

Release Notes

Polycom® Unified Communications for Microsoft Environments Wave 6 Release

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Introduction

Polycom is pleased to announce Wave 6 release of its Polycom Unified Communications for Microsoft Environments.

What's New in This Release

In Wave 6, the Polycom Unified Communications for Microsoft Environments release includes Microsoft qualification for both the Polycom RMX systems and Polycom HDX systems.

Polycom is committed to updating support for new environments in future releases. Polycom also continues support for Office Communications Server 2007 R2 and Office Communications Server edge server.

Wave 6 Features for Microsoft Environments

- ❑ The Polycom RMX system can be configured to support Microsoft Call Admission Policies when in an Lync Server edge server environment. Microsoft Call Admission Policies are also supported on Polycom endpoints when registered to a Microsoft Lync Server edge server environment.
- ❑ The Polycom RMX system now supports up to 100 rooms for Microsoft presence. In addition, rooms now show Busy presence when in use.
- ❑ The Polycom RMX system now supports the ability to drag a registered RMX Meeting Room into a conference running on the Lync A/V MCU.
- ❑ Polycom added support for integrating the Polycom RMX with both a Microsoft Lync environment with a Cisco Unified Communications Manager environment, simultaneously.
- ❑ Microsoft Qualification. The Polycom RMX system is now qualified for Microsoft Lync 2010 and the Polycom HDX systems are undergoing qualification for Microsoft Lync. Support for qualification includes FEC, improved call control (hold, transfer, etc) and the ability to transmit media over TCP when UDP is unavailable.

Polycom-enabled Unified Communications Supported Configurations

The following lists the minimum versions of Microsoft and Polycom products that support Wave 6 Polycom Unified Communications for Microsoft Lync™ Server 2010 and Office Communications Server 2007.

| Product | Version | Purpose |
|---|---|---|
| Servers | | |
| Microsoft Lync Server | 2010 Cumulative Update 4 2010 Cumulative Update 5 | Provides Presence and Directory Services for Polycom systems integrated with Microsoft Lync. Edge Server role is required for support of remote users and Microsoft Call Admission Control. |
| 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 and Microsoft Call Admission Control. |
| Polycom RMX System 1500/2000/4000 | v7.7 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. | Provides MCU conferencing resources. |
| Polycom DMA System | v5.0 | Virtualizes MCU conferencing resources. |
| Polycom CMA System | v6.0.1 | Enables automatic provisioning of Polycom HDX endpoint systems and CMA Desktop systems for Polycom Conferencing for Outlook. |
| Polycom RealPresence Resource Manager | v7.0 | |
| Polycom RSS | v8.0 | Enables recording of video-enabled Polycom conferences. |
| Endpoint Systems | | |

| Product | Version | Purpose |
|---|--|---|
| Polycom HDX Systems | v3.0.5 Advanced Microsoft Support RTV and Lync-hosted conferences require an RTV 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. |
| Polycom Immersive Telepresence (ITP) systems | v3.0.5 Advanced Microsoft Support RTV video requires an RTV key. Polycom RPX 200 and 400 Polycom OTX 300 and 100 Polycom TPX 306M Polycom ATX SDK and 300 | Telepresence endpoint that can be integrated into a Microsoft environment. Lync Server-hosted calls are not supported for Polycom ITP systems. |
| Polycom Touch Control device for use with HDX and ITP systems | v1.5.0 Operating System software v1.5.0 Panel software | Provides HDX call control and administration. Required to support multipoint calls hosted by a Lync Server. |
| Polycom CX 100, 200, 300, 500, 600, 700, 3000 and 5000 Polycom CX 7000 (v1.0.1) | All | Voice endpoint systems that can be fully integrated into a Microsoft environment. If your deployment includes Polycom CX phones, Lync Server or Office Communications Server must have the Enterprise Voice option enabled. |
| Client Systems | | |
| Microsoft Lync | 2010 Cumulative Update 5 | 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 6, the Polycom Unified Communications for Microsoft Environments release provides continued 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 5 Polycom Conferencing for Microsoft Outlook solution:

| Product | Version | Purpose |
|--------------------------------|---|--|
| Servers | | |
| Microsoft Exchange Server 2007 | SP2 | Provides calendaring service integration for Polycom Conferencing for Outlook. |
| Microsoft Exchange Server 2010 | | Provides calendaring service integration for Polycom Conferencing for Outlook. |
| Polycom RMX System | v7.7 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 | v5.0 | Virtualizes MCU conferencing resources for Polycom Conferencing for Outlook. |

| Product | Version | Purpose |
|--|--|---|
| Polycom CMA System | v6.0.1 | Enables automatic provisioning of Polycom HDX endpoint systems for Polycom Conferencing for Outlook. |
| Polycom RealPresence Resource Manager | v7.0 | Enables automatic provisioning of Polycom HDX endpoint and CMA Desktop systems for Polycom Conferencing for Outlook. |
| Polycom RSS | v8.0 | Enables recording of video-enabled Polycom conferences. |
| Polycom VBP | v11.2.10 | |
| Endpoint Systems | | |
| Polycom HDX Systems | v3.0.5 Advanced Microsoft Support RTV and Lync-hosted conferences require an RTV 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 Immersive Telepresence (ITP) systems | v3.0.5 Advanced Microsoft Support RTV video requires an RTV key. Polycom RPX 200 and 400 Polycom OTX 300 and 100 Polycom TPX 306M Polycom ATX SDK and 300 | Telepresence endpoint that can be integrated into a Microsoft environment. Lync Server-hosted calls are not supported for Polycom ITP systems. |
| Polycom Touch Control | v1.4.0 and v1.5.0 | |
| Polycom CMA Desktop Client | v5.2 For both Mac and PC. | Enables Polycom desktop video conferencing. |
| Client Systems | | |
| Microsoft Outlook 2007 | SP2 | Provides interface for Polycom Conferencing Add-in for Outlook. |
| Microsoft Outlook 2010 (32-bit only) | | Provides interface for Polycom Conferencing Add-in for Outlook. |

| Product | Version | Purpose |
|---|------------------|---|
| Polycom Conferencing Add-in for Microsoft Outlook | v1.0.9 | Allows Outlook users to create meeting invitations for video-enabled Polycom conferences. |
| 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. |

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 individual products.

The following list includes known interoperability issues between Microsoft and Polycom products.

| Issue ID | Description |
|-----------------------------|--|
| ATT-120 | On a point-to-point call when a Lync-registered Polycom HDX calls a Lync client, the HDX's presence is not updated if the HDX places the call on hold and then disconnects. |
| ATT-125 | When a Lync-registered Polycom HDX organizes a Lync-hosted call that involves other Lync-registered Polycom HDX systems, video freezes intermittently. |
| ATT-129 | When a Lync-registered RMX system hosts a conference, a remote Lync-registered HDX gets poor video when it puts the call on hold and then resumes. |
| DMA-8675 | When a multipoint call uses a Polycom DMA VMR, bandwidth requested and allocated bandwidth call details display differently on the DMA system as they do on the Polycom RMX and Polycom HDX. |
| MSUC-316 | Polycom CX600 and CX700 phones are unable to connect to a conference when dialing a Polycom DMA entry queue. |
| SSGSE-14233 | The recording link may get disconnected unexpectedly after 20 - 30 minutes of connection in a Microsoft Office Communicator System R2 environment. |
| VBOX-1389 | When a Lync client makes a point-to-point call to a Polycom CX7000, and the Lync client stops then restarts video, the Lync client does not receive video from the CX7000. |
| VBOX-1489 | In a point to point call between a Lync-registered CX7000 and a Lync-registered HDX system, video on the CX7000 is cropped. |
| VBOX-1499 | In point-to-point calls between a Lync-registered CX7000 and a Lync-registered HDX, video freezes intermittently. |
| VIDEO-96176 | On a point-to-point call from a Lync or Office Communicator client, video does not display properly unless call is placed in full-screen mode. |
| VIDEO-96670 | On a point-to-point call from a Lync client or Lync-registered HDX to a DMA-registered (H.323) Polycom HDX, video freezes when the Lync client puts the call on hold and then resumes. |
| VIDEO-96904 | On a point-to-point call from a Lync client or Lync-registered HDX to a DMA-registered (H.323) Polycom HDX, video freezes when the Lync client puts the call on hold and then resumes. |

| Issue ID | Description |
|-----------------------------|--|
| VIDEO-96998 | CESC / W6 / Microsoft / HDX / CAC - On a P2P audio only call, HDX 707 is TX G.722 RX SirenLPR |
| VIDEO-97151 | When a Lync client disconnects from a point-to-point call to a DMA SIP-registered HDX, the disconnection message incorrectly states that encryption is needed. |
| VIDEO-97153 | On a point-to-point call from an external Lync-registered Polycom HDX to an internal Lync-registered HDX, call speed statistics display incorrectly if call is placed on hold and then resumed. |
| VIDEO-97165 | When a Lync client transfers a call from a Polycom DMA SIP-registered HDX system to a Lync-registered HDX system, the call is disconnected. |
| VIDEO-97395 | CESC / W6 / Microsoft / HDX / CAC - HDX embedded and webUI is unresponsive when attempt to disconnect call with Lync |
| VIDEO-97448 | Lync-registered Polycom OTX and RPX systems cannot connect to a conferenced scheduled with the Polycom Calandering for Outlook plug-in when using the Polycom Touch Control. |
| VIDEO-97678 | Online meeting invites display improperly on the Polycom HDX web user interface. The video hyperlink does not wrap. |
| VIDEO-98100 | When a Polycom OTX system is registered to Lync and is in a call with a Lync-registered Polycom RPX, it cannot place the RPX on hold properly. It can only place the primary codec on hold; the other codecs continue to be in an active call. |
| VIDEO-98130 | When a Polycom CX7000 joins a Lync-hosted multipoint call, video on participating endpoints freezes for up to 20 seconds. |
| VIDEO-98134 | Lync-registered HDX systems have video difficulties when participating in Microsoft Outlook online meetings. |
| VIDEO-98213 | In a point-to-point audio-only call between a Lync client and a Lync-registered HDX, audio fails if both endpoints put the call on hold and then resume. |
| VIDEO-98247 | When a Lync-registered Polycom HDX organizes a Lync-hosted call that involves other Lync-registered Polycom HDX systems, video freezes intermittently. |
| VIDEO-96902 | In a Lync-hosted conference where a Lync client is the organizer, when the organizer mutes the audience, but then selectively unmutes a Polycom HDX, the HDX audio cannot be heard. |
| VIDEO-98305 | CLONE -CESC / W6 / Microsoft / RMX / RRI / Artifacts appeared on remote HDX after performing hold and resume |
| VIDEO-98322 | When an Office Communicator client calls an Office Communications Server-registered HDX and the Office Communicator client puts the video on full-screen for HD video, video displays in VGA instead. |
| VNGR-25675 | When a Lync client transfers a call from a Polycom DMA SIP-registered HDX system to a Lync-registered HDX system, the call is disconnected. |
| VNGR-25685 | When a Lync-registered HDX dials an Polycom RMX entry queue, the IVR does not display properly when the HDX moves from the entry queue to the RMX meeting room. |
| VNGR-25751 | When a Polycom VVX leaves an RMX-hosted conference, the RMX does not receive a bye message. |
| VNGR-25777 | CESC / W6 / Microsoft / RMX / Software asserts failure; SIPControl.cpp, Line:11319 & 13028; Code 1 when an internal HDX dials in to RMX conference |
| VNGR-26457 | When a Polycom HDX puts a call on hold, the RMX shows that the HDX is connected but has a problem connection. |
| VOIP-80473 | Point-to-point calls fail from a DMA-registered Polycom VVX to a Lync-registered Polycom VVX. |
| VOIP-80807 | When a Polycom VVX makes a point-to-point SIP call to a remote Lync client, the VVX receives no video or audio. |

