



RELEASE NOTES

Software 1.8 | December 2014 | 3725-66007-001 Rev C

RealPresence® Platform Director™



Copyright ©2014, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive
San Jose, CA 95002
USA

Trademarks



Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

End User License Agreement

By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the End User License Agreement for this product.

Patent Information

The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

Open Source Software Used in this Product

This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at OpenSourceVideo@polycom.com.

Disclaimer

While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

Limitation of Liability

Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.



Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more

Contents

- What’s New in Release 1.8 4**
- Release History 5**
- Product Requirements 7**
 - Infrastructure Requirements 7
 - Virtual Machine Requirements 7
 - Browser Requirements 7
 - License Requirements 8
- Supported Components 9**
- Products Tested with this Release 10**
- Installation and Upgrade Notes 11**
- Known Issues 13**
- Resolved Issues 16**
- Get Help 17**
 - Product Support 17
 - The Polycom Community 17

What's New in Release 1.8

Polycom announces the release of version 1.8.0 of RealPresence® Platform Director™ software for the Polycom® RealPresence® Platform, Virtual Edition. 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.



Note: Installing the 1.8 upgrade.

Apply the software being delivered with this release to an existing 1.7.0, 1.7.01, or 1.7.1. RealPresence Platform Director installation using the [installation instructions](#) included at the end of these *Release Notes*.

This release includes the resolution of known issues listed later in this document, in addition to the following new features:

- Administrators can now view monitoring data from one of several available time periods: today, 1 month, 3 months, 6 months, 12 months, or 18 months. Previous versions offered selections only for Today or 3 months.
- New plots on status graphs show monitoring and licensing information in greater detail, with minimum, average, and maximum usage plotted day-by-day in the selected time period.
- RealPresence Platform Director now monitors the status for licensed features that have been allocated to RealPresence virtual instances. With data showing how each instance uses the licensed features allocated to it, administrators can decide how best to allocate licenses and determine when to add new feature licenses among RealPresence Access Director, SMCU, RMA, and DMA instances.

Release History

The following table shows the features and updates made available in previous releases of RealPresence Platform Director.

RealPresence Platform Director Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.7.1	September 2014	<p>The 1.7.1 patch release included the following changes from the 1.7.0 release.</p> <ul style="list-style-type: none">• Removal of the dependency on vCenter when adding instances to the RealPresence Platform Director.• Addition of workflows in the “Add image” menu that allows administrators to add images that will not be managed through vCenter.
1.7.0	July 2014	<p>The 1.7.0 release included the following features.</p> <ul style="list-style-type: none">• 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.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.5.0	March 2014	<p>The 1.5.0 release included the following features.</p> <p>Component monitoring</p> <ul style="list-style-type: none">• 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 <p>Flexible deployment</p> <ul style="list-style-type: none">• 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

Various system requirements for running RealPresence Platform Director are listed in this section.

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 obtain licenses for each infrastructure component integrated into RealPresence Platform Director. Refer to the product documentation on [Polycom Support](#) for each RealPresence Platform component for 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
	5.5

Installation and Upgrade Notes

Following are instructions for applying the 1.8 upgrade to your existing installation of RealPresence Platform Director 1.7.0, 1.7.0.1, or 1.7.1. **Do not apply this upgrade 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. 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.



Note: Time required to complete the upgrade can vary based on network speed.

After the file has been copied, installing the upgrade can usually be completed in 7-15 minutes on a 1Gb network. Copy times may be longer on slower networks.

To update an existing RealPresence Platform Director system to version 1.8, 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 In the current instance of RealPresence Platform Director, go to **Settings > Platform Settings > Certificate > Certificate Settings**. Verify that the **Enforce RSA Key Length** option has been enabled.
If this option is not enabled during the upgrade, the system will not be configured correctly, and communications between RealPresence Platform Director and your vCenter will fail.
After the upgrade has been completed successfully, you can disable the setting again if necessary.
- 3 If your RealPresence Platform Director instance has visibility to the internet, you can skip to the next step. Otherwise, download the upgrade and pre-upgrade files to a machine capable of access by SCP. This machine will be referred to as the *download server*. **The patches can be loaded by Platform Director only via SCP.**
- 4 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).
- 5 Select **Upload and Install Patch**.
- 6 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**.*

- 7 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**.*
- 8 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***
- 9 Enter the absolute pathname to be used in the SCP command to retrieve the pre-upgrade download file: **/home/plcmuser/plcm-platform-director-1.7.99-172455.x86_64.rpm**
- 10 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.
- 11 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.

Installation of the pre-upgrade patch should take only a minute. After the installation is complete, exit the console, then open the console again and repeat the steps using the **plcm-platform-director-1.8.0-172455.bin** upgrade file.

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-1.8.0-170833.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.

Known Issues

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.
PD-626 (BRIDGE-16254)	Monitoring fails for an MCU virtual machine (soft MCU) or appliance created within RealPresence Platform Director with SNMP v2c enabled.	Monitoring functionality to be added in an upcoming patch release for MCU.
PD-628	After the RealPresence Platform Director version 1.8 upgrade is installed, instances are shown in an error state when the Platform Director instance fails to connect to the vCenter in use.	Follow step 2 of the upgrade instructions to enable the "Enforce RSA Key Length" option prior to upgrading the software.

Resolved Issues

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

Resolved Issues

<i>Issue ID</i>	<i>Description</i>
N/A	Various security issues and CVE vulnerabilities have been resolved in this release.
PD-241	Adding a zone description generates an error message, leaving the zone description empty.
PD-257	In the License Allocation data, the strong-media encryption feature has no description.
PD-367	System generates erroneous system reachability alarms for a resource group.
PD-483	License allocation count for DMA does not account for the number of licenses allocated to another DMA instance being managed by the same RealPresence Platform Director.
PD-488	License expiration warning is displayed for only two days rather than 30 days before the license is set to expire.
PD-530	Monitoring values for Memory, CPU, and Storage shown in Platform Director do not match the real values generated for individual instances.
PD-533	Current licenses are deactivated and new licenses fail upon creation due to corruption in the license server's trusted storage.
PD-561	In the Instance Status screen, some metrics are incorrectly displayed as percentages rather than numbers.
PD-564	License allocation is unavailable when adding new instance, if an instance of that type already exists in RealPresence Platform Director.
PD-572	Licensing information is lost after 30 days or when contents are deleted from the system's /tmp folder.
PD-596	Change in license allocation generates an error message in the user interface and an exception in the CloudAXIS log.
PD-597	Log level for some Platform Director logs files remains at INFO after being changed to DEBUG.
PD-609	Error message incorrectly displayed when updating a log level using a Firefox browser.
PD-613	Field name value changed from "Host" to "IP Address" to clarify that the IP address and not a DNS name is required.

Get Help

Product Support

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at [Polycom Support](#).

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

For more information on solution with this Polycom partner, see the partner site at [Polycom Global Strategic Partner Solutions](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.