



RELEASE NOTES

Software 1.8 | Date December 2014 | 3725-69910-005 Rev C

Polycom[®] RealPresence[®] Capture Server



Introducing Polycom RealPresence Capture Server

The Polycom® RealPresence® Capture Server is a recording and streaming system that participates in standards-based video and telepresence calls. It converts the video and content in those calls into live streams (for live viewing on devices with compatible web browsers) as well as video-on-demand archives for playback on video conferencing systems and devices with compatible web browsers, including tablets, smart phones, PCs, and Mac desktops.

Starting from version 1.6, the RealPresence Capture Server provides both Appliance Edition and Virtual Edition, it is typically deployed as part of a Polycom RealPresence Platform, but it can be used as a standalone solution.

This document provides the latest information for the RealPresence Capture Server and covers the following topics:

- [Software Version History](#)
- [Known Issues](#)
- [Interoperability](#)
- [Port Usage](#)
- [Multi-user Login Capacity](#)
- [Supported Media Player Plug-ins](#)
- [Supported External Media Servers](#)
- [Supported Web Browsers](#)

For more information about configuring and using the RealPresence Capture Server, see the product documentation available at [RealPresence Capture Server User Manuals](#).



Note: Patch v1.7 Rev.16506 is needed before upgrade to v1.8

Systems running Capture Server versions older than v1.7 Rev.16506 must first be patched with patch v1.7 Rev.16506 to ensure the normal operation of Fallback feature after system upgrade to version 1.8.

Software Version History

The following table lists the RealPresence Capture Server version history.

Software Version History

<i>Version</i>	<i>Release Date</i>	<i>Description</i>
1.8	December 2014	Feature release.

<i>Version</i>	<i>Release Date</i>	<i>Description</i>
1.7	August 2014	Feature release.
1.6.1	April 2014	Maintenance Release.
1.6	March 2014	This release provides both Appliance Edition and Virtual Edition. This is the first release of the RealPresence Capture Server Virtual Edition.
1.0	July 2013	This is the first release of RealPresence Capture Server.

What's New in 1.8

RealPresence Capture Server 1.8 includes the following new features:

- Publish the RestAPI of key functions.
- Ability for users to automatically remove duplicate thumbnails during offline transcoding.
- Support defining event for dial-out call, and configure the pre-event live streaming URL link and/or multicast URL, so that it could be shared to participants before the event occurs.
- Ability for administrators to give a name for each stream (local stream, external media server, or CDN streams) and list all streams by name on portal.
- Integration between Capture Server and Microsoft AD server which enables AD users to access Capture Server by AD account.
- Support playback a video on Capture Server into Polycom RMX conference call (v8.5 or higher, SIP call), and change the layout of the conference so that the playback video could be viewed by participants with nice experience.
- The Fast Configuration Wizard will pilot you the first time setup of the system easily and quickly, all settings in the wizard can be changed later on various configuration pages. Refer to User Guide for details.
- Ability for users to transfer archives to remote storage server and remove archives from local disk after call.
- Full support for Annex O style dialing formats ([user@domain.com](#) & [user@IPAddress](#)).
- Easy Fallback support which enables the system to be restored back to a state before a system upgrade.
- User-friendly GUI console.



Note: Do not use System Upgrade to downgrade the Capture Server system
Go to **Admin > System Fallback** on Admin Portal to downgrade the RealPresence Capture Server system.

What's New in 1.7

RealPresence Capture Server 1.7 includes the following new features:

- Support for WMV live streaming, transcoding and Video on Demand.
- Support for users to play back from video endpoints using quick codes, this is for dial-in calls only.
- Ability for users to restrict the call length for recording and live calls, when time is up, it automatically stops recording and disconnects to the recording client.
- Support multicast for MP4 live streaming and WMV live streaming.
- Support for high resolution 1080p live streaming and archiving. When this function is activated, the capacity will be increased to a maximum of 1080p 30fps.
- Other quality and performance improvements.
- Support for point-to-point conference recording.
- Streaming enhancements.
- The conference layout preference can be set or changed from Capture Server during recording session if you dial into a conference via SIP and the Recording Link function is enabled on RealPresence Collaboration Server system.

What's New in 1.6.1

RealPresence Capture Server 1.6.1 includes the following new features:

- Added support for Capture Server Appliance Edition without DSP card.
- Fixed some interoperability issues with Polycom RealPresence Media Manager.
- Fixed some other known issues.

What's New in 1.6

RealPresence Capture Server 1.6 includes the following new features:

- Support for streaming without recording, in which only live streaming is available and no archives are created.
- Ability for users to watermark the video recording with timecode.
- Support for streaming meetings to an AKAMAI server using the Real Time Messaging Protocol (RTMP).
- Ability to redirect visitors from the Capture Server's User Portal to the Media Manager v6.6 or greater (or third-party portal) home page. Note – this is a best practice when using RealPresence Media Manager v6.6 or another external portal to provide audience users to access live and on-demand streams.
- Added support for Capture Server Virtual Edition.



Note: RealPresence Media Manager is not customer or partner upgradeable

RealPresence Media Manager is not customer or partner upgradeable. Contact your Polycom representative for a quote to upgrade RealPresence Media Manager before upgrading to RealPresence Capture Server 1.6.

Note that for version 1.6, you need to retrieve the license key from the Polycom portal (support.polycom.com). If you have any issues, contact Polycom support.

Before system upgrade from 1.0 to 1.6, you need to back up your MP4 and RAW media files to the FTP server in the network and restore them later with Migration feature enabled. See User Guide for more information about Migration.

Setup Requirements for Capture Server Virtual Edition

To set up Capture Server Virtual Edition, you must have a server with basic hardware configuration and setup NFS.

The following table shows the hardware requirements for the RealPresence Capture Server - Virtual Edition.

Note that the hardware requirements are vary by capacity levels. Hardware must meet minimum requirements to achieve licensed capacity levels. Insufficient hardware will affect recording and playback qualities. See the Virtual Edition User Guide for details.

Hardware Requirements

Simultaneous Recording Ports	6	12	18	40
Live Streaming	3	6	9	0
Virtual Cores	8+	12+	16+	8+

Simultaneous Recording Ports	6	12	18	40
CPU	<ul style="list-style-type: none"> 2.67GHz (Intel® Xeon® CPU x5650@ 2.67GHz or better) CPU 2.90GHz (Intel Xeon CPU E5-2690 @ 2.90GHz or better) CPU 	<ul style="list-style-type: none"> 2.67GHz (Intel® Xeon® CPU x5650@ 2.67GHz or better) CPU 2.90GHz (Intel Xeon CPU E5-2690 @ 2.90GHz or better) CPU 	<ul style="list-style-type: none"> 2.67GHz (Intel® Xeon® CPU x5650@ 2.67GHz or better) CPU 2.90GHz (Intel Xeon CPU E5-2690 @ 2.90GHz or better) CPU 	<ul style="list-style-type: none"> 2.67GHz (Intel® Xeon® CPU x5650@ 2.67GHz or better) CPU 2.90GHz (Intel Xeon CPU E5-2690 @ 2.90GHz or better) CPU
Minimum RAM	16 GB	16 GB	32 GB	32 GB
Minimum Accessible Storage	80 GB	120 GB	120 GB	120 GB
Software Requirements	VMWare vSphere 5.1/5.5	VMWare vSphere 5.1/5.5	VMWare vSphere 5.1/5.5	VMWare vSphere 5.1/5.5



Note: NFS configuration is required for Virtual Edition media storage

Capture Server Virtual Edition requires a NFS share as its media storage, you need to configure NFS for Virtual Edition media storage.

Make sure the NFS storage has been configured to be writable properly, otherwise the Capture Server system cannot record any media on that storage.

For NFS server set up example, refer to the Capture Server Getting Started Guide.

Known Issues

This section lists the known issues for this RealPresence Capture Server release. If a workaround is available, it is noted. Known issues are organized by type.

EP Recording

6825 If you set two call rates in recording template and dial into the Capture Server system from Polycom HDX Series, but the real call rate equals or is lower than the secondary call rate in the setting, there is only one rate live streaming but two archive files are created with the same rate.

Workaround: The call rate is higher than the secondary live streaming rate.

Performance

- 6016** In some situations, after running for several days, the Capture Server system may alert that the round trip delay to the NFS server exceeds the alert threshold.

Playback

- 5591** Video and audio are not in sync when you play MP4 1080p live streaming on iOS devices.
Workaround: Refresh the webpage.
- 7030** If you enable PIN code protection for an archive and dial out from Capture Server to a conference hosted through Polycom RealPresence Collaboration Server, you cannot input PIN code to start video call playback.
Workaround: Disable PIN code protection for the archive.

Prelink

- 6907** You need to fill out either URL Extension or Multicast URL Extension, otherwise the pre-link event will be created but pre-link URL will not be generated.
Workaround: Fill out the URL Extension in order to create a pre-link URL.

RAID 10 Hardware Storage Array

- 3545** If you replace a failed hard disk with an used hard disk with RAID information, RealPresence Capture Server cannot recover the used hard disk.
Workaround: Replace with a new hard disk, or erase partition sector of the used hard disk with tool like Fdisk before replacing.

Recording

- 6345** In a point-to-point call, the encryption information in **Detail Call Info** is incorrect when you set **Media Encryption** as **Required For All Calls** for one endpoint and **Off** for the other.
Workaround: Set both end points' **Media Encryption** as **When Available**.
- 6928** If you dial into a conference which is hosted through Polycom Collaboration Server 1800 with **Line Rate 1920 Kbps** and **Conference Mode CP and SVC** set under **Conference Profiles** and two flags enabled (ENABLE_HIGH_VIDEO_RES_AVC_TO_SVC_IN_MIXED_MODE and ENABLE_HIGH_VIDEO_RES_SVC_TO_AVC_IN_MIXED_MODE), the call speed should be lower than 2M, otherwise the conference is audio only.
Workaround: 1. Disable these flags and keep other configurations the same.
2. Enable these flags and limit the template call speed to 768 kbps.
- 7000** Capture Server is unable to dial out to a SIP URL that contains an underscore, “_”.
Workaround: Modify dial out SIP URL to not include the underscore character, dial in to the Capture Server, or use H.323 instead of SIP.

- 7001** When Polycom RealPresence Desktop dials into a Capture Server to initiate playback of a recorded video using SIP, content is not displayed.
Workaround: When using RealPresence Desktop to playback recordings, connect using H.323.
- 7023** If you make point-to-point recording on Capture Server and invite RealPresence Group Series 700 and RealPresence Desktop (version 3.2), RealPresence Desktop cannot send content.
Workaround: Update RealPresence Desktop to version 3.3.

Delivery Proxy

- 6060** You need to wait for up to three minutes to play large VoD files (recordings around 8 hours).
Workaround: Wait for about three minutes after the media file is generated.

SNMP

- 6869** In the MIB, the *polycom-recording-streamingNotifications* OIDs exist, but are not yet supported.

System Configuration

- 6578** Sometimes the system launches two or more transcoding services at the same time under extreme load.
- 6842** On bootup, the H.323 and SIP status shows disabled via SNMP even though they may be properly enabled.
Workaround: Disable SIP and H.323 GK and then re-enable them. SNMP status will report correctly.
- 6877** If you shut down Capture Server and restart the system after several days, the log package is not compressed correctly.
Workaround: Download the log files separately in addition to the log package named after the date.

Upgrade

- 6324** In rare situations, the Capture Server system times out when uploading the *.pkg installer* package.
Workaround: Reboot the system and try again.
- 6568** In some situations, when you upgrade from versions prior to 1.8 via http, after the upgrade is complete, it does not successfully redirect you to the https login page of the Admin Portal when the upgrade is completed.
Workaround:
- ◆ Before upgrade, enter `https://ip/admin` in the address bar of the web browser to perform the upgrade.

- ◆ After upgrade, re-enter `http://ip/admin` or `https://ip/admin` in the address bar of the web browser to log in to Admin Portal.

6853 In rare situations, when you log in to Admin Portal with administrator credentials, and the login times out, the generic error page is displayed instead of a specific message stating the page has timed out.

Workaround: Restart the web browser.

Web Portal

2832 In rare occasion, if an archive is not uploaded to an external server that you configured, the User Portal shows that you can play this archive. However, you cannot play this archive because RealPresence Capture Server cannot find this archive on the external server.

Workaround: Assure good connection between the Capture Server system and external media server. To recover the file, you need to delete the archive file that failed to upload to external media server, and transcode it. Then it will be uploaded again to external media server.

5358 If you create user accounts on Capture Server while out of range of the following characters: lowercase characters (a–z), uppercase characters (A–Z), numbers (0–9), and underscore, you cannot log into Admin Portal and User Portal with them.

5990 If you go to **Configuration > System Time** and configure time service, you cannot switch between **NTP Server** and **Console** on some iPad and Android devices.

Workaround: Use PC or MacBook to set Capture Server system time as **NTP Server** or **Console**.

6048 The Live Streaming port resource calculation is incorrect if you configure two call rates in recording template and the endpoint dials in with the lower call rate.

Workaround: The call rate must be higher than the second live streaming rate.

6080 If you play live streaming or VoD via IE 11 running on Windows 8, you cannot go full screen.

Workaround: Use Firefox or Chrome instead.

6090 If you log in to the Admin Portal after system reboot, the Capture Server system keeps showing **Logging in. Please wait....**

Workaround: Refresh the page.

6281 Sometimes after you play the AKAMAI HDS streaming on portal for a few minutes, there is no video but only a message displays.

Workaround: Replay the streaming from portal.

6633 If you place a call between Capture Server and an endpoint, when you play live streaming on Safari on MacBook, it keeps downloading *clientaccesspolicy.xml* when playing back VoD on Safari.

Workaround: Wait for download to complete or use other web browsers like Chrome or Firefox.

6685 If you edit the streaming name in a recording template and scroll the mouse afterwards, the newly entered value in the text field automatically disappears.

Workaround: Click any space outside the streaming name field and then click **OK**. The streaming name will be saved.

- 6793** The build information is unavailable before you log in to Capture Server Admin Portal.
Workaround: Reboot the system and the build information will be displayed correctly.
- 6833** If you log in to Capture Server Admin Portal on two web browsers both navigate to **Home** page, when you dial out to an unreachable address for one client, both clients got the same call failure error message.
Workaround: Close the error message.
- 6878** When change **SNMP Agent Version** from **Version 3** to **Version 2** or **Version 1**, the history of **version 3** info still remains.
Workaround: Delete **SNMP Agent Version 3** settings firstly, then change **SNMP Agent Version** to **Version 2** or **Version 1**.
- 6952** If you configure WMS and AKAMAI media servers, create a VRR, add them as live streaming servers and set **Streaming Alias**, when making recording using the configured VRR, the streaming name on **Media > Live Streaming** is incorrect.
Workaround: Use default streaming name provided by Capture Server system.
- 7013** If the end point you are dialing is not capable of handling the higher call rates, the call rates it dials will be true on the Calling web page on the Capture Server. But the email that is sent out indicating a call is being recorded and streamed shows the setup rate, not the actual rate.
Workaround: Refer to **Call Rate** displayed on web portal which is the actual call rate.

Interoperability Limitations

- 2805** Content recording in SIP call will fail between the Capture Server system and far end systems that support BFCP over UDP only, since Capture Server supports BFCP over TCP only.
- 4475** If you play back live streaming or VoD from User Portal on Android 4.2 mobile phones, the **Full Screen** button is unavailable.
- 4476** If you play live streaming or VoD from User Portal on Android 4.2 tablets, the **Full Screen** button doesn't work.
- 5340** You cannot hear IVR when using DTMF to control the recording from conferences if recording link is SIP with encryption.
- 5400** If you dial into the Capture server system from an endpoint whose H.323 name contains symbols like ñ and ç, the live streaming name will be displayed as *u00f1* and *u00e7* and the downloaded archive's subdirectory name is empty.
- 6611** During a SIP call with live streaming between the RadVision Scopia XT1000 system and RealPresence Capture Server, when the RadVision Scopia XT1000 system sends DualVideo (BFCP based People+Content) to RealPresence Capture Server, RealPresence Capture Server shows the content only.
Workaround: Dial out from Capture server to Radvision instead.
- 6648** Sometimes you get intermittent audio and video playback issues primarily from iPad when IIS is used as streaming server.

Workaround: View live streaming from Capture Server directly, or use WOWZA as the streaming server.

6716 In SIP calls Polycom does not support sending contents from a Lifesize Team 200 endpoint to RealPresence Capture Server.

Workaround: Use H.323 calls instead.

Corrected Issues

The following table lists the corrected issues for the version 1.8 release.

Admin Portal

4950 The web portal will be available in 10 minutes if you reboot the Capture Server system.

5041 Sometimes uploading upgrade package might be slow or even fail due to session time out.

5139 If you go to **Configuration > Signaling Settings**, you cannot save both H.323 and SIP signaling settings at one time.

5140 If you change the media storage settings and restart the system, the **Data Backup/Restore** button is unavailable on Admin Portal for your first login.

5154 You cannot find a button on Admin Portal to delete log files manually.

5185 Go to **Configuration > Diagnostics**, enter a host name and click **Ping**, and a warning message displays: **Please enter valid IP address**.

6279 Windows Media Server's VoD link on Chrome or Firefox does not work.

Interoperability limitations

2891 If a Polycom RMX system uses a recording link to live stream in a SIP or H.323 VSW conference, the conference always records as audio only when the conference line rate is set as 128 kbps, 256 kbps, or 384 kbps.

3291 In SIP calls Polycom does not support sending contents from a Lifesize Team 220 endpoint to RealPresence Capture Server.

4491 You cannot play back live streaming and VoD via IIS media server on Android 4.1.2 devices due to Android 4.1.2 system limitation.

4925 You cannot use **Left/Right/Up/Down** on remote control to control recording and playback while in H.323 calls with Cisco C and E Series and Tandberg 880MXP endpoints due to FECC issues.

4994 Endpoint in session playback displays no video in H.323 calls with the Polycom VVX 500 and VVX 600 endpoints.

5196 If you dial into the RealPresence Capture Server from Cisco Telepresence Systems, the TV UI menu displays a black line on the bottom.

- 5270** It might fail to play live streaming and VoD on Android 4.1.2 system.
- 5422** You cannot use iOS devices (iPhone/iPad) to play back VoD from Wowza server for 1080p MP4 files.
- 6209** If Radvision XT5000 or XT1000 as far end to dial in Capture Server with SIP protocol, content cannot be recorded due to BFCP capacity mismatch. People video can be recorded and playback well.

MCU Recording

- 2690** Lost Packet Recovery (LPR) does not work between the RMX and the Capture Server system in SIP protocol.
- 4892** Audio only recording between Capture Server system and a Polycom RMX system cannot be set up when you set **Media Encryption** as **When Available** or **Required For All Calls** due to RMX limitation.
- 5177** Recording cannot be set up between MGC and the Capture Server system if encryption is enabled in H323 call.

PKI

- 5284** Go to **Configuration > Certificate Management** and click **Install Certificate**, the Password text box is always noneditable.

Playback

- 3316** If an archive's duration is longer than 8 hours, you cannot play back it at the first time.



Note: Limit each recording to less than 8 hours

To ensure good quality video recording limit each recording to less than 8 hours.

Portal

- 6337** If you log in to the Capture Server system via Firefox, call info displayed on **Call** page exceeds the border if the far end number is too long.

RAID 10 Hardware Storage Array

- 3548** When RealPresence Capture Server is running and one or more hard disks malfunction or stop working, the RAID status on the Admin Portal does not change. It is still normal.

Recording

- 6316 If you make point-to-point recording on Capture Server and push content from Polycom RealPresence Group Series to RealPresence Desktop, the RealPresence Desktop cannot show content for the first time.
- 6335 The WMV rate displays wrong on the Admin Portal if the **Max Resolution** is 1080p, WMV live streaming layout is **Dual window for content (when inactive content, it is black)** and **Streaming Rate** is less than 1024 kbps.

System Configuration

- 5335 If you try to increase the number of **Log Warning Capacity** like from 70 to 80 in order to stop the warning message (email and alert), you will still receive the warning message.
- 5341 Certificate configuration cannot restore to default settings after issuing `reset config` command from the console to restore system configurations to the default value.
- 5530 If you go to **Configuration > Customization > IVR Message** and upload an IVR message as the Welcome message, it does not take effect after uploading.
- 5667 Once the `/var/tmp` disk space (up to 40GB) is used up by temporary *Archivexxx.zip* files, the Capture Server system cannot do software upgrade and download log files. The temporary *Archivexxx.zip* file is generated every time after user downloads archive files with all media types.

Transcoding

- 5427 In a recording conference with Polycom RealPresence Collaboration Server, if the **Multiple Content Resolutions** option is checked under **Conference Profiles > Video Quality** on Polycom RealPresence Collaboration Server, the video layout recorded on Capture Server does not switch back to the layout without content after Polycom RealPresence Collaboration Server stops sending content.

TV UI

- 6359 In an internal MCU conference with Polycom HDX Series and Polycom RealPresence Group Series, if Capture Server is the first to dial into the conference, the Capture Server TV UI shows black screen.

Video

- 5150 Watermark on video recording is illegible for archives with resolution 128x96.

User Portal

- 5129** In case you change signaling settings if there are ongoing calls on the Capture Server, the call will disconnect.
- 5359** Sometimes when you display 128 kbps live streaming, the media player may stop to play and show black screen.

Interoperability

Your Polycom RealPresence Capture Server systems are tested extensively with a wide range of products. The tables in this section do not list a complete inventory of compatible equipment, but list the products that have been tested for compatibility.

Interoperate with Polycom Products (H.323)

The following table shows the interoperability between RealPresence Capture Server and other Polycom products when you record H.323 calls.

Interoperate with Polycom Products (H.323)

<i>Type</i>	<i>Product</i>	<i>Version</i>
Gatekeepers, Gateways, and MCUs	Polycom CMA4000/5000	6.2.4, 6.2.5
	Polycom DMA 7000	6.1.1, 6.2.0
	Polycom RMX 1000/500	2.5, 2.5.1
	Polycom RMX 1000C/500C	2.5, 2.5.1
	Polycom RMX 1500/2000/4000	8.4, 8.5
	Polycom RMX 1800	8.4, 8.5
	Polycom RMX 800VE	8.4, 8.5
	Polycom RMX 800S	8.3, 8.4
	Polycom MGC	9.0.4
Endpoints	Polycom RealPresence Group Series	4.1.4, 4.2
	Polycom HDX Series	3.1.5, 3.1.6
	Polycom VSX Series	9.0.6.1, 9.0.6.2
	Polycom QDX Series	4.0.2, 4.0.3
	Polycom PVX	8.0.2, 8.0.4

<i>Type</i>	<i>Product</i>	<i>Version</i>
	Polycom VVX	5.1.1, 5.0.2
	CMA Desktop PC/Mac	5.2.5, 5.2.6
	Polycom® Telepresence M100	1.0.6, 1.0.7
	Polycom RealPresence Desktop	3.2.1, 3.3
	Polycom RealPresence Mobile (iPad, iPhone4s)	3.2.1
	Polycom RealPresence Mobile (Android)	3.2.1
Content Management System	Polycom RealPresence Media Manager	6.6
	Polycom RealPresence Media Editor	6.6

Interoperate with Third-party Products (H.323)

The following table shows the interoperability between RealPresence Capture Server and third party products when you record H.323 calls.

Interoperate with Third-party Products (H.323)

<i>Type</i>	<i>Product</i>	<i>Version</i>
Gatekeepers, Gateways, and MCUs	Codian MCU 4505	4.5 (1.45)
	Cisco VCS	X8.2.1
Endpoints	RadVision Scopia XT1000	02.05.0416
	Tandberg Edge95 MXP	F9.3.1
	SONY PCS-G50	2.72
	SONY PCS-XG80	2.42
	Cisco EX90	7.1.4
	Sony PCS –1	3.42
	Tandberg MXP 770	FC7.3.1
	Tandberg C20	TC2.1.2
External Media server	Wowza	3.5.0
	IIS Media Service	4.1
	Windows Media Server	9.6

<i>Type</i>	<i>Product</i>	<i>Version</i>
	AKAMAII	Latest

Interoperate with Polycom Products (SIP)

The following table shows the interoperability between RealPresence Capture Server and other Polycom products when you record SIP calls.

Interoperate with Polycom Products (SIP)

<i>Type</i>	<i>Product</i>	<i>Version</i>
Gatekeepers, Gateways, and MCUs	Polycom DMA	6.1.1, 6.2.0
	Polycom RMX 1000/500	2.5, 2.5.1
	Polycom RMX 1000C/500C	2.5, 2.5.1
	Polycom RMX1500/2000/4000	8.4, 8.5
	Polycom RMX 1800	8.4, 8.5
	Polycom RMX 800VE	8.4, 8.5
	Polycom RMX 800S	8.3, 8.4
Endpoints	Polycom HDX Series	3.1.5, 3.1.6
	Polycom VVX	5.1.1, 5.0.2
	Polycom PVX	8.0.2, 8.0.4
	Polycom RealPresence Group Series	4.1.5
	Polycom RealPresence Desktop	3.2.1, 3.3
	Polycom RealPresence Mobile (iPad, iPhone4s)	3.2.1
	Polycom RealPresence Mobile (Android)	3.2.1

Interoperate with Third-party Products (SIP)

The following table shows the interoperability between RealPresence Capture Server and third party products when you record SIP calls.

Interoperate with Third-party Products (SIP)

<i>Type</i>	<i>Product</i>	<i>Version</i>
SIP Server, Gateways, and MCUs	Codian MCU 4505	4.5 (1.45)
	Cisco VCS	X8.2.1
Endpoints	SONY PCS-G50	2.72

<i>Type</i>	<i>Product</i>	<i>Version</i>
	SONY PCS-XG80	2.42
	Cisco EX90	7.1.4
	Tandberg Edge95 MXP	F9.3.1
	LifeSize Team 220	4.12.3 (4)
	RadVision Scopia XT1000	2.5.416

Port Usage

The following table lists the port usage of your RealPresence Capture Server.

Port Usage

<i>Usage</i>		<i>Type</i>	<i>Port Range</i>
http		TCP	80 (for IPV4 Only), 8080
https		TCP	443 (for IPV4 Only), 8443
Trace (for technical support usage)		UDP	60001 (configurable)
SMTP		TCP	25
Streaming (RTSP, HLS, SSTR)		TCP	1640 (configurable)
		UDP	6970 - 6971
Signaling/Media	RAS	UDP	1719
	Q.931 Socket	TCP	1720
	H.245 Socket	TCP	10000 – 10199 (configurable)
	audio / video / data	UDP	20000 – 20999 (configurable)
	SIP BFCP	TCP	20000 – 20049 (configurable)
		UDP	10000 – 10049 (configurable)
External media server	Wowza		1935 (configurable)
	IIS Media Service		80 (configurable)
	Windows Media Service		80/554 (configurable)
	AKAMAI		1935 (configurable)

<i>Usage</i>	<i>Type</i>	<i>Port Range</i>
Multicast	MP4	1641 (configurable)
	WMV	1640 (configurable) and 1641 (configurable)

Multi-user Login Capacity

The maximum number of Admin Portal session and User Portal session (including anonymous login) is as follows:

- Admin Portal Session: 200.
- User Portal Session: 3000.

Supported Media Player Plug-ins

The following table lists the supported media player plug-ins.

Supported Media Player Plug-ins

<i>Operating System</i>	<i>Media Player Plug-in Name</i>	<i>Media Player Version</i>	<i>MP4</i>
Windows IE9,IE10, IE11, Chrome 36, Chrome37,Firefox 31, Firefox 32	Microsoft SilverLight	5.1.30514.0	Supported
MAC safari 7.0.6,Chrome 36, Chrome37, Firefox 31, Firefox 32	Microsoft SilverLight	5.1.30514.0	Supported



Note: Do not upgrade Mac OS Chrome browser to version 39.0.2171.65 (64-bit) or higher

From version 39.0.2171.65, on Mac OS Google Chrome (64-bit) has stopped supporting 32 bits plugins, but only supports 64 bits plugins. This has caused Silverlight Player Plugin, which is provided by Microsoft as only 32 bits version on Mac OS, cannot be loaded by Mac OS Google Chrome browser (64-bit).

MP4/WMV live streams or VoD streams cannot be played on Mac OS Google Chrome from version 39.0.2171.65 (64-bit) using Silverlight player.

For MP4/WMV live streams or VoD streams, do not upgrade Mac OS Chrome browser to version 39.0.2171.65 (64-bit) or higher, or you can use alternative web browsers like Firefox or Safari.

Supported External Media Servers

The following table lists the supported external media servers.

Supported External Media Servers

<i>Server Name</i>	<i>Version</i>	<i>Default Port</i>	<i>Live Streaming</i>	<i>VoD</i>
IIS-7 Media Server	4.1	80	Yes, supported Windows, Mac OS, and IOS	Yes, supported Windows and Mac OS
Wowza Media Server	3.5.2, 4	1935	Yes, supported Windows, Mac OS, IOS, and Android OS	Yes, supported Windows, Mac OS, IOS, and Android OS
Windows Media Server	9.6	80/554	Yes, supported Windows OS	Yes, supported Windows OS

Supported Web Browsers

The following table lists the supported web browsers.

Supported Browsers

<i>Operating System</i>	<i>Browser Name</i>	<i>Version</i>
PC (Windows 7 and Windows 8)	Internet Explorer	9, 10, 11
	Firefox	32, 33
	Chrome	38, 39
MAC OS-X	Safari	7.1, 8.0

<i>Operating System</i>	<i>Browser Name</i>	<i>Version</i>
(Intel-based Leopard, Snow, and Lion)	Firefox	32, 33
	Chrome	38, 39
iOS 7, 8	Safari	7.1.2
		8.1.1
Android phone and tablet	Android browser	4.3, 4.4.2

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