



RELEASE NOTES

Software 1.6.2 | December 2014 | 3725-03317-005 Rev E

# RealPresence® CloudAXIS™ Suite



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# What's New in Release 1.6.2

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

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



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

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

## Feature Enhancements

The RealPresence CloudAXIS Suite 1.6.2 release supports the features described below.

### Direct Access Probe

In a tunneled call, the RealPresence CloudAXIS Suite client probes to determine if there is a direct network route to the tunneling access point on the Polycom® RealPresence® Access Director™ system. If there is a direct route, then the RealPresence CloudAXIS Suite client attempts to connect to the tunnel directly. If there is not a direct route, then the RealPresence CloudAXIS Suite client attempts to use a forwarding web proxy to connect the tunnel, if one is configured on the local system and/or browser.

The direct access probe feature is not available when running the RealPresence CloudAXIS Suite client on Mac® systems. On a Mac system, the RealPresence CloudAXIS Suite client always attempts to use a forwarding web proxy, if one is configured on the local system and/or browser.

# Release History

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

## Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.6.2	November 2014	Added support for direct access probe for tunneling on Windows.
1.6.1	August 2014	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.
1.6.0	July 2014	Support in RealPresence CloudAXIS Suite for license integration with RealPresence Platform Director 1.7.0. Content over HTTPS Tunneling for RealPresence CloudAXIS Suite meeting participants. Real Presence Mobile HTTPS tunneling functionality enabled by the RealPresence CloudAXIS Experience Portal. Real Presence Mobile roster functionality enabled by the RealPresence CloudAXIS Experience Portal. Enhanced log management for RealPresence CloudAXIS Experience Portal administrators.
1.5.0	June 2014	Support in RealPresence CloudAXIS Suite for Polycom's SVC (Scalable Video Codec) solution. Support for Single Sign-On (SSO) enables the use of an existing Active Directory domain for user authentication. Redesigned administrator's user interface on the RealPresence CloudAXIS Experience Portal makes administrative tasks more intuitive. A signal-strength bar in the RealPresence CloudAXIS Suite desktop client shows users their network status. Users can join meetings from the Polycom signature in RealPresence CloudAXIS Suite meeting invites

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<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.4.0	March 2014	HTTPS tunneling. Flexibility in selection of meeting invite format. Suspension of Skype support.
1.3.2	December 2013	Ability of a meeting host to invite an Active Directory contact to a meeting. Removal of the UTC time zone in e-mail invites. Calendar formatted for iCalendar.
1.3.1	September 2013	SIP authentication. Social connector proxy support. E-mail template customization.
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 Mac OS. 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.

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# Solution Requirements

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

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

## Operating System Requirements

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

### Operating System Requirements

<i>System Type</i>	<i>Description</i>
Microsoft® Windows®	Windows 7, 32-bit and 64-bit. Windows 8
Mac®	Mac OS® 10.7.5 or higher
iOS	iOS for use with iPad and iPhone. (iOS is a trademark or registered trademark of Apple Inc. in the U.S. and other countries and is used under license.) Check 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 (32-bit)
Apple® Safari®	5.0.6 or higher

## Server Requirements

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

### Server Components per VM Instance

<i>Component</i>	<i>Description</i>
CPU	Each instance must be hosted on a physical CPU with the following clock-speed characteristics: ≥2.0 GHz (Intel Xeon E5 Series or better CPU) ≥2.5 GHz (Intel Xeon 5500 Series or better CPU)
Virtual Cores	Each instance must have 4 virtual cores.
RAM	4 GB
Accessible Storage	100 GB

## Other System Requirements

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

### Other System Requirements

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



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<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>

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# Products Tested with this Release

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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 [Polycom Service Policies](#) to find the Current Interoperability 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 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
Polycom® High-Definition Room (HDX®) systems	3.1.4 or higher

<i>Product</i>	<i>Tested Versions</i>
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
Polycom Conference for Microsoft Outlook release	1.3.0
Exchange 2010	14.03

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<i>Product</i>	<i>Tested Versions</i>
Acme Packet Net-Net Enterprise Session Director	6.0.4

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# 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 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

## System Constraints

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

### Starting RealPresence CloudAXIS Suite

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

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## Restarting RealPresence CloudAXIS Suite

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

# Virtual Edition Host Server Hardware Profile

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

## Minimum Deployment Settings for the RealPresence CloudAXIS Experience Portal

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

## Minimum Deployment Settings for the RealPresence CloudAXIS Services Portal

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

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

# Known Issues

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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>Category</i>	<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
User Interface	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.
User Interface	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.
Video	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.

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



<i>Category</i>	<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
Functionality	CAXIS-4982	When attempting to dial a SIP access point such as RPAD or DMA to establish a video or audio session, the RealPresence CloudAXIS Suite web client first attempts a DNS SRV record lookup based on the Fully Qualified Domain Name (FQDN) for the access point, as configured in the "DMA Config" section of the RealPresence CloudAXIS Services Portal administrator interface. In environments where an SRV record has not been provisioned for the access point on the organization's DNS server, the SRV record lookup normally returns a "no such name" result. 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.
Functionality	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.
Server	CAXIS-7148	"VMWare Tools" status on the vCenter server shows "status unknown."	No workaround is available for this release.
User Experience	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.
User Experience	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.
User Experience	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.

<i>Category</i>	<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
User Experience	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: (polycom.com)\$ (matches all user e-mails with polycom.com) (polycom.+)\$ (matches all user e-mails that contain "polycom" as part of the domain)  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.
User Experience	CAXIS-7390	In rare cases, when a user attempts to disconnect from a RealPresence CloudAXIS Suite meeting on a Mac, the RealPresence CloudAXIS Suite web client may not fully disconnect. Indications that this has happened include: <ul style="list-style-type: none"> <li>• A spinning rainbow cursor displays and does not go away.</li> <li>• The "Yes" button on the "Would you like to leave the meeting?" displays grey and you cannot select it.</li> <li>• The dialog remains open.</li> <li>• The camera in-use light remains 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.
User Interface	CAXIS-2642	End meeting confirmation dialog is not displayed until a user clicks on the Video feed.	No workaround in this release.
User Interface	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.
User Interface	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.
Video	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.

Category	Issue No.	Description	Workaround
Video	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.
Firewall	CAXIS-8254	When accessing a CloudAXIS meeting using Safari 7.1 or later with enterprise credentials, Safari crashes. This occurs in situations when web client users enter their enterprise email address on the CloudAXIS Meeting Experience Portal sign in page. In normal CloudAXIS deployments, web client users accessing the CloudAXIS Meeting Experience Portal from inside the corporate firewall do not have to enter their email address on the sign in page, as long as their computer trusts the enterprise root CA certificates installed on the CloudAXIS servers. Web client users accessing the CloudAXIS Meeting Experience Portal from outside the corporate firewall normally have to enter their email address when they access the CloudAXIS server.	<p>For issues occurring inside of the corporate firewall, do one of the following:</p> <ul style="list-style-type: none"> <li>• Use Mozilla Firefox</li> <li>• Install the corporate root CA certificate on your Mac and try again.</li> <li>• Use a fake email address followed by the enterprise domain instead of your actual enterprise email. For example, <i>fake-email@mydomain.com</i>.</li> <li>• Sign in as a guest using an email address outside of the enterprise domain. This can result in different in-meeting capabilities.</li> </ul> <p>For issues occurring outside the corporate firewall, do one of the following:</p> <ul style="list-style-type: none"> <li>• Use Mozilla Firefox</li> <li>• Use a fake email address followed by the enterprise domain instead of your actual enterprise email. For example, <i>fake-email@mydomain.com</i>.</li> <li>• Sign in as a guest using an email address outside of the enterprise domain. This can result in different in-meeting capabilities.</li> </ul>

## Other Software Issues

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

## Other Known Software Issues

<i>Category</i>	<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
Browser		Internet Explorer 8.0 lacks full support for HTML5, CSS3, JavaScript, and XHR, which causes a less-than-optimal user experience.	Use Internet Explorer 9.0 (or higher), Mozilla Firefox, or Google Chrome.

## 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>Category</i>	<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
Browser	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.
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.
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.
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.
Functionality	CAXIS-8003	In some restrictive environments with a forwarding web proxy that requires authentication, calls can fail when accessing RealPresence CloudAXIS Suite from a Mac.	Add the username and password for the web proxy to the Mac proxy settings (even if the Mac is joined in an Active Directory domain). Or, connect using VPN.

**RealPresence CloudAXIS Experience Portal Limitations**

<i>Category</i>	<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
Browser	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.
User Experience	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.
User Experience	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.
User Interface	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>Category</i>	<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
Functionality	CAXIS-7885	The direct access probe feature is not available when running the RealPresence CloudAXIS Suite client on Mac systems. On a Mac system, the RealPresence CloudAXIS client always attempts to use a forwarding web proxy, if one is configured on the local system and/or browser.	No workaround is available.

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<i>Category</i>	<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
Video		Under some circumstances, the video bridge may truncate the top and bottom rows of windows in a displayed multipoint video conference. This can occur when the video bridge is required to send a 4:3 conference mix in a 16:9 video stream.	For more information on the behavior and configuration of the video bridge, go to the <a href="#">Collaboration and Conferencing Platforms support page</a> on Polycom Support.
Video Resolution		RealPresence CloudAXIS Suite does not support the Motion setting (60fps) on RMX. Users will see video delays if this setting is enabled on RMX.	Do not enable the Motion setting (60fps) on RMX.

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# Resolved Issues

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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.

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

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

<i>Issue No.</i>	<i>Resolved in Release</i>	<i>Description</i>
CAXIS-6157	1.6.0	Users in Audio-only mode see the Connecting screen for 5-10 seconds after joining a call.
CAXIS-6164	1.5.0	Updated settings.json file does not upload.
CAXIS-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.
CAXIS-7240	1.6.2	Web proxy authentication dialog box appears behind other windows when connecting to the RealPresence CloudAXIS Experience Portal using web-proxy access.

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