



RELEASE NOTES

Software 1.3.2 | December 2013 | 3725-03317-004 Rev A

RealPresence[®] CloudAXIS[™] Suite



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6001 America Center Drive
San Jose, CA 95002
USA

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Polycom[®] RealPresence[®] CloudAXIS[™] Suite Release Notes

Polycom is pleased to announce this updated maintenance release of Services Portal and Experience Portal software in the Polycom[®] RealPresence[®] CloudAXIS[™] Suite. The RealPresence CloudAXIS Suite software release 1.3.2 provides additional features for the Services Portal and fixes several issues from the 1.3.1 software release

About These Release Notes

This section summarizes the contents of the *RealPresence CloudAXIS Suite Release Notes* for Software Release 1.3.2.

- **General Requirements** - This section introduces these release notes and provides hardware and software requirements, and supported bandwidths, video formats, and resolution.
- **Products Tested with this Release** - This section lists the products that have been tested and confirmed as compatible with this release.
- **Feature Overview** - 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 1.3.2.

General 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 Services Portal and the Experience Portal in the Polycom RealPresence CloudAXIS Suite.

Table 1: Client Software Requirements

<i>Software Type</i>	<i>Description</i>
OS	<p>Microsoft® Windows® XP 32-bit with Service Pack 3 or later</p> <p>Windows 7, 32-bit and 64-bit.</p> <p>Windows 8</p> <p>MacOS 10.6.8 or higher</p> <p>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 the documentation for compatibility with RealPresence® Mobile 2.3 or later.</p> <p>Android™ - Check the documentation for compatibility with RealPresence Mobile 2.3 or later.</p>

Client-Side Software Components

Installing the following software components onto end-user PCs allows full functionality of the 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.



The full desktop version of Skype for Windows 8 is required for the Skype Social Connector.

Minimum Browser Requirements

Web browsers that use the Services Portal and the Experience Portal in the 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®	14.0 or higher
Google Chrome™	11.0 or higher

Solution Requirements

Meet the following solution requirements to enable the Services Portal and the Experience Portal in the Polycom RealPresence CloudAXIS Suite.

Table 4: Solution Requirements

<i>Requirement</i>	<i>Description</i>
Polycom® RealPresence® Platform	Functioning RealPresence Platform with Polycom® RealPresence® DMA® and sufficient MCU capacity to meet your requirements.
.OVA	<p>Latest Experience Portal .OVA file, downloaded to your local machine from the Polycom support site.</p> <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.

<i>Requirement</i>	<i>Description</i>
Edge Proxy	If providing access to external guests through a firewall, a functioning firewall/NAT traversal element such as RealPresence Access Director, Virtual Edition or Acme Packet SBC 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 RealPresence [®] DMA and MCUs.
HTTP Reverse Proxy	If providing access to external guests through a firewall, an HTTP reverse proxy or a NAT server 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).
End User License Agreement (EULA)	Access the EULA for your product at http://support.polycom.com/PolycomService/home/home.htm

Minimum Server Requirements

The Services Portal and the Experience Portal in the 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 RealPresence CloudAXIS Suite requires a PC that meets the requirements in the following tables.

Table 6: Client Hardware Requirements

<i>Component</i>	<i>Description</i>
Processor	Intel Core i5, 2.5 GHz or higher

<i>Component</i>	<i>Description</i>
RAM	2 GB
Video memory	256 MB or more
Hard drive space	200 MB free
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 Bandwidths, Video Formats, and Resolutions

The Polycom RealPresence CloudAXIS Suite browser-based video conferencing client supports the bandwidths, video formats, and resolutions outlined in the following table.

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



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

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.



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 the service policies in the Polycom support site to find the current Polycom Supported Products matrix.

Table 9: Tested RealPresence Platform Product Versions

<i>Product</i>	<i>Tested Versions</i>
Polycom® RMX® 1500/2000/4000	8.1.7
Polycom® RealPresence® Collaboration Server™ 800s, Virtual Edition	8.2.0
Polycom® RealPresence® DMA™ 7000, Virtual Edition	6.0.2
Polycom® RealPresence® Resource Manager™, Virtual Edition	8.0.1
Polycom® RealPresence® Access Director™, Virtual Edition	3.0.0

Table 10: Other Tested Product Versions

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence Group Series	4.0.2 (N-1) 4.1.1 (N)
Polycom® High-Definition Room (HDX®) systems	3.1.2 or higher
Polycom® VVX® 500/600	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®)	3.0.0

<i>Product</i>	<i>Tested Versions</i>
Polycom® Converged Management Application™ (CMA®™) Desktop	6.2.4
Polycom® RealPresence® Mobile	2.3 or higher
Polycom® Sound Point® 650 SIP	4.0.3
Polycom® SoundStation® IP4000 SIP	3.1.7
Polycom® Touch Control Group Series	4.1.1 or higher
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
Exchange 2010	14.2.328.10 SP2 RU5v2
Acme Packet Net-Net Enterprise Session Director	6.0.4

Feature Overview

Polycom RealPresence CloudAXIS Suite enables users to experience online video conference meetings in a web browser and offers the following features:

New Features for 1.3.2

These are the new features in Release 1.3.2:

Services Portal

- You can invite an Active Directory (AD) contact while scheduling a meeting by searching in the AD configured by the Admin.
- The UTC time zone in email invites has been removed.
- The Calendar is sent in iCal format.



If migrating from old Instances, the email templates will have a UTC reference in Release 1.3.2. The Admin must manually reset the email templates after migration in 1.3.2 to avoid any UTC references in emails. Refer to the Reset Email Templates section in the Polycom® RealPresence® CloudAXIS™ Suite Administrators' Guide.

Features in Previous Releases

Release 1.3.1

- SIP authentication - The Experience Portal can now be configured to provide SIP credentials to meeting participants who authenticate via the web. For more information, see the Providing Secure Guest Access chapter in the RealPresence CloudAXIS Suite Administrators' Guide.
- Social connector proxy support - The Services Portal now supports accessing Google Talk and Facebook social contacts via an HTTP forward proxy. For more information, see the Configuring Proxy Setting section of the RealPresence CloudAXIS Suite Administrators' Guide and the Inviting Participants from Your Social Connector Contact List subsection of the RealPresence CloudAXIS Suite User Guide.
- Email template customization - The Services Portal now supports customizable templates for e-mail invites and other notifications. For more information, see the Customizing the Email Templates subsection in Chapter 2 of the RealPresence CloudAXIS Suite Administrators' Guide.

Release 1.3.0

- Localization

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- Updated license activation and management
 - Support for MCU Pool Order and Conference Template selection in the Services Portal RealPresence[®] DMA configuration
 - Web client support for MacOS
 - Services Portal administrative option to omit meetings passcode information in invitation e-mails

Release 1.2.1 and Earlier

- Content share
- Group chat
- Audio and video controls
- Access to Google Talk[™], Facebook, and Skype[™] contact lists
- Passcode-required conference security
- E-mail invitations to scheduled meetings and automatic updates
- Windows and RealPresence Mobile compatible click-to-call links

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 1.3.2 and earlier.

Known Services Portal Issues

This section lists the known Services Portal issues in Software Release 1.3.2 and earlier.

- 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.
- 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 or 9), Chrome, or Firefox.
Workaround: User must disable the pop-up blocker. When a user logs into the Services Portal for the first time and clicks MEET NOW, or accesses Social Contacts in the Experience Portal the first time, the pop-up will be blocked. Once the user allows pop-ups, the meeting page will automatically open the next time.
- 3723** When using Internet Explorer 8 or 9, the Activate button does not work in the Offline mode for License management.
Workaround: Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser.
- 3818** An Admin user that is created using non-English characters (Japanese/Korean/S Chinese/Russian) gets logged out immediately. Users with other non-English login names cannot access social contacts in Internet Explorer 8, 9, or 10 when in a meeting.
Workaround: No workaround in this release.

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- 3984** Unable to upload the Language Pack if using Internet Explorer 8 or 9.
Workaround: Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser.
- 4942** User cannot join a meeting as a participant from the Services Portal schedule.
Workaround: Click on the meeting invite link provided in the email invite.

Known Experience Portal Issues

This section lists the known Experience Portal issues in Software Release 1.3.2 and earlier.

- 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.
- 1261** The Audio Only setting in the DMA template is not getting reflected for the web client.
Workaround: No workaround in this release.
- 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.
- 2228** 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.
- 2642** End meeting confirmation dialog will not show up until you click on the Video feed.
Workaround: No workaround in this release.
- 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.
- 2791** Call ends randomly with error message "Lost Connection".
Workaround: No workaround in this release.
- 3229** Participant cannot be seen on the roster when he joins an adhoc call through a Join Bridge flow.
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 or 9), Chrome, or Firefox.
Workaround: User must disable the pop-up blocker. When a user logs into the Services Portal for the first time and clicks MEET NOW, or accesses Social Contacts in the Experience Portal the first time, the pop-up will be blocked. Once the user allows pop-ups, the meeting page will automatically open the next time.
- 4452** CloudAXIS plugin crashes in Firefox and Chrome when MEET NOW is selected.
Workaround: No workaround in this release.

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- 4529** The AXISConnect Plugin occasionally crashes when using Firefox on an Apple MAC.
Workaround: Use a different browser or reload the meeting.
- 4573** In the Experience Portal, the admin user is not able to delete “Access Points” from the VMR Settings page.
- 4610** When the Host ends a meeting, some users see a Lost Connection screen instead of a Thank You exit screen.
Workaround: No workaround in this release.
- 4668** Sometimes when loading a meeting, the Facebook social contacts pop-up screen appears blank.
Workaround: Reload the meeting
- 5014** Experience Portal plugins on either the Firefox or Chrome browser become unresponsive.
Workaround: No workaround in this release.
- 5265** No Content sharing or Invite Participants buttons appear after selecting (checking) the Remember My Username/Password box.
Workaround: No workaround in this release.
- 5714** Internet Explorer users are unable to update their existing versions of the CloudAXIS video plugin.
Workaround: Download and install the CloudAXIS plugin from the installer when joining a meeting from Internet Explorer.

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 1.3.2 and earlier.

Resolved Services Portal Issues

This section lists the resolved Services Portal issues in Software Release 1.3.2 and earlier.

- 457** Need provision of use AD search to invite people and send invite as a calendar event.
- 1092** Services Portal cannot create meetings if the default MCU Pool Order (Factory Pool Order) has been renamed.
- 1369** Unable to download Logs from the User Interface when using Internet Explorer 8.
- 2579** Loading the first page (after login) takes an inordinate amount of time.
- 2617** Super Admins are unable to change local user passwords.

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- 2907** The LDAP Subdomain update failed when the base Domain Name (DN) has the DC in lower case.
 - 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.
 - 3550** The Upload Certificate in Certificate Management does not work on Internet Explorer 8.
 - 4708** After a Services Portal upgrade, users viewing the portal in the Internet Explorer browser may need to clear their cache to see changes.
 - 5856** Removed UTC references in the Email templates, and now all created meetings are sent as Calendar Invites instead of plain mail text.

Resolved Experience Portal Issues

This section lists the resolved Experience Portal issues in Software Release 1.3.2 and earlier.

- 568** Audio continues after disconnecting the call in Internet Explorer.
- 1501** The Experience Portal access tokens used with Google Talk™ and Facebook timeout after an hour in the meeting. This prevents additional invites from being sent through Google Talk™ and Facebook.
- 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.
- 1682** The Experience Portal’s Administrator’s tool displays an error message when trying to generate certificates.
- 1716** In the Join Bridge option, the Passcode field on the Web page does not work. You have to manually enter the Passcode twice.
- 1835** The plug-in periodically crashes during meetings.
- 1892** The Experience Portal will not enforce server certificate validation of other components such as the Services Portal or DMA.
- 1897** Unable to enter an Email address on an Android when trying to join the CloudAXIS Conference via RealPresence Mobile.
- 2034** Participant User Interface freezes when the host initiates content. (The host was able to receive video in this situation.)
- 2070** System logging is not functional.
- 2594** Experience Portal admin logs are not accessible from the admin User Interface.
- 2633** The client enters a state in which it is able to send but not receive shared content.
- 2636** Log files are not generated after all logs are cleared from the admin User Interface.
- 2637** The “Video rate used” remains at 174k throughout a call.
- 2658** Entering into Full Screen mode from a Firefox browser results in a blank video screen until the user accepts the Allow settings.

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- 2666** Social Plugin prompts a Security Warning
 - 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.)
 - 2717** After upgrading from Experience Portal 1.1 to 1.2, users may be asked to download plugins again instead of updating.
 - 2721** On rare occasions, Experience Portal service has delays in responding.
 - 2750** The Call Information screen and data do not match the Comps.
 - 2796** The Start screen has problems with only a partial video preview window and inactive device selection pull downs.
 - 3058** Facebook/Google Talk Social Connector does not load online contacts.
 - 3370** If users log in as username@domain, they cannot launch the Experience Portal.
 - 3654** If an invalid SSL certificate and SSL certificate private key are applied to the administrator console, the administrator console is inaccessible after restart.
 - 3656** If a CloudAXIS meeting lasts longer than the scheduled duration, and the host ends the meeting for all participants, hardware endpoints remain in the meeting.
 - 3812** Record button does not work for “Join Bridge” meetings. (Works as designed.)
 - 3880** CloudAXIS Plugin Logs 470 Mb. No house cleaning?
 - 3911** Menu and User Information overlap in the Russian language. When you reach to the User Information tab you are unable to click on Menu.
 - 3922** Skype connector does not connect in Internet Explorer 9.
 - 4180** When an Active Directory user, created in a non-English language, tries to launch the web client using either the MEET NOW/HOST or JOIN flows, the web client does not launch.
 - 4665** After migrating to Release 1.3.1, the DMA Agent admin password is sometimes wrongly encrypted, thereby causing roster and recording issues.
 - 5615** The camera and microphone stop detecting on the plugin after the first or second attempt. This issue occurs using all browsers.
 - 5718** Cross Site scripting issues occur in the Experience Portal URL address.
 - 5862** The Experience Portal Email link does not work if the Internet Explorer protected mode is selected for the Internet Zone under the Internet security option.
 - 5863** The Experience Portal overwhelms the DMA with API calls and causes the DMA to crash.
 - 5877** The Experience Portal will not load on Mozilla and Chrome for Mac or Internet Explorer or Firefox for Windows due to an intermittent network connectivity issue.

Resolved Other Issues

There are no resolved other issues in Software Release 1.3.2.