



RELEASE NOTES

Software 1.3.1 | September 2013 | 3725-03317-003 Rev A

RealPresence[®] CloudAXIS[™] Suite



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General

Polycom is pleased to announce this updated release of Services Portal and 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 1.3.1.

Hardware and Software Requirements

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

Minimum Client Software Requirements

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

Table 1: Client Software Requirements

<i>Software Type</i>	<i>Description</i>
OS	<ul style="list-style-type: none">• Microsoft® Windows® XP 32-bit with Service Pack 3 or later• Windows 7, 32-bit and 64-bit.• Windows 8• MacOS 10.6.8 or higher• 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.• Android™ - Check the documentation for compatibility with RealPresence Mobile 2.3 or later.
Other	Microsoft® .Net Framework Version 4.0 or 4.5. Required for the CloudAXIS plug-in listed in the Client-Side Software Components .

Client-Side Software Components

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

Table 2: Required Client-Side Software Components

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



Note: Skype Connection Requirement

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

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®	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 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 RealPresence® DMA and sufficient MCU capacity to meet your requirements.
.OVA	<ul style="list-style-type: none">• 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. 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.
VMware vSphere vCenter controller	Optional
Dynamic Host Configuration Protocol (DHCP)	Allows the portals to obtain their IP addresses.
LDAP Server	Optional. Enables Enterprise user's authentication using their network credentials. Note that the Services Portal currently supports integration with only Microsoft Active Directory. 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.
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, 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.

<i>Requirement</i>	<i>Description</i>
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 http://support.polycom.com/PolycomService/home/home.htm

Minimum Server Requirements

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

Table 5: Server Components Per VM Instance

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

Minimum Client Hardware Requirements

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

Table 6: Client Hardware Requirements

<i>Component</i>	<i>Description</i>
Processor	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

<i>Component</i>	<i>Description</i>
Audio devices	Standard PC97 audio devices
Monitor	Recommended: 16:9, 1920 x 1080 Minimum: 1024x768

Required OVA Files

Building the Services Portal and the Experience Portal requires downloading and deploying .OVA files as virtual machines in VMware vSphere. This section lists the names of the required .OVA files.

Table 7: OVA File Names

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

Supported Bandwidths, Video Formats, and Resolutions

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

Table 8: Supported Bandwidth, Video Format, and Resolutions

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



Note: Bandwidth Regulation

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

What's New in these Release Notes

This release is a maintenance release. There are new features in Software Release 1.3.1, but no changes to existing features (Software Release 1.3.0 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	• 8.1.7
Polycom [®] RealPresence [®] Collaboration Server [™] 800s, Virtual Edition	• 8.1.7
Polycom [®] RealPresence [®] DMA [™] 7000, Virtual Edition	• 6.0.2
Polycom [®] RealPresence [®] Resource Manager [™] , Virtual Edition	• 7.1.1
Polycom [®] RealPresence [®] Access Director [™] , Virtual Edition	• 2.1.1
Polycom [®] RSS [™]	• 8.6.0
Polycom [®] Video Border Proxy [™] (VBP [®]) 5300 E	• 11.2.13

Table 10: Other Tested Product Versions

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence Group Series	<ul style="list-style-type: none"> • 4.0.0 • 4.0.1 • 4.0.2
Polycom® High-Definition Room (HDX®) systems	<ul style="list-style-type: none"> • 3.1.0 • 3.1.1
Polycom® VVX® 500/600	<ul style="list-style-type: none"> • UCS 4.0.2 • UCS 4.0.3 • UCS 4.1.0 • UCS 4.1.2 (first that applies to VVX 600)
Polycom® RealPresence® Desktop (RPD®)	<ul style="list-style-type: none"> • 3.0.0
Polycom® Converged Management Application™ (CMA®™) Desktop	<ul style="list-style-type: none"> • 6.2.4
Polycom® RealPresence® Mobile	<ul style="list-style-type: none"> • 2.3
Polycom® Sound Point® 650 SIP	<ul style="list-style-type: none"> • 4.0.3
Polycom® SoundStation® IP4000 SIP	<ul style="list-style-type: none"> • 3.1.7
Polycom® Touch Control Group Series	<ul style="list-style-type: none"> • 4.0.2
Cisco® 4505 MCU	<ul style="list-style-type: none"> • 4.4
Cisco C20®	<ul style="list-style-type: none"> • 5.1.6
Cisco C90™	<ul style="list-style-type: none"> • 5.1.6
Cisco E20	<ul style="list-style-type: none"> • 4.1.1
Cisco EX90	<ul style="list-style-type: none"> • 5.1.6
Cisco SX20	<ul style="list-style-type: none"> • 5.1.6
Cisco VCS	<ul style="list-style-type: none"> • X7.2.1
Tandberg® 150 MXP	<ul style="list-style-type: none"> • L6.1

<i>Product</i>	<i>Tested Versions</i>
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 SBC	• 6.0.4

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 1.3.1 of the CloudAXIS Suite includes the following new features:

- 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.

Features in Previous Releases

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™, 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 1.3.1.

Known Services Portal Issues

This section lists the known Services Portal issues in Software Release 1.3.1.

- 1369** Unable to download Logs from the User Interface when using Internet Explorer 8.
Workaround: Use Chrome, Firefox, or Internet Explorer 10 (or higher) 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.
- 3550** The Upload Certificate in Certificate Management does not work on Internet Explorer 8.
Workaround: Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser.
- 3723** When using Internet Explorer 8 or 9, the Activate button does not work in the Offline mode for License management.
Workaround: Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser.

- 3984** Unable to upload the Language Pack if using Internet Explorer 8 or 9.
Workaround: Use Chrome, Firefox, or Internet Explorer 10 (or higher) as your browser
- 4708** After a Services Portal upgrade, users viewing the portal in the Internet Explorer browser may need to clear their cache to see changes.
Workaround: Clear the cache in the Internet Explorer browser, or use the Chrome or Firefox browser.
- 4942** User cannot join a meeting as a participant from the Services Portal schedule.
Workaround: Click on the meeting invite link provided in the email invite.

Known Experience Portal Issues

This section lists the known Experience Portal issues in Software Release 1.3.1.

- 205** No appropriate error message displays when the Experience Portal server is unable to perform API communication with the Services Portal server.
Workaround: View logs from the Experience Portal Administrator's tool.
- 1515** The Experience Portal exits the meeting when network connectivity is lost.
Workaround: Rejoin the meeting from the browser.
- 1529** The Host, the initiator of the meeting, can be dropped by a Presenter.
Workaround: If a presenter switches himself to participant, another presenter has to switch the role back to presenter before the user can rejoin the meeting.
- 2228** Experience Portal does not automatically reconnect back with the Services Portal if the Services Portal is restarted or the network interface in the Services Portal goes down.
Workaround: Restart the Experience Portal to resume normal operations.
- 2642** End meeting confirmation dialog will not show up until you click on the Video feed.
Workaround: No workaround in this release.
- 2791** Call ends randomly with error message "Lost Connection".
Workaround: No workaround in this release.
- 3638** Changes are not taking effect after selecting Apply Configuration in the Experience Portal.
Workaround: Click Apply configuration again.
- 4529** The AXISConnect Plugin occasionally crashes when using Firefox on an Apple MAC.
Workaround: Use a different browser or reload the meeting.
- 4573** In the Experience Portal, the admin user is not able to delete "Access Points" from the VMR Settings page.
Workaround: Edit the Access Point to match an existing Access Point.
- 4610** When the Host ends a meeting, some users see a Lost Connection screen instead of a Thank You exit screen.
Workaround: No workaround in this release.

4665 After migrating to Release 1.3.1, the DMA Agent admin password is sometimes wrongly encrypted, thereby causing roster and recording issues.

Workaround: In the Experience Portal, reset the DMA username and password. To verify that the admin password has been incorrectly encrypted, download the RPAgent log and look for the following:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>\r\n<plcm-error  
xmlns="urn:com:polycom:api:rest:plcm-error">\r\n<status-code>401</status-  
code>\r\n<description>Authentication failed</description>\r\n</plcm-error>\r\n
```

4668 Sometimes when loading a meeting, the Facebook social contacts pop-up screen appears blank.

Workaround: Reload the meeting

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 1.3.1.

Resolved Services Portal Issues

This section lists the resolved Services Portal issues in Software Release 1.3.1.

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

2579 Loading the first page (after login) takes an inordinate amount of time.

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 1.3.1.

- 1501** The Experience Portal access tokens used with Google Talk™ and Facebook timeout after an hour in the meeting. This prevents additional invites from being sent through Google Talk™ and Facebook.
- 1564** If you select mute on audio and video before joining the call, then click on start and join the call, the video is still broadcast.
- 1682** The Experience Portal's Administrator's tool displays an error message when trying to generate certificates.
- 1716** In the Join Bridge option, the Passcode field on the Web page does not work. You have to manually enter the Passcode twice.
- 1835** The plug-in periodically crashes during meetings.
- 1892** The Experience Portal will not enforce server certificate validation of other components such as the Services Portal or DMA.
- 1897** Unable to enter an Email address on an Android when trying to join the CloudAXIS Conference via RealPresence Mobile.
- 2034** Participant User Interface freezes when the host initiates content. (The host was able to receive video in this situation.)
- 2070** System logging is not functional.
- 2594** Experience Portal admin logs are not accessible from the admin User Interface.
- 2633** The client enters a state in which it is able to send but not receive shared content.
- 2636** Log files are not generated after all logs are cleared from the admin User Interface.
- 2637** The "Video rate used" remains at 174k throughout a call.
- 2658** Entering into Full Screen mode from a Firefox browser results in a blank video screen until the user accepts the Allow settings.
- 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.
- 2723** The Experience Portal Roster occasionally displays users who may have left the meeting. In addition, the Roster also occasionally displays incorrect participants.
- 2750** The Call Information screen and data do not match the Comps.
- 2796** The Start screen has problems with only a partial video preview window and inactive device selection pull downs.
- 3058** Facebook/Google Talk Social Connector does not load online contacts.
- 3654** If an invalid SSL certificate and SSL certificate private key are applied to the administrator console, the administrator console is inaccessible after restart.

- 3656** If a CloudAXIS meeting lasts longer than the scheduled duration, and the host ends the meeting for all participants, hardware endpoints remain in the meeting.
- 3812** Record button does not work for “Join Bridge” meetings. (Works as designed.)
- 3880** CloudAXIS Plugin Logs 470mb. No house cleaning?
- 3911** Menu and User Information overlap in the Russian language. When you reach to the User Information tab you are unable to click on Menu.
- 3922** Skype connector does not connect in Internet Explorer 9.
- 4180** When an Active Directory user, created in a non-English language, tries to launch the web client using either the MEET NOW/HOST or JOIN flows, the web client does not launch.

Resolved Other Issues

There are no resolved other issues in Software Release 1.3.1.