

Release Notes



Polycom® RealPresence® Access Director™, Version 2.0.4

Polycom is pleased to announce this release of the Polycom RealPresence Access Director system. These release notes describe the key details about this release.

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What's New in this Polycom RealPresence Access Director System v2.0.4 Release

This release of the RealPresence Access Director system supports the following Polycom RealPresence video solutions:

- [Polycom® RealPresence® Content Sharing Suite](#)
- [Polycom® RealPresence® Collaboration Server 800s, Virtual Edition](#)
- [Polycom® RealPresence® Group Series 300/500](#)

Other enhancements to the v2.0.4 release include:

- [User Interface Updates](#)
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Polycom® RealPresence® Content Sharing Suite

The RealPresence Access Director system supports the new Polycom RealPresence Content Sharing Suite (RPCSS). The RPCSS enables video content sharing between Lync 2010 clients and Polycom endpoints in conferences hosted by a Polycom® Distributed Media Application™ (DMA™) system and Polycom® RealPresence® Collaboration Server.

The RealPresence Content Sharing Suite is delivered as a VMware image to be installed on a customer's server. This server authenticates user credentials, and provisions Lync clients over HTTPS.

The RealPresence Access Director system supports the RealPresence Content Sharing Suite by providing firewall traversal for SIP messages, content media, and the HTTPS traffic between clients and the RPCSS server. The Access Proxy feature enables external endpoints to access different internal HTTPS servers. Specifically, the RealPresence Access Director system does the following:

- Sends a log in and provisioning request from a Polycom endpoint that does not use the RPCSS to the Polycom® RealPresence® Resource Manager system.
- Sends a log in and provisioning request from an RPCSS client to the RPCSS server.

The RealPresence Access Director system forwards requests to the correct server based on the configuration settings entered in the user interface.

To configure HTTPS settings for an RPCSS server

- 1 Log in to the RealPresence Access Director system.
- 2 Go to **Configuration > Access Proxy Settings**.
- 3 Select **HTTPS**.
- 4 Under **Actions**, click **Edit**.
- 5 Complete the following fields (click the plus symbol (+) to add a new row, if necessary):
 - **Next hop address:** Enter the IP address of the RPCSS server. The RealPresence Access Director system forwards log in and provisioning requests from an RPCSS client to this address.
 - **Port:** Enter **443**.
 - **System:** Select **Polycom Content Sharing Suite**.
- 6 Click **OK** to save the settings.
- 7 In the **Confirm Action** dialog box, click **Yes** to restart Access Proxy.

Polycom® RealPresence® Collaboration Server 800s, Virtual Edition

The RealPresence Access Director system supports the new RealPresence Collaboration Server 800s MCU. The RealPresence Collaboration Server 800s MCUs are able to host SVC and AVC calls in the same conference (VMR).

Polycom® RealPresence® Group Series 300/500

The RealPresence Access Director system supports the Polycom RealPresence Group Series 300/500 endpoints, which are managed dynamically through a Polycom® RealPresence® Resource Manager system.

User Interface Updates

Configuring SIP and H.323 Settings

- In **Configuration > SIP and H.323 Settings > SIP registrar (Next hop) address** and **SIP proxy (Next hop) address**: The default transport protocol has changed from **UDP** to **TCP**.

Configuring Media Traversal Settings

- In **Configuration > Media Traversal Settings > Neighbor RPAD Media Address**: This field has been removed from v2.0.4.

Updating a License

- In **Maintenance > License > Activation Keys**: When you update the activation key for a new license, a message displays that prompts you to confirm the update. If you click **Yes**, all active H.323 and SIP calls will be terminated.

SIP and H.323 Call Disposition Descriptions

The RealPresence Access Director system logs disposition information for SIP and H.323 calls. The tables below describe the different dispositions.

SIP Dispositions

Disposition	Description
Accept	RealPresence Access Director system license controller and SIP module accepts a new SIP call

Disposition	Description
Forward	RealPresence Access Director system SIP module forwards a SIP request/response
Reject	RealPresence Access Director system SIP module rejects a SIP call
Discard	RealPresence Access Director system SIP module discards a SIP request/response
Release	RealPresence Access Director system SIP module releases a SIP call session

H.323 Dispositions

Disposition	Description
Forward	RealPresence Access Director system H.323 module forwards an H.323 message
Auto-response	RealPresence Access Director system H.323 module automatically responds
Auto-request	RealPresence Access Director system H.323 module automatically sends a request
Release	RealPresence Access Director system H.323 module releases an H.323 call session

About the Polycom RealPresence Access Director System

With the RealPresence Access Director system, Polycom offers a software-based edge server to securely route communication, management, and content traffic through firewalls without requiring special dialing methods or additional client hardware or software. This allows for secure communication between remote users and offices, and among guest users and organizations outside of the client's enterprise.

As a single-server application, the RealPresence Access Director system combines the remote user, guest user, and enterprise-to-enterprise calling scenarios with SIP and H.323 capabilities. Additionally, the RealPresence

Access Director system supports employee or guest calls from both AVC and SVC endpoints. When connected using SVC, conference participants will experience lower latency and better call quality.

The RealPresence Access Director system produces combined value when integrated with the following components and securely extends that value to Polycom endpoints.

- Polycom RealPresence Resource Manager systems provide management, provisioning, directory, and presence services.
- Polycom DMA systems serve as a central call control platform for SIP, H.323, and bridge virtualization, and act as H.323 gatekeepers.
- Polycom® RMX® systems serve as high-scale bridges for SIP and H.323 calls and support content over video.
- Polycom® RSS™ systems enable recording of video, audio, and content.
- Polycom® RealPresence® Desktop supports sharing of video, audio, and content without leaving your desk.
- Polycom® RealPresence® Mobile enables tablets and smartphones to connect to video and audio conferencing and to share content.
- Polycom® RealPresence® Content Sharing Suite
- Polycom RealPresence Collaboration Servers
- Polycom® RealPresence® Group Series 300/500 Endpoints

Features

The RealPresence Access Director system offers the following key features:

SIP Back-to-Back User Agent (B2BUA)

- SIP remote users
- SIP guest users
- SIP enterprise-to-enterprise federated calling

H.323 Signaling Proxy

- H.323 guest users
- H.323 enterprise-to-enterprise neighbored calling

Media Relay

- RTP and SRTP pass through

- SVC for SIP remote users

Access Proxy

- Management (HTTPS/TLS)
- Presence (XMPP/TLS)
- Directory (LDAP/TLS)

Security

- Deployable behind outside firewalls (NAT)
- Secured communications (TLS and certificates)
- Secure management (Syslog, LDAP authentication, and role-based access control)

Performance

- 1 GB/s (bidirectional) media relay
- 1,000 simultaneous calls
- 10,000 concurrent registrations
- 20 call attempts per second for both SIP and H.323 calls

Managed Endpoints

- HDX systems
- RealPresence Group Series 300/500
- RealPresence Mobile
- RealPresence Desktop

Licensing

The RealPresence Access Director system is licensed by the number of concurrent calls and media bandwidth. When the number of SIP and H.323 concurrent calls equals the maximum number of calls allowed by the license, or concurrent media bandwidth has reached the maximum bandwidth configured on the Access Director system, new calls are rejected.

At installation, the system is licensed for five concurrent calls, to be used within a 30-day trial period.

Installation Information

Installation and licensing of new RealPresence Access Director systems is managed through Polycom Global Services. For more information, please contact your Polycom representative.



Visit the Polycom support site (<http://support.polycom.com>) to verify that you have the latest software release and release information for the product.

For installation and deployment information, refer to the following documents:

- *Polycom RealPresenceAccess Director Getting Started Guide*
- *Polycom RealPresence Access Director Deployment Guide*
- *Polycom RealPresence Access Director Administrator's Guide*

Products Tested with this Release

Polycom RealPresence Access Director systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment, but indicates the products that have been tested for compatibility with this release.

Product	Version
NAT, Firewall, Session Border Controllers	
Polycom RealPresence Access Director	2.0.4
Polycom Video Border Proxy (VBP) 5300E	11.2.12RC6
Acme Packet Net-Net 3820	SCX6.3.0 MR-2 GA (Build 385)
Management Systems and Recorders	
Polycom RealPresence Resource Manager	7.1
Polycom RSS 4000	8.5
Polycom RealPresence Content Sharing Suite	1.0
Microsoft Active Directory	

Product	Version
Gatekeepers, Gateways, and MCUs	
Polycom RealPresence Collaboration Server 1500, 2000, and 4000	7.8
Polycom RealPresence Collaboration Server 800s, Virtual Edition	8.0
Polycom Distributed Media Application (DMA) 7000	5.2
Endpoints	
Polycom HDX 7000, 8000, and 9000 series	3.1.0
Polycom RealPresence Mobile	2.1
Polycom RealPresence Desktop	2.1
Polycom RealPresence Group Series 300/500	4.0.1



You are encouraged to upgrade all of your Polycom systems with the latest software before contacting Polycom support. Any compatibility issues may already have been addressed by software updates. Go to http://support.polycom.com/PolycomService/support/us/support/service_policies.html to find the current Polycom Supported Products matrix.

Open Source Software

The Polycom RealPresence Access Director system uses several open source software packages, including the CentOS operating system. The following table lists the open source software packages used in the RealPresence Access Director system, the applicable license for each, and the internet address where you can find the software.

Software File Name	Version	License type	Source
xom-1.1.jar	1.1	LGPL	http://anonsvn.internet2.edu/svn/i2mi/trunk/grouper-misc/grouperClient/lib/xstream/xom-license.txt
XmlSchema-1.4.5.jar	1.4.5	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
xmlsec-1.4.3.jar	1.4.3	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
xalan-2.7.1.jar	2.7.1	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
xml-apis.jar		Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0

Software File Name	Version	License type	Source
xml-resolver-1.2.jar	1.2	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
spring.jar		Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
serializer-2.7.1.jar	2.7.1	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
mina-core-2.0.4.jar	2.0.4	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
jcifs-1.3.16.jar	1.3.16	LGPL2.1	http://www.gnu.org/licenses/lgpl-2.1.html
httpclient-4.1.3.jar	4.1.3	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
httpcore-4.1.4.jar	4.1.4	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
freemarker-2.3.10.jar	2.3.10	BSD and Apache 2.0	http://freemarker.sourceforge.net/docs/app_license.html
com.springsource.org.apache.xerces-2.9.1.jar	2.9.1	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-fileupload-1.2.1.jar	1.2.1	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-io-1.4.jar	1.4	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-pool.jar		Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
cinnamon-core-1.1.0.jar	1.1.0	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
cinnamon-javaclient-1.1.0.jar	1.1.0	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
cinnamon-reflect-1.1.0.jar	1.1.0	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-dbcp.jar		Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
aopalliance-1.0.jar	1	Public Domain	http://aopalliance.sourceforge.net/
asm.jar	1.5.3		http://asm.ow2.org/asmdex-license.html
postgresql-jdbc.jar		BSD	http://jdbc.postgresql.org/license.html
dom4j.jar	1.6.1	BSD	http://dom4j.sourceforge.net/dom4j-1.6.1/license.html
log4j.jar		Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-httpclient.jar		Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-logging.jar		Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-collections.jar		Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
jamon.jar		BSD	http://jamonapi.sourceforge.net/JAMonLicense.html
commons-codec.jar	1.4	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0

Software File Name	Version	License type	Source
json-lib-2.4-jdk15.jar	2.4	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
ezmorph-1.0.6.jar	1.0.6	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-beanutils-core-1.8.3.jar	1.8.3	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-beanutils-1.8.3.jar	1.8.3	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-beanutils-bean-collections-1.8.3.jar	1.8.3	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
jboss-4.2.3.GA	4.2.3.GA	LGPL2.1	http://www.jboss.org/
jain-sip-sdp-1.2.1982M.jar	1.2	Public Domain	http://java.net/projects/jsip/pages/Home
commons-jexl-1.0.jar	1	Apache 2.0	http://commons.apache.org/
jpcap.jar	0.7	LGPL2.1	http://netresearch.ics.uci.edu/kfujii/
json-lib-2.4-jdk15.jar	2.4	Apache 2.0	http://json-lib.sourceforge.net/index.html
ezmorph-1.0.6.jar	1.0.6	Apache 2.0	http://ezmorph.sourceforge.net/
commons-beanutils-1.8.3.jar		Apache 2.0	http://commons.apache.org/
commons-beanutils-bean-collections-1.8.3.jar		Apache 2.0	http://commons.apache.org/
commons-beanutils-core-1.8.3.jar		Apache 2.0	http://commons.apache.org/
commons-collections-3.2.1.jar		Apache 2.0	http://commons.apache.org/
commons-lang-2.4.jar		Apache 2.0	http://commons.apache.org/
commons-logging-1.1.1.jar		Apache 2.0	http://commons.apache.org/
commons-beanutils-1.8.3.jar		Apache 2.0	http://commons.apache.org/
CentOS-5.7-x86_64	CentOS 5.7/ 2.6.18	GPL2.0	http://www.centos.org/modules/tinycontent/index.php?id=30
quartz-1.6.6.jar	1.6.6	Apache 2.0	http://quartz-scheduler.org/
slf4j-api-1.6.3.jar	1.6.3	MIT	http://www.slf4j.org/
slf4j-log4j12-1.6.3.jar	1.6.3	MIT	http://www.slf4j.org/
cglib-nodep-2.2.2.jar	2.2.2	Apache 2.0	http://cglib.sourceforge.net/
syslog-ng-3.3.2.tar.gz	3.3.2	LGPL2.1	http://www.balabit.com/sites/default/files/documents/syslog-ng-ose-3.3-guides/syslog-ng-ose-v3.3-guide-admin-en.html/concepts-licensing.html

Software File Name	Version	License type	Source
joda-time-2.1.jar	2.1	Apache 2	http://joda-time.sourceforge.net/
libnet-1.1.6	1.1.6	BSD	http://sourceforge.net/projects/libnet-dev/
eventlog	0.2.12	BSD	http://www.balabit.com/downloads/files/eventlog/
ant.jar	1.7.0	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
axis.jar	1.4	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-configuration-1.5.jar	1.5	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-digester-1.6.jar	1.6	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-discovery-0.2.jar	0.2	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
commons-jxpath-1.2.jar	1.2	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
gsbase-2.0.1.jar	2.0.1	Apache 2.0 The GSBase Software License, Version 2.0	http://gsbase.sourceforge.net/license.htm
joda-time-2.1.jar	2.1	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0
quartz-jboss-1.6.6.jar	1.6.6	Apache 2.0	http://www.apache.org/licenses/LICENSE-2.0

Resolved Issues

The following table lists the resolved issues in this RealPresence Access Director system release.

Issue ID	Description
EDGE-359	<p>Issue 1</p> <p>When adding a remote syslog setting, the RealPresence Access Director system sets the default value of the severity filter to DEBUG. The default value should be INFO.</p> <p>Issue 2</p> <p>When deleting a remote syslog setting, a dialog box displays a confusing message.</p>
EDGE-366	H.323 ACA information cannot be fully displayed when dialing a large number of H.323 calls.

Issue ID	Description
EDGE-367	The system license is not released immediately after the RealPresence Access Director system receives a 370 insufficient bandwidth message.
EDGE-368	PSO Qualys Scan found two Jboss security issues.
EDGE-370	Port conflicts may occur among media, DNS, and syslog service due to overlapping port ranges.
EDGE-371	Suggestion to remove the "Neighbor RPAD Media Addresses" configuration in Media Traversal Settings
EDGE-372	Stopping Access Proxy by using sysctrl will affect use of the RPCSS server.
EDGE-375	The RealPresence Access Director system does not reject an unacceptable restore operation.
EDGE-377	An RPCSS client script error displays when a Lync client signs in while the add-on is behind the RealPresence Access Director system.
EDGE-380	In H.323 settings in the user interface, "signaling" is misspelled.
EDGE-384	An error message sometimes displays when adding a SIP external port.
EDGE-388	When an RPCSS add-on client dials into a VMR conference, SIP changes the content media ports in the renegotiation process even though no media type change occurs.
EDGE-394	<p>After rebooting, "ProxyManager start successfully," "AccessProxy service successfully started," "LicenceService - start service" messages display but a single system startup message does not display.</p> <p>When making a manual time change, the system forces a restart. Cannot find a log message pertaining to the manual time change. The log must contain the Date/Time the event occurred, the Date/Time previous to the system clock change, and the Date/Time after the system clock change.</p>
EDGE-397	Disk information is not accurate on the dashboard.
EDGE-399	A 32-bit netmask cannot be entered in the CIDR field in H.323 settings in the user interface.
EDGE-404	Suggestion to use TCP as the default SIP protocol between the RealPresence Access Director system and DMA to better support SVC.
EDGE-405	An upgrade operation is missing from the operation history after upgrading and rolling back several times.

Issue ID	Description
EDGE-406	The RealPresence Resource Manager system address in the HTTPS settings is lost after upgrading from 2.0.3 to 2.0.4.
EDGE-417	Content sharing fails when an RPCSS add-on client joins a RealPresence Collaboration Server unencrypted meeting using SIP TLS.
EDGE-420	A DMA system should not do H.245 logical channel re-negotiation before sending re-INVITE to SIP endpoints during a gateway three-way call.
EDGE-437	An external RealPresence Desktop client call fails when using the RealPresence Access Director system server.
EDGE-439	The origin and destination of an H.323 call is blank in the Active Call Audit page.
EDGE-445	The system displays a duplicated federation setting.
EDGE-453	The SIP external encrypted transport setting changes from TLS to TCP after upgrading the system software.

Known Issues

The following table lists known issues in the version 2.0.4 release of the RealPresence Access Director system.

Category	Issue ID	Description	Workaround
Security	EDGE-41	The RealPresence Access Director system uses the same flow token to different endpoints in UDP REGISTER message, leading to failed performance test.	Use TCP instead of UDP.
Browser	EDGE-212	Two Internet Explorer 9 users unable to edit network settings screen.	Internet Explorer 9 issue, no workaround at this time.
Certificates	EDGE-267	The CA certificate isn't displayed when a certificate chain is installed.	

Category	Issue ID	Description	Workaround
User Interface	EDGE-344	Vladivostok time zone is not UTC+10:00.	Linux OS issue, no workaround at this time.
User Interface	EDGE-351	The lan-cfg.txt file cannot be seen with the USB Network Utility.	
Syslog	EDGE-357	There is no limitation for the number of remote syslog servers that can be configured in the user interface. The maximum should be two servers.	
User Interface	EDGE-358	Polycom's former logo appears during installation of the RealPresence Access Director system.	

Where to Get the Latest Information

To view the latest Polycom RealPresence Access Director system product documentation, visit the Support page of the Polycom website at <http://support.polycom.com>

Polycom RealPresence Access Director System End-User License Agreement

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