



RELEASE NOTES

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Polycom[®] Unified Communications for Microsoft[®] Environments



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What's New?

New features for Microsoft® Lync® Server 2013 include the following:

- Forward Error Correction (FEC) for Microsoft H.264 SVC.
- Lync IPv6 for Polycom® RealPresence® Collaboration Server (RMX®) solution and Polycom® RealPresence® Group Series solution.
- Support for G.722 Stereo with Lync Room System and from RealPresence Collaboration Server (RMX) solution to Lync 2013 clients.
- Support for Polycom® RealPresence® Content Sharing Suite software version 1.4 which introduces client-less Lync content sharing support for Lync applications and desktop sharing. This feature enables you to bi-directionally send or receive content between a Lync client and a standards-based video room system.
- When RealPresence Collaboration Server (RMX) solution fails during a meeting held on a Polycom® RealConnect™ virtual meeting room (VMR), a cascaded audio-video multipoint control unit (AVMCU), a Meet Now call, or a Lync escalation conference, Polycom® RealPresence® DMA system automatically reconnects all participant endpoints to the conference on the alternate server. Participants using H.323 endpoints must redial to join the conference.
- Lync 2013 qualification for Polycom® RealPresence® Platform and RealPresence Group Series solution.



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

For details about new features and solution requirements for your product, see the latest solution deployment guide for Polycom Unified Communications for Microsoft Lync Server at [Polycom Unified Communications Solution for Microsoft Environments](#).

Products Tested for This Solution

This section lists hardware and software dependencies, and lists product versions that have been tested with this release of the solution.

Hardware and Software Dependencies

Polycom products for use with this solution require at least one of the following Microsoft systems:

- Lync Server 2010
- Lync Server 2010 Cumulative Update 12 (April 2014)
- Lync Server 2013
- Lync Server 2013 Cumulative Update 5 (August 2014)



Note: Upgrade your Polycom systems

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

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

Products Tested for Lync Server Versions

The following tables list Polycom and Microsoft products that have been tested for use with Lync Server 2010 and 2013.

Polycom Products Tested for This Release

<i>Product</i>	<i>Version</i>
RealPresence Content Sharing Suite software	1.4
Polycom® HDX® system	3.1.5
Polycom HDX 9006 system	3.1.5
RealPresence Group Series 300, 500, 700 systems	4.2
Polycom DMA 7000 system	6.2
Polycom DMA system, Virtual Edition software	6.2
RealPresence Collaboration Server (RMX) 4000/2000/1500 MPMx & MPMrx solution	8.5
Polycom® RealPresence® Collaboration Server 1800 solution	8.5

<i>Product</i>	<i>Version</i>
Polycom® RealPresence® Collaboration Server 800s solution and Polycom® RealPresence® One™ solution	8.5

Polycom Voice Endpoints Tested for This Release

<i>Endpoint</i>	<i>Version</i>
Polycom® VVX® 500 and 600 business media phones	5.2
Polycom® CX100, CX300, CX500, CX600, CX5500 phones, and CX7000 unified communications system	CX100, 300 – no version number CX500 – 4.0.7577.4451 CX600 – 4.0.7577.4451 CX5500 - 1.1.1 CX7000 - 1.2.0.5558

Microsoft Versions Tested for This Release

<i>Product</i>	<i>Version</i>	<i>Description</i>
Microsoft Lync 2013 Server	5.0.8308.733	August 2014 Cumulative Update
Microsoft Lync 2013 Client	15.0.4667.1000	November 2014 Cumulative Update
Microsoft Lync 2010 Server	4.0.7577.230	April 2014 Cumulative Update
Microsoft Lync 2010 Client	4.0.7577.4446	April 2014 Cumulative Update
Microsoft Lync 2010 Client for Apple® Mac OS® operating system software	14.0.9	June 2014 Cumulative Update
Microsoft Exchange 2013 SP1	15.00.0913.022 (CU5)	
Microsoft Exchange 2010 SP2	14.03.195.001 SP3 (UR6)	
Microsoft Exchange 2007 SP3	8.3.264.0	
F5 BIG-IP Load Balancer 1500	11.3.0 Build 2806.0	

Resolved Issues

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

Resolved Issues

<i>Issue ID</i>	<i>Description</i>
Bridge-2201	In a call admission control (CAC) setting, calls from a Polycom HDX system no longer disconnect 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.
Bridge-13107	Polycom RealConnect conferencing now works on the RealPresence Collaboration Server (RMX) 1800 solution when CS_API_XML_MODE is set to Yes.
Bridge-13114	The RealPresence Collaboration Server (RMX) 4000 solution no longer disconnects from a Cisco TelePresence System 3010 when dialing into a TelePresence Interoperability Protocol (TIP) video call when content is being shared.
Bridge-13234	RealPresence Collaboration Server (RMX) solution version 8.4 now displays content when sharing to legacy devices.
Bridge-13262	Polycom® Immersive Telepresence (ITP) systems now send content in TIP video conferences.
Bridge-13499	Inbound and outbound calling from and to a Lync 2013 mobile client are not supported.
Bridge-13622	Endpoints registered to Lync Edge server no longer experience packet loss and poor video in a RealPresence Collaboration Server (RMX) conference.
Bridge-13795	Lync clients and endpoints registered to Lync Server now connect properly in media over Transmission Control Protocol (TCP) flow.
GS-5203	When a RealPresence Group Series system joins a call from a Lync meeting invite, the receive statistics information now displays on the Web user interface.
GS-17032	RealPresence Group Series systems might not connect properly to Lync mobile clients. Users might experience no audio and poor visual quality during calls.
GS-17146	Internal calls on RealPresence Collaboration Server (RMX) solution are not supported in Lync environment. When a multipoint call is initiated using the Polycom® Touch Control device, and the call type is set to Auto, the call will not connect properly.
GS-17166	When IPv6 is enabled on a RealPresence Group Series system, an invite from a Lync client to the RealPresence Group Series system might fail.
GS-18680	RealPresence Group Series systems no longer appear to be connected to a Polycom DMA system VMR after disconnecting the conference from the RealPresence Collaboration Server (RMX) manager.
MSFT-230	The AVMCU displays good quality video when RealPresence Group Series systems are in the call.

<i>Issue ID</i>	<i>Description</i>
Video-111305	Polycom HDX system video quality is no longer affected during 10% packet loss in calls with a Lync 2013 client.

Known Issues

The following table lists all known issues.

Known Issues

<i>Issue ID.</i>	<i>Description</i>	<i>Workaround</i>
Bridge-13131	The Polycom CX500 and CX600 IP phones disconnect after joining a call via dial out from a meeting room created on RealPresence Collaboration Server (RMX) 1800 solution.	None
Bridge-13201	Far-end camera control (FECC) does not work on the Cisco SX20 in H.323 video calls.	None
Bridge-13241	FECC does not work for Lifesize devices in H.323 video calls.	None
Bridge-13266	FECC does not work for RadVision XT devices in H.323 video calls.	None
Bridge-14090	Video from the Collaboration Server (RMX) solution might freeze when a virtual meeting room (VMR) is cascaded with Lync Server 2013, and Lync 2010 clients are participants in the call.	None
Bridge-14161	Participants might not be able to initiate Hold/Resume after 40 minutes into a conference call using MPMx with Lync clients when dialed into a Collaboration Server (RMX) solution meeting room.	None
Bridge-15272	When both Polycom HDX systems and RealPresence Group Series systems registered to Lync attend a conference held on Polycom RealConnect using the content gateway, users might not be able to see shared content.	None
Bridge-15747	After disconnecting from an external Lync conference call, external Lync client users cannot reconnect to the call.	None
Bridge-15764	A Collaboration Server (RMX) solution registered to an Edge server takes 15 minutes to reconnect when the Edge server fails.	None
Bridge-15935	Video freezes on Lync 2013 clients using RealPresence Collaboration Server (RMX) solution in calls to a VMR when a Lync Room System endpoint joins the VMR.	None
Bridge-16120	During a conference hosted by Collaboration Server (RMX) solution, VVX business media phones do not display video after a held call is resumed on the VVX.	None

<i>Issue ID.</i>	<i>Description</i>	<i>Workaround</i>
Bridge-16128	During a conference hosted by RealPresence Collaboration Server (RMX) solution, VVX business media phones disconnect from the conference after a held call is resumed on the VVX.	None
Bridge-16466	During a conference held on the RealPresence Collaboration Server (RMX) solution using Multipoint Layout Application (MLA) and Polycom RealConnect technology, an AVMCU might show a layout and not the active speaker when telepresence endpoints are in the call.	None
DMA-13795	When a Lync 2013 client calls into a Polycom DMA system VMR, the call does not relocate to another MCU when one MCU is stopped.	None
DMA-13992	Lync automatic presence publishing on RealPresence DMA system is unavailable when Exchange Server 2003 or later is not deployed.	Manually create Lync accounts for VMRs that require presence publishing capability
GS-12982	When a RealPresence Group Series system is in a multipoint call hosted by a Microsoft Lync AVMCU, the Group Series system participant name, number, and system values on the Settings > System Information > Call Statistics screen might be incorrect.	None
GS-18207	RealPresence Group Series systems registered to Lync 2013 display no content when a call is put on hold and then resumed.	None
GS-20484	When in a point-to-point SIP call using Polycom® RealPresence® Desktop video collaboration software registered to the RealPresence DMA system, RealPresence Group Series systems registered to Lync disconnect after pressing Hold on Group Series systems.	None
GS-20568	In a Lync 2010 conference, a SIP-peered point-to-point call sometimes does not connect properly between a VVX (DMA) and a RealPresence Group system (Lync). This issue has been corrected.	None
GS-20919	RealPresence Group Series systems might take more than 30 seconds to connect to a federated Lync online meeting with media when User Datagram Protocol (UDP) connectivity is unavailable.	None
GS-20936	Binary Floor Control Protocol (BFCP) channel does not establish when RealPresence Group Series systems join a meeting room with the prefer TCP option.	None
GS-21088	The RealPresence Group Series system does not SIP register to the backup Lync server in failover tests.	None

<i>Issue ID.</i>	<i>Description</i>	<i>Workaround</i>
GS-21207	Blind transfers with Lync Attendant Console from an internal RealPresence Group Series system to a federated external Group Series system do not work.	None
GS-21424	Point-to-point calls between RealPresence Group Series systems and HDX that traverse Lync Edge server result in no audio on both sides and Group Series receives no video from HDX.	None
GS-21431	When a RealPresence Group Series system and Lync 2013 client stop and resume video in a point-to-point call, Group Series system video does not resume on the Lync client.	None
GS-21450	When a RealPresence Group Series system becomes the active speaker in conference calls with a Lync client and an HDX system, Group Series system video delays and freezes on the HDX.	None
MSFT-226	RealPresence Group Series system calls fail or show poor video when calling between Lync 2013 mobile clients.	None
MSFT-228	When muting the microphone on a Polycom HDX system in a Lync MCU-hosted conference, audio from other participants is also muted.	None
VIDEO-96904	A Lync-registered Polycom HDX system using SIP and a RealPresence DMA-registered HDX system using H.323 displays frozen video when the call resumes after being put on hold.	None
VIDEO-108478	Calls between a RealPresence Group Series system registered to the front end pool server and a Polycom HDX system registered to an Edge server have no video and one-way audio.	None
VIDEO-111227	Polycom® People+Content™ sharing may be disconnected when a Lync Client puts the call on hold.	None
VIDEO-111323	A call between Lync and a Polycom HDX system does not stay up during an Edge Pool failover.	None
VIDEO-111346	In a call from a Polycom HDX system to a VVX business media phone, audio and video are not sent from the VVX to the HDX system.	None
VIDEO-111679	In calls held on RealPresence Collaboration Server (RMX) solution, Polycom HDX systems display no video after a held call is resumed.	None
VIDEO-111696	Polycom HDX systems might fail when dialed from an external to internal Polycom DMA system VMR conference.	None

<i>Issue ID.</i>	<i>Description</i>	<i>Workaround</i>
VOIP-80473	On the DMA Gateway, no video displays and there is only one-way audio on an H.323-SIP call between two VVX business media phones.	None
VOIP-92881	Video calls fail when a VVX business media phone is registered to a RealPresence DMA system and a SIP peer is configured between DMA and Lync Server 2010.	None
VOIP-93118	A RealPresence Group Series system registered to Lync is unable to call a VVX business media phone that is registered to a RealPresence DMA system when a SIP peer between Lync Server and a Polycom DMA system is configured.	None
VOIP-95269	The Polycom CX5500 unified conference system is unable to blind transfer calls from a RealPresence Group Series system to a Lync client.	None
VOIP-95271	A RealPresence Group Series system registered to a RealPresence DMA system might not disconnect properly from Lync calls after the call is ended on a VVX business media phone.	None
VOIP-97100	In point-to-point calls, the Polycom CX5500 unified conference system registered with Lync Server does not send audio.	Press hold and resume on the CX5500 to send audio.

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

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6001 America Center Drive
San Jose, CA 95002
USA



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