

# Release Notes

## Polycom® Visual Communications

### Wave 2.5 Release

#### Topics

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3725-00000-001B2 (November 2010)

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## Introduction

Polycom is pleased to announce Wave 2.5 of its Polycom Visual Communications release.

## What's New in This Polycom Visual Communications Release

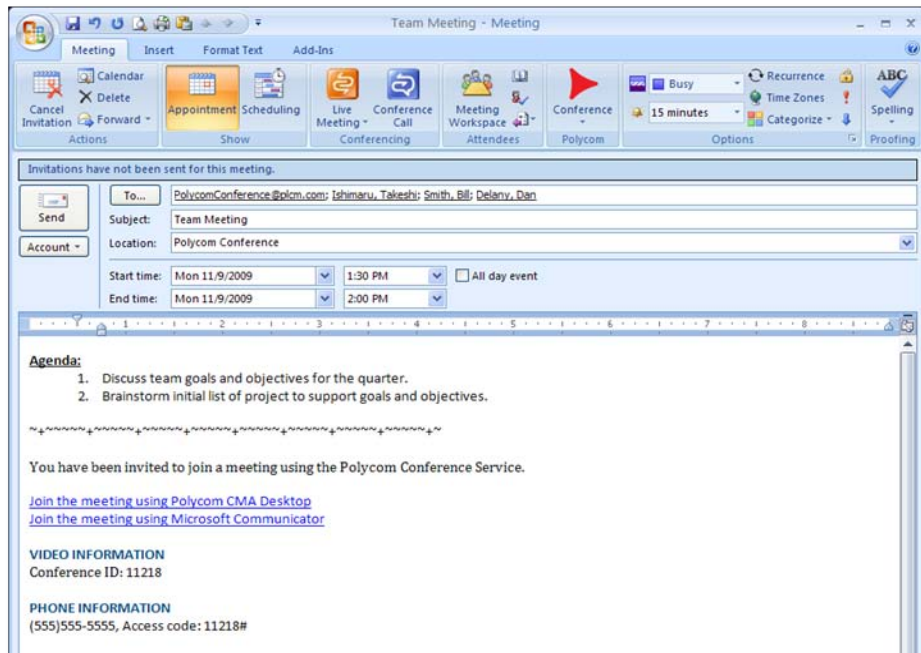
In Wave 2.5, the Polycom Visual Communications release provides support for Microsoft Exchange 2010 and Microsoft Outlook 2010 for Polycom Conferencing for Microsoft Outlook. For Polycom-enabled Unified Communications, Polycom video components now support registration with a Microsoft Office Communications Server Edge server in Office Communications Server environments. Specifically, Polycom HDX v2.6.1 and Polycom RMX v7.0 both support ICE protocols enabling remote SIP users.

### **Polycom Conferencing for Microsoft® Outlook®/Polycom Conferencing Add-in 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 2.5, the Polycom Visual Communications release provides 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 2007, the endpoint systems can display the day's scheduled meetings and meeting reminders.



For more information about supported configurations and scenarios, see *Deploying Polycom Visual Communications Administration Guide*. The following table describes the products that support or enhance the Polycom Conferencing for Microsoft Outlook user experience:

Product	Version	Purpose
<b>Servers</b>		
Microsoft Exchange Server 2007	SP2 Update Rollup 4 ( <a href="#">KB981383</a> )	Provides calendaring service integration for Polycom Conferencing for Outlook.
Microsoft Exchange Server 2010	Update Rollup 3 ( <a href="#">KB981401</a> )	Provides calendaring service integration for Polycom Conferencing for Outlook.
Polycom RMX System	V7.0 MPM+ card required for Edge Server support and media encryption.	Provide MCU conferencing resources for Polycom Conferencing for Outlook.

<b>Product</b>	<b>Version</b>	<b>Purpose</b>
Polycom DMA System	v2.0.0 with SP3 v2.2	Virtualizes MCU conferencing resources for Polycom Conferencing for Outlook.
Polycom CMA System	v5.0 with patch 500100610  This release is available on the Polycom CMA Technical Support site under <b>Previous Polycom CMA Downloads and Documentation.</b>	Enables automatic provisioning of Polycom HDX endpoint systems for Polycom Conferencing for Outlook.
Polycom RSS	v6.0	Enables recording of video-enabled Polycom conferences.
<b>Endpoint Systems</b>		
Polycom HDX Systems	v2.6.1	Allow users to rely on their Polycom HDX systems to display the day's scheduled meetings and reminders.
Polycom CMA Desktop Client	v5.0	Enables Polycom desktop video conferencing.
<b>Client Systems</b>		
Microsoft Outlook 2007	SP2	Provides interface for Polycom Conferencing Add-in for Outlook.
Microsoft Outlook 2010		Provides interface for Polycom Conferencing Add-in for Outlook.
Polycom Conferencing Add-in for Microsoft Outlook	v1.0.2	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 Integration with Microsoft Office Communications Server 2007 R2

Polycom integrates with the Microsoft® Office Communications Server 2007 to enable a unified communications solution that supports presence-based, real-time instant messaging (IM), voice, video, and data collaboration. Polycom extends this user experience with a broad portfolio of high definition voice and video endpoints including the CX family of phones and the Polycom HDX series of endpoint systems.

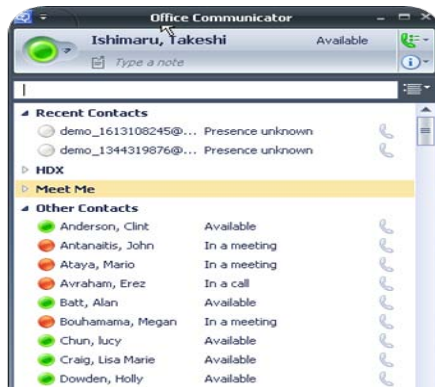
Polycom video components now support registration with a Microsoft Office Communications Server Edge server in Office Communications Server environments. Polycom HDX v2.6.1 and Polycom RMX v7.0 both support ICE protocols enabling remote SIP users.

If you experience connectivity issues with federated voice or video, check the Polycom web site for updates and notifications, and verify that you have the latest software versions. Polycom continues to run tests between various Office Communications Server federated environments. These environments are highly complex and customized with different firewall software, settings, and versions.

Polycom is committed to updating support for new environments for new environments in future releases.

In this solution, Polycom's full suite of Polycom HDX video endpoints and Polycom CX voice endpoints register, authenticate, and share presence information with Office Communications Server 2007. This solution makes it simple for users in the Office Communications Server 2007 network:

- ❑ To see the presence status of Polycom HDX systems, for example on their Office Communicator 2007 client or on a presence-enabled IP phone. Users of Polycom HDX systems in companion mode can log on via single signon (shared user credential) to access the OCS Contacts, Contact Groups, and directory search options. Also, with the improved QWERTY virtual keyboard support, searching for people is now much easier.



- ❑ To launch video calls by clicking on presence-enabled contacts and see the availability status of Polycom video and telepresence solutions.

- ❑ To launch on-demand voice, video, and unified (voice and video) conferences that include other standards-based video and voice endpoints using the Polycom RMX 2000™ or 4000 real-time media conferencing platform.
- ❑ Logistical support for large scale deployment of Polycom HDX systems in an Office Communications Server environment. The Polycom CMA system provisions the Office Communications Server integration and Polycom Conferencing for Outlook settings, while the Polycom DMA system provides scalable, fault-tolerant multipoint conferencing.

The following table describes the products that support or enhance the Polycom integration with Microsoft Office Communications Server 2007 user experience:

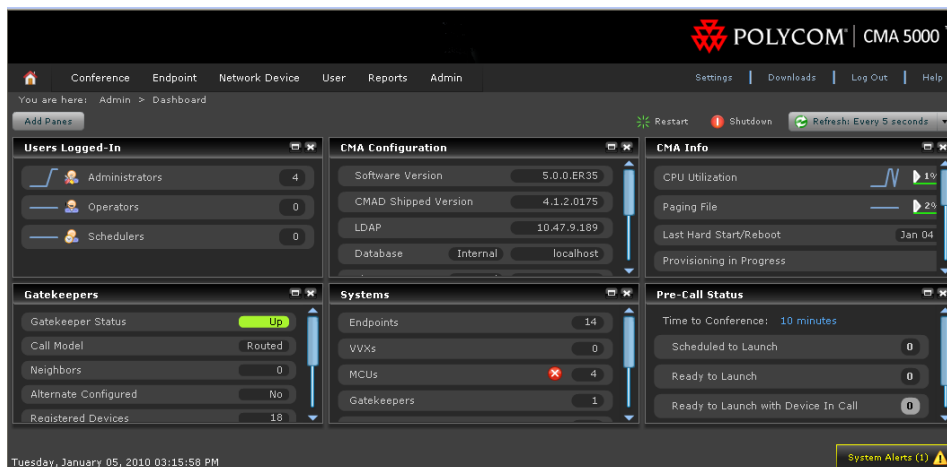
Product	Version	Purpose
<b>Servers</b>		
Microsoft Office Communications Server 2007, Standard or Enterprise Edition (load balanced or single)	R2	Provides Presence and Directory Services for Polycom systems integrated with Microsoft Office Communicator.  Edge Server role uses for support of remote users.
Polycom RMX System	V7.0	Provide MCU conferencing resources for Polycom Conferencing for Outlook.
Polycom DMA System	v2.0.0 with SP3 v2.2	Virtualizes MCU conferencing resources for Polycom Conferencing for Outlook.
Polycom CMA System	v5.0 with patch 500100610  This release is available on the Polycom CMA Technical Support site under <b>Previous Polycom CMA Downloads and Documentation.</b>	Enables automatic provisioning of Polycom HDX endpoint systems for Polycom Conferencing for Outlook.
Polycom RSS	v6.0	Enables recording of video-enabled Polycom conferences.
<b>Endpoint Systems</b>		
Polycom HDX Systems	v2.6.1	Video endpoints systems that can be fully integrated into a Microsoft Communications Server 2007 environment.
Polycom CX 100, 200, 300, 700, and 5000	All	Voice endpoint systems that can be fully integrated into a Microsoft Communications Server 2007 environment.
<b>Client Systems</b>		
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.

## Monitoring

The Polycom CMA scheduling and management system version 5.0 includes the following new solution monitoring features. For more information on these new features, see the *Polycom CMA System Operations Guide*.

- ❑ **Dynamic and Customizable System Dashboard**

When users with administrator permissions log into the Polycom CMA system, the first page the system displays is the new system **Dashboard**. Use the system **Dashboard** to view information about system health and activity levels.



The system **Dashboard** displays data in an array of charts, forms, data grids, and other graphical displays. It is supremely customizable. Modify the system **Dashboard** layout by moving (select the pane title, hold, drag and drop), minimizing, maximizing, closing, and restoring panes. Also note that changes to the system **Dashboard** are persistent not just for a session but between logouts and logins.

By default the system **Dashboard** displays the following informational panes:

- Users Logged In
- CMA Configuration
- CMA Info
- Services
- Gatekeepers
- CMA Licenses

But you can add or remove panes to customize the system **Dashboard** . Additional panes that you can add include:

- Pre-call Status
- Today's Adhoc Conferences
- Today's Scheduled Conferences
- Endpoints (multiple, configurable panes)
- Systems
- Conference Status
- Failed AD Login Attempts
- Redundancy Status
- MCU Status (multiple, configurable panes)

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▶ *Note that the new recommended minimum screen resolution for viewing the Polycom CMA system interface is 1280 x 1052 pixels.*

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Much more information about the system **Dashboard** is described in detail in Chapter 19 of the *Polycom CMA System Operations Guide*.

#### ▫ **Troubleshooting Utilities Dashboard**

The Polycom CMA system now has a **Troubleshooting Utilities** dashboard that brings together on one page access to all of the information a system administrator or support might



need to diagnose system issues. It is also the place for re-starting services and creating database backups. It includes access to various diagnostic files and informational panes.

The screenshot displays the POLYCOM CMA 5000 administrative interface. The top navigation bar includes 'Conference', 'Endpoint', 'Network Device', 'User', 'Reports', and 'Admin'. A breadcrumb trail shows 'You are here: Admin > Troubleshooting Utilities'. A 'Refresh: Every 1 minute' button is located in the top right.

The interface is divided into several sections:

- Device Log Files:** Includes buttons for 'Get Device Logs', 'Traces' (No trace file available), 'Windows Event Logs' (Get the Windows Event Logs from the CMA), 'CMA Error Logs' (Get the full set of CMA logs), and 'Database Backup' (Initiate a backup of selected databases).
- Systems:** A summary table showing system components and their counts:

System	Status	Count
Endpoints	Warning	16
VVXs	OK	0
MCUs	Error	5
- CMA Configuration:** A list of system parameters including Software Version (5.0.0.ER35), CMAD Shipped Version (4.1.2.0175), LDAP (10.47.9.189), Database (Internal localhost), Time Source (External time.nist.gov), Redundancy (NO), Remote Alerts (ON), SSO DC (pegms.pe.com), and Remote Desktop (Enabled).
- Gatekeepers:** Shows Gatekeeper Status as 'Up', Call Model as 'Routed', Neighbors as 0, Alternate Configured as 'No', Registered Devices as 24, and Active Calls as 4. A green area chart displays the percentage of active calls over time.
- Users Logged-In:** A section for monitoring active users.

The bottom left corner shows the date and time: 'Friday, January 08, 2010 10:58:17 AM'. A 'System Alerts' button is located in the bottom right corner.

The diagnostic files include:

- Traces
- Windows Event Logs
- CMA System Logs

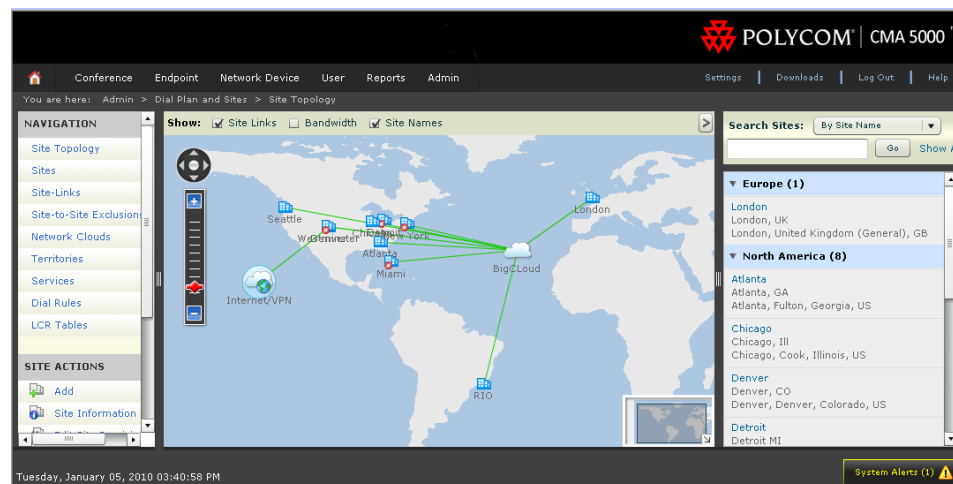
The information panes include:

- Systems
- CMA Configuration
- CMA Info
- CMA Licenses
- Gatekeepers
- Users Logged In
- Services

#### ▣ Site Topology Enhancements

The Polycom CMA system **Site Topology** functionality has been completely refactored. It now provides a dynamic embedded mapping tool that allows users to zoom and pan to specific network components, displaying **Sites** (collections of subnets), **Clouds** (**Network** and **Internet**), and **Site Links** (site-to-site or site-to-cloud) across the seven continents.

The **Site Topology** map displays sites that have alarms for device warnings. It also displays video network capacity for **Sites** and **Site Links** as indicated by the color and shape of its icons. Associated tool tips and popup provide additional status information.



Also, because the Polycom CMA system Site Topology function now supports up to 500 sites, the system includes a search that allows users to search the Sites List by Site Name, Territory, IP Address, Network Device (Bridges, DMAs, or VBPs), or Alerts (Device or Bandwidth).

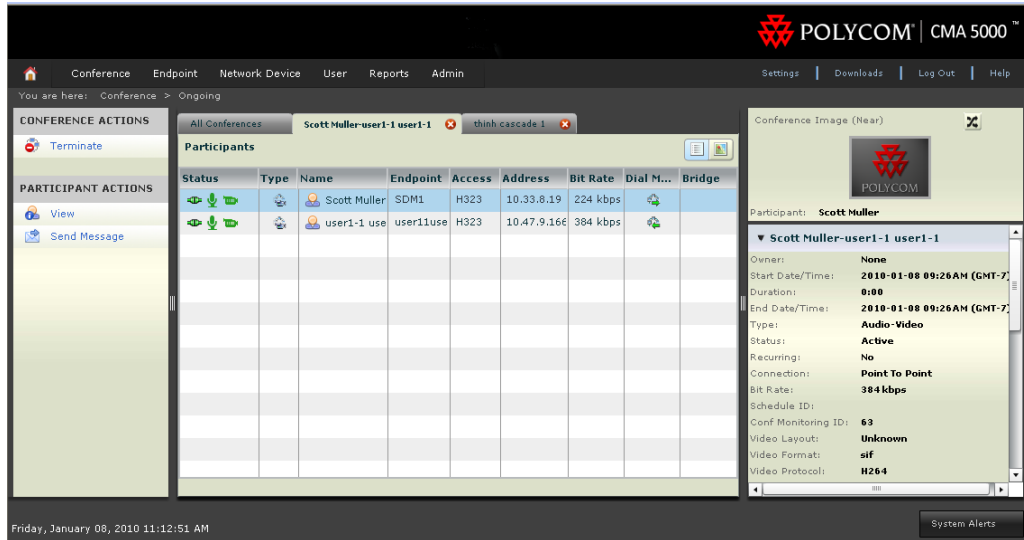
Polycom CMA system **Site Topology** also includes:

- Improved views
- Filtering by network devices
- Representative Cloud concept replacing the concept of multi-site links
- Site-to-site calling exclusion list
- Integration with the new Polycom DMA system
- Support for multiple gatekeeper environments, each managing a DMA territory

❑ **Conferencing Monitoring Enhancements**

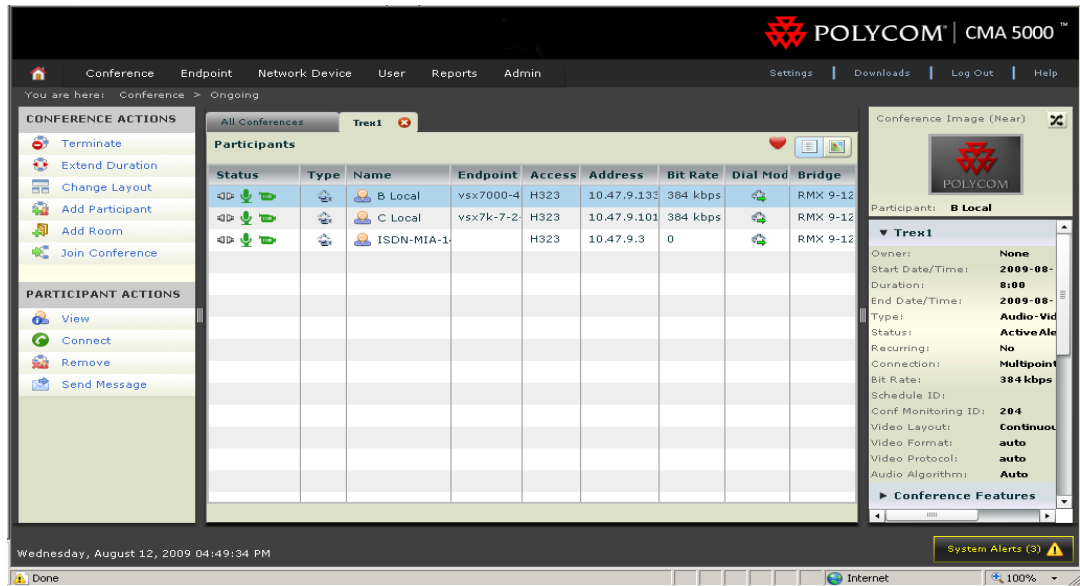
Conference monitoring has been refactored for a new look and additional workflows that make more information readily available and key information easier to find.

The tabbed interface allows operators to monitor multiple conferences at one time and move between conferences quickly.

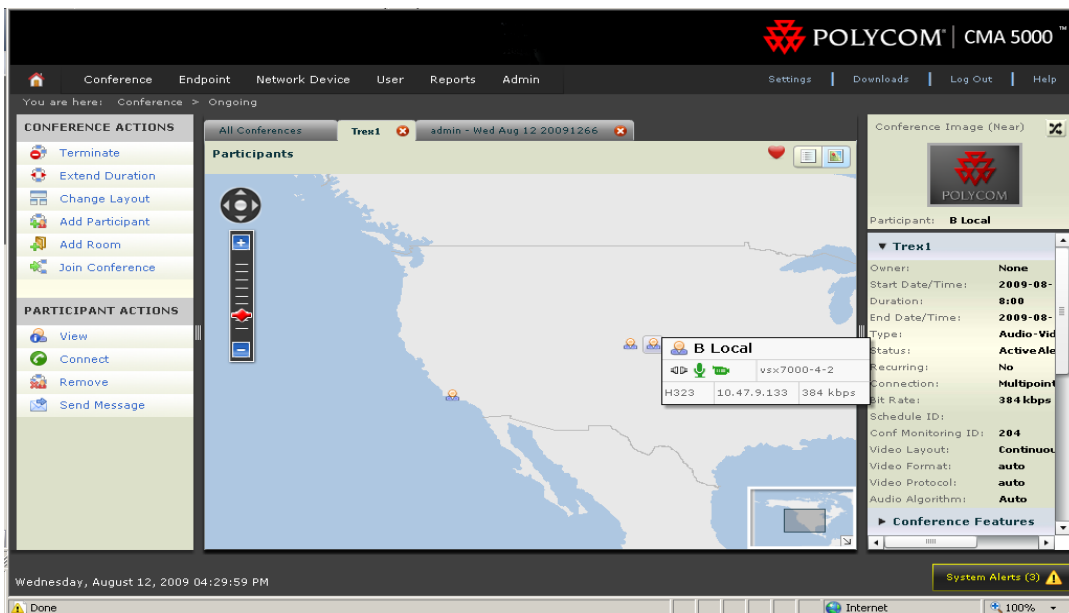


Two participant views allow operators to monitor conferences and participants in a way that works for them.

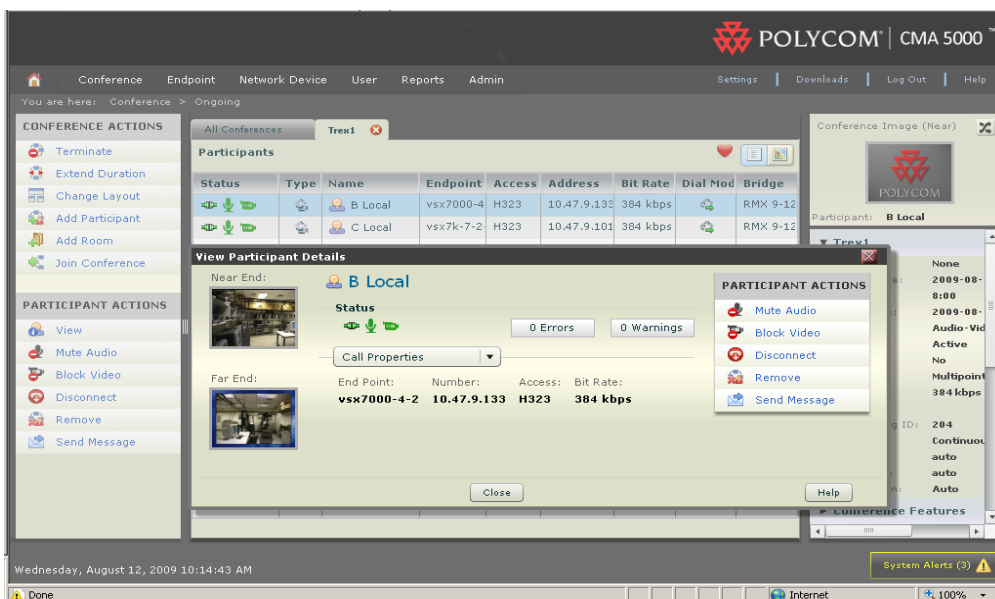
❑ **Standard list view**



- New graphical view



The new **Participant Details** dialog box allows operators to centrally monitor and manage participant endpoints. It provides all of the information about an endpoint an operator could need and all of the command an operator might want to issue.



- **Enhanced Reporting for Return on Investment (ROI)**

The Polycom CMA system has new several reporting capabilities.

- **Endpoint Usage Report**— This enhanced report is now based on the CDRs extracted from Polycom endpoints and includes all ISDN and IP calls. Use data from the **Endpoint Usage Report** to troubleshoot problems, provide information about network traffic, and ensure accurate billing for Polycom video calls.



#### ❑ **Device management enhancements**

The Polycom CMA system **Device Management** functionality has been refactored. Beside improvements to performance and quality, the device management functionality now includes:

- ❑ Status consistent throughout user interface
- ❑ Ability to show model on device monitoring screen
- ❑ Auto-Discovery for a IP range
- ❑ Recognize the VBP as a network device
- ❑ More robust managed status – okay, not responding, signed out, heartbeat timeout, credentials failed, rebooting, etc.
- ❑ Separate logs per device

## 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](http://www.polycom.com/services/professional_services/index.html) or contact your local Polycom representative for more information.

## Interoperability

The following notes provide interoperability information for this release.

- ❑ Polycom RPX Telepresence Interoperability – Polycom RPX telepresence conference calls can be hosted on a Polycom RMX system in a Microsoft Communications Server 2007 R2 environment or the Polycom Video Network Operations Center (VNOC) can cascade a Polycom RMX system that is hosting a Polycom RPX Telepresence conference to a Polycom RMX system in a Microsoft Office Communications Server 2007 environment. In this case, the VNOC uses its managed Polycom RMX system to link (via H.323) the Telepresence Suite to a meeting room on the Polycom RMX system. For more information on this configuration, see the *Polycom Multipoint Best Practices for Telepresence Deployment Guide*.
- ❑ Interoperability with home routers – In some configurations that are related to variations in home routers, the Polycom CMA system gatekeeper rejects ARQ requests from some Polycom CMA Desktop clients coming through a Polycom VBP appliance.
- ❑ Polycom HDX systems – In this solution release, to discontinue dynamic device management of a Polycom HDX system, you can now use the Polycom HDX system setup wizard. For more information, see the *Administrators Guide for Polycom HDX Systems*.

## Known Issues

Known issues are not reported at the solution level Refer to the Polycom product release notes for the known issues related to the product and solution.