



RELEASE NOTES

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# RealPresence<sup>®</sup> CloudAXIS<sup>™</sup> Suite Release Notes



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## General

Polycom is pleased to announce the first Services Portal and Experience Portal in the Polycom® RealPresence® CloudAXIS™ Suite release.

### About These Release Notes

This section shows you the contents of the Polycom RealPresence CloudAXIS Suite Release Notes.

- **General** This section introduces these release notes, and provides hardware and software requirements, and supported bandwidths, video formats, and resolution.
- **What's New in These Release Notes** This section lists new, enhanced, and discontinued software features.
- **Products Tested With This Release** This section lists the products that have been tested and confirmed as compatible with this release.
- **Features** This section lists the current core software features.
- **Known Issues and Workarounds** This section lists existing known issues in this release and suggests workarounds (if available).
- **Resolved Issues** This section lists the issues resolved for Software Release 1.2.0.

### Hardware and Software Requirements

Using the Services and Experience Portal requires meeting the software, browser, server, and hardware requirements outlined in this section.

#### Minimum Client Software Requirements

The following software requirements must be met to use the Experience Portal and the Services Portal in the Polycom® RealPresence® CloudAXIS™ Suite.

**Table 1: Client Software Requirements**

<i>Software Type</i>	<i>Description</i>
OS	<ul style="list-style-type: none"> <li>• Windows XP 32-bit with Service Pack 3 or later</li> <li>• Windows 7, 32-bit and 64-bit.</li> <li>• Windows 8</li> <li>• iOS for iPad and iPhone. Please check compatibility with <a href="#">RealPresence® Mobile 2.3</a> or newer documentation.</li> <li>• Android. Please check compatibility with RealPresence® <a href="#">Mobile 2.3</a> or newer documentation.</li> </ul>
Other	Microsoft .Net Framework Version 4.0. This is required for the CloudAXIS plug-in listed in the <a href="#">Client-Side Software Components</a> .

## Client-Side Software Components

Installing the following software components onto end-user PCs allows full functionality of the Polycom® RealPresence® CloudAXIS™ Suite.

**Table 2: Required Client-Side Software Components**

<i>Component</i>	<i>Description</i>
CloudAXIS Client Plug-in	Required for web-based SIP audio/video services; enabled via the Experience Portal. This plug-in is downloaded when accessing the Experience Portal from a supported device for the first time.
CloudAXIS Social Plug-in	Required for accessing Skype™, Facebook, and Google Talk™ contact lists. This plug-in is downloaded when accessing the social connectors from a supported device for the first time.

## Minimum Browser Requirements

The Experience Portal and the Services Portal in the Polycom® RealPresence® CloudAXIS™ Suite must meet the browser requirements listed in the following table.

**Table 3: Browser Requirements**

<i>Browser</i>	<i>Description</i>
Microsoft Internet Explorer®	8.0 or higher
Mozilla Firefox®	11.0 or higher
Google Chrome	11.0 or higher

## Solution Requirements

The following solution requirements must be met to enable the Experience Portal and the Services Portal in the Polycom® RealPresence® CloudAXIS™ Suite.

**Table 4: Solution Requirements**

<i>Requirement</i>	<i>Description</i>
Network IP Address	Mandatory for IM devices, a network IP address must be registered to a DNS that has access to the internet. This provides the FQDN for the Services Portal and Experience Portal names.

<i>Requirement</i>	<i>Description</i>
Reverse Web Proxy	A reverse web proxy that supports web sockets.
Dynamic Host Configuration Protocol (DHCP)	Allows the portals to obtain their IP addresses.
LDAP Server	Generic LDAP protocol is support; tested with Microsoft Active Directory.
SMTP Server	Generic SMTP protocol is supported; tested with Exchange server and Gmail server.

## Minimum Server Requirements

The Services Portal and Experience Portal in the Polycom® RealPresence® CloudAXIS™ Suite requires the 2 VM Instances (one for the Services Portal and one for the Experience Portal). Each instance must meet the requirements in the following table.

**Table 5: Server Components per VM Instance**

<i>Component</i>	<i>Description</i>
CPU	Each instance must be hosted on a physical CPU with the following clock-speed characteristics: <ul style="list-style-type: none"> <li>• <math>\geq 2.0</math> GHz (Intel Xeon E5 Series or better CPU)</li> <li>• <math>\geq 2.5</math> GHz (Intel Xeon 5500 Series or better CPU)</li> </ul>
Virtual Cores	Each instance must have 8 virtual cores.
RAM	8 GB
Accessible Storage	100 GB

## Minimum Client Hardware Requirements

The browser-based web client of the Polycom® RealPresence® CloudAXIS™ Suite requires the following Client requirements.

**Table 6: Client Hardware Requirements**

<i>Component</i>	<i>Description</i>
Processor	Processor Intel Core i5, 2.5GB or more
RAM	4 GB

<i>Component</i>	<i>Description</i>
Video memory	256 MB or more
Hard drive space	200 MB
Camera	Integrated or external
Audio devices	Standard PC97 audio devices
Monitor	Recommended: 16:9, 1920 x 1080 Minimum: 1024x768

## Required OVA Files

Building the Services and Experience Portals requires downloading and deploying .OVA files in a VMware vCenter. This section lists the names of the required .OVA files.

**Table 7: OVA File Names**

<i>Component</i>	<i>Description</i>
Services Portal	<i>CloudAXIS Suite Services Portal &lt;Version&gt;.ova</i>
Experience Portal	<i>CloudAXIS Suite Experience Portal &lt;Version&gt;.ova</i>

## VMware Requirements

The Services Portal and Experience Portal are deployed in your vCenter from a vSphere client.

**Table 8: VMware Requirements**

<i>Component</i>	<i>Description</i>
vSphere	5.0 or higher.
ESXi	5.0 or higher.

## Supported Bandwidth, Video Format, and Resolutions

The Polycom® RealPresence® CloudAXIS™ Suite browser-based videoconferencing client supports the bandwidth, video format, and resolutions outlined in the table below.

**Table 9: Supported Bandwidth, Video Format, and Resolutions**

<i>Bandwidth</i>	<i>Video Format</i>	<i>Resolutions</i>
256 kbps - 511 kbps	QVGA	320x240
512 kbps - 1023	VGA	640x480
1024 kbps - 1920 kbps	720p (HD)	1280x720

## What's New in These Release Notes

There are no new features or changes to existing features (Software Release 1.1.0 and earlier) in Software Release 1.2.

### New or Enhanced Features

There are no new or enhanced features in Software Release 1.2.0.

### Discontinued Features

No existing features (Software Release 1.1.0 and earlier) have been discontinued from Software Release 1.2.0.

## Products Tested With This Release

Polycom RealPresence Manager systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility in this release.



#### Note: Supported Products

You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has already been addressed by vendor software updates. Go to the service policies in the [Polycom support site](#) to find the current Polycom Supported Products matrix.

**Table 10: Tested Polycom RealPresence Platform Product Versions**

<i>Product</i>	<i>Tested Versions</i>
Polycom®RMX® 1500/2000/4000	7.8
Polycom® RealPresence® Collaboration Server™ 800s	8.1



<i>Product</i>	<i>Tested Versions</i>
Polycom® Distributed Media Application™ (DMA™) 7000	5.2
Polycom® Recording and Streaming Server™ (RSS™)	8.5
Polycom® RealPresence® Resource Manager™	7.1
Polycom® RealPresence® Access Director™	2.0.3
Polycom® Video Border Proxy™ (VBP®) 5300 E	11.2.13

**Table 11: Other Tested Product Versions**

<i>Product</i>	<i>Tested Versions</i>
Polycom® Group Series	<ul style="list-style-type: none"> <li>• 4.0.0</li> <li>• 4.0.1</li> <li>• 4.0.2</li> </ul>
Polycom® High-Definition Room (HDX®) systems	<ul style="list-style-type: none"> <li>• 3.1.0</li> <li>• 3.1.1</li> </ul>
Polycom® VVX® 500/600	<ul style="list-style-type: none"> <li>• 4.0.2</li> <li>• 4.0.3</li> <li>• 4.1.0</li> </ul>
Polycom® RealPresence® Desktop (RPD®)	<ul style="list-style-type: none"> <li>• 2.1.0</li> </ul>
Polycom® Converged Management Application™ (CMA™) Desktop	<ul style="list-style-type: none"> <li>• 5.2.4</li> </ul>
Polycom® RealPresence® Mobile	<ul style="list-style-type: none"> <li>• 2.3</li> </ul>
Polycom® Sound Point® 650 SIP	<ul style="list-style-type: none"> <li>• 4.0.3</li> </ul>
Polycom® SoundStation® IP4000 SIP	<ul style="list-style-type: none"> <li>• 3.1.7</li> </ul>

<i>Product</i>	<i>Tested Versions</i>
Polycom® Touch Controller® Group Series	• 4.0.2
Polycom® HDX®	• 1.7
Cisco 4505 MCU	• 4.4
Cisco C20	• 5.1.6
Cisco C90	• 5.1.6
Cisco E20	• 4.1.1
Cisco EX90	• 5.1.6
Cisco SX20	• 5.1.6
Cisco VCS	• X7.2.1
Tandberg 150 MXP	• L6.1
Tandberg 1700 MXP	• F9.3.1
Tandberg 6000 MXP	• F9.3.1
Tandberg Edge95 MXP	• F9.3.1
CX500	• 4.0.7577.4372
CX600	• 4.0.7577.4372
CX7000	• 1.0.2.4821
Lync 2010 client	• 4.0.7577.4356
Lync 2013 client version	• 15.0.4420.1017
Lync 2010 server	• 4.0.7577.205 CU7
Lync 2013 server	• 5.0.8308.0
PCO release	• 1.3.0 build 3
Exchange 2010	• 14.2.328.10 SP2 RU5v2

## Features

The CloudAXIS Suite enables users to experience online video conference meetings in a web browser with the following features:

- Content share
- Group chat
- Audio and video controls
- Access to Google Talk™, Facebook, and Skype™ contact lists
- Passcode required conference security
- Automatic email updates
- Windows and RealPresence Mobile compatible click-to-call links
- Meeting recordings (if supported by the RealPresence® Platform environment)

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## Known Issues and Workarounds

This section lists the known Services Portal, Experience Portal, and other software issues and their workarounds (if available).

### Known Services Portal Issues

This section lists the known Services Portal issues in this release.

- 1092** Services Portal cannot create meetings if the default MCU Pool Order (Factory Pool Order) has been renamed.

*Workaround:* In the DMA device configuration, do not delete or rename the MCU pool order named “Factory Pool Order” or any MCU pools to be used by CloudAXIS included in this order. If the “Factory Pool Order” has been removed or renamed, create a new one with this name and include the relevant pools.

- 1588** Configuring a DMA without selecting the DMA’s Primary radio button produces a state with no primary DMA.

*Workaround:* Set at least one DMA as primary in the Services Portal administrator’s page.

### Known Experience Portal Issues

This section lists the known Experience Portal issues in this release.

- 205** No appropriate error message displays when the Experience Portal server is unable to perform API communication with the Services Portal server.

*Workaround:* View logs from the Experience Portal Administrator’s tool.

- 967** There is occasionally a 2-4 second delay in the Experience Portal video stream.

*Workaround:* No workaround in this release.

- 1033** Participants from a Lync client cannot view content shared from the Experience Portal.

*Workaround:* Use the Polycom RealPresence® Content Sharing Suite.

- 1456** Audio and video is out of synch when the meeting is accessed by participants using a Lync client.

*Workaround:* No workaround in this release.

- 1501** The Experience Portal access tokens used with Google Talk™ and Facebook timeout after an hour in the meeting, preventing additional invites to be sent through Google Talk™ and Facebook.

*Workaround:* Remove Google Talk™ and Facebook contacts and then add again.

- 1515** The Experience Portal exits the meeting when network connectivity is lost.

*Workaround:* Rejoin the meeting from the browser.

- 1529** Presenters can change their own role to participant.  
*Workaround:* If a presenter switches himself to participant, another presenter has to switch the role back to presenter or the user can rejoin the meeting.
- 1662** In rare occasions, the roster does not display some participants.  
*Workaround:* No workaround in this release.
- 1682** The Experience Portal's Administrator's tool displays an error message when trying to generate certificates.  
*Workaround:* Generate certificates from the command line or obtain a certificate from a Certificate Authority, then copy and paste the certificates into the Experience Portal's Administrator's tool.
- 1734** Skype™ Social Connector does not work with the Windows 8 Skype™ application.  
*Workaround:* Install Skype™ for Windows desktop.
- 1892** The Experience Portal will not enforce server certificate validation of other components such as the Services Portal or DMA.  
*Workaround:* Contact Polycom support.
- 2034** Participant User Interface freezes when the host initiates content. (The host was able to receive video in this situation.)  
*Workaround:* Ask participant to refresh browser.
- 2228** The Experience Portal does not automatically reconnect back with the Services Portal if the Services Portal is restarted or the network interface in the Services Portal goes down.  
*Workaround:* Restart the Experience Portal to resume normal operations.
- 2300** After upgrading from Experience Portal 1.1 to 1.2, users may see the Download plugin button even though the plugin is already installed.  
*Workaround:* Replace the occurrence of "AXISConnect" with "CloudAXIS" in the configuration file and restart the Experience Portal.
- 2554** The Experience Portal displays a black screen in Android devices.  
*Workaround:* You must already be logged into the RPM for the Experience Portal to work.
- 2658** Entering into Full Screen mode from a Firefox browser results in a blank video screen until the user accepts the Allow settings.  
*Workaround:* Allow Full Screen mode by clicking on the Allow button to bring back full-screen video.

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- 2714** The Experience Portal exits a call if multiple participants (greater than 15) join the call and start performing various operations (e.g., content share, recording, chat, etc.)  
*Workaround:* No workaround in this release.
- 2717** After upgrading from Experience Portal 1.1 to 1.2, users may be asked to download plugins again instead of updating.  
*Workaround:* Replace the occurrence of “AXISConnect” with “CloudAXIS” in the configuration file and restart the Experience Portal.
- 2721** On rare occasions, Experience Portal service has delays in responding.  
*Workaround:* Restart the Experience Portal.
- 2723** The Experience Portal Roster occasionally displays users who may have left the meeting. In addition, the Roster also occasionally displays incorrect participants.  
*Workaround:* No workaround in this release.

## Other Known Software Issues

Internet Explorer 8.0's lack of full support for HTML5, CSS3, JavaScript, and XHR causes a suboptimal experience.

*Workaround:* Use Internet Explorer 9.0 (or higher), Mozilla Firefox, or Google Chrome.

## Resolved Issues

This section lists the resolved Services Portal, Experience Portal, and other software issues.

### Resolved Services Portal Issues

This section lists the resolved Services Portal issues in this release.

- 1424** Creating a user account in the Services Portal sometimes displays a 504 time out error.
- 1484** In the Services Portal *Calendar* screen, clicking the ✕ icon does not delete Meet Now conferences.
- 1774** Meeting creation occasionally fails when a domain username is entered in the *Invite People* text entry box instead of an email.
- 2630** The User Interface should redirect to the Login page if Apache Tomcat is stopped.

## Resolved Experience Portal Issues

This section lists the known Experience Portal issues in this release.

- 351** The video Mute button does not show the mute video icon.
- 1459** Conference experience is suboptimal with low bandwidth.
- 1466** The meeting's creator must enter a passcode when only the attendee passcode is set.
- 1689** If the user enters the wrong username and password, the Experience Portal Administrator's tool does not display an error dialog.
- 1805** The Experience Portal Administrator tool's Truncate Logs option produces the "Function Not Available" error.
- 1806** The Experience Portal Administrator tool's Export Configuration options only works the first time it is used in a session.
- 1808** Second-level menu items in the Experience Portal Administrator's tool produce the "Function Not Available" error.
- 1809** Applying a configuration in the Experience Portal Administrator's tool after selecting List of Log Files applies the configuration but also occasionally displays the list of log files.
- 1832** Choosing to end a meeting then selecting Yes to allow the meeting to continue will occasionally not continue the meeting.
- 1833** Choosing to end a meeting then selecting Ok to end the meeting will occasionally not close the meeting.2002Often stuck at "Start" on iOS.
- 2041** When the server restarts, the Client loses the connection and cannot function.
- 2082** Tool tip is incorrect when a participant highlights any other participant from the roster.
- 2590** Javascript extract ")" bug.
- 2664** The camera is held even if the join-by-room option is chosen.

## Other Resolved Issues

There are no resolved other issues in Software Release 1.2.0.