



RELEASE NOTES

Software 1.7.0 | July 2014 | 3725-66007-001 Rev B

RealPresence[®] Platform Director[™]



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Polycom[®] RealPresence[®] Platform Director[™] Release Notes

Polycom is pleased to announce the 1.7.0 release of Polycom[®] RealPresence[®] Platform Director[™] software for the Polycom[®] RealPresence[®] 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 1.7.0.

- **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[®] CloudAXIS[™] Suite, using general purpose hardware in an organization's data center or in the cloud.

Primary Features in this Release

Primary features in Release 1.7.0 include:

- Introduction of RealPresence Platform Director as the central management tool for all Real Presence Platform, Virtual Edition products.
Virtual editions of Polycom RealPresence Platform products now require the RealPresence Platform Director system to deploy the software and manage licensing. Those products include:
 - DMA 6.1
 - RealPresence Resource Manager 8.2
 - Real Presence Access Director 4.0
 - RealPresence Collaboration Server 8.4
 - RealPresence CloudAXIS 1.6 (Services Portal and Experience Portal)
 - RealPresence Content Sharing Suite CSS 1.3 (supports licensing information only; no GUI support in this release)

- Licensing for the RealPresence Products is now supported and activated through the Polycom Licensing Center and can be managed in online or offline mode, depending on whether the RealPresence Platform Director system has connectivity to the Internet.

Product licenses for the RealPresence Platform Director System can be purchased and managed as a package or as individual components.

- Support for the Polycom RealPresence One Solution that combines the complete RealPresence Platform with software endpoints and optimized services for a yearly subscription fee.
- Automatic provisioning of network settings, licensing, and time for RealPresence product instances supported in this version.

Primary Features in Previous Releases

Primary features in Release 1.5.0 included:

- 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 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.

Browser Requirements

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

Browser Requirements

<i>Browser</i>	<i>Description</i>
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: ≥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>
RealPresence Collaboration Server, Virtual Edition	8.4
RealPresence DMA, Virtual Edition	6.1
RealPresence Access Director, Virtual Edition	4.0
RealPresence Resource Manager, Virtual Edition	8.2
RealPresence CloudAXIS Suite Services Portal	1.6
RealPresence CloudAXIS Suite Experience Portal	1.6

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:

- 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 5.1

Known Issues and Workarounds

This section lists the known RealPresence Platform Director issues and their workarounds (if available) in Software Release 1.7.0.

Known Issues

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
PD-55	Platform Director cannot monitor an instance that is unreachable. The system cannot distinguish between an invalid address and a valid address that is unreachable.	Verify the IP address of the instance you are setting up for monitoring in Platform Director.
PD-143 / 186	System user name and credentials for an instance are not validated when created with the instance. Instead, the administrator's first indication that the entered credentials may be incorrect occurs when a license feature allocation fails.	Delete the instance from PD and add it again with the proper credentials.
PD-145	If user has opened several RealPresence Platform Director sessions, from more than browser, computer, or tab using the same user name and password, logging out of only one of the open sessions terminates all of the sessions.	No workaround at this time.
PD-218	On the SETTINGS > Network page, fields are not validated until the UPDATE button is clicked.	While this behavior is different from that in other Platform Director screens, it does not negatively affect the application or settings.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
PD-244	System Reachability alarms are generated for the CloudAXIS Services Portal and Experience Portal. Because CloudAXIS products do not support SNMP monitoring, these alarms have no effect on the system.	From the Platform Director Administrator Interface, disable SNMP monitoring for CloudAXIS products and clear the alarms.
PD-259	When a new VM instance is created in Platform Director from a non-supported RealPresence *.OVA version, the details of the instance show the time zone for the Platform Director zone in which the instance was created. The time zone should not be displayed because Platform Director 1.7.0 does not provision network settings, licensing, or time for unsupported VM versions.	None.
PD-367	In some circumstances, a resource group may erroneously report system reachability alarms when the system is available.	Clear the alarms.
PD-368	After a vCenter host is added to and then removed from a cluster, the resources, networks, and resource group that housed the cluster become unusable. However, Platform Director creates a new resource group that points to the host under the cluster.	Delete the resource group that is no longer applicable to vCenter.
PD-380	When initiating a migration to a new version of RealPresence Platform Director, a new Web Trust certificate is uploaded successfully, but the certificate is not displayed immediately in the certificate list.	Although the certificate is not shown in the list, it was loaded successfully and the migration can begin. If the certificate was not loaded, migration will fail.
PD-452 PD-454	License allocations fail after admin credentials for a product instance have been changed.	Whenever an instance's admin credentials are changed, they must be changed in Platform Director also. Otherwise, license allocations (and some other admin functions) will fail.
PD-458	When adding a Provider, setting "Ignore Certificate" to "No" fails to connect to the vCenter regardless of whether the certificate for the vCenter is trusted.	Always set the "Ignore Certificate" option to "Yes."
PD-470	Monitoring data in the Administrator interface shows dates and times with the user's time zone, whereas monitoring data downloaded into a *.CSV file shows UTC dates and times.	No work-around at this time.
PD-472	When creating a new resource group in Platform Director, vSphere Distributed Switch (VDS) appears as an option in the list of network resources. VDS is not supported with Platform Director as a network resource.	Do not select VDS when creating or updating a resource group.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
PD-485 PD-460	While viewing Hardware Instance details, clicking on the Credentials field displays an error message.	Ignore the error message. Credentials are not required for hardware instances.
PD-488	License expiration warning is generated only two days prior to expiration.	
PD-490	<p>Setting up a license server for a new Platform Director instance generates a license processing or “invalid license model” error.</p> <p>In the Create Server instructions, the user interface and Administrator’s Guide instruct the user to select <i>VM_UUID</i> as the ID Type and <i>FLX_SERVER</i> as the Type in the Create Server selection page. If values other than those are selected, or if the License Server ID is incorrect, one of the two errors occurs.</p>	<p>As outlined in the Platform Director Administrator’s Guide, when creating a license server for a new Platform Director instance, do the following:</p> <ul style="list-style-type: none"> • Verify that the License Server ID is correct. • Leave the BackupDevice ID blank. • In the ID Type drop-down, select <i>VM_UUID</i>. • In the Type drop-down, select <i>FLX_SERVER</i>. <p>If an incorrect selection in the Create Server process generates a processing or “invalid license model” error, contact Polycom Support for help removing the license server and generating a new entitlement for the RealPresence Platform Director instance, if necessary.</p>
PD-492	When attempting upload an image using FTP, certain browsers may automatically add a version number to a file name when it is downloaded, for example, <i>xxx.xxx[1]</i> . These special characters in the file name prevent the file from being uploaded correctly.	Remove special characters like brackets or parenthesis from the file name before uploading the file into RealPresence Platform Director.