



RELEASE NOTES

Version 1.0.1 | 3725-03262-001 Rev.B | April 2013

---

# Polycom<sup>®</sup> RealPresence<sup>®</sup> Content Sharing Suite



## Trademarks

©2013, Polycom, Inc. All rights reserved.

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.

## 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 the quality of our documentation and we appreciate your feedback. Email your opinions and comments to [DocumentationFeedback@polycom.com](mailto:DocumentationFeedback@polycom.com).



Visit [Polycom Support](#) for software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.

# Contents

---

- Polycom® RealPresence® Content Sharing Suite Release Notes ..... 5**
- What’s in These Release Notes?.....5**
- What’s New for Polycom RealPresence Content Sharing Suite 1.0.1? .....6**
- About the Polycom RealPresence Content Sharing Suite.....6**
- Hardware and Software Requirements.....7**
- Feature Overview .....8**
- Known Issues .....8**
- Known Limitations .....12**
- Interoperability List.....12**
- Supported Capabilities .....13**



# Polycom® RealPresence®

## Content Sharing Suite Release Notes

---

The Polycom® RealPresence® Content Sharing Suite (CSS) is a content sharing solution that allows Microsoft Lync 2010 users, as well as users of traditional video conferencing systems, to collaborate and share content. This document provides the latest information for CSS version 1.0.1.

**Table 1: Software Version History**

<i>Version</i>	<i>Release Date</i>	<i>Features</i>
1.0	February 2013	Version 1.0 is the initial release of Polycom RealPresence Content Sharing Suite.
1.0.1	April 2013	Version 1.0.1 adds support for High Availability (Hot Standby) and Acme Packet® Net-Net Enterprise Session Director (ESD).



### Web Info: Where Do I Obtain More Information About RealPresence CSS?

For more information about RealPresence Content Sharing Suite, including how to install, configure, and use CSS, see the [Polycom RealPresence Content Sharing Suite Support](#) page.

## What's in These Release Notes?

These Release Notes contain the following sections:

- [What's New for Polycom RealPresence Content Sharing Suite 1.0.1?](#)
- [About the Polycom RealPresence Content Sharing Suite](#)
- [Hardware and Software Requirements](#)
- [Feature Overview](#)
- [Known Issues](#)
- [Known Limitations](#)
- [Interoperability List](#)
- [Supported Capabilities](#)

## What's New for Polycom RealPresence Content Sharing Suite 1.0.1?

RealPresence CSS version 1.0.1 adds the following:

- Support for Acme Packet Net-Net Enterprise Session Director (ESD) as a session border controller so that users outside the company firewall can share and view content.
- Support for High Availability (Hot Standby) so that if one RealPresence Content Sharing Server (the master) fails, another Content Sharing Server (the slave) can take over.



**Web Info: Where Do I Find More Information About Acme Packet and High Availability (Hot Standby)?**

For information about using Acme Packet with CSS, and how to set up a High Availability (Hot Standby) environment with CSS, see the latest *Polycom RealPresence Content Sharing Suite Administrators' Guide*, available from the [Polycom RealPresence Content Sharing Suite](#) Support page.

## About the Polycom RealPresence Content Sharing Suite

The Polycom RealPresence Content Sharing Suite offers industry-first content sharing interoperability between Microsoft Lync 2010 clients and standards-based video solutions. CSS allows Lync users—as well as users of traditional video conferencing systems—to meet in a virtual meeting room (VMR) to collaborate and share high resolution content, resulting in an enhanced collaboration experience for Lync users. The RealPresence Content Sharing Suite removes the gap that exists today, and provides a uniform user experience and an ease of use that is essential for driving seamless video adoption among Lync desktop users and video conference participants.

The RealPresence Content Sharing Suite is tightly integrated with Polycom® RealPresence® Virtualization Manager (DMA), Polycom® RealPresence® Collaboration Server (RMX), as well as Polycom® RealPresence® Access Director, to enable scalable video collaboration that includes Lync desktop as well as standards-based video systems for internal and external users. Together, these solutions provide powerful video collaboration solutions for the entire organization.

## Hardware and Software Requirements

The following table lists the hardware and software you require to deploy CSS.

**Table 2: Hardware and Software Requirements**

<i>Component</i>	<i>Versions/Specifications</i>
Polycom RealPresence Content Sharing Server	<ul style="list-style-type: none"> <li>• VMware vSphere ESXi Hypervisor 5.0 or 5.1</li> </ul> The minimum hardware configuration is: <ul style="list-style-type: none"> <li>• 4-physical-core SandyBridge equivalent</li> <li>• 2.0 GHz or higher</li> <li>• 8 GB RAM</li> <li>• 100 GB free disk space</li> </ul> The recommended hardware configuration is: <ul style="list-style-type: none"> <li>• 8-physical-core SandyBridge equivalent</li> <li>• 2.0 GHz or higher</li> <li>• 16 GB RAM</li> <li>• 100 GB free disk space</li> </ul>
CSS Client PCs	<ul style="list-style-type: none"> <li>• RealPresence Content Add-on for Lync</li> <li>• Microsoft .NET Framework 4 Client Profile</li> <li>• Microsoft Lync 2010</li> <li>• Internet Explorer 8</li> </ul> The minimum system requirements are: <ul style="list-style-type: none"> <li>• Windows 8, Windows 7 (32-bit and 64 bit), or Windows XP (32-bit) with SP3</li> <li>• Intel Core i3 2 core CPU 1.6 GHz or higher</li> <li>• 250 MB storage</li> <li>• 2 GB RAM (4 GB recommended)</li> </ul>



#### Note: About the Content Add-on for Lync Installation File

The Content Add-on for Lync installation file is provided in two different formats, **.exe** and **.msi**. The **.msi** file is intended for use by experienced Windows administrators to support 'pushed' and 'silent' installations. These procedures use mechanisms such as GroupPolicy Objects. You should already be familiar with these mechanisms to use the **.msi** installation file. The Content Add-On for Lync **.exe** file is intended for easy, interactive installations by end users who do not require extensive customization.

Note that the **.msi** file cannot be used for local standalone installation by simply running it in a non-silent way (such as double-clicking it), because some of the components cannot be installed successfully in this way.

## Feature Overview

CSS features include:

- Common content sharing experience across endpoints
- Single sign-on through Microsoft Active Directory credential check
- Centralized provisioning of the RealPresence Content Add-on for Lync
- BFCP (SIP-based content video) up to 720P HD 5FPS
- Ability to share a monitor or program (PC application)
- A software package (OVF format) to run on a VMware virtual machine environment
- 90 day trial use available (English only)

Security Features include:

- Content security—SIP SDES over TLS + SRTP and AES-128 bit Media Encryption.
- Server authentication—NTLMv2 pass-through authentication to AD and HTTPS/TLS-based provisioning.



## Known Issues

The following tables list known issues for CSS. If a workaround is available, it is noted.



The following table describes known issues for the Client.

**Table 3: Client Known Issues**

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CCS-144	The sharing icon,  , may flash on certain special windows—such as windows associated with WPS applications.	Maximize the window and share your desktop (or a monitor) instead.
CCS-148	Content that overlays certain special windows—such as windows associated with Windows Media Player, Performance Monitor, and all WPF applications—will also be shared.	Ensure the content you want to share is the top-most window.
CCS-152	The dial pad can't move automatically while its parent window (the conversation window) moves.	Do one of the following: <ul style="list-style-type: none"> <li>• Resize the conversation window.</li> <li>• Close the dial pad and open it again.</li> </ul>
CCS-162	The sharing icon,  , doesn't display when certain special windows are shared using Windows 8.	Share your desktop (or a monitor) instead.
CCS-202	When sharing certain windows—such as Notepad.exe—on Windows 8, the window's title bar won't display on the far end.	Share your desktop (or a monitor) instead.
CCS-204	The RealPresence Content Add-on for Lync can't share Internet Explorer 10 programs when the Windows 8 operating system is used.	Share your desktop (or a monitor) instead.
CCS-223	Content sharing doesn't work correctly if the security level of Windows Internet Explorer is set to <b>High</b> .	Do one of the following: <ul style="list-style-type: none"> <li>• Set the internet security level of Internet Explorer to <b>Medium-high</b>.</li> <li>• Install a trusted certificate by a well known third party CA.</li> </ul>
CCS-224	The RealPresence Content Add-on for Lync can't show the conversation error message bar when the screen resolution is equal to or lower than 1024 x 768 or the DPI is higher than 96.	Make sure the screen resolution is higher than 1024 x 768.

<b>Issue ID</b>	<b>Description</b>	<b>Workaround</b>
CCS-229	The RealPresence Content Add-on for Lync is blocked by the Security Information, Security Warning, and the Security Alert dialog boxes displayed by Internet Explorer 6.	To continue to run the RealPresence Content Add-on for Lync, select <b>Yes</b> or <b>Ok</b> in the security dialog box.
CCS-240	If the Windows XP operating system is used, and the Lync video window overlaps a shared window, the Lync video window will flash.	Do one of the following: <ul style="list-style-type: none"> <li>• Don't overlap the video window with the shared window.</li> <li>• Minimize the video window.</li> </ul>
CCS-243	If certain security software (such as 360 safe), is used, the RealPresence Content Add-on for Lync will be blocked, and all Share menu items will display.	Add <i>LyncAddonDemon.exe</i> , <i>LyncAddon.exe</i> , and <i>ShareHook.dll</i> to the security software's trusted list.
CCS-280	The RealPresence Content Add-on for Lync doesn't respond on certain very slow laptops or PCs.	Wait for the RealPresence Content Add-on for Lync to respond. The RealPresence Content Add-on for Lync service will restart the Content Add-on for Lync.
CCS-281	Sometimes the RealPresence Content Add-on for Lync doesn't respond when content sharing starts or stops.	Close Lync, wait 30 seconds, and then restart Lync.
CCS-282	The email address in the Log Collector must end with <b>.com</b> .	Enter an email address ending with <b>.com</b> , and modify it later when the email window displays.
CCS-283	Sometimes, the Log Collector fails to open an Outlook email window and send email.	Close Outlook before using the Log Collector to collect and send logs.
CCS-310	Sometimes, while the RealPresence Content Add-on for Lync is installing, the BFCP Content-Only Client Plug-in installer fails to launch. This results in the plug-in failing to install.	If you install the CSS client, and the RealPresence Content Add-on for Lync installs successfully, but the BFCP Content-Only Client Plug-in fails to install, do the following: <ol style="list-style-type: none"> <li>1 Open your Temp directory. To do this, press the Windows start key, enter <b>%temp%</b>, and press the <b>Enter</b> key.</li> <li>2 Locate the file <b>csswebplugin.msi</b> and start it manually.</li> <li>3 Complete the install.</li> </ol>

<b>Issue ID</b>	<b>Description</b>	<b>Workaround</b>
CCS-311	When you join a VMR over TLS for the first time, you need to accept a certificate window within 30 seconds, otherwise the call will disconnect.	Reconnect the call.

The following table describes known issues for the Content Sharing Server.

**Table 4: Content Sharing Server Known Issues**

<b>Issue ID</b>	<b>Description</b>	<b>Workaround</b>
N/A	When you import the Content Sharing Server image to VMware EXSI 5.0, a warning dialog box displays.	The OVF package exported from EXSI 5.1 contains a file with properties that EXSI 5.0 doesn't recognize. Ignore the warning and continue to import the image. Ignoring the warning won't have any impact on the Content Sharing Server.
N/A	System log level settings aren't saved after the Content Sharing Server reboots.	After the Content Sharing Server restarts, manually update the settings using the Content Sharing Server Web Configuration Tool.
CCS-169	Sometimes, the clean all users operation cannot clean all users. A few user accounts will still remain in the system after this operation.	Restart the Content Sharing Server and execute the clean all users operation again.
CCS-277	The database restore operation may fail or have issues if an invalid backup file is used to restore the database.	When you restore the database, make sure you choose a valid backup file.

## Known Limitations

Known limitations for CSS include:

- During a VMR call, you cannot use Lync to invite a third party to the call. In addition, if you're already in a Lync call, you cannot join a VMR call.

## Interoperability List

The RealPresence Content Sharing Suite can work with other products and systems, as described in the following table.

**Table 5: Interoperability List**

<b>Category</b>	<b>Versions</b>
Polycom RealPresence Access Director (RPAD)	2.0.4
Acme Packet® Net-Net Enterprise Session Director (ESD)	Net-Net 3820 Firmware SCX6.3.0 F-2 GA (Build 163)
<b>Management Systems and Recorders</b>	
Polycom RSS 4000	8.5
Microsoft Active Directory	2008
<b>Gatekeepers, Gateways, and MCUs</b>	
Polycom RealPresence Collaboration Server (RMX) 1500/2000/4000	8.1.1.88.103.019
Polycom RealPresence Virtualization Manager (DMA) 7000	5.2.0_HF3_Build_9
Microsoft Lync Server	2010
<b>Management and Scheduling</b>	
Polycom® RealPresence® Resource Manager	7.1
<b>Endpoints</b>	
Microsoft Lync client	2010

---

<b>Category</b>	<b>Versions</b>
<p>Your environment requires one or more video endpoints that receive content from RealPresence Collaboration Server (RMX). For more information on interoperability, see the <b>Interoperability Tables</b> section in the <i>RealPresence Collaboration Server (RMX) 1500/2000/4000 Release Notes</i>, available by navigating to your system from the <a href="#">Collaboration &amp; Conferencing Platforms</a> Support page.</p> <p><b>Polycom has tested the following endpoints:</b></p>	
Polycom HDX	3.1.0/3.0.5
Polycom RealPresence Mobile	2.1
Polycom RealPresence Desktop	2.0
Polycom RealPresence Group Series 300/500/550	4.0.1
Polycom Converged Management Application (CMA) Desktop	5.2.3
Polycom Telepresence m100	1.0.4

---

## Supported Capabilities

The Polycom RealPresence Content Sharing Suite supports the following:

- SIP calls only.
- BFCP over UDP to control the content sharing request.
- H.264 only as the content stream format. If the network bandwidth is equal to or greater than 128k, the RealPresence Content Sharing Suite can share and receive content.
- XGA/720P 5FPS content transmitting and XGA/720Pp7.5FPS content receiving.