



Polycom SoundStructure Firmware

Applies to Polycom® SoundStructure® C8, C12, C16, and SR12

Contents

What's New for Polycom SoundStructure Firmware 1.7.8	2
Known Issues and Suggested Workarounds.....	5
Get Help.....	7
Copyright and Trademark Information	8

What's New for Polycom SoundStructure Firmware 1.7.8

This release of the Polycom SoundStructure Firmware is a general release for SoundStructure C-series and SR-series, and offers support for the following Polycom endpoints:

- SoundStructure C8
- SoundStructure C12
- SoundStructure C16
- SoundStructure SR12

Note: This release of the Polycom SoundStructure Firmware also supports SoundStructure Studio 1.9.1, but not necessarily other versions.

This release of the Polycom SoundStructure Firmware offers interoperation support for the following Polycom endpoints:

- SoundStructure® VoIP Interface
- RealPresence® Group Series
- RealPresence Immersive Studio®
- HDX® Series
- RealPresence Centro™

These release notes provide important information on software updates, system features and feature licenses, and known issues.

New Features

The only change in this release of the Polycom SoundStructure Firmware: the firmware embedded help was removed from within the code and moved to an internet-based URL (<http://staged.poly.com/soundstructure/html-1.7.8/>), so that it can be accessed more securely and updated more freely. When a user tries to access the embedded help from within the code, he or she will get an error.

Otherwise, this release of the Polycom SoundStructure Firmware includes the features and functionality of previous releases.

Resolved Issues

This release of the Polycom SoundStructure Firmware includes all the resolutions for known issues resolved in previous releases. The following table lists the resolved issues for this release.

<i>Category</i>	<i>Found in Release</i>	<i>Description</i>	<i>Issue No.</i>
Web server	1.7.7	Disabled the webserver to improve product security. Go to http://staged.poly.com/soundstructure/html-1.7.8/ to access to the SoundStructure firmware help file.	EN-42822

SoundStructure Firmware and SoundStructure Studio Companion Versions

It is always recommended to use the latest versions of SoundStructure Firmware and Studio in order to benefit from new features and bug fixes. If you're not using the latest versions, Polycom recommends always using companion versions of SoundStructure Studio and SoundStructure Firmware.

The following table lists the companion versions documented in these Release Notes.

Companion Versions of SoundStructure Studio and Firmware

<i>SoundStructure Studio Version</i>	<i>SoundStructure Firmware Version</i>	<i>Major feature</i>
1.9.1	1.7.8	Bug fixes
1.9.1	1.7.7	Bug fixes
1.9.1	1.7.6	Bug fixes
1.9.1	1.7.5	New ITP configurations
1.9.1	1.7.4	Bug fixes
1.9	1.7.3	New SoundStructure hardware
1.9	1.7.2	Bug fixes
1.9	1.7.1	Real-time audio fix
1.9	1.7	Support for Polycom RealPresence® Group Series
1.8	1.6.x	Ethernet authentication
1.7	1.5	Support for SoundStructure VoIP Interface
1.5	1.3.x	Support for Polycom Touch Control
1.4	1.3.x	Support for preset recorder
1.3	1.3.x	Support for Events and Logic
1.2	1.2.x	Support for multi-device bussing with OBAM
1.1	1.1.x	Support for partial presets and SR12

<i>SoundStructure Studio Version</i>	<i>SoundStructure Firmware Version</i>	<i>Major feature</i>
1	1	Initial release

Known Issues and Suggested Workarounds

The following issues are known to be present in the current release. These issues will be reviewed for possible fixes in a future release if no reasonable workaround is available.

Known Issues and Workarounds for SoundStructure Firmware and SoundStructure Studio

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Audio	SERH-23	Firmware 1.6.0	A power brown-out causes DSP fifos to no longer sync.	Reboot the SoundStructure.
Configuration	IVBS-843	Studio 1.8.0	An Access Violation Exception error displays when you try to get a configuration file from a C16-C16 OBAM device.	
Connectivity	SERF-728	Firmware 1.7.0	Errors occur and the message "bus disconnect" is displayed when 40' OBAM cables are connected to a SoundStructure system.	
Connectivity	SERF-805	Firmware 1.7.4	Device is shown as unsearchable in the Connect to Devices window in the RS-232 interface after upgrading or downgrading to a new application.	Downgrade to firmware 1.7.3
Hardware	SERF-631	Firmware 1.7.0	Error messages for Gzip display at start-up, and SoundStructure fails to finish starting when you reset a new SoundStructure system to faculty defaults.	Change the recovery mechanism for SoundStructure to not switch between partitions when the partition is empty.
OBAM	SERF-816	Studio 1.9.0	Events are not updating in the config.xml file of connected devices in OBAM Unit.	
Registration	SERF-624	UC Software 4.1.0	Lines that are registered display as unregistered on the SoundStructure VoIP Interface.	For each line that exhibits this issue, take the line offhook, then put it back onhook. For example, if line 2 is showing as unregistered even though it is registered, then run the following commands: set voip_line "VoIP Out" 2 set phone_connect "VoIP Out" 0
Software	IVBS-490	Studio 1.8.0	An error message displays for meter parsing when you use the preset recorder in SoundStructure Studio.	

<i>Category</i>	<i>Issue No.</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Software	IVBS-579	Firmware 1.6.0	SoundStructure crashes and an exception error displays when you try to add a microphone to the Mics group in SoundStructure Studio.	
Software	IVBS-844	Studio 1.8.0	SoundStructure Studio crashes and displays an Unhandled Exception error message when you try to close a project after a project conversion.	
Software	IVBS-845	Studio 1.8.0	SoundStructure Studio crashes and displays an Unhandled Exception error message when you try to close an offline OBAM project.	
Software	IVBS-863	Studio 1.8.0	SoundStructure Studio displays an Unhandled Exception error message when closing SoundStructure Studio.	
Software	IVBS-948	Studio 1.9.0	SoundStructure Studio is unable to create volume auto-events for video codecs present in the configuration.	
Software	IVBS-949	Studio 1.9.1	SoundStructure Studio 1.9.1 application fails to launch on Windows XP computers.	Downgrade to SoundStructure Studio 1.9.0.

Get Help

For more information about installing, configuring, and administering Poly products, refer to [Poly Support](#).

For information about Poly partner solutions, see [Poly Global Strategic Partner Solutions](#).

The Poly Community

The [Poly 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 Poly Community, create a Poly online account. When logged in, you can access Poly 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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