



RELEASE NOTES

Software 1.5.0 | May 2014 | 3725-03317-005 Ver. B

RealPresence[®] CloudAXIS[™] Suite



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

Polycom is pleased to announce the 1.5.0 release of Services Portal and Experience Portal software in the Polycom[®] RealPresence[®] CloudAXIS[™] Suite. The RealPresence CloudAXIS Suite software release 1.5.0 provides several new features and fixes several issues from the 1.4.0 software release.

About These Release Notes

This section summarizes the contents of the *Polycom RealPresence CloudAXIS Suite Release Notes* for Software Release 1.5.0.

- **Feature Overview** – This section lists the current core software features of this release.
- **General Requirements** – This section introduces these release notes and provides hardware and software requirements, and supported bandwidths, video formats, and resolution.
- **Products Tested with this Release** – This section lists the products that have been tested and confirmed as compatible with this release.
- **Known Issues and Workarounds** – This section lists existing known issues in this release and earlier and suggests workarounds (if available).
- **Resolved Issues** – This section lists the issues resolved for Software Release 1.5.0 and earlier.

Feature Overview

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

New Features in Release 1.5.0

- [Support in CloudAXIS for Polycom's SVC \(Scalable Video Coded\) solution](#)
- [Support for Single Sign-On \(SSO\)](#)
- [A redesigned administrator user interface on the Experience Portal](#)
- [A signal strength bar in the CloudAXIS desktop client shows users their network status](#)
- [Polycom signature in a CloudAXIS meeting invite enables users to join meetings with a single click from HDX/Group Series](#)
- [Support in CloudAXIS to configure the video call rate for CloudAXIS users](#)

Support in CloudAXIS for Polycom's SVC (Scalable Video Codec) solution enhances the user experience

CloudAXIS now incorporates Polycom's SVC solution, with underlying support from Polycom's Media Framework content library. Media Relay Conferencing (MRC) capabilities enable CloudAXIS clients to

participate in full relay-based conferences with other Polycom SVC-capable endpoints including RealPresence Desktop, RealPresence Mobile, and RealPresence Group Series. An extension of the H.264 video compression protocol, SVC encodes multiple resolutions and frame rates to produce improved video quality without increasing bandwidth.

Exception: HTTPs tunneling with SVC will be supported in future releases but is not available in this one.

Benefits of the new SVC support include:

- Decreased latency and improved user experience during video calls.
- Expanded scalability and lowered overall cost for running the Real Presence Platform solution in your enterprise.

The addition of SVC support enables new functionality in the user interface, such that users have more control over individual videos, with the ability to open and close video windows.

To enable SVC in a CloudAXIS environment, verify that it has been configured in the connected DMA and RMX systems.

Support for Single Sign-On (SSO) enables the use of an existing Active Directory domain for user authentication

CloudAXIS applications can now authenticate users internally using credentials entered when logging into the associated domain.

- With SSO enabled, users are no longer required to re-enter Active Directory credentials while accessing CloudAXIS portals if they are already logged into the domain.
- Supports authentication from both Windows and Mac OS systems.
- Enables policy-based authentication alternatives as selected by the Administrator.

Exceptions and Limitations

- The SSO version employed by the RealPresence CloudAXIS Suite in this release works only in single-domain environments.
- The SPNEGO version of SSO being used in this release works only with Windows and OS X devices logged into the Active Directory domain. Android and iOS devices revert to LDAP upon login to the Real Presence CloudAXIS Suite.
- SAML-based SSO is not currently supported.
- SSO must be set up manually through the Administrative User Interface. Instructions for setting up SSO are included in the Administrator's Guide.

A redesigned Administrator's user interface on the Experience Portal makes administrative tasks more intuitive

The updated administrator's user interface in the Experience Portal is aligned more closely with the user interface in the Services Portal and in Polycom's RealPresence Platform Director user interface. It also includes an easily accessible, one-click menu for User Management, Server Management, and Certificate Management.

A signal-strength bar in the CloudAXIS desktop client shows users their network status

While logged into a conference, attendees can view graphical representations of network quality and available bandwidth on their desktop display.

Users can join meetings from the Polycom signature in CloudAXIS meeting invites

A Polycom signature is included in the invites for meetings scheduled from Services Portal. When the invite is sent to an HDX/Group series, end users can join meetings with a single click of the signature.

Upon arriving in a scheduled meeting room, attendees press a button on the Polycom Touch panel to join the meeting from the registered endpoint.

Limitations

- Users must manually enter a passcode before joining a meeting.
- This feature works with Polycom High-Definition Experience (HDX) and requires that Polycom Group Series be configured in Microsoft Exchange. (More information at: <http://www.polycom.co.in/products-services/hd-telepresence-video-conferencing/realpresence-room.html>)
- Details for only one Access Point can be sent to the encoded data.
- The signature is encoded for SIP calls only, with “@” prefixed automatically.
- A maximum of two audio numbers can be sent to the encoded data.

Configure the video call rate for CloudAXIS users

An administrator-configurable setting in the Meeting Experience application helps administrators manage bandwidth by setting the video call rate for users joining meetings in CloudAXIS.

These settings are similar to settings in DMA and MCU and should be coordinated so they are the same across platforms.

Max SVC Call Rate [?] *	896
Max AVC Call Rate [?] *	896
Max AVC Tunnel Call Rate [?] *	512
Max SVC Tunnel Call Rate [?] *	512

Features in Previous Releases

Release 1.4.0

HTTPS Tunneling

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

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

Flexibility in Selection of Meeting Invite Format

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

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

Suspension of Skype Support

- Skype support has been suspended as a result of Microsoft's decision to discontinue the Skype Desktop API. For more information, visit <http://app.info.polycom.com/e/es.aspx?s=1078&e=384406&elq=87ed9310364b4a08a5caec5b45e70710>.

Release 1.3.2

Services Portal

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



Note: Migrating and Updating Email Templates

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

Release 1.3.1

- SIP authentication - The Experience Portal can 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 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 supports customizable templates for e-mail invites and other notifications. For more information, see the Customizing the Email Templates subsection in Chapter 2 of the RealPresence CloudAXIS Suite Administrators' Guide.

Release 1.3.0

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

Release 1.2.1 and Earlier

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

General Requirements

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

Minimum Client Software Requirements

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

Client Software Requirements

<i>Software Type</i>	<i>Description</i>
OS	<p>Microsoft® Windows® XP 32-bit with Service Pack 3 or later</p> <p>Windows 7, 32-bit and 64-bit.</p> <p>Windows 8</p> <p>MacOS 10.6.8 or higher</p> <p>iOS for use with iPad and iPhone. (iOS is a trademark or registered trademark of Apple Inc. in the U.S. and other countries and is used under license.) Check the documentation for compatibility with RealPresence® Mobile 2.3 or later.</p> <p>Android™ - Check the documentation for compatibility with RealPresence Mobile 2.3 or later.</p>

Client-Side Software Components

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

Required Client-Side Software Components

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

Minimum Browser Requirements

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

Browser Requirements

<i>Browser</i>	<i>Description</i>
Microsoft Internet Explorer®	8.0 or higher
Mozilla Firefox®	14.0 or higher
Google Chrome™	11.0 or higher
Apple Safari®	5.0.6 or higher

Solution Requirements

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

Solution Requirements

<i>Requirement</i>	<i>Description</i>
Polycom® RealPresence® Platform	Functioning RealPresence Platform with Polycom® RealPresence® DMA® and sufficient MCU capacity to meet your network requirements.
.OVA	<p>Latest Experience Portal .OVA file, downloaded to your local machine from the Polycom support site.</p> <p>Latest Services Portal .OVA file, downloaded to your local machine from the Polycom support site.</p>
One or more ESXi hosts	<p>Must be version 5.0 or higher, 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
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 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 Administrators' Guide.</p>
SMTP Server	Enables the Services Portal to deliver email meeting invites and other notifications such as user onboarding.
Edge Proxy	<p>If providing access to external guests through a firewall, a functioning firewall/NAT traversal element such as RealPresence Access Director, Virtual Edition or Acme Packet SBC is required, as outlined in the Polycom RealPresence CloudAXIS Suite Administrators' 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 v 3.1 or higher is required to enable HTTPS tunneling functionality.</p>

<i>Requirement</i>	<i>Description</i>
HTTP Reverse Proxy	If providing access to external guests through a firewall, an HTTP reverse proxy or a NAT server is required. This element should be provisioned to allow HTTPS and optional web socket access to the Experience Portal and HTTPS access to the Services Portal. RealPresence Access Director 3.0 or later can also be used as an HTTP Reverse Proxy for the Experience Portal.
End User License Agreement (EULA)	Access the EULA for your product at http://support.polycom.com/PolycomService/home/home.htm

Minimum Server Requirements

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

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

Minimum Client Hardware Requirements

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

Client Hardware Requirements

<i>Component</i>	<i>Description</i>
Processor	Intel Core i5, 2.5 GHz or higher
RAM	2 GB
Video memory	256 MB or more
Hard drive space	200 MB free
Camera	Integrated or external

<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.

OVA File Names

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

Supported Bandwidths, Video Formats, and Resolutions

The Polycom 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.

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.

H.264 SVC High-Profile Point-to-Point Receive Capability

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
1280x720	832	704x480 SIF4	256

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
1024x768 XGA	832	432x240	256
1024x576	832	352x288 CIF	96
960x720	832	352x240 SIF	96
800x600 SVGA	768	320x240 QVGA	96
864x480	384	176x144 QCIF	96
640x480 VGA	256	128x96 SQCIF	96
704x576 CIF4	256		

H.264 SVC Point-to-Point Receive Capability

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
1280x720	832	704x480 SIF4	256
1024x768 XGA	832	432x240	256
1024x576	832	352x288 CIF	96
960x720	832	352x240 SIF	96
800x600 SVGA	768	320x240 QVGA	96
864x480	384	176x144 QCIF	96
640x480 VGA	256	128x96 SQCIF	96
704x576 CIF4	256		

H.264 High-Profile Receive Capability

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
1280x720	512	640x360	384
1024x768 XGA	512	432x240	192
1024x576	512	424x240	96
960x720	512	352x288 CIF	96
800x600 SVGA	448	352x240 SIF	96
864x480	256	320x240 QVGA	96

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
640x480 VGA	192	320x180	96
704x576 CIF4	192	176x144 QCIF	96
704x480 SIF4	192	128x96 SQCIF	96

H.264 Receive Capability

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
1280x720	832	704x480 SIF4	256
1024x768	832	432x240	256
1024x576	832	352x288 CIF	96
960x720	832	352x240 SIF	96
800x600	768	320x240 QVGA	96
864x480	384	176x144 QCIF	96
640x480 VGA	256	128x96 SQCIF	96
704x576 CIF4	256		

H.263 Receive Capability

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
1024x768	1024	352x288 CIF	96
800x600	1024	352x240 SIF	96
640x480 VGA	512	176x144 QCIF	96
704x576 CIF4	1024	128x96 SQCIF	96
704x480 SIF4	1024		

H.264 SVC High-Profile Point-to-Point Transmit Capability

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
1280x720	832	320x240 QVGA	96
640x480 VGA	384	176x144 QCIF	96

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
352x288 CIF	96	128x96 SQCIF	96

H.264 SVC Point-to-Point Transmit Capability

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
1280x720	960	320x240 QVGA	96
640x480 VGA	448	176x144 QCIF	96
352x288 CIF	96	128x96 SQCIF	96

H.264 High-Profile Point-to-Point Transmit Capability

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
1280x720	832	320x240 QVGA	96
640x480 VGA	384	176x144 QCIF	96
352x288 CIF	96	128x96 SQCIF	96

H.264 Transmit Capability

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
1280x720	960	320x240 QVGA	96
640x480 VGA	384	176x144 QCIF	96
352x288 CIF	96	128x96 SQCIF	96
352X240 SIF	96		

H.263 Transmit Capability

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
704X576 CIF4	960	352X240 SIF	128
704X480 SIF4	960	176x144 QCIF	96
640x480 VGA	448	128x96 SQCIF	96
352x288 CIF	128		

SVC Multipoint Transmit Capability

<i>Call Rate (kbps)</i>	<i>Uplink</i>	<i>Call Rate (kbps)</i>	<i>Uplink</i>
1920	180p30 + 360p30 + 720p30	384	180p15 + 270p15
1024	180p30 + 360p15 + 720p15	256	180p30
768	180p30 + 360p30	128	180p7.5
512	180p30 + 360p15		

SVC Multipoint Receive Capability

<i>Bit Rate (kbps)</i>	<i>Downlink</i>	<i>Bit Rate (kbps)</i>	<i>Downlink</i>
Number of Remote Participants: Up to 9			
1920	180p30 x 9	512	180P7.5 x 5
1024	180P15 x 4 + 180P7.5 x 5	384	180P15 x 1 + 180P7.5 x 2
768	180P7.5 x 8	256	180P7.5 x 2
Number of Remote Participants: Up to 8			
1920	180p30 x 8	512	180P7.5 x 5
1024	180P15 x 6 + 180P7.5 x 2	384	180P15 x 1 + 180P7.5 x 2
768	180P7.5 x 8	256	180P7.5 x 2
Number of Remote Participants: Up to 7			
1920	180p30 x 7	512	180P7.5 x 5
1024	180P15 x 7	384	180P15 x 1 + 180P7.5 x 2
768	180P15 x 2 + 180P7.5 x 5	256	180P7.5 x 2
Number of Remote Participants: Up to 6			
1920	180p30 x 6	512	180P15 x 5
1024	180P30 x 2 + 180P15 x 4	384	180P15 x 1 + 180P7.5 x 2
768	180P15 x 4 + 180P7.5 x 2	256	180P7.5 x 2
Number of Remote Participants: Up to 5			
1920	180p30 x 5	512	180P7.5 x 5
1024	180P30 x 4 + 180P15 x 1	384	180P15 x 1 + 180P7.5 x 2
768	180P15 x 5	256	180P7.5 x 2

<i>Bit Rate (kbps)</i>	<i>Downlink</i>	<i>Bit Rate (kbps)</i>	<i>Downlink</i>
Number of Remote Participants: Up to 4			
1920	180p30 x 4	512	180P7.5 x 4
1024	180P30 x 4	384	180P15 x 1 + 180P7.5 x 2
768	360P15 x 1 + 180P15 x 3	256	180P7.5 x 2
Number of Remote Participants: Up to 3			
1920	180p30 x 3	512	180P15 x 3
1024	360P30 x 2 + 360P15 x 1	384	180P15 x 1 + 180P7.5 x 2
768	180P30 x 3	256	180P7.5 x 2
Number of Remote Participants: Up to 2			
1920	180p30 x 2	512	180P30 x 2
1024	360P30 x 2	384	180P15 x 2
768	360P30 x 1 + 360P15 x 1	256	180P7.5 x 2
Number of Remote Participants: Up to 1			
1920	720p30 x 1	512	360P30 x 1
1024	720p30 x 1	384	360P15 x 1
768	360P30 x 1	256	360P7.5 x 1

Products Tested with this Release

Polycom RealPresence CloudAXIS Suite systems are tested extensively with a wide range of products. The following list shows the products that have been tested for compatibility in this release; it is not a complete inventory of compatible equipment.



Note: Supported Products

Issues you may be experiencing in your CloudAXIS environment may be resolved by upgrading to a later release. We encourage you to upgrade all of your Polycom systems with the latest software before contacting Polycom support to report a problem. Go to the service policies in the Polycom support site to find the current Polycom Supported Products matrix.

Tested RealPresence Platform Product Versions

<i>Product</i>	<i>Tested Versions</i>
Polycom® RMX® 1500/2000/4000	8.3.0.245 8.2.0.85.013

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence® Collaboration Server™ 800s	EMA v8.3.0.31
Polycom® RealPresence® DMA™ 7000	6.0.3 build 10 6.0.2.1 build 16
Polycom® RealPresence® Resource Manager™	8.0.1
Polycom® RealPresence® Access Director™	3.1 3.0

**Note: HTTPS Tunneling**

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

Other Tested Product Versions

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence Group Series	4.0.2 (N-1) 4.1.1 (N)
Polycom® High-Definition Room (HDX®) systems	3.1.2 or higher
Polycom® VVX® 500/600	UCS 4.0.2 UCS 4.0.3 UCS 4.1.0 UCS 4.1.2 (first that applies to VVX 600)
Polycom® RealPresence® Desktop (RPD®)	3.0.0
Polycom® Converged Management Application™ (CMA®™) Desktop	6.2.4
Polycom® RealPresence® Mobile	2.3 or higher
Polycom® RSS™ 4000	8.5.1
Polycom® Sound Point® 650 SIP	4.0.3
Polycom® SoundStation® IP4000 SIP	3.1.7
Polycom® Touch Control Group Series	4.1.1 or higher
Cisco® 4505 MCU	4.4
Cisco C20®	5.1.6

<i>Product</i>	<i>Tested Versions</i>
Cisco C90™	5.1.6
Cisco E20	4.1.1
Cisco EX90	5.1.6
Cisco SX20	5.1.6
Cisco VCS	X7.2.1
Tandberg® 150 MXP	L6.1
Tandberg 1700 MXP	F9.3.1
Tandberg 6000 MXP	F9.3.1
Tandberg Edge95 MXP	F9.3.1
Polycom CX500	4.0.7577.4372
Polycom CX600	4.0.7577.4372
Polycom CX7000	1.0.2.4821
Lync® 2010 client	4.0.7577.4356
Lync 2010 server	4.0.7577.205 CU7
Polycom Conference for Microsoft Outlook release	1.3.0 build 3
Exchange 2010	14.2.328.10 SP2 RU5v2
Acme Packet Net-Net Enterprise Session Director	6.0.4



Note: HTTPS Tunneling and Acme

HTTPS Tunneling functionality is not supported with Acme Packet.

Known Issues and Workarounds

This section lists known Services Portal, Experience Portal, and other software issues and their workarounds (if available) in Software Release 1.5.0 and earlier.

Known Services Portal Issues

This section lists the known Services Portal issues in Software Release 1.5.0 and earlier.

Known Services Portal Issues

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-3236	The auto enabling pop-up functionality for the Meet Now and Add Social Contacts workflows does not work when using Internet Explorer (versions 8 or 9), Chrome, or Firefox.	User must disable the pop-up blocker. When a user logs into the Services Portal for the first time and clicks Meet Now, or accesses Social Contacts in the Experience Portal the first time, the pop-up will be blocked. Once the user allows pop-ups, the meeting page will automatically open the next time.
CAXIS-3861	A default Admin user name with non-English characters cannot be created on DMA.	No workaround in this release.
CAXIS-4028	Sometimes Meet Now cannot be initiated from the main Meetings menu, although WSP indicates the meeting was created successfully.	Refresh the browser and relaunch Meet Now.
CAXIS-6600	Setting LDAP details with a special character shows an internal server error.	No workaround in this release. This is an error in fault notification; using the correct values will not cause a problem.
CAXIS-7057	If an Admin logs in to the portal and creates a User then checks / unchecks the Enable User box, when the Admin clicks Edit Personal Details to show the Admin's information, it displays the created User's details instead of the Admin's details.	Refresh the page and open the edit details again.
CAXIS-7087	The proper message is not displayed if a Super Admin does not supply the required information during offline activation.	Refresh the page and enter the values again.
CAXIS-7120	Facebook authentication in the Experience Portal has changed. Facebook App ID and Secret ID are no longer required in the Social policy configuration.	The App ID and Secret ID are no longer used; enter any value and enable the Facebook policy for it to work.

Known Experience Portal Issues

This section lists the known Experience Portal issues in Software Release 1.5.0 and earlier.

Known Experience Portal Issues

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-205	No appropriate error message displays when the Experience Portal server is unable to perform API communication with the Services Portal server.	View logs from the Experience Portal Administrator's tool.
CAXIS-1515	The Experience Portal exits the meeting when network connectivity is lost.	Rejoin the meeting from the browser.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-1529	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.
CAXIS-2228	Experience Portal does not automatically reconnect back with the Services Portal if the Services Portal is restarted or the network interface in the Services Portal goes down.	Restart the Experience Portal to resume normal operations.
CAXIS-2642	End meeting confirmation dialog will not show up until you click on the Video feed.	No workaround in this release.
CAXIS-3229	Participant cannot be seen on the roster when he joins an adhoc call through a Join Bridge flow.	No workaround in this release.
CAXIS-3236	The auto enabling pop-up functionality for the Meet Now and Add Social Contacts workflows does not work if using Internet Explorer (versions 8 or 9), Chrome, or Firefox.	User must disable the pop-up blocker. When a user logs into the Services Portal for the first time and clicks Meet Now, or accesses Social Contacts in the Experience Portal the first time, the pop-up will be blocked. When the user allows pop-ups, the meeting page will automatically open the next time.
CAXIS-4610	When the Host ends a meeting, some users see a Lost Connection screen instead of a Thank You exit screen.	No workaround in this release.
CAXIS-4668	Sometimes when loading a meeting, the Facebook social contacts pop-up screen appears blank.	Reload the meeting.
CAXIS-4982	When attempting to dial a SIP access point (typically RPAD or DMA) to establish a video/audio session, the CloudAXIS web client will first attempt a DNS SRV record lookup based on the access point's Fully Qualified Domain Name (FQDN) as configured in the "DMA Config" section of the CloudAXIS Services Portal administrative interface. In environments where an SRV record has not been provisioned for the access point on the organization's DNS server, the SRV record lookup will normally return a "no such name" result. In this case, the web client will attempt an A record lookup of the access point's FQDN. In some environments, however, firewall DNS filtering may block the SRV lookup and cause a timeout of the DNS request. If the web client's SRV record lookup times out, the dial attempt to that access point will fail rather than falling back to an A record lookup.	Provision DNS firewall filters that affect CloudAXIS 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>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-5035	After deleting log files from Admin UI, “forever” logs are not being generated.	Restart the server.
CAXIS-5571	Video delayed or frozen and audio interrupted on call made from outside the enterprise network through HTTPs tunnel.	Try the call again with a higher bandwidth connection.
CAXIS-5724	When RPM users enter a meeting from a mobile device, their names appear twice in the meeting roster.	No workaround in this release.
CAXIS-5990	When setting up a new tunnel Access Point type, the Access Proxy port is in use. A non-default port must be manually assigned to the address on the RPAD.	Add the port to access points in the format <IP/FQDN>:<Port Number> in DialString.
CAXIS-6157	Users in Audio-only mode see the Connecting screen for 5-10 seconds after joining a call.	No workaround in this release.
CAXIS-6474	If UDP ports are blocked in your enterprise deployment and HTTPS Tunneling is enabled, calls connect only in tunneled mode.	Enable UDP access on your enterprise deployment.
CAXIS-6723	Audio quality is diminished after user switches from Video-only to Audio-only mode.	Try the call again with a higher bandwidth connection.
CAXIS-6743	Content receiver cannot see content and content sender cannot stop sending content using the Stop Sharing button if the sender initiated the content while DTMF tones are playing for the passcode.	Content sender should stop content using the Content icon at the top of the screen the reinitiate the content share.
CAXIS-6785	Certificates uploaded from the UI result in an error when decoded in SSL Shopper.	No workaround in this release.
CAXIS-6800	When a meeting crashed due to a server-side disconnect, there was a long delay to when the client reported the Call Closed/Lost Connection message and the camera did not release until the portal page was refreshed.	No workaround in this release.
CAXIS-6802	When the network connection is competing for resources by uploading a large file during a video call, the call session freezes and disconnects.	Do not upload large files during a call.
CAXIS-6805	Authenticated user joins a call as a participant instead of a presenter.	No workaround in this release.
CAXIS-6807	Video shows as black after joining a call.	No workaround in this release.
CAXIS-6811	An unregistered H.323 endpoint replaces another unregistered H.323 endpoint in the roster.	No workaround in this release.
CAXIS-6856	The bit rate for SVC calls does not match what is set.	No workaround in this release.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-7027	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.
CAXIS-7033	In some circumstances, when in an SVC meeting and when examining statistics in the call information, a participant in the statistics may not match the participants in the roster.	No workaround in this release.
CAXIS-7066	If a participant's email address contains improper characters or is not in the proper format, the portal does not display an error message and accepts the user to join the meeting with an invalid email.	Do not enter an email address with special characters.
CAXIS-7111	In Internet Explorer 8 and 9, there is no placeholder text for the username and password fields when the user clicks on Add Facebook contacts.	Enter the username in the top field and the password in the bottom field.

Other Known Software Issues

This section lists other known software issues in Software Release 1.5.0 and earlier.

Other Known Software Issues

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

Limitations

This section lists the limitations for the Services Portal, Experience Portal and other software limitations in Software Release 1.5.0 and earlier.

Services Portal Limitations

This section lists the limitations for the Services Portal in Software Release 1.5.0 and earlier.

Services Portal Limitations

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

Experience Portal Limitations

This section lists the limitations for the Experience Portal in Software Release 1.5.0 and earlier.

Experience Portal Limitations

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-6687	Cannot run SVC over a tunneled call.	No workaround in this release.
CAXIS-6803	The active speaker has a low resolution in SVC calls above four participants.	No workaround in this release. Refer to the SVC call rates and resolutions tables for more information.
CAXIS-7009	Video layout gets distorted or corrupted while performing UI operations using Chrome or Firefox.	Use Internet Explorer as your browser if you need to perform UI operations in a call.

Other Limitations

This section lists other limitations in Software Release 1.5.0 and earlier.

Other Limitations

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

Resolved Issues

This section lists the resolved Services Portal, Experience Portal, and other software issues in Software Release 1.5.0 and earlier.

Resolved Services Portal Issues

This section lists the resolved Services Portal issues in Software Release 1.5.0 and earlier.

Resolved Services Portal Issues

<i>Issue ID</i>	<i>Description</i>
CAXIS-457	Need provision of use AD search to invite people and send invite as a calendar event.
CAXIS-1092	Services Portal cannot create meetings if the default MCU Pool Order (Factory Pool Order) has been renamed.
CAXIS-1369	Unable to download Logs from the User Interface when using Internet Explorer 8.
CAXIS-1588	Configuring a DMA without selecting the DMA's Primary radio button produces a state with no primary DMA.
CAXIS-2579	Loading the first page (after login) takes an inordinate amount of time.
CAXIS-2617	Super Admins are unable to change local user passwords.
CAXIS-2907	The LDAP Subdomain update failed when the base Domain Name (DN) has the DC in lower case.
CAXIS-3233	The Services Portal is unable to initiate a meeting when selecting Meet Now or Host if using Internet Explorer versions 9.0 or 10.0. The web client sticks on the message "Please wait while we co-ordinate your meeting."
CAXIS-3550	The Upload Certificate in Certificate Management does not work on Internet Explorer 8.
CAXIS-3818	An Admin user that is created using non-English characters (Japanese/Korean/S Chinese/Russian) gets logged out immediately. Users with other non-English login names cannot access social contacts in Internet Explorer 8, 9, or 10 when in a meeting.
CAXIS-3926	In the Russian language localization, the "Duration" label is truncated in the Meeting Details dialog.

<i>Issue ID</i>	<i>Description</i>
CAXIS-3927	In the Russian language localization, the “Duration” label is truncated in the Confirm Meeting Details dialog.
CAXIS-4013	Long meeting name causes distortion on the "view meeting" window.
CAXIS-4708	After a Services Portal upgrade, users viewing the portal in the Internet Explorer browser may need to clear their cache to see changes.
CAXIS-4942	User cannot join a meeting as a participant from the Services Portal schedule.
CAXIS-5666	User with Admin role has access to License Management, which should be available only to Super Admin users.
CAXIS-5763	After migration, default WSP log level is set to “Info only” rather than “Debug.”
CAXIS-5856	Removed UTC references in the Email templates, and now all created meetings are sent as Calendar Invites instead of plain mail text.
CAXIS-6283	In versions localized in Korean, Russian, Chinese, and Japanese, an Outlook meeting invitation displays a string of question marks in the Agenda field. The issue occurs when the Agenda field has been left blank.
CAXIS-6642	Old version of NGINX contains a security vulnerability.

Resolved Experience Portal Issues

This section lists the resolved Experience Portal issues in Software Release 1.5.0 and earlier.

Resolved Experience Portal Issues

<i>Issue ID</i>	<i>Description</i>
CAXIS-568	Audio continues after disconnecting the call in Internet Explorer.
CAXIS-1261	The Audio Only setting in the DMA template is not getting reflected for the web client.
CAXIS-1501	The Experience Portal access tokens used with Google Talk™ and Facebook timeout after an hour in the meeting. This prevents additional invites from being sent through Google Talk™ and Facebook.
CAXIS-1564	If you select mute on audio and video before joining the call, then click on start and join the call, the video is still broadcast.
CAXIS-1682	The Experience Portal's Administrator's tool displays an error message when trying to generate certificates.
CAXIS-1716	In the Join Bridge option, the Passcode field on the Web page does not work. You have to manually enter the Passcode twice.
CAXIS-1835	The plug-in periodically crashes during meetings.
CAXIS-1892	The Experience Portal will not enforce server certificate validation of other components such as the Services Portal or DMA.

<i>Issue ID</i>	<i>Description</i>
CAXIS-1897	Unable to enter an Email address on an Android when trying to join the CloudAXIS Conference via RealPresence Mobile.
CAXIS-2034	Participant User Interface freezes when the host initiates content. (The host was able to receive video in this situation.)
CAXIS-2070	System logging is not functional.
CAXIS-2594	Experience Portal admin logs are not accessible from the admin User Interface.
CAXIS-2633	The client enters a state in which it is able to send but not receive shared content.
CAXIS-2636	Log files are not generated after all logs are cleared from the admin User Interface.
CAXIS-2637	The "Video rate used" remains at 174k throughout a call.
CAXIS-2658	Entering into Full Screen mode from a Firefox browser results in a blank video screen until the user accepts the Allow settings.
CAXIS-2666	Social Plugin prompts a Security Warning.
CAXIS-2714	The Experience Portal exits a call if multiple participants (greater than 15) join the call and start performing various operations (e.g., content share, recording, chat, etc.).
CAXIS-2717	After upgrading from Experience Portal 1.1 to 1.2, users may be asked to download plugins again instead of updating.
CAXIS-2721	On rare occasions, Experience Portal service has delays in responding.
CAXIS-2723	The Experience Portal Roster occasionally displays users who may have left the meeting. In addition, the Roster also occasionally displays incorrect participants.
CAXIS-2750	The Call Information screen and data do not match the Comps.
CAXIS-2791	Call ends randomly with error message "Lost Connection".
CAXIS-2796	The Start screen has problems with only a partial video preview window and inactive device selection pull downs.
CAXIS-3058	Facebook/Google Talk Social Connector does not load online contacts.
CAXIS-3370	If users log in as username@domain, they cannot launch the Experience Portal.
CAXIS-3654	If an invalid SSL certificate and SSL certificate private key are applied to the administrator console, the administrator console is inaccessible after restart.
CAXIS-3656	If a CloudAXIS meeting lasts longer than the scheduled duration, and the host ends the meeting for all participants, hardware endpoints remain in the meeting.
CAXIS-3812	Record button does not work for "Join Bridge" meetings. (Works as designed.)
CAXIS-3880	CloudAXIS Plugin Logs 470 Mb. No house cleaning?
CAXIS-3911	Menu and User Information overlap in the Russian language. When you reach to the User Information tab you are unable to click on Menu.

<i>Issue ID</i>	<i>Description</i>
CAXIS-3922	Skype connector does not connect in Internet Explorer 9.
CAXIS-4180	When an Active Directory user created in a non-English language tries to launch the web client using either the Meet Now/HOST or JOIN flows, the web client does not launch.
CAXIS-4452	CloudAXIS plugin crashes in Firefox and Chrome when Meet Now is selected.
CAXIS-4573	In the Experience Portal, the admin user is not able to delete "Access Points" from the VMR Settings page.
CAXIS-4529	The AXISConnect Plugin occasionally crashes when using Firefox on an Apple MAC.
CAXIS-4665	After migrating to Release 1.3.1, the DMA Agent admin password is sometimes wrongly encrypted, thereby causing roster and recording issues.
CAXIS-5014	Experience Portal plugins on either the Firefox or Chrome browser become unresponsive.
CAXIS-5265	No Content sharing or Invite Participants buttons appear after selecting (checking) the Remember My Username/Password box.
CAXIS-5615	The camera and microphone stop detecting on the plugin after the first or second attempt. This issue occurs using all browsers.
CAXIS-5714	Internet Explorer users are unable to update their existing versions of the CloudAXIS video plugin.
CAXIS-5718	Cross Site scripting issues occur in the Experience Portal URL address.
CAXIS-5862	The Experience Portal Email link does not work if the Internet Explorer protected mode is selected for the Internet Zone under the Internet security option.
CAXIS-5863	The Experience Portal overwhelms the DMA with API calls and causes the DMA to crash.
CAXIS-5877	The Experience Portal will not load on Mozilla and Chrome for Mac or Internet Explorer or Firefox for Windows due to an intermittent network connectivity issue.
CAXIS-5957	CloudAXIS sometimes shuts down after user joins a call.
CAXIS-6096	Call fails after user launches the MEA client from a URL received in a scheduled meeting.
CAXIS 6110	Edits made to the change_network_settings script in the CloudAXIS shell are not retained after a system reboot.
CAXIS-6164	Updated settings.json file does not upload.
CAXIS-6189	Service Portal and Experience Portal pages stop responding during an active call.
CAXIS-6242	MAC user behind forward proxy cannot join call.
CAXIS-6364	User cannot join call after clicking Meet Now button.
CAXIS-6386	User sees black media screen after clicking a URL to join a meeting using Google Chrome browser.
CAXIS-6659	In the MEA restricted shell, firewall cannot be enabled using the caxis SSH login.

<i>Issue ID</i>	<i>Description</i>
CAXIS-6675	Experience Portal screen fails to load when browser is set to Russian language.
CAXIS-6677	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-6680	Chat function not working in localized languages.
CAXIS-6681	After clicking Meet Now in any localized language, invite and content sharing options are not visible.
CAXIS-6682	Experience Portal user interface does not reflect a change in role from participant to user.
CAXIS-6683	Clicking on help displays a blank page in a localized language.
CAXIS-6698	MEA admin password guidelines are not outlined in the user interface when password is being created.

Other Resolved Issues

There are no other resolved issues in Software Release 1.5.0.