Polycom® RealPresence® Web Suite

Contents

What's New in Release 2.0.2

Polycom announces the release of Polycom® RealPresence® Web Suite, the next-generation online collaboration solution that replaces Polycom® RealPresence® CloudAXIS® Suite.

RealPresence Web Suite enables users to experience online video conference meetings and feature-rich content sharing capabilities with their web browser. Polycom offers two licensing options for this release: RealPresence Web Suite and RealPresence Web Suite Pro. See the Feature Enhancements section for major updates to the RealPresence Web Suite software.

This release requires a complete installation of the RealPresence Web Suite software for both the RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal. See the *Polycom RealPresence Web Suite Getting Started Guide* for instructions on installing the new version of the software and the *Polycom RealPresence Web Suite Administrator Guide* for information on upgrading and migrating settings from your previous installation.

> **Note: Get the latest product information from Polycom Support**
>
> To view the latest Polycom product documentation, visit the Polycom RealPresence Web Suite Support page on Polycom Support.

Feature Enhancements

The RealPresence Web Suite 2.0.2 release is a maintenance release that fixes several customer escalation issues.

The following issues are fixed in this release:

● Black screen or dropped connection when sharing content with the Standards Connector

● Restarting of the RealPresence Web Suite Experience Portal due to a memory leak, which affected licensing of the portal

● Browser issues

➢ Camera and microphone not detected when using Safari under MacOS 10.11 (El Capitan)

➢ The RealPresence Web Suite Plugin reports Internet Explorer 11 as unsupported

➢ Firefox and Internet Explorer 11 browsers do not show the Content button or allow screen share in content-only mode

● Toggling the microphone button on to mute the microphone on the audio/video settings screen before connecting to the call does not mute the mic

● Connectivity issues

➢ Unable to join a meeting from a phone running Android 5.1/5.1.1

➢ There is a long delay in auto toggling the Guest button on the RealPresence Web Suite Experience Portal when **Default Login Method** is set to **Guest**

> ➢ Calling a VMR from an internal instance of the RealPresence Web Suite Experience Portal makes a tunnel call instead of directly using SIP

Polycom® RealPresence Clariti™ Support

RealPresence Web Suite 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 product.

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 RealPresence Web Suite.

Release History

This following table shows the release history of RealPresence Web Suite.

Release History

Release	Release Date	Features
2.0.2	February 2016	Maintenance release that fixes customer escalation issues
		Support for Polycom RealPresence Clariti
2.0.1	September 2015	Maintenance release that enables SVC meetings with Google Chrome
2.0.0	August 2015	First release of software to support Enhanced Content Sharing and WebRTC implementation

Solution Requirements

Using the RealPresence Web Suite Services and Experience Portals requires meeting the software, browser, server, and hardware requirements outlined in this section.

The following hardware and software requirements were determined based on test scenarios. The quality of video transmission and content-sharing on your system may vary based on how various equipment—including firewalls, routers, proxy servers, load balancers, WAN accelerators, and others—is configured on your network.

Operating System Requirements

The following software requirements must be met to use the RealPresence Web Suite Services and Experience Portals in Polycom RealPresence Web Suite.

Operating System Requirements

System Type	Description
Microsoft® Windows® 32-bit and 64-bit systems	Windows 7 Windows 8 Windows 8.1 Windows 10
Mac®	Mac OS X® 10.7.5 or higher
iOS	iOS for use with iPad and iPhone. (iOS is a trademark or registered trademark of Apple Inc. in the U.S. and other countries and is used under license.) Check RealPresence Mobile documentation for information on compatibility with version 3.3 or later.
Other	Android™ Check RealPresence Mobile documentation for information on compatibility with version 3.3 or later.

Client Software Components

Installing the following software component onto end-users' computers enables full functionality of RealPresence Web Suite.

Required Client-Side Software Components

Component	Description
RealPresence Web Suite client plug-in	Required for web browser-based SIP audio/video services; enabled via the RealPresence Web Suite Experience Portal. Download this plug-in by accessing the RealPresence Web Suite Experience Portal using a supported device.

Browser Requirements

The browser requirements for RealPresence Web Suite are listed in the following table. Polycom supports only production versions of web browsers; beta or development versions are not supported for use with RealPresence Web Suite products.

Browser Requirements

Browser	Description
Microsoft Internet Explorer®[1]	9.0 or higher for RealPresence Web Suite 10.0 or higher for RealPresence Web Suite Pro (enhanced content)
Mozilla Firefox®	31.0 or higher (32-bit only)
Google Chrome™	35.0 or higher
Apple® Safari®	6.1.6 or higher

[1]Microsoft no longer supports Internet Explorer versions lower than Internet Explorer 11. In the next feature release, RealPresence Web Suite will support only Internet Explorer 11.

Mozilla Firefox Browser Limitations

Due to issues with Firefox support for WebRTC and lack of feature parity, RealPresence Web Suite Pro is configured by default to require Firefox browsers to use the meeting plug-in, but this can be changed. Because of the limitations in Firefox, however, we recommend selecting this option only for testing or evaluation purposes. For more information, see the *Polycom RealPresence Web Suite Administrator Guide* on Polycom Support.

When installing the RealPresence Web Suite Plug-in on Firefox, you should click **Allow and Remember** to install the plug-in.

In December 2015, Mozilla introduced a 64-bit edition of Firefox for Windows. This 64-bit version is not supported in RealPresence Web Suite 2.0.2. The 32-bit edition of Firefox for Windows remains available from Mozilla and is fully supported by RealPresence Web Suite.

Microsoft Browser Limitations

The Microsoft Edge browser included with Windows 10 is not supported in RealPresence Web Suite 2.0.2. Internet Explorer 11 remains available on Windows 10 and is fully supported by RealPresence Web Suite.

Server Requirements

The recommended server requirements for RealPresence Web Suite are based on the type of licensing you have deployed in your system.

RealPresence Web Suite

RealPresence Web Suite requires two virtual machine (VM) instances, one for the RealPresence Web Suite Experience Portal and one for the RealPresence Web Suite Services Portal. Each instance must meet the requirements in the following tables.

Server Components per VM Instance for RealPresence Web Suite Experience Portal

Component	Deployment Settings
CPU	5000 MHz allocation
Cores	2 virtual cores
Memory	8 GB
Storage	100 GB
Performance	1200 concurrent sessions

Server Components per VM Instance for RealPresence Web Suite Services Portal

Component	Deployment Settings
CPU	4000 MHz allocation
Cores	8 virtual cores
Memory	8 GB
Storage	100 GB
Performance	1000 concurrent host logins

RealPresence Web Suite Pro

RealPresence Web Suite Pro requires three or more VM instances, one for the RealPresence Web Suite Experience Portal, one for the RealPresence Web Suite Services Portal, and one or more for the Standards Connector server(s). Each instance must meet the requirements in the following tables.

Server Components per VM Instance for RealPresence Web Suite Pro Experience Portal

Component	Deployment Settings
CPU	20,000 MHz allocation
Cores	8 virtual cores
Memory	16 GB
Storage	100 GB
Performance	1200 concurrent sessions

Server Components per VM Instance for RealPresence Web Suite Pro Services Portal

Component	Deployment Settings
CPU	4000 MHz allocation
Cores	8 virtual cores
Memory	8 GB
Storage	100 GB
Performance	1000 concurrent host logins

Server Components per VM Instance for RealPresence Web Suite Pro Standards Connector

Component	Deployment Settings
CPU	10,000 MHz allocation
Cores	4 virtual cores
Memory	8 GB
Storage	100 GB
Performance	10 connector sessions

Other System Requirements

The requirements needed to enable the RealPresence Web Suite Services and Experience Portals in Polycom RealPresence Web Suite are listed in the following table.

Other System Requirements

Requirement	Description
Polycom® RealPresence® Platform	Polycom RealPresence Web Suite requires RealPresence Platform components such as Polycom® RealPresence® Collaboration Server (RMX or Virtual Edition), Polycom® RealPresence® DMA® 7000, and Polycom® RealPresence® Access Director™ to function. RealPresence Collaboration Server, Virtual Edition is required for RealPresence Web Suite Pro deployments for WebRTC mesh-to-bridge call escalations.
.OVA Files	Latest RealPresence Web Suite Experience Portal .OVA file downloaded to your local machine from Polycom Support.
	Latest RealPresence Web Suite Services Portal .OVA file downloaded to your local machine from Polycom Support.
.VHD Files	Latest RealPresence Web Suite Experience Portal .VHD file downloaded to your local machine from Polycom Support.
	Latest RealPresence Web Suite Services Portal .VHD file downloaded to your local machine from Polycom Support.
One or more ESXi hosts	Required for VMware deployment.
	Version 5.0 or higher, supporting 64-bit installations.
	Using a vSphere client, you must be able to access and administer your VMware ESXi hosts either directly or from a vCenter controlling the hosts.
VMware vSphere vCenter controller	Optional
Microsoft Hyper-Visor Server	Required for Hyper-V deployment.
	Microsoft 2012 R2 Standard Edition with Hyper-V Role enabled.
Dynamic Host Configuration Protocol (DHCP)	Allows the portals to obtain their IP addresses.
LDAP Server	Optional. Enables authentication for enterprise users with their network credentials. The RealPresence Web Suite Services Portal currently supports integration with only Microsoft Active Directory.
	This feature also enables administrators to import users from an enterprise LDAP server. The administrator can edit user roles or set user status as inactive for imported users.
	For information on user roles and on changing imported user accounts, see the *Polycom RealPresence Web Suite Administrator Guide*.
SMTP Server	Enables the RealPresence Web Suite Services Portal to deliver e-mail meeting invites and other notifications such as user onboarding.

Requirement	Description
Edge Proxy	If providing access to external guests through a firewall, a functioning firewall/NAT traversal element such as RealPresence Access Director, Virtual Edition or Acme Packet SBC is required, as outlined in the *Polycom RealPresence Web Suite Administrator Guide*. This element requires provisioning to allow SIP guest access and optional H.323 access to your RealPresence DMA and MCUs. RealPresence Access Director 3.1 or higher is required to enable HTTPS tunneling functionality.
HTTP Reverse Proxy	If providing access to external guests through a firewall, an HTTP reverse proxy or a NAT server is required. This element should be provisioned to allow HTTPS and optional web socket access to the RealPresence Web Suite Experience Portal and HTTPS access to the RealPresence Web Suite Services Portal. RealPresence Access Director 3.0 or later can also be used as an HTTP Reverse Proxy for the RealPresence Web Suite Experience Portal.
End User License Agreement (EULA)	Access the Polycom® Software End User License Agreement on Polycom Support.

Installation and Upgrade Notes

For the best experience, Polycom recommends that you install the RealPresence Platform component versions listed in the following table for RealPresence Web Suite and RealPresence Web Suite Pro.

Note: Required RealPresence Platform versions for WebRTC

RealPresence Web Suite Pro with WebRTC requires that the listed RealPresence Platform component versions be installed.

For more information on your RealPresence Web Suite system, refer to the product documentation on Polycom Support.

RealPresence Platform Component Versions for RealPresence Web Suite and RealPresence Web Suite Pro

Product	RealPresence Web Suite	RealPresence Web Suite Pro (Enhanced Content)	RealPresence Web Suite Pro (WebRTC)
Polycom® RealPresence® DMA® 7000	6.3	6.3	6.3.0.1
Polycom® RealPresence® Collaboration Server	8.6 (appliance or virtual edition)	8.6 (appliance or virtual edition)	8.6.2 8.6.3.480[1] (virtual edition only)
Polycom® RealPresence® Access Director™	4.2.1	4.2.1	4.2.1

[1]Collaboration Server version 8.6.3.480 or higher is required for support of Chrome version 48 and higher as a WebRTC client.

Note: Update your system

Polycom recommends that you upgrade all of your Polycom systems with the latest software versions before contacting Polycom support, as compatibility issues may have been addressed by software updates. Refer to the Current Polycom Interoperability Matrix on the Polycom Service Policies site for more information.

RealPresence CloudAXIS Suite to RealPresence Web Suite Migration

When upgrading your deployment from RealPresence CloudAXIS Suite to RealPresence Web Suite, the following conditions apply. For more information on upgrade requirements and migrating your software,

see the *Polycom RealPresence CloudAXIS Suite v1.7.0 to Polycom RealPresence Web Suite v2.0.0 Migration Guide* on Polycom Support.

- Customers with a valid service contract can migrate from RealPresence CloudAXIS Suite to RealPresence Web Suite.

- Customers must first migrate from RealPresence CloudAXIS Suite 1.7.0 to RealPresence Web Suite 2.0.0 or 2.0.1 before upgrading to RealPresence Web Suite 2.0.2.

- All RealPresence CloudAXIS Suite licenses must be converted to RealPresence Web Suite licenses.

- Customers can migrate to RealPresence Web Suite at no cost, but you can upgrade to a RealPresence Web Suite Pro license if preferred.

Skype for Business Compatibility

Skype for Business interoperability is available for RealPresence Web Suite client plug-in-based calls when deploying RealPresence Collaboration Server 8.6 or higher. However, for compatibility with WebRTC calls with Skype for Business, you must deploy RealPresence Collaboration Server 8.6.2.

Products Tested with this Release

RealPresence Web Suite systems are tested extensively with a wide range of products. While the following list is not a complete inventory of compatible equipment, it lists the products that have been specifically tested for compatibility with this release.

Note: Update your system

Polycom recommends that you upgrade all of your Polycom systems with the latest software versions before contacting Polycom support, as compatibility issues may have been addressed by software updates. Refer to the Current Polycom Interoperability Matrix on the Polycom Service Policies site for more information.

For information on required and recommended RealPresence Platform components for RealPresence Web Suite and RealPresence Web Suite Pro, see Installation and Upgrade Notes.

RealPresence Platform Product Versions Tested

Product	RealPresence Web Suite	RealPresence Web Suite Pro with Enhanced Content	RealPresence Web Suite Pro with WebRTC
Polycom® RealPresence® Collaboration Server (RMX®) 1500/2000/4000	8.6 8.5 8.4	8.6 8.5 8.4	N/A
Polycom® RealPresence® Collaboration Server, Virtual Edition	8.6.x 8.5 8.4	8.6.x 8.5 8.4	8.6.2 8.6.1
Polycom® RealPresence® Collaboration Server 800s	8.4	8.4	N/A
Polycom® Capture Server	1.8 1.7 1.6.1	1.8 1.7 1.6.1	1.8
Polycom® RealPresence® DMA® 7000	6.3.1 6.3 6.2 6.1	6.3.1 6.3 6.2 6.1	6.3.1 6.3.0.1
Polycom® RealPresence® Access Director™	4.2.2 4.2.1	4.2.2 4.2.1	4.2.2 4.2.1
Polycom® RealPresence® Platform Director™	3.0.0	3.0.0	3.0.0

Other Product Versions Tested

Product	Tested Versions
Polycom® RealPresence® Group Series systems	4.3 4.2 4.1.3
Polycom® HDX® group video systems	3.1.4 or higher
Polycom® VVX® 500 and VVX 600	UCS 4.0.2 UCS 4.0.3 UCS 4.1.0 UCS 4.1.2 (applies to VVX 600)
Polycom® RealPresence® Desktop	3.4 3.3 3.2
Polycom® Converged Management Application™ (CMA®) applications	6.2.4
Polycom® RealPresence® Mobile	3.3 or later
Polycom® RSS™ 4000	8.5.1
Polycom® SoundPoint® IP 650	4.0.3
Polycom® SoundStation® IP4000	3.1.7
Polycom® Touch Control	4.1.1 or later
Cisco 4505	4.4
Cisco C20	5.1.6
Cisco C90™	5.1.6
Cisco E20	4.1.1
Cisco EX90	5.1.6
Cisco SX20	5.1.6
Cisco VCS	X7.2.1
Tandberg 150 MXP	L6.1
Tandberg 1700 MXP	F9.3.1
Tandberg 6000 MXP	F9.3.1

Product	Tested Versions
Tandberg Edge95 MXP	F9.3.1
Polycom® CX500	4.0.
Polycom® CX600	4.0
Polycom® CX7000	1.2.0
Lync® 2010 client*	4.0
Lync® 2010 server*	4.0
Lync® 2013 server*	5.0
Skype for Business Server 2015 (volume license key installed)*	6.0
Polycom Conference for Microsoft Outlook	1.3.0
Exchange 2010	14.03
Acme Packet Net-Net Enterprise Session Director	6.0.4

System Capabilities and Constraints

The following sections provide information on capabilities supported for RealPresence Web Suite in this release and any restrictions and constraints.

Supported Bandwidths and Video Formats

The RealPresence Web Suite plug-in-based video conferencing client supports the bandwidth, video format, and resolution as outlined in the following tables. Individual system performance and camera capabilities may limit available video formats and resolutions.

> **Note: Bandwidth regulation**
>
> The RealPresence DMA in your Polycom environment sets and regulates bandwidth available for meeting attendees using the RealPresence Web Suite Services and Experience Portals.

Receive Capabilities

The following tables outline the formats supported for received video at different call rates.

H.264 High-Profile Receive Capability

Resolution	Required Call Rate (kbps)	Resolution	Required Call Rate (kbps)
1280x720	512	640x360	384
1024x768 XGA	512	432x240	192
1024x576	512	424x240	96
960x720	512	352x288 CIF	96
800x600 SVGA	448	352x240 SIF	96
864x480	256	320x240 QVGA	96
640x480 VGA	192	320x180	96
704x576 CIF4	192	176x144 QCIF	96
704x480 SIF4	192	128x96 SQCIF	96

H.264 Receive Capability

Resolution	Required Call Rate (kbps)	Resolution	Required Call Rate (kbps)
1280x720	832	704x480 SIF4	256
1024x768	832	432x240	256
1024x576	832	352x288 CIF	96
960x720	832	352x240 SIF	96
800x600	768	320x240 QVGA	96
864x480	384	176x144 QCIF	96
640x480 VGA	256	128x96 SQCIF	96
704x576 CIF4	256		

H.263 Receive Capability

Resolution	Required Call Rate (kbps)	Resolution	Required Call Rate (kbps)
1024x768	1024	352x288 CIF	96
800x600	1024	352x240 SIF	96
640x480 VGA	512	176x144 QCIF	96
704x576 CIF4	1024	128x96 SQCIF	96
704x480 SIF4	1024		

SVC Multipoint Receive Capability

Bit Rate (kbps)	Downlink	Bit Rate (kbps)	Downlink
Number of Remote Participants: Up to 9			
1920	180p30 x 9	512	180p7.5 x 5
1024	180p15 x 4 + 180p7.5 x 5	384	180p15 x 1 + 180p7.5 x 2
768	180p7.5 x 8	256	180p7.5 x 2
Number of Remote Participants: Up to 8			
1920	180p30 x 8	512	180p7.5 x 5
1024	180p15 x 6 + 180p7.5 x 2	384	180p15 x 1 + 180p7.5 x 2

Bit Rate (kbps)	Downlink	Bit Rate (kbps)	Downlink
768	180p7.5 x 8	256	180p7.5 x 2
Number of Remote Participants: Up to 7			
1920	180p30 x 7	512	180p7.5 x 5
1024	180p15 x 7	384	180p15 x 1 + 180p7.5 x 2
768	180p15 x 2 +180p7.5 x 5	256	180p7.5 x 2
Number of Remote Participants: Up to 6			
1920	180p30 x 6	512	180p15 x 5
1024	180p30 x 2 + 180p15 x 4	384	180p15 x 1 + 180p7.5 x 2
768	180p15 x 4 + 180p7.5 x 2	256	180p7.5 x 2
Number of Remote Participants: Up to 5			
1920	180p30 x 5	512	180p7.5 x 5
1024	180p30 x 4 + 180p15 x 1	384	180p15 x 1 + 180p7.5 x 2
768	180p15 x 5	256	180p7.5 x 2
Number of Remote Participants: Up to 4			
1920	360p30 x 4	512	180p7.5 x 4
1024	180p30 x 4	384	180p15 x 1 + 180p7.5 x 2
768	360p15 x 1 + 180p15 x 3	256	180p7.5 x 2
Number of Remote Participants: Up to 3			
1920	360p30 x 3	512	180p15 x 3
1024	360p30 x 2 + 360p15 x 1	384	180p15 x 1 + 180p7.5 x 2
768	180p30 x 3	256	180p7.5 x 2
Number of Remote Participants: Up to 2			
1920	360p30 x 2	512	180p30 x 2
1024	360p30 x 2	384	180p15 x 2
768	360p30 x 1 + 360p15 x 1	256	180p7.5 x 2
Number of Remote Participants: Up to 1			
1920	720p30 x 1	512	360p30 x 1
1024	720p30 x 1	384	360p15 x 1

Bit Rate (kbps)	Downlink	Bit Rate (kbps)	Downlink
768	360p30 x 1	256	360p7.5 x 1

Transmit Capabilities

The following tables outline the formats supported for transmitted video at different call rates.

H.264 High-Profile Transmit Capability

Resolution	Required Call Rate (kbps)	Resolution	Required Call Rate (kbps)
1280x720	832	320x240 QVGA	96
640x480 VGA	384	176x144 QCIF	96
352x288 CIF	96	128x96 SQCIF	96

H.264 Transmit Capability

Resolution	Required Call Rate (kbps)	Resolution	Required Call Rate (kbps)
1280x720	960	320x240 QVGA	96
640x480 VGA	384	176x144 QCIF	96
352x288 CIF	96	128x96 SQCIF	96
352X240 SIF	96		

H.263 Transmit Capability

Resolution	Required Call Rate (kbps)	Resolution	Required Call Rate (kbps)
704X576 CIF4	960	352X240 SIF	128
704X480 SIF4	960	176x144 QCIF	96
640x480 VGA	448	128x96 SQCIF	96
352x288 CIF	128		

SVC Multipoint Transmit Capability

Call Rate (kbps)	Uplink	Call Rate (kbps)	Uplink
1920	180p30 + 360p30 + 720p30	384	180p15 + 270p15
1024	180p30 + 360p15 + 720p15	256	180p30
768	180p30 + 360p30	128	180p7.5
512	180p30 + 360p15		

Firewall Restrictions

Polycom recommends system administrators configure RealPresence Web Suite to operate inside the enterprise firewall, protected by a web reverse proxy, such as one included with Polycom RealPresence Access Director. Implementing a demilitarized zone (DMZ) with the RealPresence Web Suite components between the inner and outer firewall requires additional rules to be added to the internal firewall of the DMZ to enable the RealPresence Web Suite components to communicate with enterprise services, including the Polycom RealPresence DMA system, Active Directory, and Exchange. This configuration is not tested as part of the standard solution deployment and therefore is not supported by Polycom.

System Constraints

The following sections describe the start and restart order for RealPresence Web Suite.

Starting RealPresence Web Suite

When starting RealPresence Web Suite, make sure to start the RealPresence DMA system and RealPresence Web Suite Services Portal before starting the RealPresence Web Suite Experience Portal. If you do not start RealPresence Web Suite in this order, the API that handles feature functionality on the RealPresence Web Suite Experience Portal is impacted.

Restarting RealPresence Web Suite

When restarting the RealPresence DMA system or RealPresence Web Suite Services Portal, make sure to also restart the RealPresence Web Suite Experience Portal afterwards. If you restart the RealPresence DMA system or RealPresence Web Suite Services Portal without restarting the Real Presence Web Suite Experience Portal afterwards, the API that handles feature functionality on the portal is impacted.

Virtual Edition Host Server Hardware Profile

For information on minimum VM host deployment settings for RealPresence Web Suite instances, see Server Requirements.

Because of differences in hardware and virtual machine environments, the performance information is provided for guidance purposes and does not represent a guarantee of any kind by Polycom.

Resolved Issues

The following table lists the resolved issues in RealPresence Web Suite and other software in this release.

Resolved RealPresence Web Suite Issues

Category	Issue No.	Description
Browser	CAXIS-11671 IE-2581	When using Safari 9 under Mac OS X 10.11 (El Capitan), RealPresence Web Suite is unable to detect the computer's camera and microphone and cannot place audio and video calls.
Browser	IE-2487	The RealPresence Web Suite plug-in reports Internet Explorer 11 as unsupported.
Browser	IE-2519	Non-Chrome browsers do not show the Content button or allow screen share in content-only mode.
Functionality	CAXIS-11857	Standard Connector: Connector continuously dropped from the conference. As a result, content on the legacy endpoint appears and disappears.
Functionality	CAXIS-12247	Black screen with content sharing from Standards Connector in certain scenarios.
Functionality	CAXIS-12476	LDAP Forest Root Domain configuration field is validated improperly in the RealPresence Web Suite Services Portal GUI.
Functionality	IE-2505	Calling a VMR from an internal instance of the RealPresence Web Suite Experience Portal makes a tunnel call instead of directly using SIP.
Interoperability	IE-2760	Unable to detect/make call between mobile phone with Android version 5.1/5.1.1 and RealPresence Web Suite (upgraded version of RealPresence CloudAXIS Suite).
Licensing	IE-2688	RealPresence Web Suite licenses are showing "0" and are unable to access the server
Licensing	IE-2692	RealPresence Web Suite Experience Portal (MEA) licenses became deactivated preventing calls from completing successfully.
Licensing	IE-2727	Problem licensing the RealPresence Web Suite Experience Portal (MEA) in some scenarios when upgrading to RealPresence Web Suite 2.0.1.
User Experience	IE-2527	There is a large delay in auto toggling the Guest button on RealPresence Web Suite Experience Portal 2.0.1 when "Default Login Method" is set to "Guest". This occurs in some environments, but not others.
User Experience	IE-2619	Selecting "Mute" on the media initialization page (before connecting the call) does not mute the participant. Muting once the call has connected does properly mute.

Known Issues

This section lists known issues and limitations for the RealPresence Web Suite Services Portal, RealPresence Web Suite Experience Portal, and other software issues and workarounds (if available) for this and earlier releases.

Known RealPresence Web Suite Services Portal and Experience Portal Issues

Category	Issue No.	Release	Description	Workaround
Audio	CAXIS-10670	2.0.0	Occasionally when users with multiple speaker options test the options before selecting a speaker, the test will not sound in the selected speaker.	No workaround in this release.
Browser	CAXIS-9662	2.0.0	Using Internet Explorer 11 to view the screen share during a meeting will cause memory consumption buildup over time on the device.	No workaround in this release.
Browser	CAXIS-9806	2.0.0	When a user attempts to join a meeting without enabling audio and video on a non-Chrome browser, the required plug-in to share content does not prompt for installation.	Users must join a meeting with audio and video to be able to share their screen on non-Chrome browsers.
Browser	CAXIS-10715	2.0.0	When sharing content in Firefox in Windows 8, double-clicking the video thumbnails does not maximize them.	Use a different browser.
Browser	CAXIS-10955	2.0.0	Occasionally when trying to connect to a meeting in Chrome with the PAC file configured for proxy, the user is not able to join the call.	Either disable the PAC file configuration on Chrome or use the PAC file configuration on another supported browser.
Browser	CAXIS-11076	2.0.0	When joining a call using WebRTC, the browser may become stuck on the "Joining the meeting. Please wait." screen.	Refresh your browser and attempt to rejoin the call.
Browser	CAXIS-12825	2.0.2	When connecting to a plug-in meeting using Chrome, in some cases when a user enters a meeting, the video layout does not display properly and the user is disconnected.	Refresh your browser and attempt to rejoin the call.
Certificates	CAXIS-9280	1.7.0	The SAN field cannot be entered as part of the certificate signing requests initiated from the RealPresence Web Suite Experience Portal.	No workaround in this release.

Category	Issue No.	Release	Description	Workaround
Functionality	CAXIS-5990	1.4.0	When setting up a new tunnel Access Point type, the Access Proxy port is in use. A non-default port must be manually assigned to the address on the RealPresence Access Director.	Add the port to access points in the format *<IP/FQDN>:<Port Number>* in DialString.
Functionality	CAXIS-10046	2.0.0	For meetings that require a chairperson (the RealPresence DMA setting "Conference requires Chairperson" is enabled), attendees can still participate in roster, chat, and enhanced content sharing even before a chairperson has joined the call.	No workaround in this release.
Functionality	CAXIS-10287	2.0.0	Participants with the Promote option selected can only exercise promote/demote functions on the roster only if full roster control is enabled for participants in the RealPresence Web Suite admin console.	No workaround in this release.
Functionality	CAXIS-10940	2.0.0	When uploading a PowerPoint document for content share, the converted file may be missing some graphical elements.	When sharing an animated PowerPoint document, use screen share instead of content share.
Interoperability	CAXIS-8923	1.7.0	When using a Windows-based tablet, such as a Microsoft Surface Pro, the meeting layout does not adjust when shifting from the landscape orientation to the portrait orientation.	Return the tablet to the landscape orientation.
Interoperability	CAXIS-8980	1.7.0	When using the Samsung browser in certain Samsung phones, if you view the RealPresence Web Suite Experience Portal in landscape orientation and rotate the phone to portrait orientation, the page may not fully adjust properly to fit on the screen.	Rotate the phone back to landscape orientation.
Interoperability	CAXIS-10342	2.0.0	Users who connect to a meeting using RealPresence Mobile cannot choose between roster-only and audio/video mode because the connection redirects immediately to the App Launch page.	RealPresence Mobile has roster capabilities, so roster usage is not impacted if the user connects with RealPresence Mobile.

Category	Issue No.	Release	Description	Workaround
Interoperability	PD-834	2.0.0	When licensing RealPresence Web Suite, RealPresence Web Suite does not receive the FNE server connection details when deployed in RealPresence Platform Director 2.0. RealPresence Web Suite moved to standalone mode even though the instance is created in RealPresence Platform Director.	Restart the RealPresence Web Suite instance deployed from RealPresence Platform Director to get the FNE server connection details and check the license status.
Performance	CAXIS-12764	2.0.2	If many attempts are made to join meetings using invalid VMRs, there may be an impact on the RealPresence Web Suite Experience Portal server memory.	Reboot your RealPresence Web Suite Experience Portal server.
Software Update	CAXIS-10557	2.0.0	Secure LDAP settings do not get migrated when migrating from RealPresence CloudAXIS Suite 1.7.0 to RealPresence Web Suite 2.0.0.	Configure LDAP again after migration.
User Experience	CAXIS-205	1.0.0	An appropriate error message is not displayed when the RealPresence Web Suite Experience Portal server is unable to perform API communication with the RealPresence Web Suite Services Portal server.	View logs from the RealPresence Web Suite Experience Portal administrator's tool.
User Experience	CAXIS-7390	1.6.1	In rare cases, when you attempt to disconnect from a RealPresence Web Suite meeting on a Mac, the RealPresence Web Suite Experience Portal may not fully disconnect. The following are indications that this has happened: • A spinning rainbow cursor displays and does not go away. • The "Yes" button on the "Would you like to leave the meeting?" displays grey and you cannot select it. • The dialog remains open. • The camera in-use light remains on.	Restart your web browser or end the RealPresence Web Suite plug-in process in the Activity Monitor application found in /Applications/Utilities.
User Experience	CAXIS-8434	1.7.0	When six or more attendees are in an SVC-only meeting, some video may appear blurred.	No workaround in this release.

Category	Issue No.	Release	Description	Workaround
User Experience	CAXIS-8740	1.7.0	In some situations, refreshing the browser while in a call may display an unexpected page.	Close the browser and reconnect to the call. If this does not recover your page, you may need to clear the browser cache. Refer to your browser's help instructions for information on clearing the cache.
User Experience	CAXIS-8858	2.0.0	When drawing a large shape on the whiteboard that overlaps or encloses a number of other small shapes, if the larger shape is selected and it appears that the smaller shapes are also selected when they are not.	No workaround in this release.
User Experience	CAXIS-8871	2.0.0	When sharing a large-sized image on a monitor set to a high resolution, the size of the content pointer appears small.	Increase your monitor resolution or reduce the image size and reupload the image.
User Experience	CAXIS-8997	2.0.0	Application sharing does not list Windows 8 default applications to preview PDF and PowerPoint files.	Use the screen sharing feature to bring the needed application to the foreground.
User Experience	CAXIS-9102	1.7.0	If a chairperson uses the roster to promote a guest to chairperson just as they are joining the meeting, the guest will instead be disconnected from the meeting.	The chairperson should wait until the guest is fully connected with audio and video before promoting them.
User Experience	CAXIS-9202	2.0.0	If a participant attempts to upload a password-protected PDF file for content sharing, the upload fails and is shown as "Document not found."	Remove the password protection from the PDF file and reupload.
User Experience	CAXIS-9292	2.0.0	If sharing multiple documents in a meeting and the first document is larger in size than the stage area due to monitor resolution, the document will not display on the stage.	Increase your monitor resolution or delete the document and put it further in the document queue.

Category	Issue No.	Release	Description	Workaround
User Experience	CAXIS-9823 CAXIS-10746	2.0.0	When operating as an AVC video client, a RealPresence Web Suite user may receive far-end content both as enhanced content (displayed separately from people video, with additional controls) and as legacy content (displayed as people video along with other people video, potentially at a reduced resolution).	Do one of the following: • Enable SVC in the applicable conference template settings to allow RealPresence Web Suite clients to use SVC video rather than AVC. • Disable **Send content to legacy endpoints** under **Content Video Settings** in the RealPresence DMA conference template. This workaround may impact the ability of legitimate legacy endpoints from being able to view content. **Limitation**: If **Multiple Content Resolutions** is also enabled, this workaround has no effect and will not eliminate the redundant content.
User Experience	CAXIS-10681	2.0.0	If a user joins a meeting with a low bandwidth or slow connection and there is a screen share in progress displaying rapidly changing content (such as a video), the user may experience delay in content replay and meeting functions such as chat and roster control.	No workaround in this release.
User Experience	CAXIS-10730	2.0.0	Occasionally when refreshing the Today calendar page on the RealPresence Web Suite Services Portal, a blank screen displays instead of the meeting schedule.	Log out and log back into the RealPresence Web Suite Services Portal and click Today on the calendar page without refreshing.
User Experience	CAXIS-10770	2.0.0	When user connects a USB headset while in a meeting, the user must refresh the page or refresh the browser to use it in the meeting.	No workaround in this release.
User Experience	CAXIS-10850	2.0.0	If a participant uploads a document for content share in the RealPresence Web Suite Services Portal after a meeting is scheduled, the document will display in the meeting with the Chairperson's information.	Upload the document in the meeting once it has started.

Category	Issue No.	Release	Description	Workaround
User Experience	CAXIS-12375	2.0.2	Occasionally a user on the RealPresence Web Suite Experience Portal may get disconnected from the meeting. It can happen during joining the call or while the user is already in an active meeting. The portal does not automatically dial back.	Rejoin the meeting from the Join Meeting page or by clicking the URL.
User Interface	CAXIS-7991	1.7.0	If a user attempts to join a meeting before the plug-in installation is complete, the user's name displays in the Roster twice with "_web" added to the end of one of the entries.	No workaround in this release. This issue should not affect the conference functionality.
User Interface	CAXIS-8727	2.0.0	When a shared application's window is maximized, the blue border indicating that the application is selected does not appear.	No workaround in this release.
User Interface	CAXIS-9013	1.7.0	The administrator interface freezes on the loading screen and displays a white screen in Mozilla Firefox when self-signed certificates are uploaded to the RealPresence Web Suite Experience Portal.	Do one of the following: • Use Google Chrome or Internet Explorer to access the administrator interface. • Use Google Chrome or Internet Explorer to upload a valid certificate in the administrator interface.
User Interface	CAXIS-9081	1.7.0	Occasionally the admin UI will freeze on loading and display a white screen in Firefox.	Access the admin UI through one of the other supported browsers.
User Interface	CAXIS-9360	1.7.0	In some instances, the browser page that a RealPresence Web Suite meeting is presented in may stop responding to mouse clicks.	Refresh the browser and rejoin the meeting.
User Interface	CAXIS-9691	2.0.0	The display numbering for screen share is wrong if a user has multiple monitors. The user sees DISPLAY 1 and DISPLAY 3 instead of DISPLAY 1 and DISPLAY 2.	Look at the display preview to select the correct display for sharing.
User Interface	CAXIS-9787	2.0.0	It is possible in the RealPresence Web Suite Experience Portal admin console to enable enhanced content even if the required RealPresence Web Suite Pro license has not been implemented.	No workaround in this release. Enabling this setting will not enable enhanced content unless the appropriate license is provided.
Video	CAXIS-5571	1.4.0	In some environments, video may be delayed or frozen on calls made from outside the enterprise network through an HTTPS tunnel.	Try the call again with a higher bandwidth connection.

Category	Issue No.	Release	Description	Workaround
Video	CAXIS-10369	2.0.0	"When using an HD camera on an iMac or Mac system with retina display and connecting to a meeting with Chrome, your video may appear in slow motion.	No workaround in this release.
Video	CAXIS-10859	2.0.0	Occasionally, a guest user's camera will remain active on screen after the chairperson has ended the call for all attendees.	After the meeting has ended for all, close out of the meeting.
Video	CAXIS-12786	2.0.2	No video is shown (black video only) occasionally while in an SVC call.	No workaround in this release.

Limitations

This section lists the limitations for the RealPresence Web Suite Services Portal, RealPresence Web Suite Experience Portal, and other software limitations and workarounds (if available) in this and earlier releases.

RealPresence Web Suite Services Portal and Experience Portal Limitations

Category	Issue No.	Release	Description	Workaround
Browser	CAXIS-9657	2.0.0	If a user shares the full screen using Chrome on a monitor that is larger than 32" with 4K resolution, the browser crashes.	Share the application instead of the full screen.
Browser	CAXIS-9755	2.0.0	The specific browser instance that is running RealPresence Web Suite cannot be shared as an app during screen share on Chrome.	Share the complete screen instead of the application.
Browser	CAXIS-10418	2.0.0	If hardware acceleration is not enabled in Chrome, you may not receive the main video in a meeting and your self view will not display.	Configure Chrome to "Use H/W Acceleration when available" within the Chrome browser settings and restart the browser.
Browser	CAXIS-10503	2.0.0	If a user starts or joins a call in Chrome incognito mode, the Polycom Chrome extension cannot be added from the Chrome web store.	Relaunch your meeting in a window that does not have incognito mode enabled. You can also enable the app by using developer mode to work in incognito mode.

Category	Issue No.	Release	Description	Workaround
Browser	CAXIS-12838	2.0.0	When using Enhanced Content screen sharing in Chrome to display a presentation in PowerPoint Slide Show mode, far-end participants still see the PowerPoint application window with editing tools instead of the full-screen slide view, and the slides won't advance.	Do one of the following: • Enter Slide Show mode in PowerPoint first and then start sharing the PowerPoint application window in Chrome. • Select the screen share option to share the entire screen rather than the PowerPoint application window. • Use a browser other than Chrome.
Certificates	CAXIS-7027	1.5.0	The RealPresence Web Suite Experience Portal admin UI does not import the private key from CSR and the settings.json file shows the certificate in a pending state.	1. Generate the CSR in the Experience Portal. 2. Create the server and CA certificate from CA and upload into the Certificates section for client portals, then restart. 3. Export the settings.json file from the Experience Portal. 4. Copy out the private key from the settings.json file. 5. Paste into a text editor like Notepad ++, removing any extra space or line characters (eg /r or /n). 6. Save the key. 7. Upload the Certificate, CA certs, and newly created key file into the Experience Portal Admin UI certificate section. 8. Restart the services. 9. Verify that the Experience Portal Admin UI now shows trusted certificates.
Certificates	CAXIS-9280	1.7.0 2.0.0	The SAN field cannot be entered as part of the certificate signing requests initiated from the RealPresence Web Suite Experience Portal.	No workaround in this release.

Category	Issue No.	Release	Description	Workaround
Connectivity	CAXIS-8348	1.7.0	If a conference is configured to require encryption and a participant can't establish encryption, the call disconnects without providing this information to the user.	No workaround in this release.
Functionality	CAXIS-7885	1.6.1	The direct access probe feature is not available when running the RealPresence Web Suite client on Mac systems. On a Mac system, the RealPresence Web Suite client always attempts to use a forwarding web proxy, if one is configured on the local system and/or browser.	No workaround in this release.
Functionality	CAXIS-8003	1.6.1	In some restrictive environments with a forwarding web proxy that requires authentication, calls can fail when accessing RealPresence Web Suite from a Mac.	Add the username and password for the web proxy to the Mac proxy settings (even if the Mac is joined in an Active Directory domain). Or, connect using VPN.
Interoperability	CAXIS-8815	1.7.0	If you create a Continuous Presence-only conference call on Polycom RealPresence Collaboration Server (RMX) 4000, 2000, and 800s, version 8.1, with default content settings (**Content Settings: HiResGraphics** and **Content Protocol: H.264 HD**), RealPresence Web Suite cannot send or receive content if the call rate is set to 384 kbps or below.	Set the call rate on RealPresence Web Suite to above 384 kbps. Or, change the RealPresence Collaboration Server (RMX) **Content Settings** to **Graphics** and the **Content Protocol** to **H.263 and H.264 Auto Selection**.
User Experience	CAXIS-1529	1.3.2	The Host, the initiator of the meeting, can be dropped by a Presenter.	If a presenter switches his or her role to participant, another presenter must switch the role back to presenter before the user can rejoin the meeting.
User Experience	CAXIS-6802	1.5.0	Quality of RealPresence Web Suite Experience Portal meeting session is degraded when performing network-intensive tasks (for example, large file downloads) during a meeting.	While participating in RealPresence Web Suite Experience Portal meetings, avoid performing tasks that require a lot of network bandwidth.
Video	CAXIS-12781	2.0.2	In Google Chrome for Windows, if webGL is supported but the canvas value in chrome://gpu is **software only**, then the user will not see video.	No workaround in this release. Restarting your browser may resolve this issue.

Other Limitations

Category	Description	Workaround
Functionality	Application share has been disabled in Google Chrome due to problems with sharing open applications.	Use another browser to share enhanced content.
Functionality	When trying to install the plug-in on a Mac, occasionally the system will time out and the plug-in does not install. This is a known issue with Mac systems.	You can do one of the following to install the plug-in: • If the plug-in installer hangs and does not respond, stop the installer process and reinstall the plug-in. • Reboot the Mac system. This will indirectly stop the install process and bring the system back to a good install state. • Use a system cleaner to clean up the Mac system and reattempt the install.
Video	Under some circumstances, the video bridge may truncate the top and bottom rows of windows in a displayed multipoint video conference. This can occur when the video bridge is required to send a 4:3 conference mix in a 16:9 video stream.	For more information on the behavior and configuration of the video bridge, go to the Collaboration and Conferencing Platforms Support page on Polycom Support.
Video Resolution	RealPresence Web Suite does not support the Motion setting (60fps) on RealPresence Collaboration Server (RMX). Users will see video delays if this setting is enabled.	Do not enable the Motion setting (60fps) on RealPresence Collaboration Server (RMX).
User Experience	During WebRTC conferences connecting with Chrome, some first-time participants see a blank screen instead of their video feed after clicking "Allow" to access the camera and mic. This is a known issue with the Chrome browser.	To work around this issue either: • Choose another camera from the drop down menu if one is available. • Restart the Chrome browser.

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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