

Polycom® ContentConnect™

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What's New in Release 1.6.2

Polycom® ContentConnect™ 1.6.2 includes the features and functionality of previous releases and resolves a number of important field issues. Please refer to the [Resolved Issues](#) table for the list of issues that were resolved in this release.

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>
1.6.2	August 2018	<ul style="list-style-type: none"> • Bug fixes • Security enhancement
1.6.1	January 2018	<ul style="list-style-type: none"> • Using RealPresence® DMA® as a load balancer • Security enhancements
1.6	October 2017	<ul style="list-style-type: none"> • Support for VBSS screen sharing • Support for VMware EXSi version 6.5 • Security enhancements
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 Polycom® 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

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
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.
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 or 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.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
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.
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.

VM Host Requirements for ContentConnect Gateway Mode (With VBSS Disabled)

<i>Configuration</i>	<i>High Performance</i>	<i>Medium Performance</i>	<i>Minimum Performance</i>
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	64 GB	64 GB	64 GB
1080 p15			
720 p30	15	12	10
720 p15 or lower	30	25	20

VM Host Requirements for ContentConnect Gateway Mode (With VBSS Enabled)

<i>Configuration</i>	<i>High Performance</i>	<i>Medium Performance</i>	<i>Minimum Performance</i>
CPU Model	Intel® Xeon® Processor E5-2680 v4	Intel® Xeon® Processor E5-2680 v4	Intel® Xeon® Processor E5-2680 v4

<i>Configuration</i>	<i>High Performance</i>	<i>Medium Performance</i>	<i>Minimum Performance</i>
Virtual Cores	18 cores	15 cores	12 cores
Memory	16 GB	12 GB	8 GB
NIC	2 x 1 GB	2 x 1 GB	2 x 1 GB
Storage	64 GB	64 GB	64 GB
1080 p15			
720 p30	15	12	10
720 p5 or lower	30	25	20

Requirements for ContentConnect and Client Add-On Mode

<i>Component</i>	<i>Add-On Mode</i>
Polycom ContentConnect	<ul style="list-style-type: none"> VMware vSphere ESXi Hypervisor 6.5, 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, 64 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 Mac OS X 10.7 Intel Core i3 2 core CPU 1.6 GHz or higher 250 MB storages 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.
- During an OVF or OVA deployment in vSphere 6.5, the deployment wizard does not provide an option to automatically power on the virtual machine when the deployment completes. You should manually power on the virtual machine after the deployment completes.

Upgrade to ContentConnect 1.6.2

You can upgrade from ContentConnect version 1.6.0 to 1.6.2, and 1.6.1 to 1.6.2 directly.



Upgrading from 1.6.0 to 1.6.2 or 1.6.1 to 1.6.2 takes around 40 minutes for ContentConnect operating system upgrade.

If you are upgrading from versions earlier than 1.6.0, upgrade to 1.6.0 first. For more information, refer to the Polycom ContentConnect version 1.6.0 *Release Notes* available at [Polycom Support](#).

System Information for Polycom ContentConnect Server 1.6.2

Polycom ContentConnect server 1.6.2 uses the following systems:

- CentOS 6.9
- PostgreSQL 9.3.9
- OpenJDK 1.8.0.171

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.

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.

In this release, Polycom ContentConnect systems are tested in the Gateway mode only. For a list of products tested in the Add-on mode, refer to Polycom ContentConnect version 1.5.2 Release Notes available on [Polycom Support](#).



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 Gateway Mode

<i>Category</i>	<i>Versions</i>
Session Border Controllers	
Polycom RealPresence® Access Director	4.2.5
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	8.7.4, 8.7.5

<i>Category</i>	<i>Versions</i>
Polycom RealPresence Distributed Media Application (DMA) 7000	9.0.1, 9.0.1.1
Microsoft® Lync® Server	2013
Microsoft® Skype® for Business Server 2015	6.0.9319.281
Microsoft® Skype® for Business Server 2016	16.0.8326.2073
Load Balancers	
F5 BIG-IP	12.0.0
Endpoints	
Microsoft® Lync®	2013
Microsoft® Lync® 2013 client with Skype UI	15.0.4809.1000
Polycom® RealPresence® Mobile	3.8, 3.9
Polycom® RealPresence® Desktop	3.8, 3.9
Polycom® RealPresence® Group Series 300/500/550/700	6.1.7
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

System Constraints and Limitations

This section provides information on constraints and limitations when using Polycom ContentConnect 1.6.2.

- (Add-on mode only) 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.
- H.263 content is not supported.
- If your content includes audio, for example, sound in a video clip, the audio is discarded during the content sharing.
- (Gateway mode only) Only supports RealPresence Collaboration Server (RMX) AVC meeting templates.
- (Gateway mode only) ContentConnect cannot work if your RealPresence Collaboration Server enables Soft Blade.
- Skype roster cascade indicator doesn't work when you place a CAA (Conference Auto Attendant) call to an external Skype system.
- HA (High Availability) is not available if you enabled the DMA load balancing feature. However, if you upgraded from an earlier version to 1.6.1 (DMA load balancing is not enabled in this case), you can still use the HA.
- Do not change the time zone once HA is configured.

Resolved Issues

The following table lists the resolved issues in Polycom ContentConnect 1.6.2.

<i>Issue ID</i>	<i>Description</i>
EN-91040	RMX 8.7.4 failed to disconnect Polycom ContentConnect gateway party when cascade dropped, which leads to duplicate Polycom ContentConnect dial-in attempts after cascade redial.
EN-88226	Endpoints connected from RealPresence Collaboration Server get black content intermittently when Skype for Business online user shares content.
EN-81313	Pixelization and eventual green screen when Skype for Business meeting participant shares content.
EN-81311	Aqua Polycom ContentConnect cannot decode content from Cisco Spark Room Kit.
EN-58464	The log purging mechanism is not working. Polycom ContentConnect zips the gateway log but cannot automatically clean it.

Known Issues

The following table lists known issues in all releases of Polycom ContentConnect.



These release notes do not provide a complete listing of all known issues that are included in 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.

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".	Try one of the following: <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.
EN-34768	ContentConnect cannot connect to available Microsoft Lync edge servers when Lync edge pool fails over.	Disconnect from Polycom RealConnect and then retry.
EN-34907	ContentConnect gateway instances cannot connect to available Lync front end servers when Lync front end pool fails over.	Disconnect from Polycom RealConnect and then retry.
EN-64028	Occasionally, you can't access the ContentConnect Web Configuration tool.	Reboot the system.
EN-64295	In a High Availability (Hot Standby) environment, if you roll back a ContentConnect server from version 1.6.1 to an earlier version, the High Availability status shows offline.	Re-configure the High Availability for the ContentConnect servers manually.
EN-65005	During a Polycom RealConnect conference using Microsoft Remote Desktop Protocol (RDP), Microsoft Skype for Business clients may receive partial whiteboard or blackboard content.	Continue drawing.
EN-65881	If your administrator set the Lync Roster Name in the Polycom DMA's conference settings, it takes several minutes for the change to take effect. During this period, if you dial in to a scheduled Polycom RealConnect conference, you will see the VMR name, instead of the set Roster Name.	None.
EN-90518	Polycom RealConnect server cannot show upgrade status automatically when implementing grade.	Go to <a href="http://<PCC server address>:8080/statusapp/status">http://<PCC server address>:8080/statusapp/status for upgrade status.

Get Help

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

For information about Polycom partner solutions, see [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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