



RELEASE NOTES

Software 2.0 | June 2015 | 3725-66007-001 Rev D

RealPresence® Platform Director™



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What's New in Release 2.0

Polycom announces the release of version 2.0 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 Editions, and RealPresence® CloudAXIS™ Suite using general purpose hardware in a virtual environment.

Support for Microsoft Hyper-V

This version of the RealPresence Platform Director system can be installed as a guest application in a Microsoft Hyper-V environment. See [supported versions](#) for more information.

Polycom supports mixed Hyper-V/VMware environments, but Polycom has not tested all configurations/combinations.

Reporting on RealPresence One License Usage

This version of RealPresence Platform Director provides license reports for RealPresence One subscribers.

Upgrade Via File

In release 2.0 and higher, you will be able to upgrade using an upgrade file. This feature only applies to version 2.0 and higher. When upgrading **TO** 2.0, you must use the migrate feature.

BETA CUSTOMERS: The upgrade to RealPresence Platform Director 2.0 requires deployment of a new version 2.0 instance. During the beta, you may be asked to upgrade your RealPresence Platform Director, you can do this via the provided file.

Security Updates

This release includes the following security-related changes:

- Addresses the following CVEs: CVE-2014-6271
- You can no longer SSH to the RealPresence Platform Director using the root user and password.

Please refer to the [Polycom Security Center](#) for more information about known and resolved security vulnerabilities.

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>
2.0.0	June 2015	<ul style="list-style-type: none"> • Support for Microsoft Hyper-V environments. • Enhanced license monitoring for RealPresence One customers.
1.8.1	February 2015	<ul style="list-style-type: none"> • The 1.8.1 release includes bug fixes.
1.8.0	December 2014	<ul style="list-style-type: none"> • Status monitoring for licensed features that have been allocated to RealPresence virtual instances. • More detailed status graphs that show monitoring and licensing information with minimum, average, and maximum usage plotted day-by-day in the selected time period. • Data monitoring 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.
1.7.1	September 2014	<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	<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.

Virtual Machine Requirements

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

RealPresence Resource Platform Director Minimum Deployment Settings on a 2.9 GHz Server

<i>Component</i>	<i>Minimum Deployment Settings</i>
Virtual Cores	2
CPU	5000 MHz Reservation
Memory	4GB
Storage	128 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

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.

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
RealPresence Resource Manager	8.3, 8.4
RealPresence Collaboration Server	8.5, 8.6
Polycom RMX system (1500/1800//2000/4000)	8.5, 8.6
Polycom DMA 7000	6.2.x, 6.3
RealPresence Access Director	4.1, 4.2
RealPresence CloudAxis ¹	1.6
RealPresence Web Suite	2.0
Third Party Products	
VMware vSphere	5.5
Microsoft Hyper-V	2012 R2



Note: RealPresence Web Suite

RealPresence Web Suite is targeted for release and available for purchase in the third quarter of 2015, but subject to change. Polycom reserves the right to modify future product plans at any time. Products and/or related specifications are not guaranteed and will be delivered on a when and if available basis. WebRTC video conferencing requires RealPresence Web Suite with a RealPresence Web Suite Pro license. Do not enable any WebRTC features unless your video conferencing environment includes RealPresence Web Suite Pro.

¹ SNMP monitoring is not supported with RealPresence CloudAxis Suite.

Installation and Upgrade Notes

Polycom supports the following upgrade and migration paths for RealPresence Platform Director system.

Upgrade and Migration Paths for Existing RealPresence Platform Director installations

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>
1.8.x	None.	2.0
1.7.x	1.8.0	2.0

Upgrade from Version 1.8.x to Version 2.0 Using the Migrate Feature

The upgrade to RealPresence Platform Director 2.0 requires deployment of a new version 2.0 instance. The migrate function in that new instance enables you to import all the image files and configuration settings from the old instance.

To upgrade from version 1.8.x to version 2.0 of the RealPresence Platform Director software:

- 1 Obtain the new release of the RealPresence Platform Director software .OVA file
- 2 Deploy a new instance of RealPresence Platform Director 2.0 as described in the *RealPresence Platform Director Getting Started Guide*.
- 3 Copy the webserver-trust certificate from the old instance of RealPresence Platform Director that you are migrating from and upload it into the new instance as a webserver-trust certificate. See [View, Copy, or Delete a Certificate](#) and [Upload Certificates or a Certificate Chain](#) for complete instructions.
- 4 Deactivate the license in the old instance and activate the license in the new instance.
- 5 In the new instance, go to **SETTINGS > Platform Settings**.
- 6 Click **MIGRATE**. Enter your password at the prompt, and then click **OK**.

Data Migration page

SETTINGS

DATE TIME	CERTIFICATE	LOGS	MIGRATE	SMTTP	NETWORK	UPGRADE
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DATA MIGRATION

This will migrate all the application data from a remote system to this system.

IMPORTANT :

The Data Migration is required to be done using https. To enable this, download the WebServer-Own certificate from the remote system and upload it to this system as a WebServer-Trust certificate. Without this, the migration will fail.

Begin migration?

WARNING :

1. The migration will overwrite the existing data on this system.
2. This system will be rebooted after successful migration.

- 7 Click **YES** to begin the migration.
- 8 On the **Remote system details** page, enter the **Hostname** (FQDN or IP address), **Administrator Username**, and **Password** for the old RealPresence Platform Director instance, and then click **MIGRATE**.
- 9 Wait for the system to indicate that the information from the old RealPresence Platform Director instance was successfully imported.

The migration process may take an hour or more, depending on the number and size of images and speed of the network. After importing the data, the system reconfigures itself and then reboots.
- 10 After the new RealPresence Platform Director instance restarts, log in with the admin credentials from the old instance and verify that the settings are correct.

If the settings are correct, you can remove the old instance of RealPresence Platform Director.
- 11 Either set the new instance to use the IP address of the old instance or update DNS.

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-599	RealPresence Platform Director does not show the correct licensing error when it is unable to refresh product license from a dark site.
PD-583	Using "/" (forward slash) characters in the name of a cluster prevents Platform Director from properly navigating the cluster to query for the instance list.
PD-560	Downgrading from an upgrade is not currently supported. Before the patch is applied, it is strongly urged that you take a snapshot of the RealPresence Platform Director system such that you can revert back, if needed.
PD-485	When looking at the Details for a hardware instance, attempting to look at the Credentials will cause an error to be displayed. For hardware instances, the credentials are not used so this error can be safely ignored. Also, since the credentials are not used for hardware instances, there is no need to save any changes.
PD-484	If a cluster name includes a "/" and a "%" in the name, PD is unable to add it to a resource group. Either of these characters are valid if they are in the name without the other.
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. Do not select VDS when creating or updating a resource group.
PD-458	When adding a Provider, setting the "Ignore Certificate" to "No" fails to connect to the vCenter regardless of whether the certificate for the vCenter is trusted.
PD-454	When adding an existing instance, if the credentials are not correct, the instance cannot be provisioned with the correct licensing configuration. This will result in the instance not being licensed properly.
PD-380	Uploading a new Web Trust certificate succeeds but the certificate is not displayed immediately in the certificate list.
PD-283	SSH logins have been made more secure. You can no longer use root to login to Platform Director.

<i>Issue ID</i>	<i>Description</i>
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.
PD-143	When adding a virtual instance using the "add existing" method, if the credentials are entered incorrectly, the configuration will fail generating an alarm noting that the credentials are invalid for most instance types. The exception is the RPRM which will simply report that the configuration has failed waiting for the application to become active. Assuming the RPRM is up, then the problem is really with the credentials.

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-804	When you power off and on an instance of RealPresence Collaboration Server after you have enabled SNMP monitoring, the monitoring stops.	Manually enable SNMP monitoring after stopping/starting a RealPresence Collaboration Server instance.
PD-746	You cannot deploy an OVA using Power CLI.	Use a different method to deploy the OVA.
PD-715	When you try to rename a Resource Group to an already existing name, you cannot reset the previous name by clicking Reset.	Manually re-enter a different name.
PD-705	When using SNMP v3 to monitor virtual editions, communications are slow and may stop.	None.
PD-653	When monitoring RealPresence One licenses, only seven records per page are displayed, even if more records exist.	None.
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.	None.

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
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.

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](#).

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