



RELEASE NOTES

Software 1.4.0 | February 2014 | 3725-03317-005 Rev. A

RealPresence[®] CloudAXIS[™] Suite



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

Polycom is pleased to announce the 1.4.0 release of Services Portal and Experience Portal software in the Polycom[®] RealPresence[®] CloudAXIS[™] Suite. The RealPresence CloudAXIS Suite software release 1.4.0 provides the HTTPS Tunneling feature and fixes several issues from the 1.3.2 software release.

About These Release Notes

This section summarizes the contents of the *Polycom RealPresence CloudAXIS Suite Release Notes for Software Release 1.4.0*

- **Feature Overview** - This section lists the current core software features of this release.
- **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.
- **Known Issues and Workarounds** - This section lists existing known issues in this release and earlier and suggests workarounds (if available).
- **Resolved Issues** - This section lists the issues resolved for Software Release 1.4.0 and earlier.

Feature Overview

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

New Features

These are the new features in Release 1.4.0:

- HTTPS Tunneling

CloudAXIS video conferencing sessions can be hampered by restrictive firewall and proxy rules on the client side, which typically block egress UDP based traffic and can limit TCP egress to port 80 and 443. The HTTPS Tunneling solution enables Experience Portal web clients (when used with a version of Polycom RealPresence Access Director that supports HTTPS Tunneling) to resolve connection issues caused by restrictive firewalls.

HTTPS Tunneling should be used if a native connection (SIP/RTP) is not possible. However, video calls will not use TCP port 5060 if HTTPS Tunneling is enabled.

- An Admin can configure the Services Portal to send meeting invites as attachments or as calendar invites.

Different mail servers may have certain requirements for calendar invite email formats. Refer to the *Polycom RealPresence CloudAXIS Suite Administrator's Guide* for more details.

- Skype support is suspended in this release per Microsoft's decision to discontinue the Skype Desktop API. For more information, visit <http://app.info.polycom.com/e/es.aspx?s=1078&e=384406&elq=87ed9310364b4a08a5caec5b45e70710>.

Features in Previous Releases

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 iCalendar format.



Note: Migrating and Updating Email Templates

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.

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
- 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™ and Facebook contact lists
- Passcode-required conference security
- E-mail invitations to scheduled meetings and automatic updates
- Windows and RealPresence Mobile compatible click-to-call links

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.

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.

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 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 Services Portal and the Experience Portal in the RealPresence CloudAXIS Suite must meet the following requirements.

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
Apple Safari®	5.0.6 or higher

Solution Requirements

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

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	Latest Experience Portal .OVA file, downloaded to your local machine from the Polycom support site . Latest Services Portal .OVA file, downloaded to your local machine from the Polycom support site .
One or more ESXi hosts	Must be version 5.0 or higher, supporting 64-bit installations. 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.

<i>Requirement</i>	<i>Description</i>
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 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.</p> <p>RealPresence Access Director v 3.1 or higher is required to enable HTTPS Tunneling functionality.</p>
HTTP Reverse Proxy	<p>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).</p> <p>RealPresence Access Director 3.0 or later can also be used as an HTTP Reverse Proxy for the Experience Portal.</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 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.

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 4 virtual cores.
RAM	4 GB
Accessible Storage	100 GB

Minimum Client Hardware Requirements

The browser-based web client of the RealPresence CloudAXIS Suite requires a system that meets the requirements in the following tables.

Client Hardware Requirements

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

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.

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 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.



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

Tested RealPresence Platform Product Versions

<i>Product</i>	<i>Tested Versions</i>
Polycom® RMX® 1500/2000/4000	8.3.0.245 8.2.0.85.013
Polycom® RealPresence® Collaboration Server™ 800s	EMA v8.3.0.31
Polycom® RealPresence® DMA™ 7000	6.0.3 build 10 6.0.2.1 build 16
Polycom® RealPresence® Resource Manager™	8.0.1

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence® Access Director™	3.1 3.0

**Note: HTTPS Tunneling**

RealPresence Access Director v 3.1 or higher is required to support HTTPS Tunneling.

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
Polycom® Converged Management Application™ (CMA®™) Desktop	6.2.4
Polycom® RealPresence® Mobile	2.3 or higher
Polycom® RSS™ 4000	8.5.1
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

<i>Product</i>	<i>Tested Versions</i>
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



Note: HTTPS Tunneling and Acme

HTTPS Tunneling functionality is not supported with Acme Packet.

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 1.4.0 and earlier.

Known Services Portal Issues

This section lists the known Services Portal issues in Software Release 1.4.0 and earlier.

Known Services Portal Issues

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-1588	Configuring a DMA without selecting the DMA's Primary radio button produces a state with no primary DMA.	Set at least one DMA as primary in the Services Portal administrator's page.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-3236	The auto enabling pop-up functionality for the Meet Now and Add Social Contacts workflows does not work when using Internet Explorer (versions 8 or 9), Chrome, or Firefox.	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.
CAXIS-3861	A default Admin user name with non-English characters cannot be created on DMA.	No workaround in this release.
CAXIS-3926	In the Russian language localization, the "Duration" label is truncated in the Meeting Details dialog.	No workaround in this release.
CAXIS-3927	In the Russian language localization, the "Duration" label is truncated in the Confirm Meeting Details dialog.	No workaround in this release.
CAXIS-4013	Long meeting name causes distortion on the "view meeting" window.	Avoid using a long meeting name when scheduling a meeting.
CAXIS-4028	Sometimes Meet Now cannot be initiated from the main Meetings menu, although WSP indicates the meeting was created successfully.	Refresh the browser and relaunch Meet Now.
CAXIS-5666	User with Admin role has access to License Management, which should be available only to Super Admin users.	No workaround in this release.
CAXIS-5763	After migration, default WSP log level is set to "Info only" rather than "Debug."	Reset the log level to "Debug" after migration.
CAXIS-6283	In versions localized in Korean, Russian, Chinese, and Japanese, an Outlook meeting invitation displays a string of question marks in the Agenda field. The issue occurs when the Agenda field has been left blank.	Make sure the Agenda field contains text in these localized versions.

Known Experience Portal Issues

This section lists the known Experience Portal issues in Software Release 1.4.0 and earlier.

Known Experience Portal Issues

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
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<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-205	No appropriate error message displays when the Experience Portal server is unable to perform API communication with the Services Portal server.	View logs from the Experience Portal Administrator's tool.
CAXIS-1261	The Audio Only setting in the DMA template is not getting reflected for the web client.	No workaround in this release.
CAXIS-1515	The Experience Portal exits the meeting when network connectivity is lost.	Rejoin the meeting from the browser.
CAXIS-1529	The Host, the initiator of the meeting, can be dropped by a Presenter.	If a presenter switches himself to participant, another presenter has to switch the role back to presenter before the user can rejoin the meeting.
CAXIS-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.	Restart the Experience Portal to resume normal operations.
CAXIS-2642	End meeting confirmation dialog will not show up until you click on the Video feed.	No workaround in this release.
CAXIS-3229	Participant cannot be seen on the roster when he joins an adhoc call through a Join Bridge flow.	No workaround in this release.
CAXIS-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.	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.
CAXIS-4610	When the Host ends a meeting, some users see a Lost Connection screen instead of a Thank You exit screen.	No workaround in this release.
CAXIS-4668	Sometimes when loading a meeting, the Facebook social contacts pop-up screen appears blank.	Reload the meeting.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-4982	When attempting to dial a SIP access point (typically RPAD or DMA) to establish a video/audio session, the CloudAXIS web client will first attempt a DNS SRV record lookup based on the access point's Fully Qualified Domain Name (FQDN) as configured in the "DMA Config" section of the CloudAXIS Services Portal administrative interface. In environments where an SRV record has not been provisioned for the access point on the organization's DNS server, the SRV record lookup will normally return a "no such name" result. In this case, the web client will attempt an A record lookup of the access point's FQDN. In some environments, however, firewall DNS filtering may block the SRV lookup and cause a timeout of the DNS request. If the web client's SRV record lookup times out, the dial attempt to that access point will fail rather than falling back to an A record lookup.	Any DNS firewall filters that affect CloudAXIS deployment should be provisioned to allow the SRV record lookup used by the client to transmit the firewall and receive the appropriate positive or negative response from the organization's DNS server.
CAXIS-5035	After deleting log files from Admin UI, "forever" logs are not being generated.	Restart the server.
CAXIS-5265	No Content sharing or Invite Participants buttons appear after selecting (checking) the Remember My Username/Password box.	No workaround in this release.
CAXIS-5571	Video delayed or frozen and audio interrupted on call made from outside the enterprise network through HTTPs tunnel.	Try the call again with a higher bandwidth connection.
CAXIS-5724	When RPM users enter a meeting from a mobile device, their names appear twice in the meeting roster.	No workaround in this release.
CAXIS-5957	CloudAXIS sometimes shuts down after user joins a call.	No workaround in this release.
CAXIS-5964	Video does not start automatically when the media latching feature is enabled on Acme.	Disable the latching feature on Acme.
CAXIS-5990	When setting up a new tunnel Access Point type, the Access Proxy port is in use. A non-default port must be manually assigned to the address on the RPAD.	Add the port to access points in the format <IP/FQDN>:<Port Number> in DialString.
CAXIS-6096	Call fails after user launches the MEA client from a URL received in a scheduled meeting.	No workaround in this release.
CAXIS 6110	Edits made to the change_network_settings script in the CloudAXIS shell are not retained after a system reboot.	No workaround in this release.
CAXIS-6157	Users in Audio-only mode see the Connecting screen for 5-10 seconds after joining a call.	No workaround in this release.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-6164	Updated settings.json file does not upload.	No workaround in this release.
CAXIS-6189	Service Portal and Experience Portal pages stop responding during an active call.	No workaround in this release.
CAXIS-6242	MAC user behind forward proxy cannot join call.	No workaround in this release.
CAXIS-6364	User cannot join call after clicking Meet Now button.	No workaround in this release.
CAXIS-6386	User sees black media screen after clicking a URL to join a meeting using Google Chrome browser.	No workaround in this release.
CAXIS-6398	Audio quality is diminished after user switches from Video-only to Audio-only mode.	Try the call again with a higher bandwidth connection.
CAXIS 6474	If UDP ports are blocked in your enterprise deployment and HTTPS Tunneling is enabled, calls will only connect in tunneled mode.	Enable UDP access on your enterprise deployment.

Other Known Software Issues

This section lists other known software issues in Software Release 1.4.0 and earlier.

Other Known Software Issues

<i>Description</i>	<i>Workaround</i>
Internet Explorer 8.0's lack of full support for HTML5, CSS3, JavaScript, and XHR causes a less-than-optimal user experience.	Use Internet Explorer 9.0 (or higher), Mozilla Firefox, or Google Chrome.

Limitations

This section lists the limitations for the Services Portal, Experience Portal and other software limitations in Software Release 1.4.0 and earlier.

Services Portal Limitations

This section lists the limitations for the Services Portal in Software Release 1.4.0 and earlier.

Services Portal Limitations

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
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<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-3723	When using Internet Explorer 8 or 9, the Activate button does not work in the Offline mode for License management.	Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser.
CAXIS-3984	Unable to upload the Language Pack if using Internet Explorer 8 or 9.	Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser.
CAXIS-4864	Customized email templates cannot be uploaded using an Internet Explorer 8 or 9 browser.	Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser.
CAXIS-5442	The Deactivate License window disappears when the deactivation response is uploaded from the local machine using an Internet Explorer 8 or 9 browser.	Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser.

Experience Portal Limitations

There are no Experience Portal limitations in Software Release 1.4.0.

Other Limitations

This section lists other limitations in Software Release 1.4.0 and earlier.

Other Limitations

<i>Description</i>	<i>Workaround</i>
Tunnel calls are not supported when the forward proxy requires NTLM authentication.	No workaround in this release.
RealPresence CloudAXIS Suite does not support the Motion setting (60fps) on RMX. Users will see video delays if this setting is enabled on RMX.	Do not enable the Motion setting (60fps) on RMX.

Resolved Issues

This section lists the resolved Services Portal, Experience Portal, and other software issues in Software Release 1.4.0 and earlier.

Resolved Services Portal Issues

This section lists the resolved Services Portal issues in Software Release 1.4.0 and earlier.

Resolved Services Portal Issues

<i>Issue ID</i>	<i>Description</i>
CAXIS-457	Need provision of use AD search to invite people and send invite as a calendar event.
CAXIS-1092	Services Portal cannot create meetings if the default MCU Pool Order (Factory Pool Order) has been renamed.
CAXIS-1369	Unable to download Logs from the User Interface when using Internet Explorer 8.
CAXIS-2579	Loading the first page (after login) takes an inordinate amount of time.
CAXIS-2617	Super Admins are unable to change local user passwords.
CAXIS-2907	The LDAP Subdomain update failed when the base Domain Name (DN) has the DC in lower case.
CAXIS-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."
CAXIS-3550	The Upload Certificate in Certificate Management does not work on Internet Explorer 8.
CAXIS-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.
CAXIS-4708	After a Services Portal upgrade, users viewing the portal in the Internet Explorer browser may need to clear their cache to see changes.
CAXIS-4942	User cannot join a meeting as a participant from the Services Portal schedule.
CAXIS-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 1.4.0 and earlier.

Resolved Experience Portal Issues

<i>Issue ID</i>	<i>Description</i>
CAXIS-568	Audio continues after disconnecting the call in Internet Explorer.
CAXIS-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.
CAXIS-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.

<i>Issue ID</i>	<i>Description</i>
CAXIS-1682	The Experience Portal's Administrator's tool displays an error message when trying to generate certificates.
CAXIS-1716	In the Join Bridge option, the Passcode field on the Web page does not work. You have to manually enter the Passcode twice.
CAXIS-1835	The plug-in periodically crashes during meetings.
CAXIS-1892	The Experience Portal will not enforce server certificate validation of other components such as the Services Portal or DMA.
CAXIS-1897	Unable to enter an Email address on an Android when trying to join the CloudAXIS Conference via RealPresence Mobile.
CAXIS-2034	Participant User Interface freezes when the host initiates content. (The host was able to receive video in this situation.)
CAXIS-2070	System logging is not functional.
CAXIS-2594	Experience Portal admin logs are not accessible from the admin User Interface.
CAXIS-2633	The client enters a state in which it is able to send but not receive shared content.
CAXIS-2636	Log files are not generated after all logs are cleared from the admin User Interface.
CAXIS-2637	The "Video rate used" remains at 174k throughout a call.
CAXIS-2658	Entering into Full Screen mode from a Firefox browser results in a blank video screen until the user accepts the Allow settings.
CAXIS-2666	Social Plugin prompts a Security Warning.
CAXIS-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.).
CAXIS-2717	After upgrading from Experience Portal 1.1 to 1.2, users may be asked to download plugins again instead of updating.
CAXIS-2721	On rare occasions, Experience Portal service has delays in responding.
CAXIS-2723	The Experience Portal Roster occasionally displays users who may have left the meeting. In addition, the Roster also occasionally displays incorrect participants.
CAXIS-2750	The Call Information screen and data do not match the Comps.
CAXIS-2791	Call ends randomly with error message "Lost Connection".
CAXIS-2796	The Start screen has problems with only a partial video preview window and inactive device selection pull downs.
CAXIS-3058	Facebook/Google Talk Social Connector does not load online contacts.
CAXIS-3370	If users log in as username@domain, they cannot launch the Experience Portal.

<i>Issue ID</i>	<i>Description</i>
CAXIS-3654	If an invalid SSL certificate and SSL certificate private key are applied to the administrator console, the administrator console is inaccessible after restart.
CAXIS-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.
CAXIS-3812	Record button does not work for "Join Bridge" meetings. (Works as designed.)
CAXIS-3880	CloudAXIS Plugin Logs 470 Mb. No house cleaning?
CAXIS-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.
CAXIS-3922	Skype connector does not connect in Internet Explorer 9.
CAXIS-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.
CAXIS-4452	CloudAXIS plugin crashes in Firefox and Chrome when Meet Now is selected.
CAXIS-4573	In the Experience Portal, the admin user is not able to delete "Access Points" from the VMR Settings page.
CAXIS-4529	The AXISConnect Plugin occasionally crashes when using Firefox on an Apple MAC.
CAXIS-4665	After migrating to Release 1.3.1, the DMA Agent admin password is sometimes wrongly encrypted, thereby causing roster and recording issues.
CAXIS-5014	Experience Portal plugins on either the Firefox or Chrome browser become unresponsive.
CAXIS-5615	The camera and microphone stop detecting on the plugin after the first or second attempt. This issue occurs using all browsers.
CAXIS-5714	Internet Explorer users are unable to update their existing versions of the CloudAXIS video plugin.
CAXIS-5718	Cross Site scripting issues occur in the Experience Portal URL address.
CAXIS-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.
CAXIS-5863	The Experience Portal overwhelms the DMA with API calls and causes the DMA to crash.
CAXIS-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.

Other Resolved Issues

There are no other resolved issues in Software Release 1.4.0.