



RELEASE NOTES

Version 1.3.1 | 3725-03262-004/A | July 2014

Polycom[®] RealPresence[®] Content Sharing Suite



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6001 America Center Drive
San Jose, CA 95002
USA

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About the Polycom RealPresence Content Sharing Suite

This document provides the latest information about the RealPresence Content Sharing Suite, Version 1.3.1.

The Polycom RealPresence Content Sharing Suite is a video collaboration application that enables users on disparate devices and clients, including Microsoft Lync client, H.323 and SIP video endpoints, and audio only participants, to participate in the full content sharing session. Through the RealPresence Content Sharing Suite, high quality content sharing is possible for everybody, including home workers and B2B access. The RealPresence Content Sharing Suite is a pure software extension of the Polycom RealPresence Platform and works with other appliance-based or virtual RealPresence Platform products for scalable and reliable content sharing experience.



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](#).

Hardware and Software Requirements

The following table lists the hardware and software you require to deploy the RealPresence Content Sharing Suite. For the VM Ware host to run smoothly, it should meet or exceed the requirements specified in this table.

Hardware and Software Requirements

<i>Component</i>	<i>Versions/Specifications</i>
Polycom RealPresence Content Sharing server	<p>VMware vSphere ESXi Hypervisor 5.0, 5.1, and 5.5 Hyper-V role on Windows Server 2012</p> <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">• Microsoft .NET Framework 4 Client Profile• Microsoft Lync 2010 or 2013• Internet Explorer 8 (or later), Google Chrome (26 or later); or Mozilla Firefox (18 or later)• Safari 5.1 or higher for Mac <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)



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

RealPresence Content Sharing Suite features include the following features:

- 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 and later.
- Ability to share a monitor or program (PC application)
- A software package (OVA/VHD format) to run on a VMware/Hyper-V virtual machine environment

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 in Release 1.3.1

The RealPresence Content Sharing Suite version 1.3.1 includes security enhancements and bug fixes.

Besides, to align with other Polycom products, from version 1.3.1 and onwards, OVA-format installation packages are used for VMware vSphere installation.

Upgrade CSS to Version 1.3.1

Contact your Polycom Channel support to issue a new order when upgrading from CSS versions 1.2 or earlier to version 1.3.1. Otherwise, you cannot get the new license.

To upgrade from CSS version 1.3 to 1.3.1, you don't need to issue a new order.



Note: Enable Client-Server Compatibility

To continue using old versions of Lync client with the new version of CSS server, enable the feature Client-Server Compatibility in your CSS administrator's web interface.

To upgrade your CSS from version 1.2 or earlier to V1.3.1:

- 1 Your Polycom Channel support issues a new order to get V1.3.1.
- 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 CSS server to version 1.3.1.

Resolved Issues in Release 1.3.1

The following table lists the resolved issues for RealPresence Content Sharing Suite, release 1.3.1.

<i>Key</i>	<i>Summary</i>
CCS-1056	You cannot share your desktop during a meeting due to Lync policy restrictions, even though you can select Desktop from the program list.
CCS-1054	As an administrator, after four incorrect login attempts, your account is locked for more than one minute.
CCS-1079	In standalone activation mode, when you try to activate the CSS server with a PERMANENT license, the CSS server User Interface shows that the activation fails.
CCS-1043	Update OPENSSEL to version 1.0.1e-16.el6_5.14 to solve the Man in the Middle vulnerability problem.

Resolved Issues in Release 1.3

None in version 1.3.

Resolved Issues in Release 1.2

The following table lists the resolved issues for RealPresence Content Sharing Suite, release 1.2.

Client Resolved Issues for release 1.2

Key	Summary
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> <ul style="list-style-type: none">Manually uninstall the older version of RealPresence Content Add-on for Web and then install the new version.
CCS-486	<p>In rare cases, you're unable to receive content from an Internet Explorer browser.</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> <ul style="list-style-type: none">Open your computer's Control Panel, double-click Administrative Tools, and double-click Services.Right-click Polycom RealPresence Content Add-on for Lync Service, and click 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> <ul style="list-style-type: none">Open your Temp directory. To do this, press the Windows start key, enter %temp%, and press Enter.Locate the file csswebplugin.msi and start it manually.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> <ul style="list-style-type: none">Close Lync, wait 30 seconds, and then restart Lync. <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> <ul style="list-style-type: none">Restart the Content Sharing Server and execute the clean all users operation again.

<i>Key</i>	<i>Summary</i>
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-713	When sharing an application on Mac PC using the CSS 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 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-581	A CSS client does not work when placed behind NAT in a corporate network.	Remove the NAT device.
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 CSS web client and Lync add-on.	Reconnect the call.
CCS-997	You cannot join VMR meetings using Lync if the VMR number contains non-numerical characters.	None.
CCS-972	If you accept a VMR call initiated by a Polycom RMX system, you cannot receive or send content.	None.

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.

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 the CSS license of an earlier version with a later version CSS. For example, V1.2 of the Content Sharing Server license with CSS V1.3. If you upgrade from CSS V1.2 to V1.3, you need to reactivate the Content Sharing Server license.
- To upgrade from CSS earlier versions to V1.3 or later, you need ask your Polycom Sales contact to re-place the order.
- 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, 4.0
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 RealPresence Capture Server	1.6
Microsoft Active Directory	2008 R2, 2012 R2
Gatekeepers, Gateways, and MCUs	
Polycom RealPresence Collaboration Server (RMX) 1800/2000/4000	8.3, 8.4
Polycom RealPresence Collaboration Server 800S	8.4
Polycom RealPresence Distributed Media Application (DMA) 7000	6.0.4, 6.1
Microsoft Lync Server	2010, 2013
Load Balancers	

<i>Category</i>	<i>Versions</i>
Polycom has tested the following load balancer:	
F5 BIG-IP LTM 1600	BIG-IP 10.2.1.297.0
Endpoints	
Microsoft Lync client	2010, 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 RealPresence Collaboration Server (RMX) 1500/1800/2000/4000 Release Notes, available by navigating to your system from the Collaboration & Conferencing Platforms Support page.</p> <p>Polycom has tested the following endpoints:</p>	
Polycom HDX	3.1.3
Polycom RealPresence Mobile	3.1, 3.2
Polycom RealPresence Desktop	3.1, 3.2
Polycom RealPresence Group Series 300/500/550/700	4.1.3
Polycom Converged Management Application (CMA) Desktop	5.2.5
Polycom Telepresence m100	1.0.6
Polycom ITP	3.1.2
Cisco TelePresence EX90	TC6.1.1.7d7af15
Cisco TelePresence Quick Set C20	TC3.1.5.282524

Supported Capabilities

The Polycom RealPresence Content Sharing Suite 1.3.1 supports the following:

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