



Polycom[®] RealPresence[®] Web Suite

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What's New in This Release

Polycom RealPresence Web Suite 2.2.3 has one new feature—support for macOS Catalina—and offers fixes for the issues identified in the [Resolved Issues](#) section.

Support for macOS Catalina

Polycom RealPresence Web Suite 2.2.3 supports the new macOS Catalina, and its Gatekeeper Signing and Notarization features. The Polycom RealPresence Web Suite application is signed and notarized, so the Gatekeeper will verify the Developer ID certificate before downloading and installing the application. (Note that Hardened runtime entitlement as specified by Apple is not supported at this time.)

For more information about macOS Catalina, see <https://www.apple.com/macos/catalina/>. For information about macOS Gatekeeper signing and notarization visit <https://developer.apple.com/developer-id/>.

Note: Polycom RealPresence Web Suite 2.2.3 requires RealPresence Desktop 3.10.3 and comes packaged with it.

Release History

This section lists the release history of RealPresence Web Suite since 2.2.0.

Release	Release Date	Features
2.2.2	Sept 2018	<ul style="list-style-type: none">• Support enabling or disabling NoiseBlock for RealPresence Desktop.• Support of 64-bit RealPresence Desktop launcher on Mac
2.2.1	June 2018	Support whitelisting
2.2.0	Jan 2018	<ul style="list-style-type: none">• Introducing RealPresence Desktop as the RealPresence Web Suite soft client.• Meeting controls using RealPresence Desktop software.• Administrator can mute all RealPresence Desktop attendees (except the Chairperson) when they join a meeting.• Administrator can enable TLS 1.0, TLS 1.1, TLS 1.2 from Web UI.• Administrator can enable forwarding logs to Syslog Server.• Dropped support for Polycom® Concierge.

Security Updates

Please refer to the [Poly Security Center](#) for information about known and resolved security vulnerabilities.

Hardware Requirements

Polycom determines hardware requirements based on test scenarios.

End-User System Requirements

To use Polycom RealPresence Web Suite, your personal computer system must meet these minimum requirements.

Item	Configuration Requirement
CPU	Intel Core i5, 2.5 GHz or AMD equivalent
Memory	4GB
Video Memory	250 MB
Free Hard Disk Space	200 MB
Camera	Integrated or external
Audio devices	Standard PC97 audio devices
Monitor	Recommended: 16:9 aspect ratio, 1920 x 1080 resolution Minimum: 1024 x 768 resolution

For information on supported tablet and smartphone devices for RealPresence Web Suite with RealPresence Mobile, see the RealPresence Mobile support page on [Polycom Support](#).

Server Requirements

The recommended server requirements for RealPresence Web Suite are based on the type of licensing you have deployed for it.

Standard RealPresence Web Suite

The standard RealPresence Web Suite requires two virtual machine (VM) instances, one for the RealPresence Web Suite Experience Portal and one for the RealPresence Web Suite Services Portal. Each instance must meet the requirements in the following tables.

Server Requirements per VM Instance for the Standard RealPresence Web Suite Experience Portal

Item	Configuration Requirement
CPU	5000 MHz allocation
Cores	2 virtual cores
Memory	8 GB
Storage	100 GB
Performance	1200 concurrent session

Server Requirements per VM Instance for the Standard RealPresence Web Suite Services Portal

Item	Configuration Requirement
CPU	20,000 MHz allocation
Cores	8 virtual cores
Memory	8 GB
Storage	100 GB

RealPresence Web Suite Pro

When Enhanced Content is in use, RealPresence Web Suite Pro requires three or more VM instances; one for the RealPresence Web Suite Experience Portal, one for the RealPresence Web Suite Services Portal, and one or more for the Standards Connector servers. Each instance must meet the requirements in the following tables.

Server Requirements per VM Instance for RealPresence Web Suite Pro Experience Portal with Enhanced Content Enabled

Item	Configuration Requirement
CPU	20,000 MHz allocation
Cores	8 virtual cores
Memory	16 GB
Storage	100 GB
Performance	1200 concurrent session

Server Requirements per VM Instance for RealPresence Web Suite Pro Services Portal

Item	Configuration Requirement
CPU	20,000 MHz allocation
Cores	8 virtual cores
Memory	8 GB
Storage	100 GB

Server Requirements per VM Instance for RealPresence Web Suite Pro Standards Connector

Item	Configuration Requirement
CPU	10,000 MHz allocation
Cores	4 virtual cores
Memory	86 GB
Storage	100 GB
Performance	10 connector session

Software Requirements

Polycom determines software requirements based on test scenarios.

Operating System Requirements

Your RealPresence Web Suite software deployment environment must meet these requirements.

Item	Configuration Requirement
Microsoft® Windows® (32-bit and 64-bit systems)	Windows 10, Windows 8.1, Windows 8, Windows 7
Mac®	Mac OS X® 10.13, 10.14, 10.15 or higher
iOS	iOS for use with iPad and iPhone. See the RealPresence Mobile documentation at Polycom Support for information on compatibility with version 3.9 or later.
Android	See the RealPresence Mobile documentation on Polycom Support for information on compatibility with version 3.9 or later.

User Account Limitations on Mac and Windows

Use an administrator or standard user (non-admin) account on Mac and Windows operating systems to access RealPresence Web Suite. Guest users with limited permissions can't access RealPresence Web Suite.

Soft Client Requirements

Review RealPresence Web Suite prerequisites before using RealPresence Desktop and RealPresence Mobile to join non-WebRTC meetings with RealPresence Web Suite. RealPresence Web Suite prerequisites are:

- An installed root certificate and intermediate certificate (if applicable) from your Certificate Authority on your computer or mobile device.
- To access the RealPresence Web Suite Experience Portal or RealPresence Web Suite Services Portal from the external network, enter the FQDN of the portals in the Subject Alternative Name field in the RealPresence Access Director certificate; otherwise, the system cannot launch the soft client.
- To use Chrome or Firefox to join a meeting and launch the RealPresence Desktop in Windows OS, install Microsoft Internet Explorer 11 (or higher). RealPresence Desktop Roster functions require the Internet Explorer core.

RealPresence Desktop working as the RealPresence Web Suite soft client or working in standalone mode has the same system requirements. For more information, see the *RealPresence Desktop Release Notes* for your specific platform and version.

RealPresence Mobile working as the RealPresence Web Suite soft client or working in standalone mode has the same system requirements. For more information, see the *RealPresence Mobile Release Notes* for your specific platform and version.

Web Browser Requirements

Polycom supports only generally available, production web browsers versions. For web browser version information, see [Products Tested with this Release](#).

Mozilla Firefox Web Browser Limitations

Some security protection software such as Symantec Endpoint Protection permits Read-Only access to the Mozilla Firefox default download folder. If you failed to download Launcher.exe using Mozilla Firefox for Windows, either use another supported web browser or set the value of the two system and user environment variables TEMP and TMP to %USERPROFILE%

\AppData\Local\Microsoft\Windows\Temporary Internet Files\, and then restart Firefox.

Web Browser Extension for WebRTC Conference

Install the “RealPresence Extension” in your Google Chrome web client to fully enable your audio, video, and Enhanced Content sharing capabilities in a WebRTC conference.

Other System Requirements

This section lists other system requirements for enabling the RealPresence Web Suite Services and Experience Portals.

Item	Configuration Requirement
Polycom® RealPresence® Platform	<p>Polycom RealPresence Web Suite requires RealPresence Platform components such as Polycom® RealPresence® Collaboration Server (RMX or Virtual Edition), Polycom® RealPresence® DMA® 7000, and Polycom® RealPresence® Access Director™ to function.</p> <p>RealPresence Collaboration Server, Virtual Edition is required for RealPresence Web Suite Pro deployments for WebRTC mesh-to-bridge call escalations.</p>
VMware Deployments	
OVA Files	<p>Latest RealPresence Web Suite Experience Portal .OVA file downloaded to your local machine from Polycom Support.</p> <p>Latest RealPresence Web Suite Services Portal .OVA file downloaded to your local machine from Polycom Support.</p>
VMware	Version 6.0, 6.5 and 6.7

Item	Configuration Requirement
One or more ESXi hosts	<p>Required for VMware deployment.</p> <p>Version 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. Version 5.5 or higher
Hyper-V Deployments	
VHD Files	<p>Latest RealPresence Web Suite Experience Portal .VHD file downloaded to your local machine from Polycom Support.</p> <p>Latest RealPresence Web Suite Services Portal .VHD file downloaded to your local machine from Polycom Support.</p>
Microsoft Hyper-Visor Server	<p>Required for Hyper-V deployment.</p> <p>Microsoft 2012 R2 Standard Edition with Hyper-V Role enabled.</p>
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 Web Suite 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 Web Suite Administrator Guide.</p>
SMTP Server	Enables the RealPresence Web Suite 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 Web Suite Administrator 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 3.1 or higher is required to enable HTTPS tunneling functionality.</p>
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 must be provisioned to allow HTTPS and optional web socket access to the RealPresence Web Suite Experience Portal and HTTPS access to the RealPresence Web Suite Services Portal.</p> <p>RealPresence Access Director 3.0 or later can also be used as an HTTP Reverse Proxy for the RealPresence Web Suite Experience Portal.</p>

Installation and Upgrade Notes

This section provides information on RealPresence Web Suite installation and upgrade operations.

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- IMPORTANT:** If you have multiple users on Mac systems with RealPresence Web Suite/RealPresence Desktop installed, AND if they are asked multiple times to upgrade RealPresence Desktop while running RealPresence Web Suite, then please have them:
- Manually start RealPresence Desktop (at /Users/<username>/Applications/Polycom RealPresenceDesktop.app) and join the meeting with RealPresence Web Suite.
 - Cleanup all instances of RealPresence Desktop on the Mac system before upgrading RealPresence Desktop.
-

Upgrade and Migration Paths

This section lists the tested upgrade and migration paths for RealPresence Web Suite 2.2.3.

Tested Upgrade Paths

From release	To release
2.2.2	2.2.3

After the upgrade, you may need to customize the URL linked to the Help buttons for your RealPresence Web Suite users. Customize the URLs as follows:

- URL for RealPresence Web Suite Experience Portal and Services Portal user interfaces: https://documents.polycom.com/bundle/rpws-ug-2-2/page/c_rpws_ug_getting_started.html.
- URL for RealPresence Web Suite Experience Portal and Services Portal admin interfaces: https://documents.polycom.com/bundle/rpws-ag-2-2/page/c_rpws_ag_getting_started.html.

Upgrade from Version 2.2.2 to Version 2.2.3

Upgrade the Web Suite Services Portal first, then upgrade RealPresence Web Suite Experience Portal.

- 1 Download the upgrade package (.upg) from [Polycom Support](#) and validate the upgrade package (for example, using MD5 checksum).
- 2 Log into the Web Suite Services Portal as a Super Admin or the RealPresence Web Suite Experience Portal as an Admin.
- 3 Click **Platform Settings > Upgrade**.
- 4 Click **Choose File** and select the upgrade package.
- 5 Validate the product version, and if you uploaded the correct version, click **Continue** and then **Upgrade** to initiate the upgrade process.

The system reboots automatically once the upgrade is completed.

Accepting the RealPresence Desktop Upgrade

Since version 2.2.0, when you join a non-WebRTC meeting, you can allow RealPresence Web Suite to upgrade your RealPresence Desktop.

Note: You must still buy the RealPresence Desktop license to use RealPresence Desktop as a standalone meeting software (not the soft client of RealPresence Web Suite).

When the upgrade is complete, restart the RealPresence Desktop, then join the meeting again from the web portal.

Note: RealPresence Desktop 3.10.2 added support for TLS 1.1 and 1.2 to meet security requirements. Older versions of RealPresence Desktop (3.10.0 or older) supported only TLS 1.0. RealPresence Websuite defaults to TLS 1.2. Hence If you are upgrading from older version of RealPresence Desktop (3.10.0 or older) to 3.10.3 (which is packaged with RealPresence Websuite 2.2.3), RealPresence Desktop will not upgrade. You can overcome this by doing either one of the following a) Uninstall RealPresence Desktop before upgrading to RealPresence Desktop 3.10.3 OR b) Set RealPresence Websuite to support TLS 1.0

RealPresence Clariti Support

RealPresence Web Suite is available as part of RealPresence Clariti, a Polycom collaboration infrastructure solution that features simplified concurrent user licensing and add-on options. Before upgrading, RealPresence Clariti customers must consult with their Polycom representative to ensure they have the correct licensing information.

If you are a RealPresence Clariti customer, you must use the RealPresence Resource Manager 10.0 or higher to license your product.

Products Tested with this Release

Polycom products are tested extensively with a wide range of products. This section lists the products that have been tested for compatibility with this release.

Note: Polycom recommends that you upgrade all of your Polycom systems with the latest software versions before contacting Polycom support, as compatibility issues may have been addressed by software updates. See the Current Polycom Interoperability Matrix on the Polycom Service Policies site for more information.

Polycom strives to support any system that is standards-compliant, and Polycom investigates reports of Polycom systems that do not interoperate with other standards-compliant vendor systems.

Note that the following lists are not a complete inventory of compatible equipment, but the products that have been tested with this release.

Browser Versions Tested

Product	Tested Versions
Microsoft Internet Explorer	Version 11.0 for Windows
Microsoft Edge	Version 42.17134.1.0 for Windows 10
Google Chrome™	Version 69.0.3497.92 for Windows and Mac You can use Chrome version 52 and higher as the WebRTC client. A WebRTC conference requires RealPresence Collaboration Server version 8.6.4.97 or higher version.
Apple® Safari®	Version 11.1.2 for Mac

RealPresence Platform Product Versions Tested

Product	RealPresence Web Suite	RealPresence Web Suite Pro with Enhanced Content	RealPresence Web Suite Pro with WebRTC
Polycom® RealPresence® Collaboration Server (RMX®) 1800/2000/4000	8.8.1 8.7.5	8.8.1 8.7.5	N/A
Polycom® RealPresence® Collaboration Server, Virtual Edition	8.8.1 8.7.5	8.8.1 8.7.5	8.8.1 8.7.5
Polycom® RealPresence® Media Suite	2.8.2	2.8.2	2.8.2
Polycom® RealPresence® DMA®	10.0.0.5	10.0.0.5	10.0.0.5
Polycom® RealPresence® Access Director™	4.2.5.2	4.2.5.2	4.2.5.2

Other Product Versions Tested

Product	Tested Versions
Polycom® RealPresence® Group Series systems	6.2.2
Polycom® RealPresence® Desktop	3.10.2
Polycom® RealPresence® Mobile	3.10.2
Skype for Business Server 2015 (volume license key installed)	6.0.9319.281

System Capabilities

This section provides information about RealPresence Web Suite capabilities.

Supported Bandwidths and Video Formats

The RealPresence Web Suite soft client supports the bandwidth, video format, and resolution as outlined in the following sections. Individual system performance and camera capabilities may limit available video formats and resolutions.

Note: The RealPresence DMA in your Polycom environment sets and regulates bandwidth available for meeting attendees using the RealPresence Web Suite Services and Experience Portals.

Receive Capabilities

The following tables outline the formats supported for receiving video at different call rates.

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
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

<i>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
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		

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	360p30 x 1 + 180P30 x 6 + 180P15 x	512	360P7.5 x 1 + 180P7.5 x 3
1024	360P15 x 1 + 180P7.5 x 8	384	360P7.5 x 1 + 180P7.5 x 1
768	360P15 x 1 + 180P7.5 x 5	256	360P7.5 x 1
Number of Remote Participants: Up to 8			
1920	360p30 x 1 + 180P30 x 6 + 180P15 x2	512	360P7.5 x 1 + 180P7.5 x 3
1024	360P15 x 1 + 180P7.5 x 8	384	360P7.5 x 1 + 180P7.5 x 1
768	360P15 x 1 + 180P7.5 x 5	256	360P7.5 x 1
Number of Remote Participants: Up to 7			
1920	360p30 x 1 + 180P30 x 6	512	360P7.5 x 1 + 180P7.5 x 3
1024	360P15 x 1 + 180P15 x 4 + 180P7.5x 2	384	360P7.5 x 1 + 180P7.5 x 2
768	360P15 x 1 + 180P7.5 x 5	256	360P7.5 x 1

<i>Bit Rate (kbps)</i>	<i>Downlink</i>	<i>Bit Rate (kbps)</i>	<i>Downlink</i>
Number of Remote Participants: Up to 6			
1920	360P30 x 1 + 180P30 x 5	512	360P7.5 x 1 + 180P7.5 x 3
1024	360P15 x 1 + 180P15 x 5	384	360P7.5 x 1 + 180P7.5 x 1
768	360P15 x 1 + 180P7.5 x 5	256	360P7.5 x 1
Number of Remote Participants: Up to 5			
1920	360P30 x 1 + 180p30 x 4	512	360P7.5 x 1 + 180P7.5 x 3
1024	360P30 x 1 + 180P15 x 4	384	360P7.5 x 1 + 180P7.5 x 1
768	360P15 x 1 + 180P15 x 2 + 180P7.5 x 2	256	360P7.5 x 1
Number of Remote Participants: Up to 4			
1920	360P30 x 1 + 180p30 x 3	512	360P7.5 x 1 + 180P7.5 x 3
1024	360P30 x1 + 180P30 x 2 + 180P15 x1	384	360P7.5 x 1 + 180P7.5 x 1
768	360P15 x 1 + 180P15 x 3	256	360P7.5 x 1
Number of Remote Participants: Up to 3			
1920	360p30 x 1 + 180P30 x 2	512	360P15 x 1 + 180P7.5 x 2
1024	360P30 x 1 + 180P30 x 2	384	360P7.5 x 1 + 180P7.5 x 1
768	360P15 x 1 + 180P15 x 2	256	360P7.5 x 1
Number of Remote Participants: Up to 2			
1920	360p30 x 1 + 180P30 x 1	512	360P15 x 1 + 180P15 x 1
1024	360P30 x 1 + 180P30 x 1	384	360P7.5 x 1 + 180P7.5 x 1
768	360P30 x 1 + 180P30 x 1	256	360P7.5 x 1
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

Transmit Capabilities

The following tables outline the formats supported for transmitting video at different call rates.

H.264 High-Profile 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>Resolution</i>	<i>Required Call Rate (kbps)</i>	<i>Resolution</i>	<i>Required Call Rate (kbps)</i>
1920	180p30 + 360p30 + 720p30	384	180p15 + 270p15
1024	180p30 + 360p15 + 720p15	256	180p30
768	180p30 + 360p30	128	180p7.5
512	180p30 + 360p15		

RealPresence Web Suite will not send 720p if the RealPresence DMA conference template is provisioned with a line rate of 2048 or greater.

System Constraints and Limitations

This section provides information on known RealPresence Web Suite constraints and limitations.

Firewall Restrictions

Polycom recommends you configure RealPresence Web Suite to operate inside the enterprise firewall protected by a web reverse proxy, such as the one included with RealPresence Access Director.

Implementing a Demilitarized Zone (DMZ) with the RealPresence Web Suite components between the inner and outer firewall requires that you add additional rules to the internal firewall of the DMZ to enable the RealPresence Web Suite components to communicate with enterprise services, including the RealPresence DMA system, Active Directory, and Microsoft Exchange. This configuration is not tested as part of the standard solution deployment and therefore is not necessarily fully supported by Polycom.

System Start and Restart

Start and restart RealPresence Web Suite must follow the restricted orders.

- Starting RealPresence Web Suite
When starting RealPresence Web Suite, make sure to start the RealPresence DMA system and RealPresence Web Suite Services Portal before starting the RealPresence Web Suite Experience Portal. If you do not start RealPresence Web Suite in this order, the API that handles feature functionality on the Experience Portal is impacted.
- Restarting RealPresence Web Suite
When restarting the RealPresence DMA system or RealPresence Web Suite Services Portal, make sure to also restart the RealPresence Web Suite Experience Portal afterwards. If you restart the RealPresence DMA system or Services Portal without restarting the Experience Portal afterwards, the API that handles feature functionality on the Portal is impacted.

Known Limitations

This section provides information on limitations of the RealPresence Web Suite as it interoperates with other software.

RealPresence Web Suite Services Portal and Experience Portal Limitations

Category	Issue No.	Release	Description	Workaround
Browser	CAXIS-9755	2.0.0	The specific browser instance that is running RealPresence Web Suite cannot be shared as an app during screen share on Chrome.	Share the complete screen instead of the application.

Category	Issue No.	Release	Description	Workaround
Browser	CAXIS-10418	2.0.0	If hardware acceleration is not enabled in Chrome, you may not receive the main video in a meeting and your self-view will not display.	Configure Chrome to "Use H/W Acceleration when available" within the Chrome browser settings and restart the browser.
Browser	CAXIS-10503	2.0.0	If a user starts or joins a call in Chrome incognito mode, the Polycom Chrome extension cannot be added from the Chrome web store.	Relaunch your meeting in a window that does not have incognito mode enabled. You can also enable the app by using developer mode to work in incognito mode.
Browser	CAXIS-12838	2.0.0	When using Enhanced Content screen sharing in Chrome to display a presentation in PowerPoint Slide Show mode, far-end participants still see the PowerPoint application window with editing tools instead of the full-screen slide view, and the slides won't advance.	Do one of the following: <ul style="list-style-type: none"> • Enter Slide Show mode in PowerPoint first and then start sharing the PowerPoint application window in Chrome. • Select the screen share option to share the entire screen rather than the PowerPoint application window. • Use a browser other than Chrome.
Certificates	CAXIS-9280	1.7.0 2.0.0	The SAN field cannot be entered as part of the certificate signing requests initiated from the RealPresence Web Suite Experience Portal.	None
Connectivity	CAXIS-8348	1.7.0	If a conference is configured to require encryption and a participant can't establish encryption, the call disconnects without providing this information to the user.	None
Functionality	CAXIS-14318	2.2.0	RealPresence Web Suite users cannot join meetings if Mozilla Firefox Proxy is in use.	Open Firefox and go to Options > Advanced > Network > Connection Settings , and select Use system proxy settings to use the proxy settings in the Internet Explorer.

Category	Issue No.	Release	Description	Workaround
Functionality	CAXIS-7885	1.6.1	The direct access probe feature is not available when running the RealPresence Web Suite client on Mac systems. On a Mac system, the RealPresence Web Suite client always attempts to use a forwarding web proxy, if one is configured on the local system and/or browser.	None
Functionality	CAXIS-13228	2.1.0	In deployments where users upload PowerPoint and Word document files, the RealPresence Web Suite Experience Portal instance may reach a state where the memory utilized by the conversion library exceeds the specified limits. If this occurs, file uploads might fail intermittently.	Polycom recommends restarting the MEA services once every two weeks for these types of deployments.
Interoperability	CAXIS-8815	1.7.0	If you create a Continuous Presence-only conference call on Polycom RealPresence Collaboration Server (RMX) 4000, 2000, and 800s, version 8.1, with default content settings (Content Settings: HiResGraphics and Content Protocol: H.264 HD), RealPresence Web Suite cannot send or receive content if the call rate is set to 384 kbps or below.	Set the call rate on RealPresence Web Suite to above 384 kbps. Or, change the RealPresence Collaboration Server (RMX) Content Settings to Graphics and the Content Protocol to H.263 and H.264 Auto Selection.
Software Update	CAXIS-13907	2.2.0	During the RealPresence Web Suite Experience portal upgrade process, the Authentication Required window repeatedly pops up and the upgrade cannot continue.	Ensure you use the same TLS settings between the RealPresence Web Suite Experience Portal and the RealPresence Web Suite Services Portal.

Category	Issue No.	Release	Description	Workaround
Software Update	CAXIS-13149	2.1.0	At times, the default NTP server address provisioned in the RealPresence Web Suite Services and Experience Portals does not reach the actual NTP server and causes the time sync between the MEA/WSP portals and RealPresence DMA to fail. As a result, the call attempt from the RealPresence Web Suite client fails, and the user sees a "The conference does not exist" error.	Verify that you can reach the NTP server from the RealPresence Web Suite Services and Experience Portals and RealPresence DMA. Once the reachability to the NTP server is established, update the MEA/WSP portals and RealPresence DMA with the NTP details.
User Experience	CAXIS-1529	1.3.2	The Host, the initiator of the meeting, can be dropped by a Presenter.	If a presenter switches his or her role to a participant, another presenter must switch the role back to presenter before the user can rejoin the meeting.
User Experience	CAXIS-6802	1.5.0	Quality of RealPresence Web Suite Experience Portal meeting session is degraded when performing networkintensive tasks (for example, large file downloads) during a meeting.	While participating in RealPresence Web Suite Experience Portal meetings, avoid performing tasks that require a lot of network bandwidth.

Other Limitations affecting RealPresence Web Suite Services Portal and Experience Portal Behavior

Category	Description	Workaround
WebRTC	The first WebRTC user can't see other users after the fourth user joins (WebRTC mesh-to-bridge call escalation).	You can download the <code>WebRTC Network Limiter</code> from the Chrome Store. It is a free plug-in published by a WebRTC organization http://www.webrtc.org .
Functionality	Application share has been disabled in Google Chrome due to problems with sharing open applications.	Use another browser to share enhanced content.
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 Collaboration and Conferencing Platforms Support page on Polycom Support.
Video	In Google Chrome for Windows, if WebGL is supported but the canvas value in <code>chrome://gpu</code> is software only, then the user will not see the video.	None. Restarting your browser may resolve this issue.

Category	Description	Workaround
Video	In some environments, video may be delayed or frozen on calls made from outside the enterprise network through an HTTPS tunnel. In some cases, video calls may be deescalated to audio calls.	Try the call again with a higher bandwidth connection.
Video Resolution	RealPresence Web Suite does not support the Motion setting (60fps) on RealPresence Collaboration Server (RMX). Users will see video delays if this setting is enabled.	Do not enable the Motion setting (60fps) on RealPresence Collaboration Server (RMX).
User Experience	If language setting of the operating system is different from the setting of the web browser, RealPresence Desktop will display the operating system language while RealPresence Web Suite portals will display the web browser language.	None
User Experience	During WebRTC conferences connecting with Chrome, some firsttime participants see a blank screen instead of their video feed after clicking "Allow" to access the camera and mic. This is a known issue with the Chrome browser.	Do one of the following: <ul style="list-style-type: none"> Choose another camera from the drop down menu if one is available. Restart the Chrome browser.
User Experience	WebRTC callers don't see the custom Welcome slide or hear IVR messages if a custom slide is uploaded onto the RMX. This is because WebRTC uses the VP8 video codec, and custom slides do not generate VP8 files.	Switch to a default slide.

Resolved Issues

This section identifies the issues resolved in this release.

Issue ID	Description
EN-156245	RealPresence WebSuite support for Mac OS 10.15 Catalina and older versions of Mac OS.
EN-123162	The RealPresence Desktop (RPD)-Web Suite Installer does not install RPD on the MAC OS if there is a space between first name and last name.
EN-116070	The RealPresence WebSuite Experience Portal does not support a SHA384 certificate.
EN-108179	The Korean translation of the RealPresence WebSuite scheduling page is incorrect.
EN-102002	A customer reported that they receive an "Internal Server Error" when they manually dialed a VMR# into a conference link.
EN-91120	To verify a Polycom DMA system credentials, the RealPresence WebSuite Experience Portal requires that the Polycom DMA system have an API license.

Known Issues

This section identifies the known issues in this release.

IMPORTANT: These release notes do not provide a complete listing of all known issues for the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
EN-144583	RealPresence Websuite and RealPresence Desktop are not showing camera image when connected to the VMR.	None
EN-163419	Participants connecting using an iPadOS device, such as iPad Pro or iPad mini, may experience an issue where they are unable to enter their meetings. They are prompted to download a launcher app, rather than being redirected to the app store. These devices have set their behavior to identify themselves as desktop clients, resulting in the inability to join the conference.	Disable desktop mode for the MEA portal in the device. While viewing the portal, tap the <i>aA</i> icon and then tap <i>Website Settings</i> . In the menu that appears, disable the switch next to <i>Request Desktop Website</i> .
CAXIS-10670	Occasionally when users with multiple speaker options test the options before selecting a speaker, the test will not sound in the selected speaker.	None.
CAXIS-13773	For Chrome version 54 and higher, when the user stops screen share using the Stop Sharing Chrome button, the screen at the receiver side displays as black, while the sender side appears to be still sharing the screen.	Use the Stop button from RealPresence Web Suite client user interface or Content Queue panel to stop screen share instead of the Stop Sharing Chrome button.
CAXIS-9280	The SAN field cannot be entered as part of the certificate signing requests initiated from the RealPresence Web Suite Experience Portal.	None.
CAXIS-11860	When a Chrome participant is sharing a PDF document, the Windows 7 Internet Explorer 11 participant observes the letters are shrunk.	None
CAXIS-13636	If the deployment has a self-signed certificate, the uploaded document might fail intermittently.	Open the content specific URL <MEA_URL>/ecsin a separate tab and accept the certificate. Any document uploaded after accepting the certificate is uploaded.
CAXIS-13394	EDU does not configure RealPresence Web Suite for secure LDAP.	Configure LDAP in RealPresence Web Suite manually post-deployment.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-13554 CAXIS-13605	RealPresence Web Suite Experience Portal is assigned a dynamic IP address even through a static IP address has been configured for it during the deployment through EDU. If the FQDN was not mapped to the IP address before RealPresence Web Suite is deployed on the Hyper-V through EDU, the RealPresence Web Suite is not accessible.	Make sure 'A' records are created for Static IP address of the RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal and they are solvable, then implement the deployment.
CAXIS-11537	At times, although the network indicator bars are fully lit, only some of the video participants can be connected to the SVC conference. At times, although the network indicator bars are fully gray, all the video participants can be connected to the SVC conference.	None
CAXIS-14323	On MacBook, participants fail to join a RealPresence Web Suite conference if they didn't hang up the call in RealPresence Desktop and quit the application.	Perform following steps: 1. Manually hang up the call in RealPresence Desktop and quit the application. 2. Join RealPresence Web Suite conference again from a web browser.
CAXIS-10046	For meetings that require a chairperson (the RealPresence DMA setting "Conference requires Chairperson" is enabled), attendees can still participate in the roster, chat, and enhanced content sharing even before a chairperson has joined the call.	None
CAXIS-10287	Participants with the Promote option selected can only exercise promote/demote functions on the roster only if full roster control is enabled for participants in the RealPresence Web Suite admin console.	None
CAXIS-13756	Each RealPresence Web Suite Services Portal deployed on Hyper-V has the same GUID and therefore the WSP deployed on Hyper-V after the first one cannot be licensed with the direct licensing model.	None
CAXIS-12116	RealPresence Resource Manager is not able to block the video of the RealPresence Web Suite participant nor change the layout in the pure-mesh Web RTC and adhoc RealPresence DMA conference.	None
CAXIS-11077	When a user connects to a meeting using RealPresence Web Suite and another Polycom standard endpoint (RealPresence Mobile, RealPresence Desktop, RealPresence Group Series or Polycom HDX) using the same AD credentials, the RealPresence Web Suite Experience Portal disconnects when the user hangs up the other endpoint.	All Endpoints to have different dial strings.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-13659	Unable to receive licenseServer, dmaConnects, meaConnection, and IdapConnection SNMP trap from RealPresence Web Suite	None
CAXIS-13753	RealPresence Web Suite participants on iPad and Android tablet endpoints are not connected to a CP and SVC mixed conference on RealPresence Collaboration Server, Virtual Edition. The conference is set to Encrypt All and 1920 Kbps.	None
CAXIS-8858	When drawing a large shape on the whiteboard that overlaps or encloses a number of other small shapes, if the larger shape is selected and it appears that the smaller shapes are also selected when they are not.	None
CAXIS-8997	Application sharing does not list Windows 8 default applications to preview PDF and PowerPoint files.	Use the screen sharing feature to bring the needed application to the foreground.
CAXIS-9292 CAXIS-10746	If sharing multiple documents in a meeting and the first document is larger in size than the stage area due to monitor resolution, the document will not display on the stage. When operating as an AVC video client, a RealPresence Web Suite user may receive far-end content both as enhanced content (displayed separately from people video, with additional controls) and as legacy content (displayed as people video along with other people video, potentially at a reduced resolution).	Increase your monitor resolution or delete the document and put it further in the document queue. Do one of the following: <ul style="list-style-type: none"> ▪ Enable SVC in the applicable conference template settings to allow RealPresence Web Suite clients to use SVC video rather than AVC. ▪ Disable Send content to legacy endpoints under Content Video Settings in the RealPresence DMA conference template. This workaround may impact the ability of legitimate legacy endpoints from being able to view content. Limitation: If Multiple Content Resolutions is also enabled, this workaround has no effect and will not eliminate the redundant content.
CAXIS-10770	When a user connects a USB headset while in a meeting, the user must refresh the page or refresh the browser to use it in the meeting.	None
CAXIS-9787	It is possible in the RealPresence Web Suite Experience Portal admin console to enable enhanced content even if the required RealPresence Web Suite Pro license has not been implemented.	None

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CAXIS-13321	In certain cases during an SVC call, the video may look elongated or stretched. This can happen due to the changes in network dynamics which cause the video resolution and the aspect ratio to change.	None

Language Support

RealPresence Web Suite supports following 10 languages.

- Brazilian Portuguese
- English
- French
- German
- Italian
- Japanese
- Korean
- Russian
- Simplified Chinese
- Spanish

Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site, click Support, and choose the option best suited to your needs.

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

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