



RELEASE NOTES

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



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What's New in Release 3.0

Polycom announces the release of version 3.0 of Polycom® RealPresence® Platform Director™ for the Polycom RealPresence Platform. RealPresence Platform Director provides the flexibility to deploy and monitor the RealPresence Platform, Virtual and Appliance Editions, and RealPresence Web Suite™ using general purpose hardware in a virtual environment.

RealPresence Platform Director 3.0 includes the features and functionality of previous releases and includes the following new features:

- [Polycom® RealPresence Clariti™ Support](#)
- [Support for Appliance Edition](#)
- [Support for Polycom® RealPresence® Media Suite](#)
- [User Interface Enhancement](#)
- [User Management Enhancements](#)
- [Additional Log Settings](#)

Polycom® RealPresence Clariti™ Support

Polycom RealPresence Platform Director is now available as part of Polycom RealPresence Clariti, a Polycom collaboration infrastructure offer that features simplified concurrent user licensing and add-on options. RealPresence Clariti customers should consult with their Polycom representative to ensure they have the correct licensing information before upgrading.

If you are a RealPresence Clariti customer, you must use the Polycom® RealPresence® Platform Director™ system to license your products.



Note: Upgrade the RealPresence Platform Director System to Version 3.0

If you are a RealPresence Clariti customer, you must upgrade your RealPresence Platform Director system to version 3.0 before you upgrade your products. See [Installation and Upgrade Notes](#) on how to do the upgrade.

Support for Appliance Edition

RealPresence Platform Director Appliance Edition is now available in an appliance edition. See the *RealPresence Platform Director System Getting Started Guide* for installation information..

RealPresence Platform Director Appliance Edition can be installed on the following servers:

- Polycom Rack Server 630 (R630)
- Polycom Rack Server 220 (R220)

Support for Polycom® RealPresence® Media Suite

This release adds the support for Polycom RealPresence Media Suite. You can license and monitor RealPresence Media Suite by adding existing RealPresence Media Suite virtual or appliance instance from its IP address.

See the *Polycom RealPresence Platform Director Administrator Guide* for details.

User Interface Enhancements

The RealPresence Platform Director system has an updated user interface with increased usability.

See the *Polycom RealPresence Platform Director Administrator Guide* for details about the UI changes.

User Management Enhancements

RealPresence Platform Director system users can be assigned management roles and managed in groups. You can manually add, edit, or delete users. Users with different roles have different permissions. Groups allow you more flexibility when using the RealPresence Platform Director system, because they allow you to assign roles to sets of users rather than to individual users. See the *Polycom RealPresence Platform Director Administrator Guide* for details about user management.

Additional Log Settings

RealPresence Platform Director now supports more log levels and settings.

- RealPresence Platform Director now supports the None, Emergency, Alert, Critical, Error, Warning, Notice, Informational, and Debug log levels.
- RealPresence Platform Director now supports the following log settings:
 - **Rotation Size** Configures the maximum size the log file can reach before it is rolled.
 - **Rolling Frequency** Configures how often the log file is rolled. When a log file is rolled, a new log file is started and the previous log file is archived on the local server.
 - **Configured File Count** Configures the maximum number of this type of log file that can be stored on the local server.

Release History

This following table shows the release history of RealPresence Platform Director.

Release History

Release	Release Date	Features
3.0.0	March 2016	<ul style="list-style-type: none">• Support for Polycom RealPresence Clariti Solution• Support for Appliance Edition• Support for Polycom RealPresence Media Suite• Support for user interface enhancement• Support for user management• Support for additional log settings
2.0.0	June 2015	<ul style="list-style-type: none">• Support for Microsoft Hyper-V environments.• Enhanced license monitoring for RealPresence One customers.• 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.• Security Updates as follows:<ul style="list-style-type: none">➤ Addresses CVE-2014-6271.➤ You can no longer SSH to the RealPresence Platform Director using the root user and password.
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.

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
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.
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. <ul style="list-style-type: none"> ➤ 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: <ul style="list-style-type: none"> ➤ 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

The following requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

Appliance Edition

The RealPresence Platform Director, Appliance Edition, system can be installed on the following Polycom servers:

- A Polycom Rack Server 630 (R630)
- A Polycom Rack Server 220 (R220)

Virtual Machine Requirements

The RealPresence Platform Director system can be deployed in the following virtual environments:

- An environment equipped with a VMware vSphere infrastructure (vCenter or ESXi host). After deployment, RealPresence Platform Director can be configured to license and monitor RealPresence Platform components. In a vCenter environment, a RealPresence Platform Director system with the proper permissions can deploy and manage those components.
- An environment equipped with a Microsoft Hyper-V infrastructure (Microsoft Windows Server 2012 R2 with the Hyper-V role). After deployment, RealPresence Platform Director can be configured to license and monitor RealPresence Platform components. Components are deployed and managed using Hyper-V Manager or Microsoft Management Console.

The environment into which the RealPresence Platform Director system is deployed must meet the requirements outlined in the Release Notes for the version you are deploying. The Release Notes outline the latest hardware, software, network port, web browser, and virtual machine requirements for running the application in your virtual environment.

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

RealPresence 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	8 GB
Storage	128 GB

Browser Requirements

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

Browser Requirement

<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

RealPresence Platform Director is tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.



You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by vendor software updates.

Go to [Polycom Support Service Policies](#) to find the current *Polycom Interoperability Matrix*.

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence® Resource Manager, Virtual Edition	9.0.0, 9.0.1
Polycom® RealPresence® Resource Manager, Appliance Edition	9.0.1
Polycom® RealPresence Collaboration Server (RMX)	8.6.x
Polycom® RealPresence® DMA® 7000, Virtual Edition	6.3.1, 6.3.2
Polycom® RealPresence® DMA® 7000, Appliance Edition	6.3.2
Polycom® RealPresence® Access Director™, Virtual Edition	4.2.1, 4.2.3
Polycom® RealPresence® Access Director™, Appliance Edition	4.2.3
Polycom® RealPresence® Web Suite	2.0.x
Polycom® RealPresence® Media Suite, Virtual and Appliance Edition	2.6.0
Third Party Products	
VMware vSphere	5.5, 6.0
Microsoft Hyper-V	2012 R2

Installation and Upgrade Notes

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

You can upgrade RealPresence Platform Director from 2.0 to 3.0 using the upgrade feature. See the RealPresence Platform Director Administrator Guide on how to do the upgrade.

If you are using a version previous to 2.0, you must migrate your system to 2.0 before you can upgrade to 3.0.



Note: Upgrade the RealPresence Platform Director System to Version 3.0

If you are a RealPresence Clariti customer, you must upgrade your RealPresence Platform Director system to version 3.0 before you upgrade your products.

Upgrade and Migration Paths

<i>Current Version</i>	<i>Interim Upgrade</i>	<i>Interim Upgrade</i>	<i>Final Version</i>
1.7.x	1.8.0	2.0	3.0
1.8.x		2.0 Review the RealPresence Platform Director 2.0 Release notes for instructions.	3.0
2.0			3.0

System Licenses

Licenses for the RealPresence Platform Director system must be activated and validated before you can use RealPresence Platform Director to manage your RealPresence products.

When products are connected to the RealPresence Platform Director system, licensing remains active. If the RealPresence Platform Director system goes offline for any reason, licensing remains active for up to seven days.

Security Updates

The 2.0 release includes the CVE-2014-6271 security-related change.

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

Known Issues

The following table lists known issues for version 3.0.

Known Issues

<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
PD-1212	Active conference data including Active Audio Calls, Active Video Calls, Active Participants, and Active Conferences is always displayed as "0".	Go to Instance Deployment>Instances , select the RealPresence Instance, click EDIT , and check the conference data under the Status tab.
PD-1210	Polycom RealPresence Media Suite image can be uploaded to RealPresence Platform Director when adding an image.	Avoid this operation. RealPresence Platform Director does not support adding RealPresence Media Suite images.
PD-1178	The RealPresence Resource Manager instance monitoring data earlier than the past 24 hours cannot be displayed and downloaded. Normally, all the monitoring data within 18 months can be displayed and downloaded.	None.
PD-1177	RealPresence Access Director hardware instance network monitoring data can be retrieved, but the No data available with the server message is displayed mistakenly in the Interfaces drop-down list under the Network tab.	Select the network card in the Interfaces drop-down, you will see the monitoring data.
PD-1029	A hardware instance can be added successfully, but the status is Not Reachable, which is not correct.	None.
PD-1029	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.

Resolved Issues

The following table lists the resolved issues for RealPresence Platform Director.

Resolved Issues

<i>Issue No.</i>	<i>Description</i>
PD-827	RealPresence Platform Director does not allow special characters to be used as the Username when adding a provider.
PD-804	When you power off and on an instance of RealPresence Collaboration Server after you have enabled SNMP monitoring, the monitoring stops.
PD-746	You cannot deploy an OVA using Power CLI.
PD-715	When you try to rename a Resource Group to an already existing name, you cannot reset the previous name by clicking Reset.
PD-705	When using SNMP v3 to monitor virtual editions, communications are slow and may stop.
PD-653	When monitoring RealPresence One licenses, only seven records per page are displayed, even if more records exist.
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.

Get Help

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.

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