



RELEASE NOTES

Software 1.6.1 | August 2014 | 3725-03317-005 Rev D1

---

# RealPresence® CloudAXIS™ Suite



# What's New in Release 1.6.1

---

RealPresence CloudAXIS Suite enables users to experience online video conference meetings in a web browser. Major updates to the software include the following:

- [Added 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](#)
- [Added option to either terminate or continue a conference when the chairperson drops](#)



## **Troubleshooting: Complete software installation required for this release**

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's Guide](#) for instructions on installing a new version of the software and migrating settings from your previous installation.

For additional updates included in this release, see the [Known Issues](#) and [Resolved Issues](#) sections of these Release Notes.



## **Note: Get the latest product information from Polycom Support**

To view the latest Polycom product documentation, visit the Support page of the Polycom web site at <http://support.polycom.com>.

## Added support for UPN login format

Changes to the Lightweight Directory Access Protocol (LDAP) settings and authentication mechanism enable user logins using the UPN (*username@domain.com*) format.

## Improvements in the LDAP integration

Improvements in the LDAP integration that include sub-domain search, default-domain configuration, user authentication and search are now more efficient. If an AD domain's domain controller is unavailable during search or authentication, the next available domain controller is configured automatically. In addition, an administrator can now configure LDAP for an Active Directory site at the API level.

## User's home page shows display name rather than login name

For both local and external Active Directory users, the Home Page shows the displayName rather than the userName in the welcome line. The user's displayName is also shown in "Schedule Meeting," "Meeting Calendar," and "Meeting Invite" e-mails.

## Resolved Arabic localization issue

In previous RealPresence CloudAXIS Experience Portal releases, the e-mail invite button was not properly displayed on the Host page. The e-mail invite button now appears on the Host page, so that a meeting host can easily invite new participants while a meeting is in progress.

## Resolved error loading social networking plugins

In previous RealPresence CloudAXIS Services Portal releases, the social plugin failed to load when a user attempted to add contacts from Gmail or Facebook if an older version of the plugin was installed. Now, when a user attempts to add a social contact, if required, an updated version of the plugin is downloaded, and the user is redirected to the login page for the appropriate social networking page.

## Fixed content-sharing issue on MacBook Air

In previous RealPresence CloudAXIS Experience Portal releases, the content-sharing plugin for RealPresence CloudAXIS Suite has failed for MacBook Air users. These users can now share content using Safari, Chrome, or Firefox browsers.

## Resolved problem with single sign-on (SSO) in restrictive firewall environments

In certain network environments in which the RealPresence CloudAXIS Services Portal had no outbound connectivity to the Internet, single sign-on failed to initiate. The issue was previously resolved with a patch, which has now been included in this software release.

## Support for additional users in the RealPresence CloudAXIS Services Portal and restricted shell

A default local user (*rppuser*) is included in the RealPresence CloudAXIS Services Portal installation. The RealPresence CloudAXIS Suite restricted shell now includes the user *polycom*.

## Addition of chairperson passcode for a scheduled meeting

The ability to add a Chairperson passcode to a scheduled meeting was added in the 1.6.0. release. With this feature, the Host passcode is added in the e-mail notification, and the Host uses it to enter the meeting.

If the default e-mail template was customized in a prior RealPresence CloudAXIS Suite version, if you are migrating software from a 1.5.0 instance to 1.6.x instance, to show the chairperson passcode in the e-mail invites, you must either reset the template to the default or refer the new 1.6.x default template and modify the custom template to reflect the chairperson passcode field.

## Updates to OpenSSL libraries

Updates to OpenSSL libraries used by the Edge Experience Portal, Edge Services Portal, and the web browser plugin address recent security vulnerabilities, including CVE-2014-0224, CVE-2014-0195, CVE-2010-5298, and CVE-2014-0198. For more specific information on these vulnerabilities, see <https://cve.mitre.org> or <http://nvd.nist.gov>. For more information on Polycom security, including Polycom security bulletins, see <http://www.polycom.com/security>.

## Added option to either terminate or continue a conference when the chairperson drops

Application behavior in RealPresence CloudAXIS Suite has changed, so that meetings are not automatically terminated when a chairperson leaves the meeting. The "Terminate conference after chairperson drops" field in the DMA conference template determines whether a conference ends automatically upon a chairperson's disconnecting from it. With the setting turned on, conferences – including connected chat sessions – are automatically terminated when the chairperson disconnects. When the setting is turned off, then upon disconnecting from a meeting, the chairperson is given the option to either terminate or continue the entire conference.

For details on how to set this field in a DMA conference template, see the RealPresence DMA System Operations Guide at the [Polycom® RealPresence® Distributed Media Application \(DMA\) support page](#).

# 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>
1.6.0	July 2014	<p>Support in RealPresence CloudAXIS Suite for license integration with RealPresence Platform Director 1.7.0.</p> <p>Content over HTTPS Tunneling for RealPresence CloudAXIS Suite meeting participants.</p> <p>Real Presence Mobile HTTPS tunneling functionality enabled by the RealPresence CloudAXIS Experience Portal.</p> <p>Real Presence Mobile roster functionality enabled by the RealPresence CloudAXIS Experience Portal.</p> <p>Enhanced log management for RealPresence CloudAXIS Experience Portal administrators.</p>
1.5.0	June 2014	<p>Support in RealPresence CloudAXIS Suite for Polycom's SVC (Scalable Video Codec) solution.</p> <p>Support for Single Sign-On (SSO) enables the use of an existing Active Directory domain for user authentication.</p> <p>Redesigned administrator's user interface on the RealPresence CloudAXIS Experience Portal makes administrative tasks more intuitive.</p> <p>A signal-strength bar in the RealPresence CloudAXIS Suite desktop client shows users their network status.</p> <p>Users can join meetings from the Polycom signature in RealPresence CloudAXIS Suite meeting invites</p>
1.4.0	March 2014	<p>HTTPS tunneling.</p> <p>Flexibility in selection of meeting invite format.</p> <p>Suspension of Skype support</p>
1.3.2	December 2013	<p>Ability of a meeting host to invite an Active Directory contact to a meeting.</p> <p>Removal of the UTC time zone in e-mail invites.</p> <p>Calendar formatted for iCalendar.</p>
1.3.1	September 2013	<p>SIP authentication.</p> <p>Social connector proxy support.</p> <p>E-mail template customization.</p>

---

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.3.0	July 2013	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 MacOS. RealPresence CloudAXIS Services Portal administrative option to omit meetings passcode information in invitation e-mails.
1.2.1	June 2013	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>
Windows	Windows 7, 32-bit and 64-bit. Windows 8
Mac	MacOS 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 the documentation for compatibility with <a href="#">RealPresence® Mobile 2.3</a> or later.
Other	Android™ - Check the documentation for compatibility with <a href="#">RealPresence Mobile 2.3</a> or later.

## Client Software Components

Installing the following software components onto end-user PCs allows 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.

<i>Component</i>	<i>Description</i>
RealPresence CloudAXIS Suite Social Plug-in	Required for accessing Google Talk™ contact lists. Download this plug-in by accessing the social connectors 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
Mozilla Firefox®	14.0 or higher
Google Chrome™	11.0 or higher
Apple Safari®	5.0.6 or higher

## Server Requirements

The RealPresence CloudAXIS Services and Experience Portals in the RealPresence CloudAXIS Suite require two VM (virtual machine) 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.
.OVA Files	<p>Latest RealPresence CloudAXIS Experience Portal .OVA file, downloaded to your local machine from the <a href="#">Polycom support site</a>.</p> <p>Latest RealPresence CloudAXIS 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, 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 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 <a href="#">Polycom RealPresence CloudAXIS Suite Administrator's Guide</a>.</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 <a href="#">Polycom RealPresence CloudAXIS Suite Administrator's Guide</a>. 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>

---

<i>Requirement</i>	<i>Description</i>
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>
End User License Agreement (EULA)	<p>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></p>

---

# 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: Supported products

To ensure the issue has not already been addressed by vendor software updates, we encourage you to upgrade all of your Polycom systems with the latest software before contacting Polycom support.

Go to [http://support.polycom.com/PolycomService/support/us/support/service\\_policies.html](http://support.polycom.com/PolycomService/support/us/support/service_policies.html) 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	8.4 8.3
Polycom® RealPresence® Collaboration Server™ 800s	8.3
Polycom® Capture Server™	1.6
Polycom® RealPresence® DMA™ 7000	6.1 6.0
Polycom® RealPresence® Resource Manager™	8.2.0
Polycom® RealPresence® Access Director™	4.0 3.1



## 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	4.1.3

<i>Product</i>	<i>Tested Versions</i>
Polycom® High-Definition Room (HDX®) systems	3.1.4 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®)	3.2
Polycom® Converged Management Application™ (CMA™) Desktop	6.2.4
Polycom® RealPresence® Mobile	3.2 or higher
Polycom® RSS™ 4000	8.5.1
Polycom® Sound Point® 650 SIP	4.0.3
Polycom® SoundStation® IP4000 SIP	3.1.7
Polycom® Touch Control Group Series	4.1.1 or higher
Cisco® 4505 MCU	4.4
Cisco C20®	5.1.6
Cisco C90™	5.1.6
Cisco E20	4.1.1
Cisco EX90	5.1.6
Cisco SX20	5.1.6
Cisco VCS	X7.2.1
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
Lync® 2010 client	4.0
Lync 2010 server	4.0

---

<i>Product</i>	<i>Tested Versions</i>
Polycom Conference for Microsoft Outlook release	1.3.0
Exchange 2010	14.03
Acme Packet Net-Net Enterprise Session Director	6.0.4

# System Capabilities and Constraints

---

The following capabilities are supported for RealPresence CloudAXIS Suite in this release.

## 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's 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

# 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.

## RealPresence CloudAXIS Services Portal Issues

This section lists the known RealPresence CloudAXIS Services Portal issues in this and earlier releases.

### Known RealPresence CloudAXIS Services Portal Issues

<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-7182	Help text is distorted in the RealPresence CloudAXIS Services Portal scheduling window when Internet Explorer 9 or Firefox Version 29 (simplified Chinese) are used.	Use another browser.
CAXIS-7183	When a Firefox browser is used at certain resolutions to schedule a meeting on the RealPresence CloudAXIS Services Portal, video distortion can occur.	No workaround in this release.
CAXIS-7385	When initiating a migration from a previous version of the software, the LDAP configuration entries are displayed in the User Interface.	Refresh the browser session to clear the cache.

## RealPresence CloudAXIS Experience Portal Issues

This section lists the known RealPresence CloudAXIS Experience Portal issues in this and earlier releases.

### Known RealPresence CloudAXIS Experience Portal Issues

<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-205	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.
CAXIS-1515	The RealPresence CloudAXIS Experience Portal disconnects from the meeting when network connectivity is lost.	Rejoin the meeting from the browser.

<i>Issue No.</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-2642	End meeting confirmation dialog is not displayed until a user clicks on the Video feed.	No workaround in this release.
CAXIS-4982	When attempting to dial a SIP access point such as y 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. 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.	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.
CAXIS-5571	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.
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 <code>&lt;IP/FQDN&gt;:&lt;Port Number&gt;</code> in DialString.
CAXIS-6398 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-7009	Video layout on the RealPresence CloudAXIS Experience Portal meeting screen gets distorted when a user attempts to perform tasks in the user interface.	Return to focus on the web browser running the RealPresence CloudAXIS Experience Portal meeting, or bring the browser window to the foreground by clicking the title bar or taskbar icon.



<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-7148	“VMWare Tools” status on the vCenter server shows “status unknown.”	Set <code>disable-tools-version=false</code> in <code>/etc/vmware-tools/tools.conf</code> <code>cat /etc/vmware-tools/tools.conf</code> <code>[vmtools]</code> <code>disable-tools-version=false</code>
CAXIS-7223	RealPresence CloudAXIS Experience Portal meeting interface shows “joining meeting,” but video and content sharing are not available.	Rejoin the meeting in a new browser session.
CAXIS-7240	Web proxy authentication dialog box appears behind other windows when connecting to the RealPresence CloudAXIS Experience Portal using web-proxy access.	No workaround in this release.
CAXIS-7243	Enterprise user cannot join meeting scheduled by a local user in the RealPresence CloudAXIS Services Portal.	UserAddressDomain must match the e-mail domain of users that you want to be able to host meetings. Examples of this rule include: <p>(polycom.com)\$ (matches all user e-mails with polycom.com)</p> <p>(polycom.+) (matches all user e-mails that contain "polycom" as part of the domain)</p> <p>Any user who does not match at least one rule on the Authentication page will be granted access to the conference as a participant/guest.</p>
CAXIS-7342	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, rather than the <b>Share Content</b> button, the <b>Stop Sharing</b> button is displayed.	User may need to disconnect from the meeting and start a new session as a presenter.

<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-7362	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.	New customer installs using Virtual Edition Smart Start bundle licenses must use RealPresence Platform Director to apply and license RealPresence CloudAXIS Suite.  For more information on the VM environment requirements for RealPresence Platform Director, see the "Product Requirements" section of the <a href="#">Polycom RealPresence Platform Director Administrator's Guide</a> .
CAXIS-7390	In rare cases, when a user attempts to disconnect from a RealPresence CloudAXIS Suite meeting on a Mac, the RealPresence CloudAXIS Suite webclient may not fully disconnect. Indications that this has happened include: <ul style="list-style-type: none"> <li>• a spinning rainbow cursor that does not go away</li> <li>• the "Yes" button on the "Would you like to leave the meeting?" appearing grey and unselectable</li> <li>• the dialog remaining open and</li> <li>• the camera "in-use" light remaining on.</li> </ul>	The condition can be cleared either by closing the affected browser or by using the "Activity Monitor" application (found in /Applications/Utilities) to force the RealPresence CloudAXIS Suite plugin process to end.

## Other Software Issues

This section lists other known software issues in this and earlier releases.

### 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 RealPresence CloudAXIS Services Portal, RealPresence CloudAXIS Experience Portal and other software limitations in this and earlier releases.

**RealPresence CloudAXIS Services Portal Limitations**

<i>Issue No.</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 e-mail 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.

**RealPresence CloudAXIS Experience Portal Limitations**

<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-3236	The auto-enabling pop-up functionality for the Meet Now and Add Social Contacts workflows 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.
CAXIS-6802	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.
CAXIS-7191	Refreshing a browser session during a meeting on the RealPresence CloudAXIS Experience Portal disconnects the call.	Avoid refreshing the browser screen while a call is in session.
CAXIS-7098	Clicking on elements / icons in the RealPresence CloudAXIS Experience Portal user interface sometimes has no effect.	Reposition the mouse and click on the element again.

---

**Other Limitations**

<i>Description</i>	<i>Workaround</i>
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.
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 <a href="#">Collaboration and Conferencing Platforms support page</a> on Polycom Support.

---

# Resolved Issues

---

This section lists the resolved RealPresence CloudAXIS Services Portal, RealPresence CloudAXIS Experience Portal, and other software issues in this and earlier releases.

## Resolved RealPresence CloudAXIS Services Portal Issues

This section lists the resolved RealPresence CloudAXIS Services Portal issues in this and earlier releases.

### Resolved RealPresence CloudAXIS Services 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-1092	1.3.0	RealPresence CloudAXIS Services Portal cannot create meetings if the default MCU Pool Order (Factory Pool Order) has been renamed.
CAXIS-1369	1.3.2	Unable to download Logs from the User Interface when using Internet Explorer 8.
CAXIS-1588	1.5.0	Configuring a DMA without selecting the DMA's Primary radio button produces a state with no primary DMA.
CAXIS-2579	1.3.0	Loading the first page (after login) takes an inordinate amount of time.
CAXIS-2617	1.2.1	Super Admins are unable to change local user passwords.
CAXIS-2907	1.2.2	The LDAP Subdomain update failed when the base Domain Name (DN) has the DC in lower case.
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-3550	1.4.0	The Upload Certificate in Certificate Management does not work on Internet Explorer 8.
CAXIS-3861	1.6.0	A default Admin user name with non-English characters cannot be created on DMA.
CAXIS-3926	1.5.0	In the Russian language localization, the "Duration" label is truncated in the Meeting Details dialog.

<i>Issue No.</i>	<i>Resolved in Release</i>	<i>Description</i>
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-5035	1.6.0	After deleting log files from Admin UI, “forever” logs are not being generated.
CAXIS-5666	1.5.0	User with Admin role has access to License Management, which should be available only to Super Admin users.
CAXIS-5763	1.5.0	After migration, default WSP log level is set to “Info only” rather than “Debug.”
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-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 <b>NOT</b> exploitable. Although we can make the WSP print any input sent to it, including “&lt;script&gt;,” the WSP does not ever run the contents of data placed in between &lt;script&gt; and &lt;/script&gt;. So an attacker cannot do anything bad here.</p>
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-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

## Resolved RealPresence CloudAXIS Experience Portal Issues

This section lists the resolved RealPresence CloudAXIS Experience Portal issues in this and earlier releases.

**Resolved RealPresence CloudAXIS Experience Portal Issues**

<i>Issue No.</i>	<i>Resolved in Release</i>	<i>Description</i>
CAXIS-568	1.3.2	Audio continues after disconnecting the call in Internet Explorer.
CAXIS-1261	1.6.0	The Audio Only setting in the DMA template is not being shown for the web client.
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-1682	1.3.0	The RealPresence CloudAXIS Experience Portal Administrator's tool displays an error message when generating certificates.
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.
CAXIS-2594	1.3.0	RealPresence CloudAXIS Experience Portal admin logs are not accessible from the admin User Interface.
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-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.

<i>Issue No.</i>	<i>Resolved in Release</i>	<i>Description</i>
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-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.
CAXIS-3370	1.4.0	If users log in as username@domain, they cannot launch the RealPresence CloudAXIS Experience Portal.
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-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-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-5265	1.5.0	No Content sharing or Invite Participants buttons appear after selecting (checking) the Remember My Username/Password box.
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-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-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.
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.

<i>Issue No.</i>	<i>Resolved in Release</i>	<i>Description</i>
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-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.

## Other Resolved Issues

There are no other resolved issues in this software release.

# Get Help

---

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

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

For more information on solution with this Polycom partner, see the partner site at [Polycom Global Strategic Partner Solutions](#).

## The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Copyright ©2014, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive  
San Jose, CA 95002  
USA



Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.



Java is a registered trademark of Oracle America, Inc., and/or its affiliates.

**End User License Agreement** By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the [End User License Agreement](#) for this product.

**Patent Information** The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

**Open Source Software Used in this Product** This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by e-mail at [OpenSourceVideo@polycom.com](mailto:OpenSourceVideo@polycom.com).

**Disclaimer** While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

**Limitation of Liability** Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

**Customer Feedback** We are striving to improve our documentation quality and we appreciate your feedback. E-mail your opinions and comments to [DocumentationFeedback@polycom.com](mailto:DocumentationFeedback@polycom.com).



Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.