



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:

- Support for Microsoft Skype® for Business - the latest Polycom RealPresence® Platform versions are required. You can find the Polycom product versions and the Microsoft Skype for Business versions in these release notes.
- Federated Lync conference join for Polycom ContentConnect™ gateway
- Polycom RealPresence Platform support for Lync Front End and Edge Server Failover
- Enhancements for RealPresence Collaboration Server (RMX®) solution:
 - Polycom RealConnect™ technology for service providers
 - RealConnect support for Lync Lobby functionality
 - Virtual Entry Queue (VEQ) for RealConnect conference join
 - Polycom RealConnect enhanced resiliency:
 - ◆ Automatic VMR re-establishment during Polycom RealConnect technology network loss
 - ◆ Automatic VMR re-allocation during multipoint control unit (MCU) failure with Polycom RealConnect technology
 - Ability to allocate Collaboration Server (RMX) to the nearest standard endpoint joining the conference



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

For instructions on configuring 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 2013 Cumulative Update 10 (February 2015)
- Microsoft Skype for Business Server 2015 (RTM April 2015)



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 this release with Lync Server 2010 and 2013. For a list of latest software versions for all products, refer to [Polycom Unified Communications Solution for Microsoft Environments](#).

To view release notes for a specific product, refer to [Polycom Support](#).

Polycom Product Versions Tested for This Release

<i>Product</i>	<i>Version</i>
Polycom ContentConnect	1.5
Polycom HDX [®] system	3.1.6
Polycom HDX 9006 system	3.1.6
RealPresence Group Series 300, 500, 700 systems	4.3
Polycom DMA 7000 system	6.3
Polycom DMA system, Virtual Edition software	6.3
RealPresence Collaboration Server (RMX) 4000/2000/1500 solution	8.6
Polycom RealPresence Collaboration Server 1800 solution	8.6

Polycom Voice Products Versions Tested for This Release

<i>Endpoint</i>	<i>Version</i>
Polycom VVX® 500 and 600 business media phones	5.3
Polycom CX100, CX300, CX500, CX600, CX5500 phones, and CX7000 unified communications system	CX100, 300 – no version number CX500 – 4.0. 7577.4455 CX600 – 4.0. 7577.4455 CX5500 - 1.1.3 CX7000 – 1.2

Microsoft Versions Tested for This Release

<i>Product</i>	<i>Version</i>	<i>Description</i>
Microsoft Skype for Business Server 2015	6.0.9319.0	RTM April 2015
Microsoft Lync Server 2013	8308.872	Cumulative Update 10 (February 2015)
Microsoft Lync 2013 Client	15.0.4693.1001	February 2015 Cumulative Update
Microsoft Lync Server 2010	7577.710	Cumulative Update 13 (February 2015)
Microsoft Lync 2010 Client	4.0.7577.4446	April 2014 Cumulative Update
Microsoft Lync 2010 Client for Apple® Mac OS® operating system software	14.0.10	October 2014 Cumulative Update
Microsoft Exchange Server 2013	15.0.1044.25	Cumulative Update 7 (December 2014)
Microsoft Exchange 2010	14.03.0224.002	SP3 Update Rollup 8 v2 (December 2014)

Resolved Issues

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

Resolved Issues

<i>Issue ID</i>	<i>Description</i>
Bridge-12479 / 14058	On MPMRx systems cascaded to Lync 2013 AVMCU, video freeze may occur on some endpoints connected to RMX if Lync 2010 and Lync 2013 clients connect to the AVMCU simultaneously. Video resumes after a short period. In most cases this scenario will result in single DSP failure and there will be swap of the media to another DSP, which mean short video freeze to the user. There could be instances in which the freeze would be longer than few seconds, as the sequence of swaps should end and it takes several seconds for each swap to be completed.
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.
Bridge-16415	Video from a RealPresence Collaboration Server (RMX) solution no longer freezes when a VMR is cascaded with Lync Server 2013, and Lync 2010 clients are participants in the call.
Bridge-16418	During a conference hosted by RealPresence Collaboration Server (RMX) solution, VVX business media phones no longer disconnect from the conference after a held call is resumed on the VVX.
Bridge-16438	Video on CX8000 client using RealPresence Collaboration Server (RMX) solution no longer freezes in calls to a VMR when a third endpoint joins the VMR.
Bridge-16466	During a conference held on the RealPresence Collaboration Server (RMX) solution using Multipoint Layout Application (MLA) and Polycom® ContentConnect™ technology, an AVMCU properly shows the active speaker when telepresence endpoints are in the call.
Bridge-16418	During a conference hosted by Collaboration Server 1800, VVX business media phones disconnect from the conference after a held call is resumed on the VVX.
Bridge-16693 / 16694	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.
Bridge-18195	When dialing out from a Collaboration Server (RMX) solution, the Polycom HDX system now displays video after a held call is resumed.
Bridge-18573	Calls no longer disconnect when joining from a Lync client.
Bridge-18597	Endpoints are now able to join a virtual entry queue (VEQ) on RealPresence DMA system registered with Lync Server.
Bridge-18627	RealPresence Group Series systems no longer disconnect from calls with RealPresence DMA system after a held call is resumed.

<i>Issue ID</i>	<i>Description</i>
Bridge-18678	When a cascaded Lync client dials to a RealPresence DMA system VMR, the Collaboration Server (RMX) 2000 and 4000 with MPMRx-D media card accept the call, and the MPMRx-D media cards function properly.
Bridge-18682	RealPresence Group Series system no longer drops shared content during calls when Binary Floor Control Protocol (BFCP) is set to Prefer TCP.
Bridge-18878	When in a VMR call hosted on RealPresence DMA system, the Cisco SX20 and C90 no longer disconnect after a held call is resumed.
Bridge-19032	Polycom endpoints/Content gateway can join an external Lync conference.
CCS-1276	If you add a Polycom VMR number as a participant when you schedule meetings from the Lync client Meet Now menu, the meeting is cascaded to Polycom RealPresence Collaboration Server. But if you remove the VMR from the Lync participant list, existing gateway instances are not terminated as expected.
GS-20936	Binary Floor Control Protocol (BFCP) channel is not established when RealPresence Group Series systems join a meeting room with the prefer TCP option.
GS-21392	In certain LAN configurations during a SIP call with Lync accounts, the RealPresence Group 500 system might have been caught in a reboot loop. This issue has been corrected.
GS-21597	During its provision profile check, a provisioned RealPresence Group system registered to Microsoft Lync might not have made or received calls during the 40 second re-registration window. This issue has been corrected.
GS-21773	When a RealPresence Group 500 system joined a meeting with one or more Lync clients, the RealPresence Group system occasionally had no incoming audio; the outgoing audio was fine, since Lync clients could hear RealPresence Group system. This issue has been corrected.
GS-21889	In point-to-point calls, the CX5500 registered with Lync Server does not send audio.
GS-22472	RealPresence Group Series systems no longer crash and reboot in a cascaded conference after a held call is resumed.
IE-463	When using Polycom Immersive TelePresence solutions in a Polycom RealConnect conference while the multiple layout application (MLA) is running, RealPresence Collaboration Server (RMX) no longer changes the video sent to the Lync AVMCU.
MSFT-249	In federated calls involving Polycom ContentConnect, the Edge server no longer drops requests to connect.
VIDEO-96904	A Lync-registered Polycom HDX system using SIP and a RealPresence DMA-registered HDX system using H.323 no longer displays frozen video when the call resumes after being put on hold.
VIDEO-111346	In a call from a Polycom HDX system to a VVX business media phone, where both are registered to a Lync 2013 Server, audio and video are now sent from the VVX to the HDX system.

<i>Issue ID</i>	<i>Description</i>
VIDEO-111679	In calls using RealPresence Collaboration Server (RMX) to dial out to a Polycom HDX and Group Series system, video is no longer displayed after a held call is resumed.

Known Issues

The following table lists all known issues.

Known Issues

<i>Issue ID.</i>	<i>Description</i>	<i>Workaround</i>
Bridge-13934	The number of video Lync ICE participants is limited to 100. Beyond 100, participants are connected as audio-only participants.	
Bridge-16637	Sometimes, iPad/iPhone receives no video from Lync when connected to a virtual meeting room on the Collaboration Server (RMX) via a Lync Edge server.	
Bridge-16700	A Collaboration Server (RMX) solution registered to an Edge server takes 15 minutes to reconnect when the active Edge server within a pool of multiple servers is unavailable.	
Bridge-18779	A connection cannot be established from an Integrated Services for Digital Network (ISDN) endpoint over a SIP gateway to a Lync client.	
Bridge-19371	In Collaboration Server and AVMCU RealConnect conferences, calls remain connected after ending and cannot be deleted causing other AVMCU calls to be denied. This limitation impacts only Lync 2010 clients.	
Bridge-19451 / 20132	ContentConnect failed to resume following network failure, in a meet-now (ad-hoc) conference initiated by a Lync client, and using a Virtual Meeting Room (VMR) to connect to non-Lync clients.	
CCS-997	You cannot join VMR meetings using Lync if the VMR number contains non-numerical characters.	

<i>Issue ID.</i>	<i>Description</i>	<i>Workaround</i>
CCS-1156	<p>(Gateway mode only) If you add a Polycom VMR number as a participant when you schedule meetings from the Lync client Meet Now menu, the meeting is cascaded to RealPresence Collaboration Server (RMX).</p> <p>But if you delete the VMR from the RealPresence Collaboration Server, Content Sharing Suite gateway instances still try to connect to this VMR for few times.</p>	
CCS-1289	<p>(Gateway mode only) When hosted on a Hyper-V VM with eight cores and eight GB memory, nearly half of the Content Sharing Suite gateway instances are terminated when all Lync clients are sharing dynamic video.</p>	
CCS-1301	<p>(Gateway mode only) With peak workload, if Polycom endpoints and Lync clients compete for content sharing within a short time frame (< 60 seconds), the content sent from the Polycom endpoints may be blurry or greenish.</p>	Restart content sharing.
CCS-1362	<p>When Microsoft Skype for Business and Polycom endpoints are connected to a VMR for a while, the ContentConnect server begins to perform endless self-recovery.</p>	Activate the NO_MEDIA_ARRIVED timeout in the Polycom RealPresence Collaboration Server.
CCS-1368	<p>When content shared from a Lync client does not change for several minutes, display of the content might go off and on.</p>	
CCS-1370	<p>(Add-On mode only) Polycom RealPresence Content Sharing Suite Content Add-on for Lync cannot send content from Skype for Business.</p>	Change Skype for Business GUI back to Lync 2013 GUI which is interoperable with the Polycom RealPresence Content Sharing Suite Content Add-on.using: "Set-CsClientPolicy -Identity Global - EnableSkypeUI \$false".
DMA-7168	<p>Lync SIP calls to encrypted virtual meeting rooms (VMRs) via a virtual entry queue (VEQ) are hooked when being transferred to the VMR.</p>	Use an unencrypted VMR.
DMA-7223	<p>Due to a limitation of the Microsoft Lync client on Apple computers, video is not supported on calls to or from Lync clients for the Macintosh.</p>	Voice-only calls are supported, as long as the endpoints involved support the G.711 codec.

<i>Issue ID.</i>	<i>Description</i>	<i>Workaround</i>
DMA-12877	In a split network interfaces configuration, the system is unable to integrate with a Microsoft Exchange server that resides on the RealPresence DMA system's signaling network.	
DMA-13288	When a Polycom HDX system registered to a Lync server calls a Polycom VVX system registered to the RealPresence DMA system as an H.323 endpoint, the hold / resume functionality is unavailable.	
DMA-13795	When a Lync 2013 client calls into a Polycom DMA system VMR, the call does not move to another MCU when one MCU is stopped.	
DMA-14401	API: If you use the <code>plcm-caatenant</code> API to create an external Lync system and specify a conference-template-key-value (XML) or <code>conferenceTemplateKeyValue</code> (JSON) that does not exist, the Admin > Conference Manager > External Lync Systems page becomes inaccessible, and attempts to view the list of external Lync systems using the API fail.	
EDGE-1508	RealPresence Access Director (RPAD) does not allow use of TIP protocol or multiscreen capability in RealPresence DMA VMR calls with Cisco and Polycom endpoints.	
GS-12982	When a RealPresence Group Series system is in a multipoint call hosted by a Microsoft Lync AVMCU, the RealPresence Group Series system participant name, number, and system values on the Settings > System Information > Call Statistics screen might be incorrect.	
GS-15377	When the Lync Interoperability License is disabled, calls cannot connect to a Lync client.	
GS-16065	When recording is paused on a Lync 2013 client, the red icon still displays in the local interface.	
GS-18630	RealPresence Group Series systems currently do not support Lync mobility clients.	

<i>Issue ID.</i>	<i>Description</i>	<i>Workaround</i>
GS-20043	When a RealPresence Group Series system with encryption disabled dials into a Lync video conference with more than 20 participants, the Group Series system might receive black video from a Lync client.	
GS-20295	When a RealPresence Group Series system is in a Lync AVMCU call and dials an invalid Lync address, the Group Series system displays the invalid Lync participant as a participant in the call.	
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.	
GS-20670	When a RealPresence Group Series system is in a point-to-point or multipoint call with a Microsoft Lync client and Auto Answer is set to true, the system rejects incoming calls.	Set Auto Answer Multipoint to false.
GS-20722	When the RealPresence Group Series system is in a Lync 2013 AVMCU call where the Lync client is registered to a 2010 Lync server, the Group Series system displays the video mute icon when the Lync 2013 client leaves the conference.	Register the Lync 2013 client to a Lync 2013 server or register a Lync 2010 client to a Lync 2010 server.
GS-20919	RealPresence Group Series systems might take more than 30 seconds to connect to a federated Lync online meeting with media.	
GS-21088	RealPresence Group Series system does not register with SIP protocol to the backup Lync server in failover tests.	
GS-21200	Consultative transfer is not supported with Lync Server 2010 Attendant and RealPresence Group Series systems.	
GS-21207	Blind transfers from an internal RealPresence Group Series system to a federated external RealPresence Group Series system over Lync Attendant Console do not work.	
GS-21208	A RealPresence Group Series system cannot join a consultative transfer from the Lync Client 2013.	

<i>Issue ID.</i>	<i>Description</i>	<i>Workaround</i>
GS-21424	Point-to-point calls between RealPresence Group Series systems and HDX over Lync Edge server result in no audio on both sides and Group Series receives no video from the HDX system.	
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.	
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.	
GS-21462	When a RealPresence Group system's dialing order is configured as H.323 first and then SIP, and the system places multiple SIP multipoint calls in a Lync environment, the Group Series system stops placing audio and video calls.	When deploying RealPresence Group systems in a Microsoft Lync environment, Polycom recommends configuring the RealPresence Group system dialing preference as SIP first, then H.323.
GS-21816	In a point-to-point call with a RealPresence Group Series system, when a Lync 2010 client mutes video and places a call on hold, no far-site video is shown after the call is resumed.	The Lync 2010 client must start video after resuming the call.
MSFT-228	When muting the microphone on a Polycom HDX system in a Lync MCU-hosted conference, audio from other participants is also muted.	
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 when hardware load balancers are deployed.	
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.	

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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