



RELEASE NOTES

Software 1.5.0 | February 2014 | 3725-66007-001 Rev A

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# RealPresence<sup>®</sup> Platform Director<sup>™</sup>



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# Polycom<sup>®</sup> RealPresence<sup>®</sup> Platform Director Release Notes

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Polycom is pleased to announce the 1.5.0 release of Polycom<sup>®</sup> RealPresence<sup>®</sup> Platform Director software for the Polycom<sup>®</sup> RealPresence<sup>®</sup> Platform, Virtual Edition. This is a new product release that provides monitoring capabilities for Polycom VMware and hardware infrastructure components.

## About these Release Notes

This section summarizes the contents of the *Polycom RealPresence Platform Director Release Notes for Software Release 1.5.0*.

- **Feature Overview** – This section lists the current core software features of this release.
- **General Requirements** – This section introduces these release notes and provides hardware and software requirements, and supported bandwidths, video formats, and resolution.
- **Products Tested with this Release** – This section lists the products that have been tested and confirmed as compatible with this release.
- **Known Issues and Workarounds** – This section lists existing known issues in this release and earlier and suggests workarounds (if available).

## Feature Overview

RealPresence Platform Director provides the flexibility to deploy and monitor the RealPresence Platform, Virtual Edition and RealPresence<sup>®</sup> CloudAXIS™ Suite, using general purpose hardware in an organization's data center or in the cloud.

## Primary Features

These are the primary features in Release 1.5.0:

- Component monitoring
  - RealPresence Platform Director monitors both appliance-based, non-virtual RealPresence Platform products and their virtual counterparts using SNMPv3 or SNMPv2c.
  - Organizes instances from geographic Zones and functional Service Groups to ease administration and monitoring
  - Assigns permissions-based roles to RealPresence Platform Director administrative accounts
- Flexible deployment
  - RealPresence Platform Director facilitates a centralized deployment of RealPresence Platform and CloudAXIS Suite components in the following ways:
  - Creates an ESXi-based virtual RealPresence Platform instances in a datacenter environment managed by OpenStack or vCenter

- Extends a hardware RealPresence Platform infrastructure to use elastic capacity in your datacenter or (eventually) a public cloud

## General Requirements

Using RealPresence Platform Director requires meeting the software, browser, server, and hardware requirements outlined in this section.

### Minimum Browser Requirements

Web browsers that use RealPresence Platform Director must meet the following requirements.

#### Browser Requirements

| <i>Browser</i>               | <i>Description</i>    |
|------------------------------|-----------------------|
| Microsoft Internet Explorer® | 10.0 or higher        |
| Mozilla Firefox®             | Version 27.0 or later |
| Google Chrome™               | Version 32.0 or later |

### Minimum Server Requirements

You must deploy RealPresence Platform Director on an ESXi 5.0 or 5.1 host that meets the requirements in the following table.

#### Server Components per VM Instance

| <i>Component</i>   | <i>Description</i>  |
|--------------------|---|
| CPU                | Instance must be hosted on a physical CPU with the following clockspeed characteristics:<br>≥2.5 GHz (Intel Xeon 5500 Series or better CPU) |
| Virtual Cores      | Instance must have 4 virtual cores  |
| RAM                | 4 GB  |
| Accessible Storage | 100 GB  |

### Component Requirements

The following table provides the currently supported version of each virtual edition of the RealPresence Platform Director components. For more information on each component, refer to the specific product documentation on [Polycom Support](#).

## RealPresence Platform Director Component Versions

| <i>RealPresence Platform Component</i>             | <i>Component Version</i> | <i>OVA Version</i> |
|--|--------------------------|--------------------|
| RealPresence Collaboration Server, Virtual Edition | 8.3.0                    | 8.3.0_245          |
| RealPresence DMA, Virtual Edition                  | 6.0.3                    | 6.0.3-bld10r142904 |
| RealPresence Access Director, Virtual Edition      | 3.1.0                    | 3.1.0_13773        |
| RealPresence Resource Manager, Virtual Edition     | 8.1.0                    | 8.1.0_81-142950    |
| RealPresence CloudAXIS Suite Services Portal       | 1.3.2                    | 1.3.2.520-140425   |
| RealPresence CloudAXIS Suite Experience Portal     | 1.3.2                    | 1.3.2.563-140764   |

## License Requirements

You must license each infrastructure component integrated into RealPresence Platform Director. Refer to the product documentation on [Polycom Support](#) for each RealPresence Platform component to find licensing information and requirements.

## Infrastructure Requirements

RealPresence Platform Director supports the following virtualization platforms:

- OpenStack managing EXSi hosts
- vCenter Server 5.0 or higher, with ESXi hosts supporting 64-bit installations

## Products Tested with this Release

The following table includes the products that have been tested for compatibility with this release.



### Note: Supported Products

To confirm that your issue cannot be resolved by using a later release, you are encouraged to upgrade all of your Polycom systems with the latest software before contacting Polycom support. Go to the service policies in the Polycom support site to find the current Polycom Supported Products matrix.

### Tested Third-Party Products

| <i>Product</i> | <i>Tested Versions</i> |
|----------------|------------------------|
| VMware         | 5.0<br>5.1             |

## Known Issues and Workarounds

This section lists the known RealPresence Platform Director issues and their workarounds (if available) in Software Release 1.5.0.

### Known Issues

| <i>Issue ID</i> | <i>Description</i>  | <i>Workaround</i>  |
|-----------------|---|--|
| CAXIS-2015      | RealPresence Platform Director requires datacenter-level vCenter privileges to function.  | Any admin who deploys an .OVA must have datacenter-level privileges.   |
| CAXIS-5634      | If the vCenter password is changed and updated, adding Software Existing Instances causes RealPresence Platform Director to go into an Error state. | Whenever the vCenter password is changed, you must manually update the password in the corresponding Provider of RealPresence Platform Director.<br><br>You should also verify the alarms on the Provider to see if the corresponding provider credentials are invalidated.  |
| CAXIS-6249      | System up time is not correct for RPAD.   | No workaround in this release.   |
| CAXIS-6298      | Deleting all Instances does not clear the Monitored Entity Collection list.   | No workaround in this release.   |
| CAXIS-6321      | Time stamp values in the Monitoring .csv file and those shown on the graph should be uniform.   | No workaround in this release.   |
| CAXIS-6324      | Screen text is overlapped by chart borders because the chart shows data beyond 0 to 100%.   | No workaround in this release.   |
| CAXIS-6371      | Virtual Distributed Switch (VDS) uplink should not be displayed in network resources.   | Do not select VDS uplink as a network resource. Select VLANs and virtual networks as network resources.  |
| CAXIS-6378      | Instances switch from an ERROR state to a RUNNING state every 1–3 minutes.  | If all vCenters in a customer environment do not have a valid certificate, then the customer has to create all providers with “ignore certificate: yes”.<br><br>If all vCenters in a customer environment have valid certificates (e.g., a certificate having a valid host name or IP address), then the customer can create any of the providers with either “ignore certificate: no” or “ignore certificate: yes”. |
| CAXIS-6402      | Unable to upload an Image directly from FTP due to web browser hanging.   | Download the Image to a local system from the FTP server and then upload it to RealPresence Platform Director.   |

| <i>Issue ID</i> | <i>Description</i>   | <i>Workaround</i>  |
|-----------------|--|--|
| CAXIS-6419      | The Instance page loads instead of the Service Groups page when a user clicks the refresh icon on the right side of the Service Groups page. | Refresh the page using the web browser refresh function.   |
| CAXIS-6420      | In some cases, not all Instances display under the Service Group.  | Go to the Instances page and then return to Service Groups page.   |
| CAXIS-6442      | Hardware RMX active call and port usage does not display in the Dashboard Summary field.   | In some older RMX hardware versions (for example, 7.8.0.246 or 7.8.0.247), the data will not be available. Upgrade your RMX to the latest software version to receive the data.  |
| CAXIS-6491      | RealPresence Platform Director cannot deploy an instance to cluster that has a special character in its name.                                | Use vCenter resources with names that don't have special characters.<br>If you must use special characters in the names, then deploy the instance using a vSphere client and add the created Instance to RealPresence Platform Director. |
| CAXIS-6521      | The last active Monitoring date and time does not display when stopping the monitoring of a Service Group.                                   | No workaround in this release.   |