



RELEASE NOTES

Software 1.7.0 | April 2015 | 3725-03317-005F

RealPresence® CloudAXIS® Suite



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What's New in Release 1.7.0

Polycom® RealPresence® CloudAXIS® Suite enables users to experience online video conference meetings in a web browser. See the section [Feature Enhancements](#) for major updates to the RealPresence CloudAXIS Suite software.

This release requires a complete installation of the RealPresence CloudAXIS Suite software for both the RealPresence CloudAXIS Services Portal and RealPresence CloudAXIS Experience Portal. See the [Polycom RealPresence CloudAXIS Suite Administrator Guide](#) for instructions on installing a new version of the software and migrating settings from your previous installation.



Note: Get the latest product information from Polycom Support

To view the latest Polycom product documentation, visit the Polycom RealPresence CloudAXIS Support page on [Polycom Support](#).

Feature Enhancements

The RealPresence CloudAXIS Suite 1.7.0 release supports the features described below.

User Interface Improvements

The user interface for the RealPresence CloudAXIS Services and Experience Portal has gone through a redesign for RealPresence CloudAXIS Suite 1.7.0. Improvements to the web client include a new flat design, meeting control icons and menu items in one area of the screen, and user-controlled layout of video and content windows. Mobile experience improvements include bigger icons and frequently used icons prominently displayed on the RealPresence CloudAXIS Services Portal.

Enhanced Roster Control

The Roster enables users to view all meeting attendees by categories (chairperson, participant, and guests), displays an Active Speaker indicator, and enables chairpersons to manage permissions for attendees. From the Roster, chairpersons can mute all or individual attendees, promote or demote attendees, and drop attendees from the meeting.

White Labeling

Administrators can customize the background, help links, and footer URLs; add a company logo and favorite icon; change the application title; enable notification messages to be displayed upon user login; customize a downtime notification; and choose the settings for the Login screen for the RealPresence CloudAXIS Services Portal.

Improved Mobile Device Capabilities

Users can now join a VMR from a web browser on a mobile device with Roster, roster control, and chat functionality. A chairperson can also use meeting controls from the browser on a mobile device to control other Polycom product client devices such as RealPresence Group Series, HDX, and RealPresence Desktop.

Role Assignments and Permissions

Administrators can set policies for assigning each attendee who joins a meeting one of the following roles: chairperson, participant, or guest when they join meetings using the RealPresence CloudAXIS Services Portal.

Administrators can manage and enable the permissions associated with and assigned to the participant and guest roles. The chairperson role has all permissions enabled by default and cannot be changed.

SNMP Monitoring and Notifications

Administrators can set up the Simple Network Management Protocol (SNMP) to monitor the RealPresence CloudAXIS Services Portal through the RealPresence Platform Director environment or through any monitoring tool that uses a simple network. This feature also generates SNMP notifications for the RealPresence CloudAXIS Services Portal.

Personal VMR Management

Users can choose their personal Virtual Meeting Room (VMR) numbers (as assigned via the RealPresence DMA) or enter other VMR numbers when scheduling meetings using the RealPresence CloudAXIS Services Portal.

Hyper-V Virtual Machine Deployment

Administrators can deploy RealPresence CloudAXIS Suite as a virtual machine on Microsoft Hyper-Visor Server 2012 R2 using VHD files.

Other Feature Enhancements and Changes

The following feature enhancements and changes were made in the RealPresence CloudAXIS Suite 1.7.0:

- Added notifications for the Roster, Chat, and other feature components that display in the Meeting Portal.
- Removed Facebook and Google+ from the RealPresence CloudAXIS Experience Portal, and added Google+ to the RealPresence CloudAXIS Services Portal.
- Removed the social contact application plug-in.
- Added people and content layout options during content sharing.

- Added a set of layouts for people and content in SVC calls.
- Added role-based passcodes for entering meetings.
- Added automatic designation of chairperson based on the VMR used for meetings.
- Added the options to set audio, video, content, and call quality settings before joining a meeting.
- Added the capability to prompt users on how to enable the RealPresence CloudAXIS plug-in for meetings in Google Chrome version 42 or later.

LinkedIn No Longer Supported

Due to the changes in the API structure by LinkedIn, retrieving contacts from LinkedIn for use in RealPresence CloudAXIS Suite will no longer work after May 5, 2015. To avoid any issues, you should not enable the **LinkedIn™** social connector checkbox in the **Social Policy** tab on the RealPresence CloudAXIS Services Portal, as shown next.

The screenshot shows the 'SOCIAL POLICY' tab in the configuration interface. Under the heading 'Enable Social Connectors', there are two sections: 'GOOGLE™' and 'LINKEDIN™'. The 'GOOGLE™' section is active, showing fields for App ID, APP Secret, Auth Scope, and Refresh Interval (set to 5). The 'LINKEDIN™' section is inactive, with its checkbox unselected. A red 'UPDATE' button is located at the bottom left of the form area.

Release History

This following table shows the release history of RealPresence CloudAXIS Suite.

Release History

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|---|
| 1.7.0 | April 2015 | <ul style="list-style-type: none">• Enhanced roster control• White Labeling• Role Assignments And Permissions• Personal VMR Management• Support for SNMP monitoring and notifications on the Services Portal• Improved the user interface and user experience• Added notifications for the Roster, Chat, and other feature components that display in the Meeting Portal• Removed Facebook and Google+ from the RealPresence CloudAXIS Experience Portal, and added Google+ to the RealPresence CloudAXIS Services Portal• Removed the social contact application plug-in• Added people and content layout options during content sharing• Added a set of layouts for people and content in SVC calls• Added role-based passcodes for entering meetings• Added automatic designation of chairperson based on the VMR used for meetings• Added the options to set audio, video, content, and call quality settings before joining a meeting• Added the option to join a VMR from a web browser on a mobile device with the Roster, roster control, and chat functionality• Added the capability to prompt users on how to enable the RealPresence CloudAXIS plug-in for meetings in Google Chrome version 42 or later |
| 1.6.2 | November 2014 | <ul style="list-style-type: none">• Added support for direct access probe for tunneling on Windows |

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|--|
| 1.6.1 | August 2014 | <ul style="list-style-type: none"> • Support for UPN login format • Improvements in the LDAP integration • User's home page shows display name rather than login name • Resolved Arabic localization issue • Resolved error loading social networking plugins • Fixed content-sharing issue on MacBook Air • Resolved problem with single sign-on (SSO) in restrictive firewall environments • Support for additional users in the RealPresence CloudAXIS Services Portal and restricted shell • Addition of chairperson passcode for a scheduled meeting • Updates to OpenSSL libraries • Option to either terminate or continue a conference when the chairperson drops |
| 1.6.0 | July 2014 | <ul style="list-style-type: none"> • Support in RealPresence CloudAXIS Suite for license integration with RealPresence Platform Director 1.7.0 • Content over HTTPS tunneling for RealPresence CloudAXIS Suite meeting participants • RealPresence Mobile HTTPS tunneling functionality enabled by the RealPresence CloudAXIS Experience Portal • Real Presence Mobile roster functionality enabled by the RealPresence CloudAXIS Experience Portal • Enhanced log management for RealPresence CloudAXIS Experience Portal administrators |
| 1.5.0 | June 2014 | <ul style="list-style-type: none"> • Support in RealPresence CloudAXIS Suite for Polycom's SVC (Scalable Video Codec) solution • Support for Single Sign-On (SSO) enables the use of an existing Active Directory domain for user authentication • Redesigned administrator's user interface on the RealPresence CloudAXIS Experience Portal makes administrative tasks more intuitive • A signal-strength bar in the RealPresence CloudAXIS Suite desktop client shows users their network status • Users can join meetings from the Polycom signature in RealPresence CloudAXIS Suite meeting invites |
| 1.4.0 | March 2014 | <ul style="list-style-type: none"> • HTTPS tunneling • Flexibility in selection of meeting invite format • Suspension of Skype support |
| 1.3.2 | December 2013 | <ul style="list-style-type: none"> • Ability of a meeting host to invite an Active Directory contact to a meeting • Removal of the UTC time zone in e-mail invites • Calendar formatted for iCalendar |

| <i>Release</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---------------------|---|
| 1.3.1 | September 2013 | <ul style="list-style-type: none">• SIP authentication• Social connector proxy support• E-mail template customization |
| 1.3.0 | July 2013 | <ul style="list-style-type: none">• Localization• Updated license activation and management• Support for MCU Pool Order and Conference Template selection in the RealPresence CloudAXIS Services Portal RealPresence DMA configuration• Web client support for Mac OS• RealPresence CloudAXIS Services Portal administrative option to omit meetings passcode information in invitation e-mails |
| 1.2.1 | June 2013 | <ul style="list-style-type: none">• Content sharing• 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 |
| 1.2.0 | April 2013 | No new features |
| 1.1.0 | April 2013 | Initial release |

Solution Requirements

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

The following hardware and software requirements were determined based on test scenarios. The quality of video transmission and content-sharing on your system may vary based on how various equipment—including firewalls, routers, proxy servers, load balancers, WAN accelerators, and others—is configured on your network.

Operating System Requirements

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

Operating System Requirements

| <i>System Type</i> | <i>Description</i> |
|---|--|
| Microsoft® Windows® 32-bit and 64-bit systems | Windows 7 Windows 8 Windows 8.1 |
| Mac® | Mac OS® 10.7.5 or higher |
| iOS | 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 RealPresence Mobile documentation for information on compatibility with version 2.3 or later. |
| Other | Android™ Check RealPresence Mobile documentation for information on compatibility with version 2.3 or later. |

Client Software Components

Installing the following software component onto end-users' computers enables full functionality of RealPresence CloudAXIS Suite.

Required Client-Side Software Components

| <i>Component</i> | <i>Description</i> |
|---|--|
| RealPresence CloudAXIS Suite Client plug-in | Required for web browser-based SIP audio/video services; enabled via the RealPresence CloudAXIS Experience Portal. Download this plug-in by accessing the RealPresence CloudAXIS Experience Portal using a supported device. |

Browser Requirements

The RealPresence CloudAXIS Services and Experience Portals in the RealPresence CloudAXIS Suite are listed in the following table. Polycom supports only production versions of web browsers; beta or development versions are not supported for use with RealPresence CloudAXIS Suite products.

Browser Requirements

| <i>Browser</i> | <i>Description</i> |
|------------------------------|----------------------------|
| Microsoft Internet Explorer® | 8.0 or higher ¹ |
| Mozilla Firefox® | 14.0 or higher |
| Google Chrome™ | 11.0 or higher (32-bit) |
| Apple® Safari® | 6.1.6 or higher |

¹ RealPresence CloudAXIS Suite will no longer support Internet Explorer 8 after this 1.7.0 release.

Google Chrome Browser Limitations

The following are a list of limitations when using RealPresence CloudAXIS Suite in Google Chrome:

- In April 2015, Google released Chrome version 42, which (by default) disables the Netscape Plugin Application Programming Interface (NPAPI) in the browser. Users of the 32-bit Windows version of Chrome need to enable NPAPI in Chrome to use the RealPresence CloudAXIS plug-in with this version of Chrome and later versions.

Workaround: End users can copy **chrome://flags/#enable-npapi** into the address bar in Google Chrome, scroll to **Enable NPAPI**, click **Enable**, and click **Relaunch Now**.

Alternatively, enterprise administrators can enable NPAPI and also whitelist the RealPresence CloudAXIS Suite plug-in by adding it to the EnabledPlugins policy list. Administrators can push the registry remotely to all enterprise users. See the Chromium Policy List for information on whitelisting the plug-in.

- On Mac computers, RealPresence CloudAXIS Suite does not support Google Chrome for Mac OS X versions 39, released in November 2014, or later.

Workaround: Use another web browser, such as Safari version 6.1.6 or later or Firefox version 14 or later.

- RealPresence CloudAXIS Suite does not support the Google Chrome for Windows 64-bit version originally released in August 2014.
Workaround: Use a 32-bit version of Chrome, or use Internet Explorer version 8 or later or Firefox version 14 or later.
- In September 2015, Google is expected to release Chrome version 45, which disables the Netscape Plugin Application Programming Interface (NPAPI) in the browser entirely. At that time, this version of RealPresence CloudAXIS Suite will cease to function with any version of Chrome. A future update of RealPresence CloudAXIS Suite is expected to address the Chrome compatibility issue before that time.

For more information on Google's ongoing program to discontinue NPAPI support in Chrome, see The Chromium Projects website.

Server Requirements

The RealPresence CloudAXIS Services and Experience Portals in the RealPresence CloudAXIS Suite require two virtual machine (VM) instances, one for the RealPresence CloudAXIS Services Portal and one for the RealPresence CloudAXIS 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: ≥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 |

Other System Requirements

The requirements to enable the RealPresence CloudAXIS Services and Experience Portals in the Polycom RealPresence CloudAXIS Suite.

Other System Requirements

| <i>Requirement</i> | <i>Description</i> |
|---------------------------------|---|
| Polycom® RealPresence® Platform | Functioning RealPresence Platform with Polycom® RealPresence® DMA® and sufficient MCU capacity to meet your network requirements. |

| <i>Requirement</i> | <i>Description</i> |
|--|--|
| .OVA Files | <p>Latest RealPresence CloudAXIS Experience Portal .OVA file downloaded to your local machine from Polycom Support.</p> <p>Latest RealPresence CloudAXIS Services Portal .OVA file downloaded to your local machine from Polycom Support.</p> |
| .VHD File | Latest RealPresence CloudAXIS Suite .VHD file downloaded to your local machine from Polycom Support . |
| One or more ESXi hosts | <p>Must be version 5.0 or higher, supporting 64-bit installations.</p> <p>Using a vSphere client, you must be able to access and administer your VMware ESXi hosts either directly or from a vCenter controlling the hosts.</p> |
| VMware vSphere vCenter controller | Optional |
| Microsoft Hyper-Visor Server | Optional |
| Dynamic Host Configuration Protocol (DHCP) | Allows the portals to obtain their IP addresses. |
| LDAP Server | <p>Optional. Enables authentication for enterprise users with their network credentials. The RealPresence CloudAXIS Services Portal currently supports integration with only Microsoft Active Directory.</p> <p>This feature also enables administrators to import users from an enterprise LDAP server. The administrator can edit user roles or set user status as inactive for imported users.</p> <p>For information on user roles and on changing imported user accounts, see the Polycom RealPresence CloudAXIS Suite Administrator Guide.</p> |
| SMTP Server | Enables the RealPresence CloudAXIS Services Portal to deliver e-mail 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, as outlined in the Polycom RealPresence CloudAXIS Suite Administrator Guide. This element requires provisioning to allow SIP guest access and optional H.323 access to your RealPresence DMA and MCUs.</p> <p>RealPresence Access Director 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 optional web socket access to the RealPresence CloudAXIS Experience Portal and HTTPS access to the RealPresence CloudAXIS Services Portal.</p> <p>RealPresence Access Director 3.0 or later can also be used as an HTTP Reverse Proxy for the RealPresence CloudAXIS Experience Portal.</p> |

| <i>Requirement</i> | <i>Description</i> |
|-----------------------------------|---|
| End User License Agreement (EULA) | Access the EULA for your product on Polycom Support . |

Products Tested with this Release

RealPresence CloudAXIS Suite systems are tested extensively with a wide range of products. While the following list is not a complete inventory of compatible equipment, it lists the products that have been specifically tested for compatibility with this release.



Note: Update your system

Polycom recommends that you upgrade all of your Polycom systems with the latest software versions, as compatibility issues may have been addressed by software updates, before contacting Polycom support. Refer to the Current Polycom Interoperability Matrix on the [Polycom Service Policies](#) site.

Polycom RealPresence Platform Product Versions Tested

| <i>Product</i> | <i>Tested Versions</i> |
|--|------------------------|
| Polycom® RMX® 1500/2000/4000 | 8.6 8.5 8.4.1 |
| Polycom® RealPresence® Collaboration Server 800s | 8.6 8.5 8.4.1 |
| Polycom® Capture Server | 1.6.1 1.7 1.8 |
| Polycom® RealPresence® DMA® 7000 | 6.2.0 6.1 |
| Polycom® RealPresence® Resource Manager | 8.2.0 |
| Polycom® RealPresence® Access Director™ | 4.1 4.0 |
| Polycom® RealPresence® Platform Director™ | 1.7.0 |



Note: HTTPS tunneling

RealPresence Access Director 3.1 or higher is required to support HTTPS tunneling. To support Content Sharing over HTTPS tunneling, RealPresence Access Director 4.0 or higher is required.

Other Product Versions Tested

| <i>Product</i> | <i>Tested Versions</i> |
|--|---|
| Polycom® RealPresence® Group Series systems | 4.1.3 |
| Polycom® HDX® group video systems | 3.1.4 or higher |
| Polycom® VVX® 500 and VVX 600 | UCS 4.0.2 UCS 4.0.3 UCS 4.1.0 UCS 4.1.2 (applies to VVX 600) |
| Polycom® RealPresence® Desktop | 3.2 |
| Polycom® Converged Management Application™ (CMA®) applications | 6.2.4 |
| Polycom® RealPresence® Mobile | 3.3 or later |
| Polycom® RSS™ 4000 | 8.5.1 |
| Polycom® SoundPoint® IP 650 | 4.0.3 |
| Polycom® SoundStation® IP4000 | 3.1.7 |
| Polycom® Touch Control | 4.1.1 or later |
| Cisco 4505 | 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. |
| Polycom® CX600 | 4.0 |
| Polycom® CX7000 | 1.2.0 |

| <i>Product</i> | <i>Tested Versions</i> |
|---|------------------------|
| Lync® 2010 client | 4.0 |
| Lync® 2010 Server | 4.0 |
| Polycom Conference for Microsoft Outlook | 1.3.0 |
| Exchange 2010 | 14.03 |
| Acme Packet Net-Net Enterprise Session Director | 6.0.4 |

System Capabilities and Constraints

The following sections provide information on capabilities supported for RealPresence CloudAXIS Suite in this release and any restrictions and constraints.

Supported Bandwidths, Video Formats, and Resolutions

The RealPresence CloudAXIS Suite browser-based video conferencing client supports the bandwidth, video format, and resolution as outlined in the following tables. Individual system performance and camera capabilities may limit available video formats and resolutions.



Note: Bandwidth regulation

The RealPresence DMA in your Polycom environment sets and regulates bandwidth available for meeting attendees using the RealPresence CloudAXIS Services and Experience Portals.

For a complete list of bandwidth capabilities, see the [Polycom RealPresence CloudAXIS Suite Administrator Guide](#).

Supported Bandwidth, Video Format, and Resolutions

| <i>Bandwidth</i> | <i>Video Format</i> | <i>Resolutions</i> |
|---------------------|---------------------|--------------------|
| 256 kbps–511 kbps | QVGA | 320×240 |
| 512 kbps–1023 kbps | VGA | 640×480 |
| 1024 kbps–1920 kbps | 720p (HD) | 1280×720 |

Firewall Restrictions

Polycom recommends system administrators configure RealPresence CloudAXIS Suite to operate inside the enterprise firewall, protected by a web reverse proxy, such as one included with Polycom RealPresence Access Director. Implementing a demilitarized zone (DMZ) with the RealPresence CloudAXIS Suite components between the inner and outer firewall requires additional rules to be added to the internal firewall of the DMZ to enable the RealPresence CloudAXIS Suite components to communicate with enterprise services, including the Polycom RealPresence DMA system, Active Directory, and Exchange. This configuration is not tested as part of the standard solution deployment and therefore is not supported by Polycom.

System Constraints

The following sections describe the start and restart order for RealPresence CloudAXIS Suite.

Starting RealPresence CloudAXIS Suite

When starting RealPresence CloudAXIS Suite, make sure to start the RealPresence DMA system and RealPresence CloudAXIS Services Portal before starting the RealPresence CloudAXIS Experience Portal. If you do not start RealPresence CloudAXIS Suite in this order, the API that handles feature functionality on the Experience Portal is impacted.

Restarting RealPresence CloudAXIS Suite

When restarting the RealPresence DMA system or RealPresence CloudAXIS Services Portal, make sure to also restart the RealPresence CloudAXIS Experience Portal afterwards. If you restart the RealPresence DMA system or Services Portal without restarting the Experience Portal afterwards, the API that handles feature functionality on the Portal is impacted.

Virtual Edition Host Server Hardware Profile

The following table describes the minimum VM host deployment settings for an instance of the RealPresence CloudAXIS system. It also shows the typical performance capacities of that deployment.

Minimum Deployment Settings for the RealPresence CloudAXIS Experience Portal

| <i>Component</i> | <i>Minimum Deployment Settings</i> |
|------------------|---|
| CPU | 4000 MHz allocation, 1500 MHz reservation |
| Memory | 4 GB |
| Storage | 100 GB |
| Performance | 80 Concurrent Calls |

Minimum Deployment Settings for the RealPresence CloudAXIS Services Portal

| <i>Component</i> | <i>Minimum Deployment Settings</i> |
|------------------|---|
| CPU | 2000 MHz allocation, 1000 MHz reservation |
| Memory | 4 GB |
| Storage | 100 GB |
| Performance | 80 Administrator Logins |

Because of differences in hardware and virtual machine environments, the performance information is provided for guidance purposes and does not represent a guarantee of any kind by Polycom.

Known Issues

This section lists known issues and limitations for the RealPresence CloudAXIS Services Portal, RealPresence CloudAXIS Experience Portal, and other software issues and workarounds (if available) for this and earlier releases.

Known RealPresence CloudAXIS Services Portal and Experience Portal Issues

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|------------------|----------------|---|---|
| Certificates | CAXIS-9280 | 1.7.0 | The SAN field cannot be entered as part of the certificate signing requests initiated from the RealPresence CloudAXIS Experience Portal. | No workaround in this release. |
| Connectivity | CAXIS-1515 | 1.3.2 | The RealPresence CloudAXIS Experience Portal disconnects from the meeting when network connectivity is lost. | Rejoin the meeting from the browser. |
| Connectivity | CAXIS-8750 | 1.7.0 | In some circumstances during a call, network errors may cause the websocket that is used by the RealPresence CloudAXIS Suite web client to communicate with the RealPresence CloudAXIS Experience Portal to disconnect, the browser page will refresh, and the current call will be dropped. | If the network errors are temporary, rejoin the meeting. |
| Functionality | CAXIS-4982 | 1.3.1 | <p>When attempting to dial a SIP access point such as RPAD or DMA to establish a video or audio session, the RealPresence CloudAXIS Suite web client first attempts a DNS SRV record lookup based on the Fully Qualified Domain Name (FQDN) for the access point, as configured in the "DMA Config" section of the RealPresence CloudAXIS Services Portal administrator 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 normally returns a "no such name" result.</p> <p>In this case, however, the web client attempts 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 fails, rather than falling back to an A record lookup.</p> | Provision DNS firewall filters that affect RealPresence CloudAXIS Suite deployment 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. |

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|------------------|------------------|----------------|---|--|
| Functionality | CAXIS-5990 | 1.4.0 | 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. |
| Functionality | CAXIS-9612 | 1.7.0 | Remote RealPresence Mobile users who access RealPresence CloudAXIS Suite meetings via the RealPresence Access Director, and who are logged in as authenticated users, will not be able to access the RealPresence CloudAXIS Suite roster. Internal RealPresence Mobile users should not see this problem. | To work around this issue either: <ul style="list-style-type: none"> • Connect to CloudAXIS via a VPN instead of through RPAD • Login to CloudAXIS as a guest, and then have a user who has chairperson permissions and is logged in on a Windows or Mac webclient promote you to chairperson. |
| Interoperability | CAXIS-8575 | 1.7.0 | The "Click here to join the meeting" hyperlink displays as plain text in the e-mail invite for users with the Outlook client running on Google Nexus with the Android Lollipop OS. | Copy the meeting link and paste it directly into the browser. |
| Interoperability | CAXIS-8923 | 1.7.0 | When using a Windows-based tablet, such as a Microsoft Surface Pro, the meeting layout does not adjust when shifting from the landscape orientation to the portrait orientation. | Return the tablet to the landscape orientation. |
| Interoperability | CAXIS-8980 | 1.7.0 | When using the Samsung browser in certain Samsung phones, if you view the RealPresence CloudAXIS Experience Portal in landscape orientation and rotate the phone to portrait orientation, the page may not fully adjust properly to fit on the screen. | Rotate the phone back to landscape orientation. |
| Server | CAXIS-7148 | 1.6.0 | "VMWare Tools" status on the vCenter server shows "status unknown." | No workaround in this release. |
| User Experience | CAXIS-205 | 1.0.0 | An appropriate error message is not displayed when the RealPresence CloudAXIS Experience Portal server is unable to perform API communication with the RealPresence CloudAXIS Services Portal server. | View logs from the RealPresence CloudAXIS Experience Portal Administrator's tool. |

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|------------------|----------------|--|--|
| User Experience | CAXIS-1529 | 1.3.2 | The Host, the initiator of the meeting, can be dropped by a Presenter. | If a presenter switches his role to participant, another presenter must switch the role back to presenter before the user can rejoin the meeting. |
| User Experience | CAXIS-7390 | 1.6.1 | In rare cases, when you attempt to disconnect from a RealPresence CloudAXIS Suite meeting on a Mac, the Meeting Portal may not fully disconnect. The following are indications that this has happened: <ul style="list-style-type: none"> • A spinning rainbow cursor displays and does not go away. • The "Yes" button on the "Would you like to leave the meeting?" displays grey and you cannot select it. • The dialog remains open. • The camera in-use light remains on. | Restart your web browser or end the RealPresence CloudAXIS plug-in process in the Activity Monitor application found in /Applications/Utilities. |
| User Experience | CAXIS-8434 | 1.7.0 | When six or more attendees are in an SVC-only meeting, some video may appear blurred. | No workaround in this release. |
| User Experience | CAXIS-8740 | 1.7.0 | In some situations, refreshing the browser while in a call may display an unexpected page. | Close the browser and reconnect to the call. If this does not recover your page, you may need to clear the browser cache. Refer to your browser's help instructions for information on clearing the cache. |
| User Experience | CAXIS-9102 | 1.7.0 | If a chairperson uses the roster to promote a guest to chairperson just as they are joining the meeting, the guest will instead be disconnected from the meeting. | The chairperson should wait until the guest is fully connected with audio and video before promoting them. |
| User Experience | CAXIS-9457 | 1.7.0 | If a standard video endpoint (e.g. HDX) joins a scheduled meeting before a web user joins the same meeting using scheduled URL link, then the standard endpoint will not show up properly in the RealPresence CloudAXIS Suite roster, and conference control functions will not be able to be executed on them. | Hang up and dial back in after a web-based RealPresence CloudAXIS Suite user joins using a scheduled URL link. |

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|------------------|----------------|---|--|
| User Experience | CAXIS-9463 | 1.7.0 | If an RealPresence Mobile user joins a RealPresence CloudAXIS Suite conference by dialing a numeric VMR number instead of clicking on a conference link, and they join the conference before any browser-based RealPresence CloudAXIS Suite users have joined, then their conference roster will not be accurate, and their chat session will not be shared with other conference participants. | Hang up and rejoin the conference. Use the conference URL link. |
| User Interface | CAXIS-7991 | 1.7.0 | If a user attempts to join a meeting before the plug-in installation is complete, the user's name displays in the Roster twice with "_web" added to the end of one of the entries. | No workaround in this release. This issue should not affect the conference functionality. |
| User Interface | CAXIS-8502 | 1.7.0 | When connecting to a call using Chrome and a pop-up window overlaps part of the video and then canceled, in some instances the video in the overlapped part of the screen doesn't recover. | Force a redraw of the video by adjusting the Chrome browser size. |
| User Interface | CAXIS-9013 | 1.7.0 | The administrator interface freezes on the loading screen and displays a white screen in Mozilla Firefox when self-signed certificates are uploaded to the RealPresence CloudAXIS Experience Portal. | Do one of the following: <ul style="list-style-type: none"> • Use Google Chrome or Internet Explorer to access the administrator interface. • Use Google Chrome or Internet Explorer to upload a valid certificate in the administrator interface. |
| User Interface | CAXIS-9081 | 1.7.0 | Occasionally the admin UI will freeze on loading and display a white screen in Firefox. | Access the admin UI through one of the other supported browsers. |
| User Interface | CAXIS-9360 | 1.7.0 | In some instances, the browser page that a RealPresence CloudAXIS Suite call is presented in may stop responding to mouse clicks. | Refresh the browser and rejoin the call. |
| Video | CAXIS-5571 | 1.4.0 | In some environments, video may be delayed or frozen on calls made from outside the enterprise network through an HTTPS tunnel. | Try the call again with a higher bandwidth connection. |

Other Known Software Issues

| <i>Category</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|--|--|
| Browser | Internet Explorer 8.0 lacks full support for HTML5, CSS3, JavaScript, and XHR, which causes a less-than-optimal user experience. | Use Internet Explorer 9.0 or higher, Mozilla Firefox, or Google Chrome (see Google Chrome Browser Limitations for more information). |

Limitations

This section lists the limitations for the RealPresence CloudAXIS Services Portal, RealPresence CloudAXIS Experience Portal, and other software limitations and workarounds (if available) in this and earlier releases.

RealPresence CloudAXIS Services Portal and Experience Portal Limitations

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|------------------|----------------|---|--|
| Browser | CAXIS-3236 | 1.2.1 | The auto-enabling pop-up functionality for the Meet Now workflow is not available in Internet Explorer (versions 8 or 9), Chrome, or Firefox. | User must disable the pop-up blocker. When a user logs into the RealPresence CloudAXIS Services Portal for the first time and clicks Meet Now, or accesses Social Contacts in the RealPresence CloudAXIS Experience Portal the first time, the pop-up will be blocked. When the user allows pop-ups, the meeting page will automatically open the next time. |
| Browser | CAXIS-3723 | 1.3.0 | 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. |
| Browser | CAXIS-3984 | 1.3.0 | 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. |
| Browser | CAXIS-4864 | 1.3.1 | 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. |

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------|------------------|----------------|--|---|
| Browser | CAXIS-8254 | 1.6.1 | When accessing a RealPresence CloudAXIS meeting using Safari 6.2, 7.1, or 8.0 with enterprise credentials, Safari crashes. This occurs in situations when web client users enter their enterprise email address on the CloudAXIS Meeting Experience Portal sign in page. This crash is due to a problem in these versions of the Safari Browser. | Update your Safari browser to versions 6.2.2, 7.1.2, or 8.0.2. |
| Certificates | CAXIS-7027 | 1.5.0 | The Experience Portal Admin UI does not import the private key from CSR and the settings.json file shows the certificate in a pending state. | <ol style="list-style-type: none"> 1. Generate the CSR in the Experience Portal. 2. Create the server and CA certificate from CA and upload into the Certificates section for client portals, then restart. 3. Export the settings.json file from the Experience Portal. 4. Copy out the private key from the settings.json file. 5. Paste into a text editor like Notepad ++, removing any extra space or line characters (eg /r or /n). 6. Save the key. 7. Upload the Certificate, CA certs, and newly created key file into the Experience Portal Admin UI certificate section. 8. Restart the services. 9. Verify that the Experience Portal Admin UI now shows trusted certificates. |
| Certificates | CAXIS-9280 | 1.7.0 | The SAN field cannot be entered as part of the certificate signing requests initiated from the RealPresence CloudAXIS Experience Portal. | No workaround in this release. |

| <i>Category</i> | <i>Issue No.</i> | <i>Release</i> | <i>Description</i> | <i>Workaround</i> |
|------------------|------------------|----------------|--|--|
| Connectivity | CAXIS-8348 | 1.7.0 | If a conference is configured to require encryption and a participant can't establish encryption, the call disconnects without providing this information to the user. | No workaround in this release. |
| Functionality | CAXIS-7885 | 1.6.1 | The direct access probe feature is not available when running the RealPresence CloudAXIS Suite client on Mac systems. On a Mac system, the RealPresence CloudAXIS client always attempts to use a forwarding web proxy, if one is configured on the local system and/or browser. | No workaround in this release. |
| Functionality | CAXIS-8003 | 1.6.1 | In some restrictive environments with a forwarding web proxy that requires authentication, calls can fail when accessing RealPresence CloudAXIS Suite from a Mac. | Add the username and password for the web proxy to the Mac proxy settings (even if the Mac is joined in an Active Directory domain). Or, connect using VPN. |
| Interoperability | CAXIS-8815 | 1.7.0 | If you create a Continuous Presence-only conference call on Polycom RealPresence Collaboration Server (RMX) 4000, 2000, and 800s, version 8.1, with default content settings (Content Settings: HiResGraphics and Content Protocol: H.264 HD), RealPresence CloudAXIS Suite cannot send or receive content if the call rate is set to 384 kbps or below. | Set the call rate on RealPresence CloudAXIS Suite to above 384 kbps. Or, change the RMX <i>Content Settings</i> to Graphics and the <i>Content Protocol</i> to H.263 and H.264 Auto Selection . |
| User Experience | CAXIS-6802 | 1.5.0 | Quality of RealPresence CloudAXIS Experience Portal meeting session is degraded when performing network-intensive tasks (for example, large file downloads) during a meeting. | While participating in RealPresence CloudAXIS Experience Portal meetings, avoid performing tasks that require a lot of network bandwidth. |
| User Interface | CAXIS-5724 | 1.4.0 | When RealPresence Mobile users enter a meeting from a mobile device, their names appear twice in the meeting roster. | Upgrade RealPresence Mobile to version 3.2 or later. |

Other Limitations

| <i>Category</i> | <i>Description</i> | <i>Workaround</i> |
|------------------|--|--|
| Video | Under some circumstances, the video bridge may truncate the top and bottom rows of windows in a displayed multipoint video conference. This can occur when the video bridge is required to send a 4:3 conference mix in a 16:9 video stream. | For more information on the behavior and configuration of the video bridge, go to the Collaboration and Conferencing Platforms Support page on Polycom Support . |
| Video Resolution | 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

The following table lists the resolved issues RealPresence CloudAXIS Services Portal, RealPresence CloudAXIS Experience Portal, and other software in this and earlier releases.

Resolved RealPresence CloudAXIS Services Portal and Experience Portal Issues

| <i>Issue No.</i> | <i>Resolved in Release</i> | <i>Description</i> |
|------------------|----------------------------|---|
| CAXIS-457 | 1.3.2 | Need provision of use AD search to invite people and send invite as a calendar event. |
| CAXIS-568 | 1.3.2 | Audio continues after disconnecting the call in Internet Explorer. |
| CAXIS-1092 | 1.3.0 | RealPresence CloudAXIS Services Portal cannot create meetings if the default MCU Pool Order (Factory Pool Order) has been renamed. |
| CAXIS-1261 | 1.6.0 | The Audio Only setting in the DMA template is not being shown for the web client. |
| CAXIS-1369 | 1.3.2 | Unable to download Logs from the User Interface when using Internet Explorer 8. |
| CAXIS-1501 | 1.3.2 | The RealPresence CloudAXIS 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 | 1.3.0 | 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. |
| CAXIS-1588 | 1.5.0 | Configuring a DMA without selecting the DMA's Primary radio button produces a state with no primary DMA. |
| CAXIS-1716 | 1.4.0 | 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 | 1.3.1 | The plug-in periodically crashes during meetings. |
| CAXIS-1892 | 1.5.0 | The RealPresence CloudAXIS Experience Portal will not enforce server certificate validation of other components such as the RealPresence CloudAXIS Services Portal or DMA. |
| CAXIS-1897 | 1.3.0 | Unable to enter an e-mail address on an Android when trying to join the RealPresence CloudAXIS Suite Conference via RealPresence Mobile. |
| CAXIS-2034 | 1.3.1 | Participant User Interface freezes when the host initiates content. (The host was able to receive video in this situation.) |
| CAXIS-2070 | 1.3.0 | System logging is not functional. |
| CAXIS-2228 | 1.5.0 | RealPresence CloudAXIS Experience Portal does not automatically reconnect back with the RealPresence CloudAXIS Services Portal if the RealPresence CloudAXIS Services Portal is restarted or the network interface in the RealPresence CloudAXIS Services Portal goes down. |

| <i>Issue No.</i> | <i>Resolved in Release</i> | <i>Description</i> |
|------------------|----------------------------|--|
| CAXIS-2579 | 1.3.0 | Loading the first page (after login) takes an inordinate amount of time. |
| CAXIS-2594 | 1.3.0 | RealPresence CloudAXIS Experience Portal admin logs are not accessible from the admin User Interface. |
| CAXIS-2617 | 1.2.1 | Super Admins are unable to change local user passwords. |
| CAXIS-2633 | 1.3.1 | The client enters a state in which it is able to send but not receive shared content. |
| CAXIS-2636 | 1.2.2 | Log files are not generated after all logs are cleared from the admin User Interface. |
| CAXIS-2637 | 1.3.1 | The "Video rate used" remains at 174 K throughout a call. |
| CAXIS-2642 | 1.3.0 | End meeting confirmation dialog is not displayed until a user clicks on the Video feed. |
| CAXIS-2658 | 1.3.1 | Entering into Full Screen mode from a Firefox browser results in a blank video screen until the user accepts the Allow settings. |
| CAXIS-2666 | 1.3.0 | Social Plugin prompts a Security Warning. |
| CAXIS-2714 | 1.2.2 | The RealPresence CloudAXIS 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 | 1.3.0 | After upgrading from RealPresence CloudAXIS Experience Portal 1.1 to 1.2, users may be asked to download plugins again instead of updating. |
| CAXIS-2721 | 1.3.0 | On rare occasions, RealPresence CloudAXIS Experience Portal service has delays in responding. |
| CAXIS-2723 | 1.4.0 | The RealPresence CloudAXIS Experience Portal Roster occasionally displays users who may have left the meeting. In addition, the Roster also occasionally displays incorrect participants. |
| CAXIS-2750 | 1.2.2 | The Call Information screen and data do not match the Comps. |
| CAXIS-2791 | 1.4.0 | Call ends randomly with error message "Lost Connection". |
| CAXIS-2796 | 1.2.2 | The Start screen has problems with only a partial video preview window and inactive device selection pull downs. |
| CAXIS-2907 | 1.2.2 | The LDAP Subdomain update failed when the base Domain Name (DN) has the DC in lower case. |
| CAXIS-3058 | 1.3.0 | Facebook/Google Talk Social Connector does not load online contacts. |
| CAXIS-3229 | 1.6.0 | Participant cannot be seen on the roster when he joins an AdHoc call through a Join Bridge flow. |

| <i>Issue No.</i> | <i>Resolved in Release</i> | <i>Description</i> |
|------------------|----------------------------|---|
| CAXIS-3233 | 1.2.2 | The RealPresence CloudAXIS 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-3236 | 1.4.0 | 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. |
| CAXIS-3370 | 1.4.0 | If users log in as username@domain, they cannot launch the RealPresence CloudAXIS Experience Portal. |
| CAXIS-3550 | 1.4.0 | The Upload Certificate in Certificate Management does not work on Internet Explorer 8. |
| CAXIS-3654 | 1.3.0 | 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 | 1.3.0 | If a RealPresence CloudAXIS Suite meeting lasts longer than the scheduled duration, and the host ends the meeting for all participants, hardware endpoints remain in the meeting. |
| CAXIS-3812 | 1.3.1 | Record button does not work for "Join Bridge" meetings. (Works as designed.) |
| CAXIS-3861 | 1.6.0 | A default Admin user name with non-English characters cannot be created on DMA. |
| CAXIS-3880 | 1.3.1 | RealPresence CloudAXIS Suite Plugin Logs 470 Mb. No house cleaning? |
| CAXIS-3911 | 1.3.0 | 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 | 1.3.0 | Skype connector does not connect in Internet Explorer 9. |
| CAXIS-3926 | 1.5.0 | In the Russian language localization, the "Duration" label is truncated in the Meeting Details dialog. |
| CAXIS-3927 | 1.5.0 | In the Russian language localization, the "Duration" label is truncated in the Confirm Meeting Details dialog. |
| CAXIS-4013 | 1.5.0 | Long meeting name causes distortion on the "view meeting" window. |
| CAXIS-4028 | 1.6.0 | Sometimes Meet Now cannot be initiated from the main Meetings menu, although WSP indicates the meeting was created successfully. |
| CAXIS-4180 | 1.3.1 | 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 | 1.4.0 | RealPresence CloudAXIS Suite plugin crashes in Firefox and Chrome when Meet Now is selected. |

| <i>Issue No.</i> | <i>Resolved in Release</i> | <i>Description</i> |
|------------------|----------------------------|---|
| CAXIS-4573 | 1.4.0 | In the RealPresence CloudAXIS Experience Portal, the admin user is not able to delete "Access Points" from the VMR Settings page. |
| CAXIS-4529 | 1.4.0 | The AXISConnect Plugin occasionally crashes when using Firefox on an Apple MAC. |
| CAXIS-4610 | 1.6.0 | When the Host ends a meeting, some users see a Lost Connection screen instead of a Thank You exit screen. |
| CAXIS-4665 | 1.3.1 | After migrating to Release 1.3.1, the DMA Agent admin password is sometimes wrongly encrypted, thereby causing roster and recording issues. |
| CAXIS-4668 | 1.6.0 | Sometimes when loading a meeting, the Facebook social contacts pop-up screen appears blank. |
| CAXIS-5014 | 1.4.0 | RealPresence CloudAXIS Experience Portal plugins on either the Firefox or Chrome browser become unresponsive. |
| CAXIS-5035 | 1.6.0 | After deleting log files from Admin UI, "forever" logs are not being generated. |
| CAXIS-5265 | 1.5.0 | No Content sharing or Invite Participants buttons appear after selecting (checking) the Remember My Username/Password box. |
| CAXIS-5442 | 1.4.0 | The Deactivate License window disappears when the deactivation response is uploaded from the local machine using an Internet Explorer 8 or 9 browser. |
| CAXIS-5615 | 1.3.2 | The camera and microphone stop detecting on the plugin after the first or second attempt. This issue occurs using all browsers. |
| CAXIS-5666 | 1.5.0 | User with Admin role has access to License Management, which should be available only to Super Admin users. |
| CAXIS-5714 | 1.4.0 | Internet Explorer users are unable to update their existing versions of the RealPresence CloudAXIS Suite video plugin. |
| CAXIS-5718 | 1.3.2 | Cross Site scripting issues occur in the RealPresence CloudAXIS Experience Portal URL address. |
| CAXIS-5763 | 1.5.0 | After migration, default WSP log level is set to "Info only" rather than "Debug." |
| CAXIS-5862 | 1.3.2 | The RealPresence CloudAXIS Experience Portal e-mail link does not work if the Internet Explorer protected mode is selected for the Internet Zone under the Internet security option. |
| CAXIS-5863 | 1.3.2 | The RealPresence CloudAXIS Experience Portal overwhelms the DMA with API calls and causes the DMA to crash. |
| CAXIS-5877 | 1.3.2 | The RealPresence CloudAXIS 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. |

| <i>Issue No.</i> | <i>Resolved in Release</i> | <i>Description</i> |
|--------------------------|----------------------------|---|
| CAXIS-6096 | 1.5.0 | Call fails after user launches the MEA client from a URL received in a scheduled meeting. |
| CAXIS 6110 | 1.5.0 | Edits made to the change_network_settings script in the RealPresence CloudAXIS Suite shell are not retained after a system reboot. |
| CAXIS-6157 | 1.6.0 | Users in Audio-only mode see the Connecting screen for 5-10 seconds after joining a call. |
| CAXIS-6164 | 1.5.0 | Updated settings.json file does not upload. |
| CAXIS-6283 | 1.5.0 | 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. |
| CAXIS-6398 CAXIS-6723 | 1.7.0 | Audio quality is no longer diminished after you switch from Video-only to Audio-only mode. |
| CAXIS-6474 | 1.6.0 | If UDP ports are blocked in your enterprise deployment and HTTPS Tunneling is enabled, calls connect only in tunneled mode. |
| CAXIS-6589 | 1.6.1 | If the Chairperson leaves the meeting without pressing the hang-up button, then any remaining RealPresence CloudAXIS Suite participants in the conference who did not join the conference using "Join from PC" may not be automatically disconnected from the conference. |
| CAXIS-6659 | 1.5.0 | In the MEA restricted shell, firewall cannot be enabled using the caxis SSH login. |
| CAXIS-6675 | 1.5.0 | RealPresence CloudAXIS Experience Portal screen fails to load when browser is set to Russian language. |
| CAXIS-6677 | 1.5.0 | When a PIN is sent in a meeting invite, non-enterprise are allowed to join a call when only enterprise users have been allowed on the call. |
| CAXIS-6681 | 1.5.0 | After clicking Meet Now in any localized language, invite and content sharing options are not visible. |
| CAXIS-6682 | 1.5.0 | RealPresence CloudAXIS Experience Portal user interface does not reflect a change in role from participant to user. |
| CAXIS-6683 | 1.5.0 | Clicking on help displays a blank page in a localized language. |
| CAXIS-6698 | 1.6.1 | RealPresence CloudAXIS Experience Portal admin password guidelines are not outlined in the user interface when password is being created. |
| CAXIS-6743 | 1.7.0 | There is no longer an issue with a receiving or stopping content during a meeting. |
| CAXIS-6807 | 1.7.0 | Self View and far-end video no longer display as black when you join a meeting. |
| CAXIS-6863 | 1.6.1 | In the RealPresence CloudAXIS Experience Portal Administrator's interface, with recording enabled, at times the record button does not properly appear. |

| <i>Issue No.</i> | <i>Resolved in Release</i> | <i>Description</i> |
|--------------------------|----------------------------|--|
| CAXIS-6932 | 1.6.0 | <p>Burp security scanning tool discovered a possible “cross-site scripting vulnerability” on a test RealPresence CloudAXIS Services Portal using a corporate login.</p> <p>The concern involves the possibility that an attacker could exploit the possible vulnerability by sending an e-mail and elicit a response that would initiate a script that downloads a cookie and opens access for the attacker.</p> <p>We have verified that this cross-site scripting vulnerability is NOT exploitable. Although we can make the WSP print any input sent to it, including "<script>," the WSP does not ever run the contents of data placed in between <script> and </script>. So an attacker cannot do anything bad here.</p> |
| CAXIS-7009 | 1.7.0 | Video layout on the RealPresence CloudAXIS Experience Portal meeting screen no longer gets distorted when you attempt to perform tasks in the user interface. |
| CAXIS-7033 | 1.7.0 | An extra participant no longer displays in the call information for SVC calls. |
| CAXIS-7098 | 1.7.0 | Clicking on icons in the RealPresence CloudAXIS Experience Portal user interface now works properly. |
| CAXIS-7182 | 1.6.0 | Help text is distorted in the RealPresence CloudAXIS Services Portal scheduling window when Internet Explorer 9 or Firefox Version 29 (simplified Chinese) are used. |
| CAXIS-7183 | 1.6.0 | When a Firefox browser is used at certain resolutions to schedule a meeting on the RealPresence CloudAXIS Services Portal, video distortion can occur. |
| CAXIS-7191 CAXIS-7172 | 1.7.0 | Refreshing a browser session during a meeting on the RealPresence CloudAXIS Experience Portal no longer disconnects the call. |
| CAXIS-7223 | 1.7.0 | Video and content sharing are now available when joining a meeting in the RealPresence CloudAXIS Experience Portal. |
| CAXIS-7240 | 1.6.2 | Web proxy authentication dialog box appears behind other windows when connecting to the RealPresence CloudAXIS Experience Portal using web-proxy access. |
| CAXIS-7243 | 1.7.0 | Enterprise user no longer have issues joining a meeting scheduled by a local user in the RealPresence CloudAXIS Services Portal. |
| CAXIS-7259 | 1.6.1 | Single sign-on (SSO) fails when server does not have outbound connectivity. |
| CAXIS-7265 | 1.6.1 | When generating a certificate signing request (CSR) in the RealPresence CloudAXIS Services Portal, the IP address is automatically entered as the Common Name (CN). The Common Name should be set as the hostname of the RealPresence CloudAXIS Services Portal. |
| CAXIS-7342 | 1.6.1 | When a Mac user is made a presenter during a meeting initiated with MEET NOW on the RealPresence CloudAXIS Services Portal, when attempting to share content, the Stop Sharing button is displayed instead of the Share Content button. |

| <i>Issue No.</i> | <i>Resolved in Release</i> | <i>Description</i> |
|--------------------------|----------------------------|--|
| CAXIS-7355 CAXIS-7328 | 1.7.0 | A notification message with supported browser versions now displays for Chrome 64-bit browsers. |
| CAXIS-7362 | 1.6.1 | When attempting to apply Smart Start bundles directly to WSP or MEA servers, the RealPresence CloudAXIS Suite licenses cannot be applied and the user receives a "License Invalid" message |
| CAXIS-7385 | 1.7.0 | When initiating a migration from a previous version of the software, the LDAP configuration entries no longer display in the User Interface. |
| CAXIS-7837 | 1.7.0 | Calls no longer fail in certain environments where tunneling is required and a forwarding web proxy uses digest authentication. |
| CAXIS-7893 | 1.7.0 | Users can now change their password when there is a space in their username. |
| CAXIS-7963 | 1.7.0 | The meeting URL no longer includes PINs, and the meeting and host PINs are now apart of the body of the email. |
| CAXIS-7974 | 1.7.0 | In meetings with non-RealPresence CloudAXIS Suite endpoints (for example, RealPresence Group Series), those endpoints now always display in the Roster. |
| CAXIS-8229 | 1.7.0 | RealPresence Mobile no longer displays the message "Error in the configuration" when the conference name includes special characters, such as characters with accents. |

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at [Polycom Support](#).

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