



RELEASE NOTES

Software 1.3.0 | July 2013 | 3725-03317-002 Rev A

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



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## General

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

### About These Release Notes

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

- **General** This section introduces these release notes, and provides hardware and software requirements, and supported bandwidths, video formats, and resolution.
- **What's New in these Release Notes** This section reveals if there are new software features or changes to existing features in this release.
- **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 1.3.0.

### Hardware and Software Requirements

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

#### Minimum Client Software Requirements

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

**Table 1: Client Software Requirements**

Software Type	Description
OS	<ul style="list-style-type: none"><li>• Microsoft® Windows® XP 32-bit with Service Pack 3 or later</li><li>• Windows 7, 32-bit and 64-bit.</li><li>• Windows 8</li><li>• MacOS 10.6.8 or higher</li><li>• iOS for use with iPad and iPhone. (iOS is a trademark or registered trademark of Apple Inc. in the U.S. and other countries and is used under license.) Check for compatibility with <a href="#">RealPresence® Mobile 2.3</a> or later documentation.</li><li>• Android™. Please check the documentation for compatibility with RealPresence <a href="#">Mobile 2.3</a> or later.</li></ul>

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<i>Software Type</i>	<i>Description</i>
Other	Microsoft® .Net Framework Version 4.0 or 4.5. Required for the CloudAXIS plug-in listed in the <a href="#">Client-Side Software Components</a> .

## Client-Side Software Components

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

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

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

## Minimum Browser Requirements

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

**Table 3: Browser Requirements**

<i>Browser</i>	<i>Description</i>
Microsoft Internet Explorer®	8.0 or higher
Mozilla Firefox®	11.0 or higher
Google Chrome™	11.0 or higher
Apple Safari®	5.0.6 or higher

## Solution Requirements

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

**Table 4: Solution Requirements**

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

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

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## Minimum Server Requirements

The Services Portal and the Experience Portal in the Polycom RealPresence CloudAXIS Suite require two VM (virtual machine) Instances (one for the Services Portal and one for the Experience Portal). Each instance must meet the requirements in the following table.

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

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

## Minimum Client Hardware Requirements

The browser-based web client of the Polycom RealPresence CloudAXIS Suite requires a PC that meets the following requirements.

**Table 6: Client Hardware Requirements**

<i>Component</i>	<i>Description</i>
Processor	Intel Core i5, 2.5GHz or higher
RAM	4 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 &lt;Version&gt;.ova</i>
Experience Portal	<i>Polycom CloudAxis Edge Experience Portal &lt;Version&gt;.ova</i>

## Supported Bandwidths, Video Formats, and Resolutions

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

**Table 8: Supported Bandwidth, Video Format, and Resolutions**

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



**Note: Bandwidth Regulation**

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

## What's New in these Release Notes

This release is a maintenance release. There are new features in Software Release 1.3.0, but no changes to existing features (Software Release 1.2.1 and earlier).

## 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.



**Table 9: Tested Polycom RealPresence Platform Product Versions**

<i>Product</i>	<i>Tested Versions</i>
Polycom® RMX® 1500/2000/4000	<ul style="list-style-type: none"><li>• 7.8</li></ul>
Polycom® RealPresence® Collaboration Server™ 800s	<ul style="list-style-type: none"><li>• 8.0</li></ul>
Polycom® DMA™ 7000	<ul style="list-style-type: none"><li>• 5.2.1</li></ul>
Polycom® RealPresence® Resource Manager™	<ul style="list-style-type: none"><li>• 7.1</li></ul>
Polycom® RealPresence® Access Director™	<ul style="list-style-type: none"><li>• 2.1</li></ul>
Polycom® Video Border Proxy™ (VBP®) 5300 E	<ul style="list-style-type: none"><li>• 11.2.13</li></ul>

**Table 10: Other Tested Product Versions**

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence Group Series	<ul style="list-style-type: none"><li>• 4.0.0</li><li>• 4.0.1</li><li>• 4.0.2</li></ul>
Polycom® High-Definition Room (HDX®) systems	<ul style="list-style-type: none"><li>• 3.1.0</li><li>• 3.1.1</li></ul>
Polycom® VVX® 500/600	<ul style="list-style-type: none"><li>• UCS 4.0.2</li><li>• UCS 4.0.3</li><li>• UCS 4.1.0</li><li>• UCS 4.1.2 (first that applies to VVX 600)</li></ul>
Polycom® RealPresence® Desktop (RPD®)	<ul style="list-style-type: none"><li>• 2.1.0</li></ul>
Polycom® Converged Management Application™ (CMA®™) Desktop	<ul style="list-style-type: none"><li>• 5.2.4</li></ul>
Polycom® RealPresence® Mobile	<ul style="list-style-type: none"><li>• 2.3</li></ul>
Polycom® Sound Point® 650 SIP	<ul style="list-style-type: none"><li>• 4.0.3</li></ul>

<i>Product</i>	<i>Tested Versions</i>
Polycom® SoundStation® IP4000 SIP	<ul style="list-style-type: none"> <li>• 3.1.7</li> </ul>
Polycom® Touch ControlGroup Series	<ul style="list-style-type: none"> <li>• 4.0.2</li> </ul>
Cisco® 4505 MCU	<ul style="list-style-type: none"> <li>• 4.4</li> </ul>
Cisco C20®	<ul style="list-style-type: none"> <li>• 5.1.6</li> </ul>
Cisco C90™	<ul style="list-style-type: none"> <li>• 5.1.6</li> </ul>
Cisco E20	<ul style="list-style-type: none"> <li>• 4.1.1</li> </ul>
Cisco EX90	<ul style="list-style-type: none"> <li>• 5.1.6</li> </ul>
Cisco SX20	<ul style="list-style-type: none"> <li>• 5.1.6</li> </ul>
Cisco VCS	<ul style="list-style-type: none"> <li>• X7.2.1</li> </ul>
Tandberg® 150 MXP	<ul style="list-style-type: none"> <li>• L6.1</li> </ul>
Tandberg 1700 MXP	<ul style="list-style-type: none"> <li>• F9.3.1</li> </ul>
Tandberg 6000 MXP	<ul style="list-style-type: none"> <li>• F9.3.1</li> </ul>
Tandberg Edge95 MXP	<ul style="list-style-type: none"> <li>• F9.3.1</li> </ul>
Polycom CX500	<ul style="list-style-type: none"> <li>• 4.0.7577.4372</li> </ul>
Polycom CX600	<ul style="list-style-type: none"> <li>• 4.0.7577.4372</li> </ul>
Polycom CX7000	<ul style="list-style-type: none"> <li>• 1.0.2.4821</li> </ul>
Lync® 2010 client	<ul style="list-style-type: none"> <li>• 4.0.7577.4356</li> </ul>
Lync 2010 server	<ul style="list-style-type: none"> <li>• 4.0.7577.205 CU7</li> </ul>
Polycom Conference for Microsoft Outlook release	<ul style="list-style-type: none"> <li>• 1.3.0 build 3</li> </ul>
Exchange 2010	<ul style="list-style-type: none"> <li>• 14.2.328.10 SP2 RU5v2</li> </ul>
Acme Packet SBC	<ul style="list-style-type: none"> <li>• 6.0.4</li> </ul>

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## Feature Overview

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

### New Features

Release 1.3.0 of the CloudAXIS Suite includes the following new features:

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

### Features in Previous Releases

- 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 1.3.0.

### Known Services Portal Issues

This section lists the known Services Portal issues in Software Release 1.3.0.

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

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

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- 1369** Unable to download Logs from the User Interface when using Internet Explorer 8.  
*Workaround:* Use Chrome, Firefox, or Internet Explorer 10 as your browser.
- 1588** Configuring a DMA without selecting the DMA's Primary radio button produces a state with no primary DMA.  
*Workaround:* Set at least one DMA as primary in the Services Portal administrator's page.
- 2579** Loading the first page (after login) takes an inordinate amount of time.  
*Workaround:* No workaround in this release.
- 2580** Nginx configuration stays pending which affects Services Portal scaling.  
*Workaround:* No workaround in this release.
- 3550** The Upload Certificate in Certificate Management does not work on Internet Explorer 8.  
*Workaround:* Use Chrome, Firefox, or Internet Explorer 10 as your browser.

## Known Experience Portal Issues

This section lists the known Experience Portal issues in Software Release 1.3.0.

- 205** No appropriate error message displays when the Experience Portal server is unable to perform API communication with the Services Portal server.  
*Workaround:* View logs from the Experience Portal Administrator's tool.
- 1501** The Experience Portal access tokens used with Google Talk™ and Facebook timeout after an hour in the meeting, preventing additional invites to be sent through Google Talk™ and Facebook.  
*Workaround:* Remove Google Talk™ and Facebook contacts and then add again.
- 1515** The Experience Portal exits the meeting when network connectivity is lost.  
*Workaround:* Rejoin the meeting from the browser.
- 1529** The Host, the initiator of the meeting, can be dropped by a Presenter.  
*Workaround:* If a presenter switches himself to participant, another presenter has to switch the role back to presenter before the user can rejoin the meeting.
- 1716** option, the Passcode field on the Web page does not work. You have to manually enter the Passcode twice.  
*Workaround:* No workaround in this release.
- 1734** Skype™ Social Connector does not work with the Windows 8 Skype™ application.  
*Workaround:* Install Skype™ for Windows desktop.
- 1835** The plug-in periodically crashes during meetings.  
*Workaround:* No workaround in this release.
- 1902** Search under contacts does not work.  
*Workaround:* No workaround in this release.

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- 2034** Participant User Interface freezes when the host initiates content. (The host was able to receive video in this situation.)  
*Workaround:* Ask participant to refresh browser.
- 2070** System logging is not functional.  
*Workaround:* No workaround in this release.
- 2228** 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.
- 2633** The client enters a state in which it is able to send but not receive shared content.  
*Workaround:* No workaround in this release.
- 2637** The “Video rate used” remains at 174k throughout a call.  
*Workaround:* No workaround in this release.
- 2642** End meeting confirmation dialog will not show up until you click on the Video feed.  
*Workaround:* No workaround in this release.
- 2658** Entering into Full Screen mode from a Firefox browser.results in a blank video screen until the user accepts the Allow settings.  
*Workaround:* Allow Full Screen mode by clicking on the Allow button to bring back full-screen video.
- 2723** The Experience Portal Roster occasionally displays users who may have left the meeting. In addition, the Roster also occasionally displays incorrect participants.  
*Workaround:* The user must “hang up” and end call.
- 2791** Call ends randomly with error message “Lost Connection”.  
*Workaround:* No workaround in this release.
- 3073** Recording is failing if we select Record Video only on the DMA’s Conference template.  
*Workaround:* Select Record Audio and Video option in the DMA.
- 3654** If an invalid SSL certificate and SSL certificate private key are applied to the administrator console, the administrator console is inaccessible after restart.  
*Workaround:* Redeploy the OVA, and apply a valid certificate.
- 3638** Changes are not taking effect after selecting Apply Configuration in the Experience Portal.  
*Workaround:* Click Apply configuration again.
- 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.  
*Workaround:* Hardware endpoints should hang-up directly from their device interface.
- 3812** Record button does not work for “Join Bridge” meetings.  
*Workaround:* DTMF pad or ask the other endpoint to initiate.

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- 3880** CloudAXIS Plugin Logs 470mb. No house cleaning?  
*Workaround:* No workaround in this release.
- 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.  
*Workaround:* No workaround in this release.
- 3922** Skype connector does not connect in Internet Explorer 9.  
*Workaround:* Use Mozilla Firefox.
- 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.  
*Workaround:* Enter the Active Directory user's credentials in English.

## 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 1.3.0.

### Resolved Services Portal Issues

This section lists the resolved Services Portal issues in Software Release 1.3.0

- 2617** Super Admins are unable to change local user passwords.
- 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."
- 3236** The auto enabling pop-up functionality for the Meet Now and Add Social Contacts workflows does not work if using Internet Explorer versions 8.0 or 9.0.

### Resolved Experience Portal Issues

This section lists the resolved Experience Portal issues in Software Release 1.3.0.

- 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.

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- 1682** The Experience Portal's Administrator's tool displays an error message when trying to generate certificates.
  - 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.
  - 2594** Experience Portal admin logs are not accessible from the admin User Interface.
  - 2636** Log files are not generated after all logs are cleared from the admin User Interface.
  - 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 does not match the Comps.
  - 2796** The Start screen has problems with only a partial video preview window and inactive device selection pulldowns.
  - 3058** FaceBook/Google Talk Social Connector does not load online contacts.

## **Resolved Other Issues**

There are no resolved other issues in Software Release 1.3.0.