



RELEASE NOTES

Software 1.7.1 | September 2014 | 3725-66007-001 Rev B-1

RealPresence[®] Platform Director[™]



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

Polycom announces the 1.7.1 release of Polycom[®] RealPresence[®] Platform Director[™] software for the Polycom[®] RealPresence[®] Platform, Virtual Edition. This is a maintenance release that fixes the issues listed in the [Resolved Issues](#) section of this document and includes additional minor features listed in the [Feature Overview](#).



Note: Installing the 1.7.1 patch.

Apply the patch being delivered with this release to an existing 1.7.0 RealPresence Platform Director installation using the [installation instructions](#) included at the end of this document.

About these Release Notes

This section summarizes the contents of the *Polycom RealPresence Platform Director Release Notes* for Software Release 1.7.1.

- **Feature Overview** – Current core software features of this release.
- **General Requirements** – Introduction to release notes, with hardware, software, and data center requirements.
- **Products Tested with this Release** – Products that have been tested and confirmed as compatible with this release.
- **Known Issues and Workarounds** – Existing known issues and suggested workarounds (if available).
- **Resolved Issues** – Issues that have been resolved in this release.

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. Features added in various releases of the software are outlined below.

Primary Features in this Release

While this patch release does not include new major features, it does incorporate the following changes from the 1.7.0 release, in addition to fixing the issues listed in the tables on the pages that follow.

- Removal of the dependency on vCenter when adding instances to the RealPresence Platform Director.

- Addition of workflows in the “Add image” menu for adding images that will not be managed through vCenter.

Primary Features in Previous Releases

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.
- 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 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

Product Requirements

Requirements for running RealPresence Platform Director are listed in the following tables.

Infrastructure Requirements

VMware infrastructure requirements call for vSphere, including the following:

- vCenter Server v5.0 or v5.1 or a compatible virtual environment including VMware ESXi hypervisor, or VMware vCenter Server
- Support for 64-bit guest operating systems.

- Intel VT enabled on the host machines.

Refer to <http://VMware.com/info?id=152> for more information.

Virtual Machine Requirements

The minimum virtual machine requirements for the RealPresence Platform Director are outlined in the following table.

RealPresence Platform Director Requirements for Production Operation

<i>Product</i>	<i>Minimum Virtual Processors/ Sockets</i>	<i>Minimum Virtual Clock Speed (GHz)</i>	<i>Minimum Total Clock Speed</i>	<i>Memory</i>	<i>Disk Storage</i>
RealPresence Platform Director	2	2.5	5000 MHz	4 GB	50 GB

Browser Requirements

Use one of the web browsers in the following table to administer a RealPresence Platform Director instance.

Browser Requirements

<i>Browser</i>	<i>Description</i>
Mozilla Firefox®	Version 27.0 or later
Google Chrome™	Version 32.0 or later

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.

Supported Components

The virtual editions of Polycom RealPresence Platform products supported with current and prior versions of RealPresence Platform Director are listed in the following table. Most earlier versions of RealPresence component products can be monitored within RealPresence Platform Director, although licensing is not supported in those earlier versions. SNMP must be enabled within each component product before RealPresence Platform Director can monitor those instances.

Supported Polycom RealPresence Virtual Editions

<i>Product</i>	<i>Current Version</i>	<i>SNMP Monitoring</i>	<i>Licensing</i>	<i>Earlier Versions</i>	<i>SNMP Monitoring</i>
DMA	6.1–higher	Yes	Yes	6.0–lower	Yes
RealPresence Resource Manager	8.2–higher	Yes	Yes	8.2–lower	Yes
RealPresence Access Director	4.0–higher	Yes	Yes	3.1–lower	Yes
RealPresence Collaboration Server	8.4–higher	Yes	Yes	8.3–lower	Yes
RealPresence CloudAXIS (Services and Experience Portals)	1.6–higher	No	Yes	1.5–lower	No
RealPresence Content Sharing Suite (CSS)	1.3–higher	No	Yes	1.2–lower	No

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 this software release.

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.
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-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.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
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.
PD-484	If a cluster name includes a "/" and a "%" in the name, Platform Director cannot add it to a resource group. Either of these characters is valid if it is in the name without the other.	Avoid using "/" and "%" characters together when naming objects in RealPresence Platform Director.
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-492	When attempting to upload an image using FTP, certain browsers may automatically add a version number to a file name when it is downloaded, for example, xxx.xxx[1]. 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.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
PD-545	When adding an instance without vCenter, an Instance sometimes appears to skip the Configuring state and enters the Running state. While it may appear that the Instance in question has not been configured properly, this is not the case. In some cases, the Instance being added will be configured so quickly that the UI does not show the Configuring state on the Instances page. The server being added is provisioned properly and there are no errors. This is normal behavior.	Works as designed.
PD-560	Downgrading an instance to a prior version causes errors in the virtual machine installation.	Downgrading is not supported. Before applying an upgrade patch, take a snapshot of the RealPresence Platform Director instance so that you can roll back to it if necessary.

Resolved Issues

The following issues have been resolved in this version of RealPresence Platform Director.

Resolved Issues

<i>Issue ID</i>	<i>Description</i>
PD-207	An appendix describing the vCenter permissions required for RealPresence Platform Director has been added to the 1.7.1 Administrator Guide. Please review the Administrator Guide for further information.
PD-462	In certain situations, the version of a product was not correctly displayed on the license allocation page.
PD-489 PD-511	The feature added in this release that allows for adding a virtual instance without vCenter resolves this issue.
PD-519	When a particular file system exceeded a certain usage threshold, the message-passing mechanism failed and caused several issues. The issue was resolved running the the message passing mechanism without a check on available disk space.
PD-527	A spelling error on Add a new image dialog was corrected.
PD-535	When searching the vCenter for resources that have special characters in the name of the resource, Platform Director was unable to correctly locate those resources.
PD-547	A datastore deleted from a resource group caused an exception in the logs and failed to delete the datastore properly.
PD-555	In several cases, Platform Director failed to communicate with the vCenter, causing Platform Director to stop monitoring it. This feature avoids locking out a user account when credentials may have changed outside RealPresence Platform Director. When this condition occurred, the admin user was not allowed to update the provider credentials.

Patch Instructions

Following are instructions for applying the 1.7.1 patch in to your existing installation of RealPresence Platform Director 1.7.0. **Do not apply this patch to earlier versions of the software.**

Polycom strongly recommends taking a snapshot of your current RealPresence Platform Director instance before applying the patch. The only procedure available for effectively uninstalling this patch is to revert the virtual machine to a previously created snapshot.

An SCP (Linux secure copy) server is required to download the RealPresence Platform Director upgrade file for the 1.7.1 patch. Polycom has made available a public SCP server download for RealPresence Platform Director instances that can access the internet.

If your RealPresence Platform Director instance does not have internet visibility, the SCP process and upgrade will fail. In this case, you must download the upgrade file to a local machine capable of using SCP.

After the file has been copied, installing the upgrade can be completed in less than 10 minutes on a 1Gb network. Copy times may be longer on slower networks.

To update a RealPresence Platform Director system with the 1.7.1 patch, complete the following tasks:

- 1 If you can, take a snapshot of the virtual machine of the current Platform Director installation before attempting the following procedure. Having a backup snapshot is the only way to rollback if the upgrade does not perform as expected.
- 2 If your RealPresence Platform Director instance has visibility to the internet, you can skip to the next step. Otherwise, download the upgrade file to a machine capable of access by SCP. This machine will be referred to as the *download server*. **The patch can be loaded by Platform Director only via SCP.**
- 3 Open an ssh session to the Platform Director or access it through the vCenter console. Then login as user *polycom* with password *polycom* (or whatever credentials you use to access the Management Console).
- 4 Select **Upload and Install Patch**.
- 5 Enter the IP address of the download server, and press the down arrow to advance to the next field.
*For the public download server, enter **54.68.100.16**.*
- 6 Enter a username that has access to the downloaded patch on the download server and press the down arrow to advance to the next field.
*For the public download server, enter **plcmuser**.*
- 7 Enter the password for the username on the download server and press the down arrow to advance to the next field.
*For the public download server, enter **Polycom\$123***
- 8 Enter the absolute pathname to be used in the SCP command to retrieve the download file.
*For the public download server, enter **/home/plcmuser/plcm-platform-director-1.7.1-167734.x86_64.rpm**.*

- 9 The Platform Director will build the SCP command to retrieve the patch file using the above fields similar to `scp <Username on server>@<Server IP address>:<Absolute path on server>` and will provide the password for authentication when required.
- 10 Press the tab key to move the active cursor to the OK/Cancel action bar. Highlight **OK** and press **Enter**.

The upgrade process then completes the following tasks:

- 1 Verifies that it can communicate with the download server.
- 2 Confirms that the filename is a plausible upgrade.
- 3 Downloads the upgrade file.
- 4 Verifies the upgrade file has been appropriately signed by Polycom.
- 5 Verifies that the upgrade is valid for the version already running.
- 6 Verifies that there is enough disk space to deploy the upgrade successfully.
- 7 Stops the application processes.
- 8 Installs the upgrade.
- 9 Restarts the application processes.

A failure of any of the above steps generates an error message and stops the upgrade process. If the error directs you to look at the log file for details, login to the RealPresence Platform Director and download or view the log files to determine the error. Of particular interest will be the *plcm-platform-director-1.7.0.1-164509.log* and possibly the *console.log* files.

Verify the upgrade by logging in to Platform Director and verify that the Product Info shows the new version.