



RELEASE NOTES

Software 1.2.1 | June 2013 | 3725-03317-001 Rev D

RealPresence[®] CloudAXIS[™] Suite



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General

Polycom is pleased to announce this updated release of the Services Portal and the Experience Portal software in the Polycom® RealPresence® CloudAXIS™ Suite.

About These Release Notes

This section summarizes 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 software features or changes to existing 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 of this release.
- **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 1.2.1.

Hardware and Software Requirements

Using the Services Portal and the 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"> • Microsoft® Windows® XP 32-bit with Service Pack 3 or later • Windows 7, 32-bit and 64-bit. • Windows 8 • iOS for use with iPad and iPhone. (iOS is a trademark or registered trademark of Apple Inc. in the U.S. and other countries and is used under license.) Check for compatibility with RealPresence® Mobile 2.3 or later documentation. • Android™. Please check the documentation for compatibility with RealPresence Mobile 2.3 or later.

<i>Software Type</i>	<i>Description</i>
Other	Microsoft® .Net Framework Version 4.0. This is required for the CloudAXIS plug-in listed in the Client-Side Software Components .

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 browser-based SIP audio/video services; enabled via the Experience Portal. Download this plug-in by accessing the Experience Portal using a supported device.
CloudAXIS Social Plug-in	Required for accessing Skype™, Facebook, and Google Talk™ contact lists. Download this plug-in by accessing the social connectors using a supported device.

Minimum Browser Requirements

Web browsers that use the Experience Portal and the Services Portal in the Polycom RealPresence CloudAXIS Suite must meet the following requirements.

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

Meet the following solution requirements 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>
RealPresence Platform	Functioning RealPresence Platform with DMA and sufficient MCU capacity to meet your requirements.

<i>Requirement</i>	<i>Description</i>
.OVA	<ul style="list-style-type: none"> • Latest Experience Portal .OVA file, downloaded to your local machine from the Polycom support site. <p>Latest Services Portal .OVA file, downloaded to your local machine from the Polycom support site.</p>
One or more ESXi hosts	<p>Must be version 5.0 or higher.</p> <p>Using a vSphere client, you must be able to access and administer your VMware ESXi hosts either directly or via a vCenter controlling the hosts.</p>
VMware vSphere vCenter controller	Optional
Dynamic Host Configuration Protocol (DHCP)	Allows the portals to obtain their IP addresses.
LDAP Server	<p>(Optional) Enables Enterprise user's authentication using their network credentials. Note that the Services Portal currently supports integration with only Microsoft Active Directory.</p> <p>This feature also enables administrators to import Enterprise LDAP server users. The administrator can edit the imported user's role or set the user status as inactive. For information on user roles and on changing imported user accounts, see the Polycom RealPresence CloudAXIS Suite Administrators' Guide.</p>
SMTP Server	Enables the Services Portal to deliver email meeting invites and other notifications such as user onboarding.
Edge Proxy	<p>If providing access to external guests, a functioning firewall/NAT traversal element such as RealPresence Access Director or Acme Packet Net-Net Enterprise Session Director is required (see the Polycom RealPresence CloudAXIS Suite Administrators' Guide). This element should be provisioned to allow SIP guest access (required) and H.323 access (optional) to your DMA and MCUs.</p>
HTTP Reverse Proxy	<p>If providing access to external guests, a functioning HTTP reverse proxy is required. This element should be provisioned to allow HTTPS and web socket access to the Experience Portal and HTTPS access to the Services Portal (optional).</p>
End User License Agreement (EULA)	<p>Access the EULA for your product at http://support.polycom.com/PolycomService/home/home.htm</p>

Minimum Server Requirements

The Services Portal and the Experience Portal in the Polycom RealPresence CloudAXIS Suite require two VM (virtual machine) 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">• ≥2.0 GHz (Intel Xeon E5 Series or better CPU)• ≥2.5 GHz (Intel Xeon 5500 Series or better CPU)
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 a PC that meets the following requirements.

Table 6: Client Hardware Requirements

<i>Component</i>	<i>Description</i>
Processor	Processor Intel Core i5, 2.5GB or more
RAM	4 GB
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 Portal and the Experience Portal requires downloading and deploying .OVA files as virtual machines in VMware vSphere. This section lists the names of the required .OVA files.

Table 7: OVA File Names

<i>Component</i>	<i>Description</i>
Services Portal	<i>Polycom CloudAxis Edge Service Portal <Version>.ova</i>
Experience Portal	<i>Polycom CloudAxis Edge Experience Portal <Version>.ova</i>

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 8: 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



Note: Bandwidth Regulation

Bandwidth is set and regulated in the Services Portal and the Experience Portal by the DMA.

What's New in These Release Notes

This release is a maintenance release. There are no new features or changes to existing features (Software Release 1.2.0 and earlier) in Software Release 1.2.1.

Products Tested with this Release

Polycom RealPresence CloudAXIS Suite 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

To confirm that your issue cannot be resolved by using a later release, you are encouraged to upgrade all of your Polycom systems with the latest software before contacting Polycom support.

Go to PolycomService/support/us/support/service_policies.html to find the current Polycom Supported Products matrix.

Table 9: Tested Polycom RealPresence Platform Product Versions

<i>Product</i>	<i>Tested Versions</i>
Polycom RMX [®] 1500/2000/4000	7.8
Polyco [®] RealPresence [®] Collaboration Server [™] 800s	8.0
Polyco [®] Distributed Media Application [™] (DMA [™]) 7000	5.2.1
Polycom RealPresence [®] Resource Manager [™]	7.1
Polycom RealPresence [®] Access Director [™]	2.1
Polycom Video Border Proxy [™] (VBP [®]) 5300 E	11.2.13

Table 10: Other Tested Product Versions

<i>Product</i>	<i>Tested Versions</i>
Polycom [®] RealPresence Group Series	<ul style="list-style-type: none">• 4.0.0• 4.0.1• 4.0.2
Polycom [®] High-Definition Room (HDX [®]) systems	<ul style="list-style-type: none">• 3.1.0• 3.1.1
Polycom [®] VVX [®] 500/600	<ul style="list-style-type: none">• UCS 4.0.2• UCS 4.0.3• UCS 4.1.0• UCS 4.1.2 (first that applies to VVX 600)
Polycom [®] RealPresence [®] Desktop (RPD [®])	<ul style="list-style-type: none">• 2.1.0

<i>Product</i>	<i>Tested Versions</i>
Polycom® Converged Management Application™ (CMA®™) Desktop	• 5.2.4
Polycom® RealPresence® Mobile	• 2.3
Polycom® Sound Point® 650 SIP	• 4.0.3
Polycom® SoundStation® IP4000 SIP	• 3.1.7
Polycom® Touch ControlGroup Series	• 4.0.2
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
Polycom CX500	• 4.0.7577.4372
Polycom CX600	• 4.0.7577.4372
Polycom CX7000	• 1.0.2.4821
Lync® 2010 client	• 4.0.7577.4356
Lync 2010 server	• 4.0.7577.205 CU7
Polycom Conference for Microsoft Outlook release	• 1.3.0 build 3

Product	Tested Versions
Exchange 2010	<ul style="list-style-type: none">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) will be supported in a later release.

Known Issues and Workarounds

This section lists the known Services Portal, Experience Portal, and other software issues and their workarounds (if available) in Software Release 1.2.1.

Known Services Portal Issues

This section lists the known Services Portal issues in Software Release 1.2.1.

- 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.
- 2579** Loading the first page (after login) takes an inordinate amount of time.
Workaround: No workaround in this release.

- 2580** Nginx configuration stays pending which affects Services Portal scaling.
Workaround: No workaround in this release.
- 2617** Super admins are unable to change local user passwords.
Workaround: No workaround in this release.
- 2907** The LDAP Subdomain update failed when the base Domain Name (DN) has the DC in lower case.
Workaround: Enter the DC using upper case letters while setting the LDAP domain in the LDAP configuration release.
- 3233** The Services Portal is unable to initiate a meeting when selecting Meet Now or Host if using Internet Explorer versions 9.0 or 10.0. The web client sticks on the message “Please wait while we co-ordinate your meeting.”
Workaround: No workaround in this release.
- 3236** The auto enabling pop-up functionality for the Meet Now and Add Social Contacts workflows does not work if using Internet Explorer versions 8.0 or 9.0.
Workaround: The Pop-up blocker must be disabled to allow the proper launching of the Experience Portal.

Known Experience Portal Issues

This section lists the known Experience Portal issues in Software release 1.2.1.

- 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.
- 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** The Host, the initiator of the meeting, can be dropped by a Presenter.
Workaround: If a presenter switches himself to participant, another presenter has to switch the role back to presenter before the user can rejoin the meeting.
- 1564** If you select mute on audio and video before joining the call, then click on start and join the call, the video is still broadcast.
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.
- 1716** option, the Passcode field on the Web page does not work. You have to manually enter the Passcode twice.
Workaround: No workaround in this release.
- 1734** Skype™ Social Connector does not work with the Windows 8 Skype™ application.
Workaround: Install Skype™ for Windows desktop.
- 1835** The plug-in periodically crashes during meetings.
Workaround: No workaround in this release.
- 1892** The Experience Portal will not enforce server certificate validation of other components such as the Services Portal or DMA.
Workaround: Contact Polycom support.
- 1897** Unable to enter an Email address on an Android when trying to join the CloudAXIS Conference via RealPresence Mobile.
Workaround: No workaround in this release.
- 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.
- 2070** System logging is not functional.
Workaround: No workaround in this release.
- 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.
- 2594** The Experience Portal admin logs are not accessible from the admin User Interface.
Workaround: No workaround in this release.
- 2633** The client enters a state in which he is able to send but not receive shared content.
Workaround: No workaround in this release.
- 2636** Log files are not generated after all logs are cleared from the admin User Interface.
Workaround: No workaround in this release.
- 2637** The "Video rate used" remains at 174k throughout a call.
Workaround: No workaround in this release.
- 2642** End meeting confirmation dialog does not show up until the user clicks on the Video feed.
Workaround: No workaround in this release.

- 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.
- 2666** Social Plugin prompts a Security Warning
Workaround: No workaround in this release.
- 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.
- 2750** The Call Information screen and data does not match the Comps.
Workaround: No workaround in this release.
- 2791** Call ends randomly with error message “Lost Connection”.
Workaround: No workaround in this release.
- 2796** The Start screen has problems with only a partial video preview window and inactive device selection pulldowns.
Workaround: No workaround in this release.
- 3058** FaceBook/Google Talk Social Connector does not load online contacts.
Workaround: No workaround in this release.
- 3654** If an invalid SSL certificate and SSL certificate private key are applied to the administrator console, the administrator console is inaccessible after restart.
Workaround: Redeploy the OVA, and apply a valid certificate.
- 3656** If a CloudAXIS meeting lasts longer than the scheduled duration, and the host ends the meeting for all participants, hardware endpoints should hang-up directly from their device interface.
Workaround: Hardware endpoints should hang-up directly from their device interface.

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 in Software Release 1.2.1.

Resolved Services Portal Issues

There are no resolved Services Portal issues in Software Release 1.2.1

Resolved Experience Portal Issues

This section lists the resolved Experience Portal issues in Software Release 1.2.1.

- 1033** Participants from a Lync client cannot view content shared from the Experience Portal.
- 1456** Audio and video is out of synch when the meeting is accessed by participants using a Lync client.
- 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.
- 2554** The Experience Portal displays a black screen in Android devices.

Resolved Other Issues

There are no resolved other issues in Software Release 1.2.1.