



RELEASE NOTES

Software Version 1.5.2 | December 2016 | 3725-03250-001A6

Polycom® ContentConnect™



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What's New in Polycom® ContentConnect™ Release 1.5.2

Polycom® ContentConnect™ 1.5.2 is a maintenance release.

Polycom® RealPresence Clariti™ Support

Polycom ContentConnect is available as part of Polycom® RealPresence Clariti™, a Polycom collaboration infrastructure offer that features simplified concurrent user licensing and add-on options. RealPresence Clariti customers should consult with their Polycom representative to ensure they have the correct licensing information before upgrading.

Polycom RealPresence Clariti and Virtual Edition customers who have a Polycom RealPresence Resource Manager System version 10.0 or later must use the RealPresence Resource Manager system to license their product. If you have not deployed a RealPresence Resource Manager system or if you have not upgraded your RealPresence Resource Manager system to version 10.0 or later, you must license your product using the RealPresence Platform Director System version 3.0.



Note: RealPresence Resource Manager v10.0 or RealPresence Platform Director v3.0

If your deployment includes RealPresence Resource Manager 10.0 or later, you cannot use RealPresence Platform Director 3.0 to license your product.

Release History

This following table shows the release history of Polycom ContentConnect (known as RealPresence Content Sharing Suite in previous versions).

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.5.2	September 2016	<ul style="list-style-type: none">• Bug fixes.
1.5.1	December 2015	<ul style="list-style-type: none">• Support for Skype for Business in add-on mode.• Updated rules on the SAN and CN fields in CSRs.• Support for Polycom® RealPresence Clariti™:• Fixed customer escalated issues.
1.5	June 2015	<ul style="list-style-type: none">• Content support in RealConnect when Lync AVMCU resides in federated environment• Support for Lync server and Lync Edge server failover when the Lync AVMCU resides in federated environment• Support for Skype for Business.• CentOS 6.6 adopted for V1.5 installation <p>Polycom RealPresence Content Sharing Suite is renamed to Polycom ContentConnect from this version and onwards.</p>
1.4.1	January 2015	<ul style="list-style-type: none">• Fixed issue CCS-1307.• Removed license requirement for the Polycom DMA API client access
1.4	December 2014	<ul style="list-style-type: none">• Support for Add-on-free (Gateway Mode) Lync content sharing, with the following major features:<ul style="list-style-type: none">➢ Cascading Lync calls from AVMCU to Polycom➢ Server scalability using Load Balancer➢ Guest access from Lync clients➢ Federated Lync client access➢ High Availability• Support for external NTP servers
1.3.1	July 2014	<ul style="list-style-type: none">• Security enhancements and bug fixes.• Support OVA-format installation packages for VMware vSphere installation.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.3	June 2014	<ul style="list-style-type: none"> • Support for a new licensing solution • Support for VMR calls cascading between Lync MCU VMR and Polycom RealPresence Collaboration Server systems. • Support for Lost Packet Recovery (LPR) on content channel. • Support for wildcard SAN and CN in certificate signing requests. • Remove additional local IP address and hostname from SAN. • Support for Personal Information Exchange (PFX). • Security Enhancement. • Support for NTP (Network Time Protocol).
1.2	December 2013	<ul style="list-style-type: none"> • Option to upgrade and also roll back between different versions of client and server. • Provides Office 365 support. • Supports localization of the Content Add-on for Lync and web client, enabling you to configure them in additional languages on Windows or Mac operating systems. • Offers Guest Web Access, which allows users to log in to the web session without authentication from corporate directory server. • Provides an option to enable/disable web client access through administrator's web interface. • Provides backward compatibility for clients. • Supported on Mac browsers. • Supports for 1080p (1920x1080) AVC content stream. • Support for F5 Load balancing.
1.1.2	September 2013	Fixes various bugs and optimizes RealPresence Content Sharing Suite Content Add-on for Lync sign-in process.
1.1.1	July 2013	Support for Hyper-V deployment. You can deploy RealPresence Content Sharing Suite on Hyper-V built in Windows Server 2012. The Hyper role enables you to create and manage a virtualized computing environment by using virtualization technology that is built in to Windows Server 2012.
1.1	June 2013	<ul style="list-style-type: none"> • Support for Microsoft Lync 2013. • Support for viewing and sharing content over the Web, instead of using Lync. • A new call-based licensing model. This license model specifies the maximum number of concurrent calls that can take place—per Content Sharing Suite—at one time. • Support for load balancing.
1.0.1	April 2013	<ul style="list-style-type: none"> • 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 Suite (the master) fails, another Content Sharing Suite (the slave) can take over.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.0	February 2013	Initial release.

Hardware and Software Requirements

The following table lists the hardware and software required to deploy the ContentConnect solution. For the VMware host to run smoothly, it should meet or exceed the requirements specified in this table.



Expand Your VM Guest Hard Disk to Minimal 100 GB When Upgrading from Content Sharing Suite V1.3 or Earlier

If you are upgrading your server from Content Sharing Suite V1.3 or earlier, you must upgrade the hard disk space to 100 GB or above. 100 GB is the minimum requirement for free disk space in ContentConnect V1.4 and later.

For more information on how to update VM hard disk settings, refer to the *Polycom ContentConnect Administrator Guide*.

VM Host Requirements for ContentConnect Gateway Mode

Configuration	High Performance	Medium Performance	Minimum Performance
CPU Model	Dual Intel Xeon® Processor E5-2620	Dual Intel Xeon® Processor E5-2620	Dual Intel Xeon® Processor E5-2620
Virtual Cores	16 cores	12 cores	8 cores
Memory	16 GB	12 GB	8 GB
NIC	2 x 1 GB	2 x 1 GB	2 x 1 GB
Storage	100 GB	100 GB	100 GB
Max. High Quality meetings	15	12	10
Max. Standard Quality Meetings	30	25	20



Note: About high quality and standard quality meetings

Meetings with content resolution 720 p30, 1080 p5 or higher are regarded as high quality meetings; those with content resolution 720 p15 or lower are regarded as standard quality meetings.

Requirements for ContentConnect and Client Add-On Mode

Component	Add-On Mode
Polycom ContentConnect	<ul style="list-style-type: none"> • VMware vSphere ESXi Hypervisor 5.0, 5.1, and 5.5 • Hyper-V role on Windows Server 2012 <p>Minimum VM configuration</p> <ul style="list-style-type: none"> • Host machine: <ul style="list-style-type: none"> ➢ CPU Processor Type: Intel® Xeon® CPU E5-2620 2.10 GHZ ➢ CPU Cores: 12 CPUs x 2.099 GHZ • VM guest: 8 CPUs, 8 GB memory, 100 GB free disk space
ContentConnect Client PCs	<ul style="list-style-type: none"> • Microsoft .NET Framework 4 Client Profile • Microsoft Lync 2010, 2013, or Skype for Business <p>Minimum system requirements:</p> <ul style="list-style-type: none"> • Windows 7 (32-bit and 64-bit) or later • Mac OS X 10.7 or higher for systems running Mac operating systems • Intel Core i3 2 core CPU 1.6 GHz or higher • 250 MB storage • 2 GB RAM (4 GB recommended)
Browsers	<ul style="list-style-type: none"> • Internet Explorer 8 (or later) • Safari 5.1 or higher for Mac



Google Chrome stopped its support for NPAPI in September 2015 (from version 45). Because this API is used by the ContentConnect Web client, the ContentConnect Web client will not be compatible with Google Chrome after September 2015. If you are using Google Chrome, please switch to other supported browsers instead.

Upgrade to ContentConnect 1.5.2

You can upgrade from ContentConnect version 1.5.1 to 1.5.2 directly.

If you are upgrading from Content Sharing Suite version 1.4.0 or ContentConnect version 1.5.0, you must follow a three-step upgrade path. The three-step path ensures that your database will remain intact after upgrading.

- 1 From version 1.4.0 or 1.5.0, first upgrade to version 1.5.0.43.
- 2 From version 1.5.0.43, upgrade to version 1.5.1.
- 3 From version 1.5.1, upgrade to version 1.5.2.

You can find version 1.5.0.43, 1.5.1, and 1.5.2 on the [ContentConnect support page](#).

If you are upgrading from Content Sharing Server versions earlier than Content Sharing Suite 1.4 to ContentConnect version 1.5.2, you must upgrade to version 1.4 first.

- 1 From version 1.0, 1.1, or 1.2, first upgrade to version 1.3.
- 2 From version 1.3, upgrade to version 1.4. Then follow the steps above to upgrade to version 1.5.2.

Upgrade ContentConnect

Perform the following upgrade instructions for each step of the upgrade path for ContentConnect 1.5.2.

To upgrade your Content Sharing Suite Server V1.3, V1.4 to ContentConnect V1.5 or later:

- 1 Save the upgrade file to a location on the computer.
- 2 Log in to the Content Sharing Server Web Configuration Tool and select **Admin > System Upgrade**.
- 3 From the **System Upgrade** screen, click **Browse**, navigate to the location of the upgrade file, and click **Upload**.

To upgrade your Content Sharing Suite V1.0, 1.1, or 1.2 to V1.3:

- 1 Your Polycom Channel support issues a new order to get V1.3.
- 2 You receive an e-mail from Polycom Support, which includes your user account, activation keys, and links to activate your license.
- 3 Follow the instructions contained in the e-mail to upgrade your Content Sharing Suite server to version 1.3.

Notes on ContentConnect Add-on Clients

Note the following about ContentConnect Add-on clients.

- By default, RealPresence Content Sharing Suite server 1.4 or later works in the Gateway mode and existing Lync client with RealPresence Content Sharing Suite Add-ons will be disabled automatically by the server. To work in the Add-on mode, you must switch to the Add-on running mode manually.
- If your RealPresence Content Sharing Suite server is set to work in the Add-on mode, Lync clients with RealPresence Content Sharing Suite add-ons version 1.3 or earlier will be notified to download a new version add-on to work with RealPresence Content Sharing Suite 1.4 server or later.
- Earlier versions of Add-ons can work with newer versions of ContentConnect Server if you enable **Client Version Compatible** option.

You can find the minimum versions of supported Add-ons from the ContentConnect server Web Configuration Tool, **Server Configuration > Client Configuration**.

For more information, refer to the *Polycom ContentConnect Administrator Guide*.



Contact your Polycom Channel support to issue a new order when upgrading from previous Content Sharing Server versions to version 1.3. Otherwise, you cannot get the new license.

Resolved Issues

The following table lists resolved issues for ContentConnect V1.5.2.

<i>Issue ID</i>	<i>Description</i>
IE-2447	(Gateway mode only) ContentConnect V1.5.1 does not release its license when a session ends. This prevents the system from reaching its connection capacity.
IE-11920	(Gateway mode only) ContentConnect V1.5.1 intermittently fails to connect with Microsoft Skype for Business.
IE-11971	The ContentConnect system occasionally stops accepting new sessions and does not process gateway deletion operations requested from the ContentConnect server Web Configuration Tool.
IE-11965	(Gateway mode only) A ContentConnect gateway session is intermittently shown as active and consumes licenses, even after it has been terminated.
IE-16213	ContentConnect server 1.5.1 experiences a 20-30 second delay before it receives new content.
IE-16299	When a Microsoft Skype for Business client starts content sharing, there is a problem with the layout of the meeting video.
IE-16794	You cannot share content from Microsoft Skype for Business clients. The error message is: "Screen presenting isn't supported with this contact".
IE-16464	If you are using ContentConnect server build V1.5.0.982, you see a "Client Type Query" alert whenever you start the ContentConnect application.
IE-16689	The Moscow time zone shown on ContentConnect server Web Configuration Tool is not correct.
IE-16664	After upgrading ContentConnect server to V1.5.1.196, you receive a false alert: "Currently used seats: 0. This is close to the Max...".
CCS-1293	(Gateway mode only) If a conference ends and a new one starts right after it using the same VMR number, sometimes, the new gateway instance cannot be initiated immediately.
CCS-1301	(Gateway mode only) With peak workload, if Polycom endpoints and Skype for Business clients compete for content sharing over and over again within a short time frame (< 60 seconds), the content sent from the Polycom endpoints may be blurry or greenish.
CCS-1370	(Add-On mode only) Polycom RealPresence Content Sharing Suite Content Add-on for Skype for Business cannot send content from Skype for Business.
CCS-1521	Content sharing is not working in on-premise RealConnect calls with Skype for Business 2016 clients.

Known Issues

The following tables list known issues for ContentConnect 1.5.2. If a workaround is available, it is noted.

Client Known Issues

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
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. This problem applies to both the Content Sharing Suite web client and Lync add-on.	Reconnect the call.
CCS-581	A Content Sharing Suite client does not work when placed behind NAT in a corporate network.	Remove the NAT device.
CCS-713	When sharing an application on Mac PC using the Content Sharing Suite web client, the shared content does not pop up.	Manually click the shared window to appear on front end.
CCS-720	The Lync add-on crashes when LyncAddonConfigTool is running for Content Sharing Suite server configuration, and simultaneously a VMR window is opened or a VMR call is set up.	Do not open a VMR window or set up a VMR call when LyncAddonConfigTool is running.
CCS-819	(Add-On mode only) If your network connection is not stable and you dialed in from a public network over the RealPresence Access Director, sometimes, content sharing request may time out as a result of network latency and packet loss and you receive no error prompts.	Re-connect and send the content again.
CCS-972	If you accept a VMR call initiated by a Polycom RealPresence Collaboration Server system, you cannot receive or send content.	None.
CCS-997	You cannot join VMR meetings using Lync if the VMR number contains non-numerical characters.	None.
CCS-1287	When accessing the Content Sharing Suite web client on a Mac computer using the Safari 8, after you press the Enter full screen , the button doesn't change into the Exit full screen button as expected.	None.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CCS-1368	If you receive static content from a Lync client, after a couple of minutes, you receive content off and on.	This is the designed behavior. When the content is static, no media packets are sent from the Lync AVMCU to the ContentConnect side. The ContentConnect server performs self recovery and reconnects to the meeting, resulting in off and on content on the customer side.
CCS-1518	After you disable ContentConnect server from its Web Configuration Tool, the ContentConnect web plug-in for Mac constantly prompts you to download ContentConnect.	Do the following: <ol style="list-style-type: none"> 1. Log in to the ContentConnect server Web Configuration Tool and select Server Configuration > Client Configuration. 2. Click Enable for the option Client Version Compatible.
CCS-1523	If you are using Mac iOS version 10.11, the ContentConnect web plug-in for Mac shows Initializing all the time.	Downgrade your Mac iOS to version 10.10.

Server Known Issues

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CCS-1140	After you upgrade the Content Sharing Suite from earlier versions to V1.4, the default time zone is not set correctly.	Change the time zone manually from the Content Sharing Suite Web Configuration Tool: Admin > Time Configuration .
CCS-1156	(Gateway mode only) If you add a Polycom VMR number as a participant when you schedule meetings from the Lync client Meet Now menu, the meeting is cascaded to Polycom RealPresence Collaboration Serve. But if you delete the VMR from the RealPresence Collaboration Server, Content Sharing Suite gateway instances still try to connect to this VMR for few times.	None.
CCS-1274	If you upgrade earlier versions of Content Sharing Suite installed on a Hyper-V VM to version 1.4, you cannot modify settings such as CPU cores and memory.	Re-install the Content Sharing Suite V1.4 on the Hyper-V VM.
CCS-1289	(Gateway mode only) When hosted on a Hyper-V VM with eight cores and eight GB memory, nearly half of the Content Sharing Suite gateway instances are terminated when all Lync clients are sharing dynamic video.	None.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
RPP-268	After installing Polycom ContentConnect V1.5.0.24 on a Hyper-V virtual machine, you receive a message when you attempt to log in: "Server connection failed. Try again later".	<p>Try one of the following:</p> <ul style="list-style-type: none"> • When you install the ContentConnect on the Hyper-V VM, set a different name for the host server other than "local host". • If the ContentConnect is already installed on the Hyper-V, use the Installation Wizard to configure a different name to the host server.
CCS-1362	When Microsoft Skype for Business and Polycom endpoints are connected to a VMR for a while, the ContentConnect server begins to perform self recovery endlessly.	Activate the NO_MEDIA_ARRIVED timeout in the Polycom RealPresence Collaboration Sever.
CCS-1480	If you install ContentConnect server using VMware or Hyper-V, you must add another network adapter manually to ensure correct network configurations.	None.
IE-16274	(Gateway mode only) You cannot initiate the ContentConnect gateway instance successfully within 30 seconds.	None.

Known Limitations

Known limitations for ContentConnect include the following:

- 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.
- You cannot use the ContentConnect license of a version earlier than V1.3 with a later version of ContentConnect. For example, V1.2 of the Content Sharing Server license with Content Sharing Suite V1.3. If you upgrade from Content Sharing Suite V1.2 to V1.3, you need to reactivate the Content Sharing Server license.
- To upgrade from Content Sharing Suite earlier versions to V1.3 or later, you need ask your Polycom Sales contact to re-place the order.

Products Tested with this Release

Polycom ContentConnect systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.



Note: Supported products

You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by vendor software updates.

Go to http://support.polycom.com/PolycomService/support/us/support/service_policies.html to find the current Polycom Supported Products matrix.



Note: About endpoint

Your environment requires one or more video endpoints that receive content from RealPresence Collaboration Server (RMX). For more information on interoperability, see the Interoperability Tables section in the RealPresence Collaboration Server (RMX) 1500/1800/2000/4000 Release Notes, available by navigating to your system from the [Collaboration & Conferencing Platforms](#) Support page.

Interoperability List for Add-On Mode

<i>Category</i>	<i>Versions</i>
Session Border Controllers	
Polycom RealPresence® Access Director	4.0, 4.1
Acme Packet® Net-Net Enterprise Session Director (ESD)	Net-Net 3820 Firmware SCX6.3.0 F-2 GA (Build 163)
Management Systems	
Microsoft® Active Directory®	2008 R2, 2012 R2
Gatekeepers, Gateways, and MCUs	
Polycom RealPresence Collaboration Server (RMX) 1800/2000/4000	8.6
Polycom RealPresence Distributed Media Application (DMA) 7000	6.3
Microsoft® Lync® Server	2010, 2013
Microsoft® Skype® for Business Server 2015	6.0.9319.259
Load Balancers	

<i>Category</i>	<i>Versions</i>
F5 BIG-IP LTM	1600
F5 BIG-IP	10.2.1.297
Endpoints	
Microsoft® Lync®	2010, 2013
Microsoft® Lync® 2013 client with Skype UI	15.0.4809.1000
Polycom® HDX	3.1.9
Polycom® RealPresence® Mobile	3.5.1
Polycom® RealPresence® Desktop	3.6
Polycom® RealPresence® Group Series 300/500/550/700	5.1.2
Polycom® Immersive Telepresence (ITP)	3.1.2
Cisco® TelePresence™ EX90	TC6.1.1.7d7af15
Cisco® TelePresence™ Quick Set C20	TC3.1.5.282524



Note: RealPresence Collaboration Server (RMX) TIP content support while working with Content Sharing Suite

The following RealPresence Collaboration Server (RMX) TIP Compatibility settings are supported when used with the Content Sharing Suite 1.2 release or later:

- None (default)
- Video Only

Interoperability List for Gateway Mode

<i>Category</i>	<i>Versions</i>
Session Border Controllers	
Polycom RealPresence Access Director	4.0, 4.1
Acme Packet® Net-Net Enterprise Session Director (ESD)	Net-Net 3820 Firmware SCX6.3.0 F-2 GA (Build 163)
Management Systems	
Microsoft Active Directory	2008 R2, 2012 R2
Gatekeepers, Gateways, and MCUs	
Polycom RealPresence Collaboration Server (RMX) 1800/2000/4000	8.6

<i>Category</i>	<i>Versions</i>
Polycom RealPresence Distributed Media Application (DMA) 7000	6.3
Microsoft Lync Server	2013
Microsoft Skype for Business Server 2015	6.0.9319.259
Load Balancers	
F5 BIG-IP LTM	1600
F5 BIG-IP	10.2.1.297
Endpoints	
Microsoft Lync client	2010, 2013
Microsoft Lync 2013 client with Skype UI	15.0.4809.1000
Polycom HDX	3.1.9
Polycom RealPresence Mobile	3.5.1
Polycom RealPresence Desktop	3.6
Polycom RealPresence Group Series 300/500/550/700	5.1.2
Polycom ITP	3.1.2
Cisco TelePresence EX90	TC6.1.1.7d7af15
Cisco TelePresence Quick Set C20	TC3.1.5.282524

Get Help

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

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

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

The Polycom Community

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

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