



RELEASE NOTES

Version 1.2 | 3725-03262-002 Rev.B | April 2014

Polycom[®] RealPresence[®] Content Sharing Suite



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Polycom RealPresence Content Sharing Suite Release Notes

The Polycom® RealPresence® Content Sharing Suite (CSS) is a content sharing solution that allows Microsoft Lync 2010 and 2013 users—and users of traditional video conferencing systems—to collaborate and share content. This document provides the latest information for CSS version 1.2.

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).
1.1	June 2013	Version 1.1 adds support for Microsoft Lync 2013, Web-based access, a new call-based licensing model, and load balancing.
1.1.1	July 2013	Version 1.1.1 adds support for Hyper-V deployment.
1.1.2	September 2013	Version 1.1.2 fixes various bugs and optimizes CSS Content Add-on for Lync sign-in process.
1.2	December 2013	Version 1.2 adds support to new features like easy localization of Lync plug-in and web client, Mac browser support, Guest Web Access etc.



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 Included These Release Notes?

These Release Notes contains the following sections:

- [About the Polycom Real Presence Content Sharing Suite](#)
- [Hardware and Software Requirements](#)
- [Real Presence Content Sharing Suite Features Overview](#)

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- [What's New for Polycom Real Presence Content Sharing Suite Version 1.2?](#)
 - [Upgrading CSS to version 1.2](#)
 - [Fixed issues in version 1.2](#)
 - [Known Issues](#)
 - [Known Limitations](#)
 - [Interoperability List](#)
 - [Supported Capabilities](#)

About the Polycom RealPresence Content Sharing Suite

The Polycom RealPresence Content Sharing Suite offers industry-first content sharing interoperability between Microsoft Lync 2010 and 2013 clients and standards-based video solutions. The RealPresence Content Sharing Suite 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 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 Distributed Media Application (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 systems 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 the RealPresence Content Sharing Suite.

Hardware and Software Requirements

<i>Component</i>	<i>Versions/Specifications</i>
Polycom RealPresence Content Sharing server	<ul style="list-style-type: none"> • VMware vSphere ESXi Hypervisor 5.0 or 5.1 • Hyper-V role on Windows Server 2012 <p>Minimum VM software configuration</p> <ul style="list-style-type: none"> • 4-physical-core 2.0 GHz or equivalent processor • 8 GB RAM • 100 GB free disk space <p>Recommended VM software configuration</p> <ul style="list-style-type: none"> • 8-physical-core 2.0 GHz or Higher processor • 16 GB RAM • 100 GB free disk space
CSS Client PCs	<ul style="list-style-type: none"> • RealPresence Content Add-on for Lync • Microsoft .NET Framework 4 Client Profile • Microsoft Lync 2010 or 2013 • Internet Explorer 8 for Windows • Safari 5.1 or higher for Mac <p>Minimum system requirements:</p> <ul style="list-style-type: none"> • Windows XP (32-bit) with SP3, Windows 7 (32-bit and 64-bit) and Windows 8 for systems running Windows operating systems • 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)

**Note:VM Host**

For VM Ware host to run smoothly it should meet or exceed the requirements specified in Table 2.

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

The Content Add-on for Lync installation file is provided in two different formats, MSI and EXE. The MSI file is intended for use by experienced Windows administrators to support *pushed* and *silent* installations. These procedures use mechanisms such as Group Policy 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 should not be used for local stand-alone installations, because some of the required components are not installed when using this method. Those users who want to perform a local stand-alone installation should use the EXE file instead.

RealPresence Content Sharing Suite Feature Overview

This section gives you an overview on Real Presence Content Sharing Suite.

RealPresence Content Sharing Suite features include the following:

- 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
- Binary Floor Control Protocol (BFCP) (Session Initiation Protocol [SIP]-based content video) up to 720p HD 5fps for CSS 1.1.X and earlier versions and 1080p HD 5fps for CSS 1.2 version.
- Ability to share a monitor or program (PC application)
- A software package (OVF/VHD format) to run on a VMware/Hyper-V virtual machine environment
- 90-day trial use available.

Security features include the following:

- **Content security** SIP Session Description Protocol Security Descriptions (SDES) over Transport Layer Security (TLS) + Secure Real-time Transport Protocol (SRTP) and AES-128 bit Media Encryption.
- **Server authentication** NTLMv2 pass-through authentication to AD and HTTPS/TLS-based provisioning.

What's New for Polycom RealPresence Content Sharing Suite Version 1.2?

RealPresence Content Sharing Suite version 1.2 offers several new features:

- Option to upgrade and also roll back between different versions of client and server
- 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 client
- Supported on Mac browsers
- Supports 1080p (1920x1080) AVC content stream
- F5 Load balancing

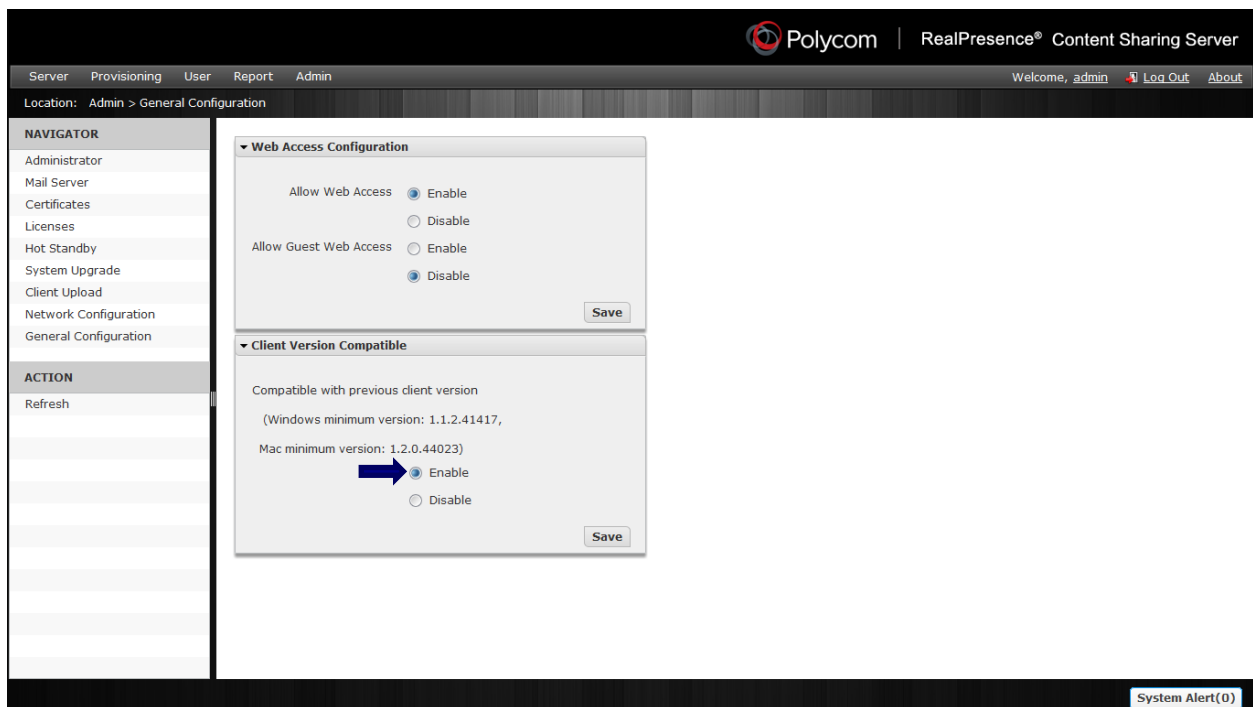


Web Info: Where Do I Find More Information About the New Features?

For information about the new features in version 1.2, see the latest *Polycom RealPresence Content Sharing Suite Administrators' Guide*, available from the [Polycom RealPresence Content Sharing Suite](#) Support page.

Upgrading CSS to v1.2

CSS 1.2 comes with a new feature "Client-Server Compatibility", through which you can continue using old versions of Lync client with the new version of CSS server. You need to enable this feature in CSS administrator's web interface.



By default the option is disabled. If you don't enable it, please make sure that the version of the client should match server's requirement. To view or upload the client version navigate to **Admin>Client Upload** on administrator's web interface.

To check the version of the Content Sharing Server, log in to the Content Sharing Server web configuration tool and navigate to Admin > **System Upgrade**. You can see the current version number on the **System Upgrade** screen.

To check the version of the RealPresence Content Add-on for Lync, open the Lync client computer's Control Panel, navigate to **Programs and Features**, and scroll to **Polycom RealPresence Content Add-on for Lync**. You can view the version in the Content Add-on for Lync row.



License information

When you upgrade CSS 1.1.X to 1.2 version, customers not in Russia should apply for a new license as CSS 1.2 has a new feature for Russian encryption compliance. By default the existing license does not contain the option for media encryption(encryption is disabled) .The new license for CSS 1.2 comes with media encryption enabled.

Fixed Issues in Version1.2

The following table lists the fixed issues for RealPresence Content Sharing Suite.

Client Fixed Issues

<i>Key</i>	<i>Summary</i>
CCS-562	<p>In rare cases, old version of RealPresence Content Add-on for Web is not uninstalled after upgrading to a newer version.</p> <p>Manually uninstall the older version of RealPresence Content Add-on for Web and then install the new version.</p>
CCS-486	<p>In rare cases, you're unable to receive content from an Internet Explorer browser.</p> <p>Do one of the following:</p> <ul style="list-style-type: none"> In Internet Explorer, click the Tools icon in the upper-right corner, and click Internet Options. Click the Advanced tab, and under Accelerated graphics, clear the Use Software rendering instead of CPU rendering check box. <p>This issue has been corrected.</p>
CCS-382	<p>In rare cases, the Polycom RealPresence Content Add-on for Lync service will not start automatically after the CSS Client is updated or installed.</p> <p>Manually start the Polycom RealPresence Content Add-on for Lync Service. To start the service,</p> <ol style="list-style-type: none"> 1. Open your computer's Control Panel, double-click Administrative Tools, and double-click Services. 2. Right-click Polycom RealPresence Content Add-on for Lync Service, and select Start. <p>This issue has been corrected.</p>
CCS-352	<p>If you use Lync 2013 Client with the RealPresence Content Add-on for Lync, and you select the IM menu during a VMR meeting, the receiving content stage will be narrowed.</p>
CCS-310	<p>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.</p> <p>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:</p> <ol style="list-style-type: none"> 1. Open your Temp directory. To do this, press the Windows start key, enter %temp%, and press Enter. 2. Locate the file csswebplugin.msi and start it manually. 3. Complete the install. <p>This issue has been corrected.</p>
CCS-281	<p>Sometimes the RealPresence Content Add-on for Lync does not respond when content sharing starts or stops.</p> <p>Close Lync, wait 30 seconds, and then restart Lync.</p> <p>This issue has been corrected.</p>
CCS-169	<p>Sometimes, the clean all users operation cannot clean all users. A few user accounts will still remain in the system after this operation.</p> <p>Restart the Content Sharing Server and execute the clean all users operation again.</p>
N/A	<p>When you import the Content Sharing Server image to VMware EXSI 5.0, a warning dialog box displays.</p> <p>The OVF package exported from EXSI 5.1 contains a file with properties that EXSI 5.0 does not recognize. Ignore the warning and continue to import the image. Ignoring the warning will not have any impact on the Content Sharing Server.</p>

Known Issues

The following tables list known issues for RealPresence Content Sharing Suite. If a workaround is available, it is noted.

Client Known Issues

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CCS-152	The dialpad cannot move automatically while its parent window (the conversation window) moves.	Do one of the following: Resize the conversation window. Close the dialpad and open it again.
CCS-223	Content sharing does not work correctly if the security level of Internet Explorer is set to High.	None.
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 LyncAddonDemon.exe, LyncAddon.exe, and ShareHook.dll to the security software's trusted list.
CCS-280	The RealPresence Content Add-on for Lync does not 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-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.
CCS-344	Sometimes the content you're sharing on a secondary monitor falls outside of the green border, indicating you are not sharing all the content on the monitor.	Stop and restart sharing to show all the content on the secondary monitor.
CCS-466	Sometimes, when you change the resolution while receiving content, you see a blue screen.	Resize the window to see the shared content again.
CCS-479	Occasionally, a VMR call is disconnected and the Lync client will re-sign in because the RealPresence Content Add-on for Lync does not respond.	Reconnect the call.
CCS-507	Sometimes a Lync client or CSS plug-in disconnects when the Lync user joins from a packet-loss or unstable network.	Do one of the following: Move Lync/CSS client to a better network. Lower the conference rate on RMX to fit actual network condition.
CCS-581	A CSS client does not work when placed behind NAT in a corporate network.	Remove the NAT device.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CCS-680	There is no promotion when CSS client is minimized or closed while sharing the application on Mac platform.	No workaround
CCS-720	The Lync add-on crashes when LyncAddonConfigTool is running for CSS 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-713	When sharing an application on Mac PC, the shared content does not pop up.	Manually click the shared window to appear on front end.
CCS-869	In rare occasions, when there is packet loss or latency in network, the sending or receiving of content from CSS might be lost during a call.	Hang up CSS client and reconnect.

Web Client Known Issues

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CCS-477	The application Windows Internet Explorer does not display in the list of content to share if the content you want to share was opened in a new tab.	Open the web page you want to share in another instance of the Web browser.
CCS-801	Sometimes Mac web client indicates <i>initializing</i> and cannot access sign in page successfully.	Close and reopen the web page.

Content Sharing Server Known Issues

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
N/A	System log level settings are not 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-417	You will not be able to upgrade the Content Sharing Server using Mozilla Firefox.	Use another Web browser, such as Internet Explorer or Google Chrome.
CCS-607	The log and data-backup files of CSS servers cannot be downloaded when using Chrome 29.0.1547.62 m version.	Use a lower version of Chrome or a different browser.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CCS-665	If HA (High Availability) is offline and you upload a client to master server, client cannot sync up to the slave server.	Upload client when HA (High Availability) is online.

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.
- You cannot use version 1.0 of the Content Sharing Server license with CSS v1.2. If you upgrade from CSS v1.0 to v1.2, you need to reactivate the Content Sharing Server license.
- The RealPresence Content Add-on for Lync will not launch if both Lync 2010 and 2013 are installed on the same client computer.

Interoperability List

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

Interoperability List

<i>Category</i>	<i>Versions</i>
Session Border Controllers	
Polycom RealPresence Access Director (RPAD)	3.1
Acme Packet® Net-Net Enterprise Session Director (ESD)	Net-Net 3820 Firmware SCX6.3.0 F-2 GA (Build 163)
Management Systems and Recorders	
Polycom RSS 4000	8.5
Microsoft Active Directory	2008 R2
Gatekeepers, Gateways, and MCUs	
Polycom RealPresence Collaboration Server (RMX) 2000/4000	8.1.7

Category	Versions
Polycom RealPresence Distributed Media Application (DMA) 7000	6.0.2/6.0.3
Microsoft Lync Server	2010 and 2013
Load Balancers	
Polycom has tested the following load balancer:	
F5 BIG-IP LTM 1600	BIG-IP 10.2.1.297.0
Endpoints	
Microsoft Lync client	2010 and 2013
<p>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 <i>RealPresence Collaboration Server (RMX) 1500/2000/4000 Release Notes</i>, available by navigating to your system from the Collaboration & Conferencing Platforms Support page.</p>	
Polycom has tested the following endpoints:	
Polycom HDX	3.1.2
Polycom RealPresence Mobile	3.0
Polycom RealPresence Desktop	3.0
Polycom RealPresence Group Series 300/500/550/700	4.1.1.1
Polycom Converged Management Application (CMA) Desktop	5.2.5
Polycom Telepresence m100	1.0.4
Polycom ITP	3.1.2
Polycom QDX 6000	4.0.3
Cisco TelePresence EX90	TC6.1.1.7d7af15
Cisco TelePresence Quick Set C20	TC3.1.5.282524



Note: TIP Content Support – RMX

The following TIP Compatibility settings are supported when used with the CSS 1.2 release: None (default) and Video Only.

Supported Capabilities

The Polycom RealPresence Content Sharing Suite 1.2 will support the following:

- SIP calls only, 128K or higher
- BFCP over UDP
- H.264