series system to a Lync-registered CX 600 when the Group Series system has the transport type set to Auto or TLS.	GS
8413		When a RealPresence Group system is in a multipoint federated call with a Microsoft Lync client and an HDX system without a registered RTV software license, the HDX system now sends good audio quality.	GS
101292		When using Lync for a Meet Now call with a Polycom HDX system, the video on the HDX freezes when Lync first connects with audio and the call is escalated to video.	VIDEO
102162		The video on an HDX 7000 freezes on a 3% packet loss during an RMX call.	VIDEO
103947		Video artifacts display on Polycom RealPresence Group Series systems in a centralized conferencing control protocol (CCCP) conference.	VIDEO
104663		When performing a consultative transfer from a Lync attendant to an HDX, video on the Lync side does not start.	VIDEO

<i>Issue Number</i>	<i>Resolved in Release</i>	<i>Description</i>	<i>Category</i>
105197		Calls initiated by a call transfer using Lync Attendant between Group Series phones and Lync for MAC are audio only.	VIDEO
105558		The connection between a SIP HDX and an H.323 HDX on a DMA Gateway in a SIP-H.323 call is partial.	VIDEO
105562		Calls do not connect between a SIP HDX and an H.323 RealPresence Desktop (RPD) or CMA Desktop when the HDX has encryption set to 'When Available'.	VIDEO
105568		The connection between a SIP Group Series 700 and an H.323 Group Series 500 on DMA GW in a SIP-H.323 call is partial.	VIDEO
105864		Extra bandwidth is not needed for HDX to connect in a non-ICE environment.	VIDEO
12554		RealPresence Group Series systems now support NTLM Version 1 and NTML version 2 on the Microsoft Exchange Calendaring connection and on the Microsoft Lync Directory Server connection.	GS
12763		A RealPresence Group Series system using Call Admission Control (CAC) with Lync 2013 did not release bandwidth after a call. This caused subsequent calls to fail due to insufficient bandwidth. This issue has been corrected.	GS
13018		When the RealPresence Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the conference no longer terminates when the administrator uses the web interface to hang up.	GS
13535		In a Microsoft Lync 2013 environment, when a RealPresence Group system is registered to an Edge server and is the first participant in a multipoint call hosted by a Polycom RMX, the RealPresence Group system now consistently receives video.	GS
14146		RealPresence Group system calls to Microsoft Lync 2010 clients registered to multiple devices failed. This issue has been corrected.	GS
15377		When all option keys, including the Lync interoperability License, are disabled video calls between RealPresence Group Series systems to a Lync client do not connect.	GS
15653		A RealPresence Group Series system could not call into or be invited to Microsoft Lync 2013 AVMCU audio conferences. This issue has been corrected.	GS
16065		When video recording is paused between RealPresence Group Series systems and a remote Lync client registered with Lync Server 2013, Group Series systems still display the red recording and do not display the recording paused message.	GS
17103		When a RealPresence Group Series system registered to Lync Server 2013 called a Polycom RMX VMR, content was displayed in the People channel. This issue has been corrected.	GS

<i>Issue Number</i>	<i>Resolved in Release</i>	<i>Description</i>	<i>Category</i>
17559	4.1.4	RealPresence Group Series systems sometimes experienced loss of video, poor video, reboots and system crashes when in a CCCP Lync conference with a large number of participants. This issue has been corrected.	GS
17574	4.1.4	Video sent from the RealPresence Group Series system through Microsoft Lync AVMCU was sometimes blurry. This issue has been corrected.	GS
17575	4.1.4	The RealPresence Group Series system sometimes displayed sites multiple times when in an AVMCU call. This issue has been corrected.	GS
17576	4.1.4	The RealPresence Group Series system sometimes rebooted when joining a Microsoft Lync AVMCU conference. This issue has been corrected.	GS
17578	4.1.4	The RealPresence Group Series system was sometimes unable to rejoin conferences on the AVMCU. This issue has been corrected.	GS
17585	4.1.4	The RealPresence Group Series system was sometimes unable to register with the Microsoft Lync Directory server. This issue has been corrected.	GS
17632	4.1.4	When a Real Presence Group Series system joined a Lync 2013 AVMCU conference, the far end video sometimes froze, followed by loss of local and far end video. This issue has been corrected.	GS
17652	4.1.4	Polycom Touch Control sometimes could not hang up in a Lync/Calendar invite conference. This issue has been corrected.	GS
17667	4.1.4	The RealPresence Group Series system sometimes displayed RTV in an SVC AVMCU call. This issue has been corrected.	GS
17681	4.1.4	A RealPresence Group Series system sometimes dropped from an AVMCU call after 30 minutes. This issue has been corrected.	GS
17798	4.1.4	The Real Presence Group Series system sometimes rebooted during RTV client video switching. This issue has been corrected.	GS
90346		The HDX does not down speed when packet loss is at ~9.5% and connects to the line rate set on an RMX conference.	VIDEO
13131		The CX500 and CX600 do not connect when dialing out to Collaboration Server (Soft MCU).	BRIDGE

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at [Polycom Support](#).

The Polycom Community

[The Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and solutions topics.

For all Polycom documentation for Polycom UC Software in Microsoft environments, see [Polycom Unified Communications Solution for Microsoft Environments](#).

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