



RELEASE NOTES

September 2013 | 3725-06648-003 Rev A

# Using Polycom<sup>®</sup> Unified Communications in Microsoft<sup>®</sup> Environments



Copyright ©2013, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive  
San Jose, CA 95002  
USA

#### Trademarks



Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

#### End User License Agreement

By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the [End User License Agreement](#) for this product.

#### Patent Information

The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

#### Open Source Software Used in this Product

This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at [OpenSourceVideo@polycom.com](mailto:OpenSourceVideo@polycom.com).

#### Disclaimer

While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

#### Limitation of Liability

Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

#### Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [DocumentationFeedback@polycom.com](mailto:DocumentationFeedback@polycom.com).



Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.

# General

---

These release notes apply to the [Polycom Unified Communications Deployment Guide for Microsoft Environments](#) released August 2013.

These release notes contain the following sections:

- [Known Issues](#) This section lists new or enhanced features as well as existing known issues and suggests workarounds if available.

# Known Issues

---

This section lists enhancements and known issues with this solution and suggests workarounds, if applicable.

## New or Enhanced Features

**SWEP-2798** When using a Polycom® Distributed Media Application™ (DMA®) using Session Initiation Protocol (SIP) to H.323, Lync displays no video from Polycom® RealPresence® Desktop video collaboration software.

## Known Issues and Suggested Workarounds

**BRIDGE 601** The RMX does not get a Bye message from a VVX phone when the VVX disconnects from the call.

**BRIDGE 2201** In a call admission control (CAC) setting, calls from an HDX are disconnected one hour into the conference when SIP\_TCP\_PORT\_ADDR\_STRATEGY is set to NO and MS\_KEEP\_ALIVE\_ENABLE is also set to NO.

**BRIDGE 2448** The Polycom® RMX® conference platform connects to audio only when dialing out to Lync.

**BRIDGE-6350** Video quality is low when using Lync 2013 client to call to an RMX conference room.

**DMA 8675** The bandwidth requested and final bit rate on the DMA are not the same as the HDX, RMX, and on Lync Bandwidth policy.

**GS-7169** When Lync initiates a Meet Now audio-only call to a Group Series 300 phone 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 phone to a Lync-registered CX 600 when the Group Series phone has the transport type set to Auto or TLS.

**GS-12554** RealPresence Group Series systems currently support only NTLM Version 1 on the Microsoft Exchange Calendaring connection and on the Microsoft Lync Directory Server connection. You cannot connect to these servers if they are configured to support NTLM Version 2 and not NTLM Version 1.

**GS-12982** When the RealPresence Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the RealPresence Group system participant name, number, and system values might be incorrect.

**GS-13018** When the RealPresence Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the conference might be terminated when the administrator uses the web interface to hang up.

*Workaround:* End the call using the local interface or the Polycom Touch Control.

- 
- GS-13224** The mute status of participants in the participant list of Lync 2013 client calls does not display correctly.  
*Workaround:* Unmute and mute the far-end system.
- 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 might not receive video.  
*Workaround:* Disconnect from and reconnect to the conference call.
- MSUC 316** The CX 600 and CX 700 are unable to connect to a DMA virtual meeting room (VMR) from a DMA virtual entry queue (VEQ).
- RSS 2728** When using Lync, RoundTable CX 5000 does not connect to RSS over video.
- VBOX 1740** The CX 7000 is unable to connect to an HDX or a VVX on a call transfer made by a Lync Attendant.
- VIDEO 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 90806** The presence status of the user should be Busy but shows as Available.
- VIDEO 96904** A Lync-registered HDX using SIP and a DMA-registered HDX using H.323 have frozen video when the call resumes after being put on hold.
- Video 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 104663** When performing a consultative transfer from a Lync attendant to an HDX, video on the Lync side does not start.
- VIDEO 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 103947** Video artifacts display on Polycom® RealPresence® Group Series phones in a centralized conferencing control protocol (CCCP) conference.
- Video 105864** Extra bandwidth is not needed for HDX to connect in a non-ICE environment.
- 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 phones.
- VOIP 83301** When dialing out from the RSS to a VVX 1500, the VVX 1500 screen goes black instead of displaying the Recording and Streaming Server (RSS) recording slide.
- VOIP 83319** When a Lync-registered VVX phone puts a DMA-registered HMX on hold and resume, no video displays.