



Version **8.2** | October 2013 | 3725-74602-003

Polycom® RealPresence® Collaboration Server 800s Release Notes



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This software has not achieved UC APL certification.

This document provides the latest information for security-conscious users running Version 8.1 software. The information in this document is not intended to imply that DoD or DISA certifies Polycom RMX systems.

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The EULA for your version is available on the Polycom Support page for the Polycom® RealPresence® Collaboration Server 800s system.

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Version 8.2 - Interoperability Table

Devices

The following table lists the devices with which 8.2 was tested:

Table 1 Version 8.2 Device Interoperability Table

| Device | Version |
|---|---|
| Gatekeepers/Proxies | |
| Polycom® CMA* Gatekeeper | 6.2.0 |
| Polycom® RealPresence® Resource Manager (XMA)** | 8.0.1 |
| Cisco (Tandberg) Gatekeeper | N6.3 |
| Microsoft Lync Server | Microsoft Lync Server 2010- 4.0.7577.216 (CU8) |
| Microsoft Lync Server W15 | Microsoft Lync Server 2013- 5.0.8308.0 |
| Polycom® RealPresence® Access Director™ (RPAD) | 3.0 |
| Polycom® PathNavigator | 7.0.14 |
| Polycom RMX Gateway | 8.2 |
| Polycom SE200 | 3.00.07 |
| Cisco (Tandberg) VCS | X7.2.2 |
| Recorder | |
| Polycom® RSS 4000 | 8.5.1.0-37259 |
| MCUs, Call Managers Network Devices and Add ins | |
| Polycom® RealPresence® Distributed Media Application (DMA) system | 6.0.2.1 |
| Polycom® RealPresence® Collaboration Server (RMX) | 8.2 |
| Acme Packets SBC | ACME Net-Net 3800 Firmware SCX6.4.0 MR-3 GA (Build 298) |
| Polycom Conferencing Add in for Microsoft Outlook | Polycom Conferencing for Outlook (PCO) 1.4.0 |

Table 1 Version 8.2 Device Interoperability Table (Continued)

| Device | Version |
|---------------------------------------|---|
| IBM WebSphere Application Server | 7.0.0.15 (Network Deployment) plus required WebSphere iFixes. |
| Siemens Server | V7.00.01.ALL.07_PS0030.E06 |
| Cisco (Tandberg) Codian 4505 MCU | 4.4(3.49) |
| Endpoints | |
| Polycom HDX Family | 3.1.2-35267 |
| RealPresence Group Series software | 4.1.1 |
| Polycom® VSX and V-Series Family | 9.0.6.2 |
| Polycom® Viewstation Family | 7.5.4 or higher |
| Polycom® Viewstation FX/EX | 6.0.5 or higher |
| Polycom® CMA Desktop* | 5.2.x |
| Polycom® CMA Desktop for MAC* | 5.2.3 |
| Polycom® QDX6000 | 4.0.3 |
| Polycom® Real Presence® Mobile - iOS | 3.0 |
| RealPresence® Mobile - Android | 3.0 |
| RealPresence® Desktop for Windows | 3.0 |
| Polycom® m100 | 1.0.6 |
| Polycom® VVX1500 | 4.0.2 |
| Polycom VVX500 | 4.1.5 |
| Polycom VVX600 | 4.1.5 |
| SoundPointIP 650 | 4.0.4 |
| Polycom Sound Point 601 SIP | 3.1.7 |
| Polycom PVX | 8.0.16 |
| Polycom iPower 9000 | 6.2.x |
| Polycom SoundStation IP4000 SIP | 3.1.7 |
| Polycom SoundStation IP7000 | 4.0.4 |
| Polycom HDX Touch Controller | 1.8 |
| Polycom Group Series Touch Controller | 4.1.1.1 |

Table 1 Version 8.2 Device Interoperability Table (Continued)

| Device | Version |
|----------------------------------|------------------------------------|
| Avaya Voice Phone ¹ | S3.171b |
| Avaya one-X Communicator | 6.1.8.06-SP8-40314 |
| Avaya 1000 series endpoint | 4.8.3 |
| Avaya Flare Desktop | 1.1.3.14 |
| Avaya ADVD | 1_1_2_020002 |
| Avaya Flare Mobile (iOS) | 1.1.1.0 |
| LifeSize 200 | 4.7.22(3) |
| LifeSize Room and Express | 4.7.22(3) |
| LifeSize Desktop Client | 2.0.2.191 |
| LifeSize Express 220 | 4.11.13(1) |
| LifeSize Team 220 | 4.11.13(1) |
| LifeSize Passport | 4.11.13(1) |
| LifeSize SoftPhone | 8.1.12 |
| Cisco (Tandberg) EX90 | 6.2 |
| Cisco (Tandberg) C Series | 6.2 |
| Cisco E20 | 4.1.2 |
| Radvision SCOPIA XT1000 endpoint | 2.5.416 |
| Radvision Scopia XT5000 | 3.1.1.37 |
| Sony PCS –1 | 3.42 |
| Sony PCS –G50 | 2.72 |
| Sony PCS –TL50 | 2.42 |
| Sony PCS-G90 | 2.22 |
| Sony PCS-XG80 | 2.37 |
| Tandberg 1700 MXP | F9.3.1 |
| Tandberg Edge95 MXP | F9.3.1 |
| CSS Server | 1.1.1 |
| CSS Addon client | 1.1.1 |
| Microsoft Lync 2013 client | Lync 2013 client 15.0.4517.1504 |
| Microsoft Lync 2010 client | Lync 2010 client 4.0.7577.4392 |

Table 1 Version 8.2 Device Interoperability Table (Continued)

| Device | Version |
|---------------------------------|--------------|
| Siemens Client | V7R1.17.0 |
| Siemens OpenStage Desktop Voice | V3R1 43 |
| IBM DB2 Database Server | 9.7 |
| IBM Domino® Enterprise Server | V8.5.2 |
| IBM Notes client | V8.5.2 |
| IBM Sametime Media Manager | V8.5.2 IFR 1 |
| IBM Sametime System Console | V8.5.2 IFR 1 |
| IBM Sametime Community Server | V8.5.2 IFR 1 |
| IBM Sametime Proxy Server | V8.5.2 IFR 1 |
| IBM Sametime Meeting Server | V8.5.2 IFR 1 |

* RealPresence Collaboration Server 800 registration to the CMA Gatekeeper is supported. Bridge information (management & monitoring) and scheduling are not supported.

** RealPresence® Resource Manager (XMA) can schedule calls through the DMA. Reservations are not supported. Wave 7 version of RealPresence® Resource Manager (XMA) does not support management, monitoring and scheduling of conferences on the Collaboration Server 800s that are directly managed by RealPresence® Resource Manager (XMA).

*** Lync 2013 is not supported.

RealPresence Collaboration Server 800s Conferencing Options

The following table summarizes the conferencing capabilities and options available in the different Conferencing Mode.

Table 1-1 Features by Conferencing Mode

| Features | CP Only | Mixed CP & SVC | SVC Only |
|-----------------------------|---------|----------------|---|
| <i>Reservations</i> | ✓ | ✓ | ✓ |
| <i>Operator Conferences</i> | ✓ | ✗ | ✗ |
| <i>Entry Queues</i> | ✓* | ✓* | ✓* |
| <i>Dial Out</i> | ✓ | ✗ | ✗ |
| <i>Cascading</i> | ✓ | ✓** | ✗ |
| <i>IVR</i> | ✓ | ✓ | ✓ Reduced IVR set for SVC endpoints |

Table 1-1 Features by Conferencing Mode (Continued)

| Features | CP Only | Mixed CP & SVC | SVC Only |
|------------------------------|---|---|---|
| <i>Permanent Conferences</i> | ✓ | ✓ | ✓ |
| <i>LPR</i> | ✓ | ✓*** | ✓*** |
| <i>Auto Redial</i> | ✓ | ✓ | |
| <i>Content</i> | ✓ All Content Settings, All Content Protocols | ✓ Graphics Only, H.264 Cascade & SVC Optimized | ✓ Graphics Only, H.264 Cascade & SVC Optimized |
| <i>Presentation Mode</i> | ✓ | ✗ | ✗ |
| <i>Lecture Mode</i> | ✓ | ✗ | ✗ |
| <i>Same Layout</i> | ✓ | ✓ | ✗ |
| <i>Layout Selection</i> | ✓ | ✓ AVC endpoints only | Layout set to Auto Layout and defined on the endpoint |
| <i>Skins</i> | ✓ | ✓ AVC endpoints only | ✗ |
| <i>Encryption</i> | ✓ | ✓ | ✓ |
| <i>Recording</i> | ✓ | ✓ AVC recording only | ✗ |
| <i>Site Names</i> | ✓ | ✓ AVC endpoints only | Managed by the endpoint (not iva MCU) |
| <i>Message Overlay</i> | ✓ | ✗ | ✗ |

* Entry Queue & Destination Conference must have the same profile (i.e. SVC only to SVC only, Mixed CP and SVC to Mixed CP and SVC)

** Only Basic Cascading is available

*** For AVC, the LPR error resiliency is used, for SVC endpoints other error resiliency methods are used.

Resources and Feedback

To find support and to report findings, register on the beta web site and use the following resources:

Table 1-2 *Polycom Support and Resources*

| | |
|-----------------------------|--|
| Polycom Support | For support please contact the Polycom Team at support@polycom.com |
| Polycom Test Systems | Go to http://www.polycom.com/videtest for a list of worldwide numbers that you can use to test your video conferencing system. |

Hardware Requirement

The RealPresence Collaboration Server 800s software-based MCU is hosted on the Dell® PowerEdge™ R620 E5-2690 Rack Server.

Collaboration Server Web Client

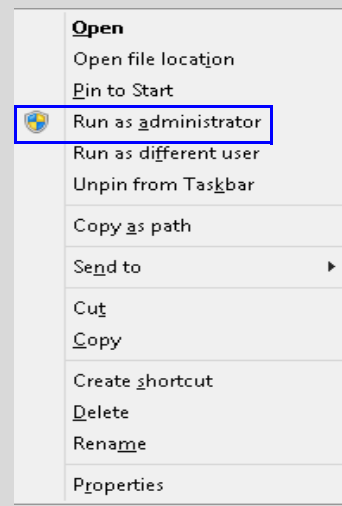
The following table lists the environments (Web Browsers and Operating Systems) with which the Collaboration Server Web Client was tested*. It is not recommended to run RP Collaboration Server Web Client and Polycom CMAD applications simultaneously on the same workstation.

Table 1-3 Collaboration Server Web Client Environment Interoperability Table

| Web Browser | Operating System |
|----------------------|------------------|
| Internet Explorer 7 | Windows Vista™ |
| | Windows 7 |
| Internet Explorer 8 | Windows 7 |
| Internet Explorer 9 | Windows 7 |
| Internet Explorer 10 | Windows 8 |



If you have problems getting the Collaboration Server Web Client to work with Windows 8, it is recommended to run Internet Explorer as an administrator by holding the shift key and right-clicking on the IE icon, and then select Run as Administrator.



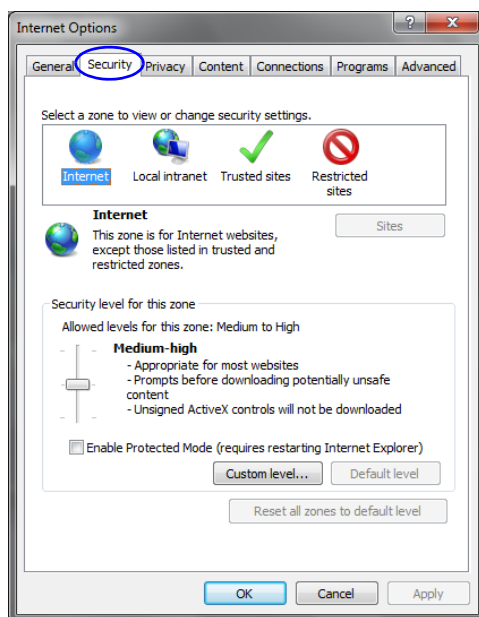
Windows 7™ Security Settings

If *Windows 7* is installed on the workstation, *Protected Mode* must be disabled before downloading the software to the workstation.

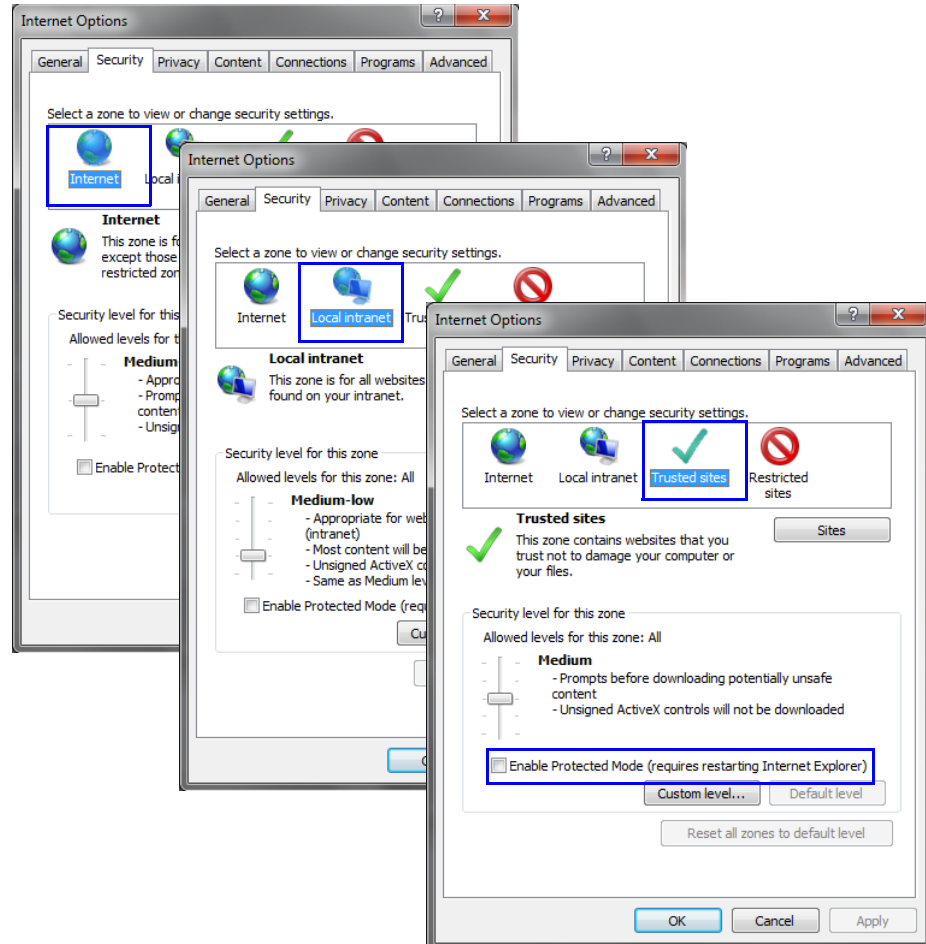
To disable Protected Mode:

- 1 In the *Internet Options* dialog box, click the **Security** tab.

The **Security** tab is displayed.



- 2 Clear the *Enable Protected Mode* check box for each of the following tabs:
- *Internet*
 - *Local intranet*
 - *Trusted sites*



- 3 After successful connection to Collaboration Server, the *Enable Protected Mode* check boxes can be selected to enable *Protected Mode* for the following tabs:
- *Internet*
 - *Local intranet*

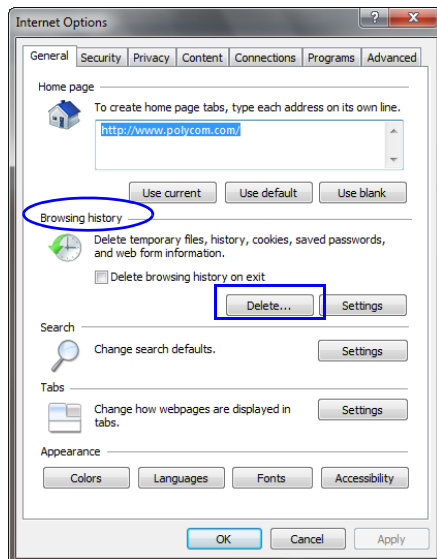
Internet Explorer 8 Configuration

When using *Internet Explorer 8* to run the *RP Collaboration Server Web Client* or *RMX Manager* applications, it is important to configure the browser according to the following procedure.

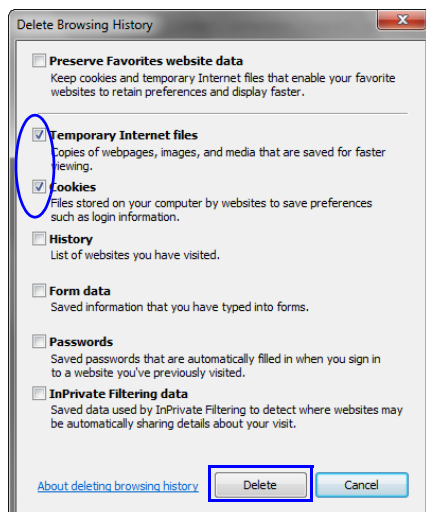
To configure Internet Explorer 8:

- 1 Close **all** browsers running on the workstation.
- 2 Use the *Windows Task Manager* to verify that no *iexplore.exe* processes are running on the workstation. If any processes are found, use the **End Task** button to end them.

- 3 Open *Internet Explorer* but do **not** connect to the MCU.
- 4 In the *Internet Explorer* menu bar select **Tools >> Internet Options**.
The *Internet Options* dialog box is displayed with *General* tab open.

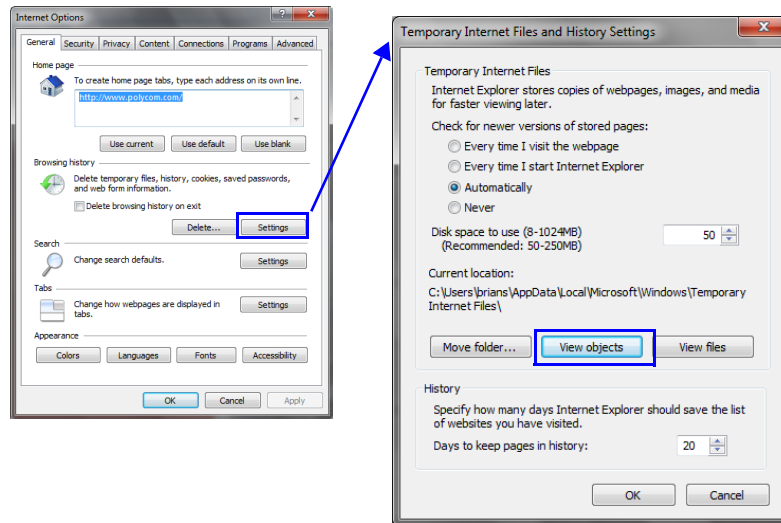


- 5 In the *Browsing history* section, click the **Delete** button.
The *Delete Browsing History* dialog box is displayed.



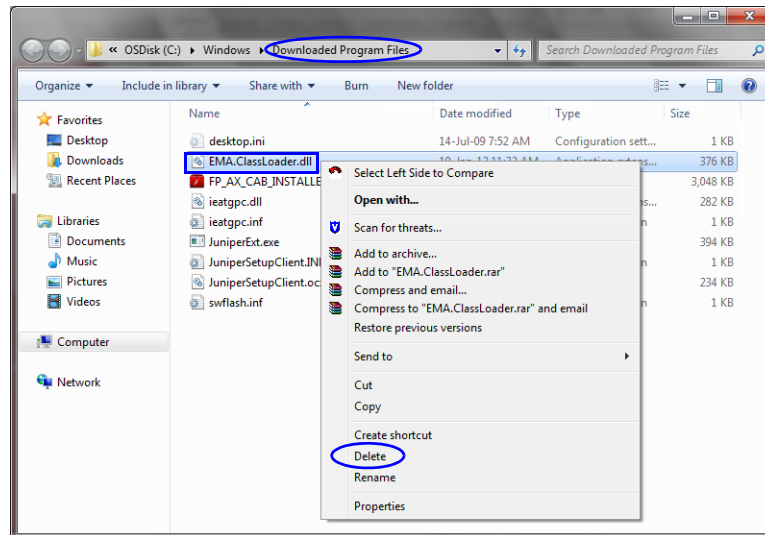
- 6 Select the **Temporary Internet** files and **Cookies** check boxes.
- 7 Click the **Delete** button.
- 8 The *Delete Browsing History* dialog box closes and the files are deleted.
- 9 In the *Internet Options* dialog box, click the **Settings** button.

The *Temporary Internet Files and History Settings* dialog box is displayed.



10 Click the **View objects** button.

The *Downloaded Program Files* folder containing the installed *Program Files* is displayed.



11 Select the **EMAClassLoader.dll** file and press the **Delete** key on the workstation or right-click the *EMA.ClassLoader.dll* file and then click **Delete**.

12 Close the *Downloaded Program Files* folder and the *Temporary Internet Files and History Settings* dialog box.

13 In the *Internet Options* dialog box, click the **OK** button to save the changes and close the dialog box.

Version 8.2 - Upgrade Package Contents

Version 8.2 upgrade package must be downloaded from the *Polycom Resource Center* and includes the following items:

- lan.cfg file
- LanConfigUtility.exe
- RealPresence Collaboration Server 800s documentation:
 - RealPresence Collaboration Server 800s V8.2 Release Notes
 - RealPresence Collaboration Server 800s Getting Started Guide V8.2
 - RealPresence Collaboration Server 800s Administrator's Guide V8.2
 - Installation Quick Start Guide for RealPresence Collaboration Server 800s
- Translations of RealPresence Collaboration Server 800s Version 8.0 Getting Started Guide into French, German, Japanese, Russian, Simplified Chinese, Hebrew and Portuguese

Where to Get the Latest Product Information

To view the latest Polycom product documentation, visit the **Support** section of the Polycom website at <http://support.polycom.com>

Upgrade Procedures

Guidelines



- If Windows 7™ is installed on the workstation, Protected Mode must be disabled before downloading the Collaboration Server software to the workstation. For more information see “Windows 7™ Security Settings” on page 7.
- To maximize conferencing performance, especially in high bit rate call environments, a 1 Gb connection is recommended for each LAN connection.
- If the default POLYCOM user is defined in the Collaboration Server Web Client, an Active Alarm is created and the MCU status changes to MAJOR until a new Administrator user replaces the default user.

Preparing for the Upgrade

To prepare for the upgrade:

- 1 If upgrading from Version 8.0, download the RealPresence Collaboration Server 800s Intermediate Version 8.0.0.169.
- 2 Download the 8.2 software from the *Polycom Resource Center* web site.
- 3 Obtain the 8.2 *Product Activation Key* from the *Polycom Resource Center* web site. For more information, see the *RealPresence Collaboration Server 800s Getting Started Guide*, “*Obtaining the Activation Key*” on page 2-28.
- 4 If the RMX is used with a DMA, disable DMA functionality:
 - a Log into the DMA that handles call transfers for the RMX.
 - b Select Network -> MCU -> MCUs.
 - c Select the MCU and choose either **Stop Using** or **Busy Out**.
- 5 Verify that all conferences, including permanent conferences, have been terminated.



After the upgrade is complete, all permanent conferences must be manually rescheduled.

- 6 Backup the configuration file. For more information, see the *Polycom® RealPresence Collaboration Server 800s Administrator's Guide*, “*Software Management*” on page 19-40.

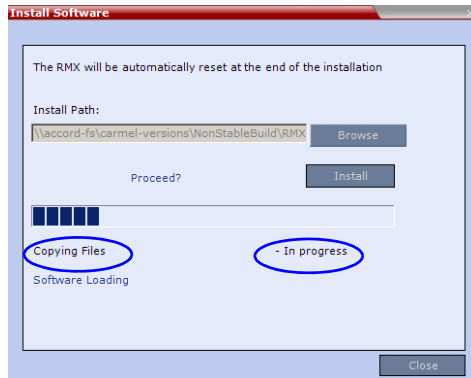
Upgrading from Version 8.0 to 8.2

To upgrade from Version 8.0 to 8.2, an *Intermediate Version* must be installed first. The Collaboration Server is not usable until the entire procedure is complete.

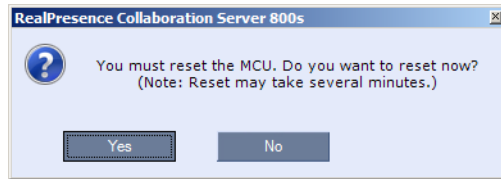
To upgrade to the *Intermediate Version*:

- 1 Install the *Intermediate Version* 8.0.0.169.
On the Collaboration Server menu, click **Administration** > **Software Management** > **Software Download**.

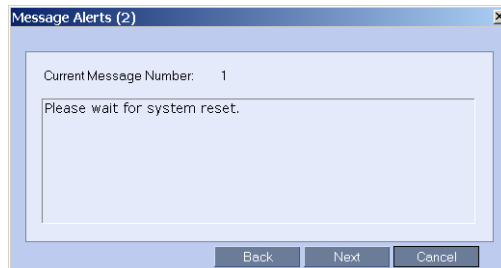
- 2 Browse to the *Install Path*, selecting the **8.0.0.169.bin** file in the folder where *the Intermediate Version* is saved and click **Install**.
- 3 The *Install Software* information box that the file *Copying files* is *In progress*.



At the end of the *Copying Files* process the system displays an indication that the *MCU* must be reset.



- 4 Click the **Yes** button.
A system message alert may appear, if so then click **Next/Cancel**.



Connection to the Collaboration Server is terminated.

- 5 Wait approximately 10 minutes, close, and reopen the browser.
The *Intermediate Version* is installed.

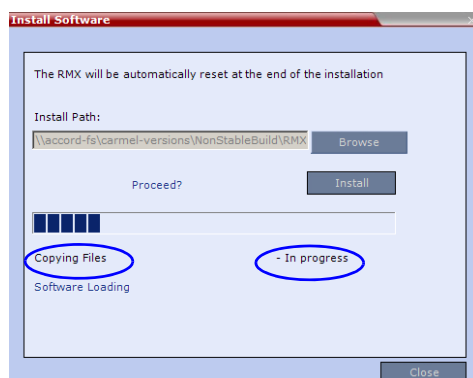


It is recommended to immediately proceed with the rest of the procedure.

To upgrade from Version 8.0 to 8.2:

- 1 Install *MCU Software 8.2*.
On the Collaboration Server menu, click **Administration > Software Management > Software Download**.

- 2 Browse to the *Install Path*, selecting the **8.2.x.x.bin** file in the folder where 8.2 is saved and click **Install**.
- 3 The *Install Software* information box that the file *Copying files* is *In progress*.



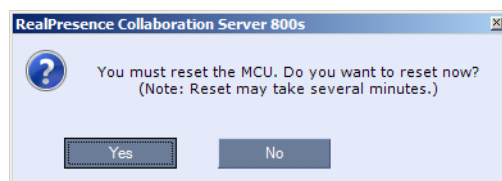
At the end of the *Copying Files* process the system displays an indication that the software copying procedure is *Done* and a new *Activation Key* is required.

- 4 Click the **OK** button.
The *Product Activation* dialog box is displayed with the serial number field completed.

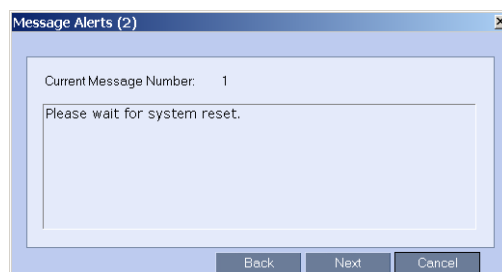


- 5 In the *Activation Key* field, enter or paste the *Product Activation Key* obtained earlier and click the **OK** button.

At the end of the *Product Activation* process the system displays an indication that the *MCU* must be reset.



- 6 Click the **Yes** button.
A system message alert may appear, if so then click **Next/Cancel**.



Connection to the Collaboration Server is terminated.

- 7 Wait approximately 10 minutes, close, and reopen the browser.

- 8 Enter the IP address of the Collaboration Server *Control Unit* in the browser's address line and press **Enter** to reconnect to Collaboration Server.

If the browser displays a message indicating that it cannot display the requested page, close and reopen the browser and connect to the Collaboration Server.

The version number in the *Welcome* screen has changed to 8.2.

- 9 In the *Collaboration Server Web Client - Welcome* screen, enter your *User Name* and *Password* and click **Login**.



If the error "Browser environment error. Please close all the browser sessions" appears, close all the browser sessions, and reconnect to the Collaboration Server. If the error message appears again, either run the automatic troubleshooter utility or manually perform the suggested troubleshooting procedures. For more details, see the RealPresence Collaboration Server 800s Release Notes, "Troubleshooting Instructions" on page 27.

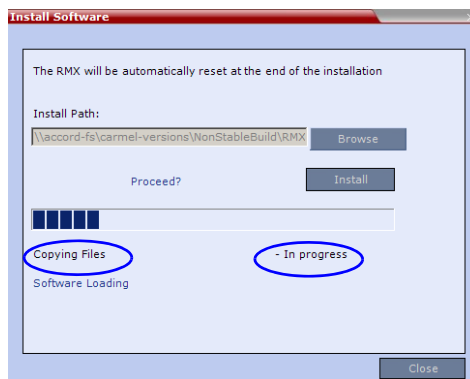
- 10 If the MCU is used with a DMA, enable DMA functionality:
 - a Log into the DMA that handles call transfers for the RMX.
 - b Select Network -> MCU -> MCUs.
 - c Select the MCU and choose **Start Using**.
 - d Verify that the version number is updated.

The upgrade to 8.2 is complete.

Upgrading from Version 8.1 to 8.2

To upgrade from Version 8.1 to 8.2:

- 1 Install *MCU Software 8.2*.
On the Collaboration Server menu, click **Administration > Software Management > Software Download**.
- 2 Browse to the *Install Path*, selecting the **8.2.x.x.bin** file in the folder where 8.2 is saved and click **Install**.
- 3 The *Install Software* information box that the file *Copying files* is *In progress*.



At the end of the *Copying Files* process the system displays an indication that the software copying procedure is *Done* and a new *Activation Key* is required.

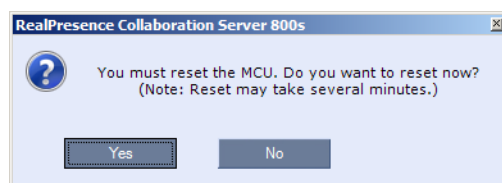
- 4 Click the **OK** button.

The *Product Activation* dialog box is displayed with the serial number field completed.



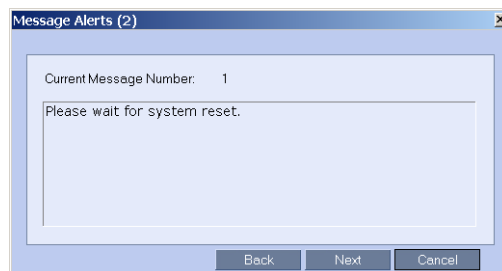
- 5 In the *Activation Key* field, enter or paste the *Product Activation Key* obtained earlier and click the **OK** button.

At the end of the *Product Activation* process the system displays an indication that the *MCU* must be reset.



- 6 Click the **Yes** button.

A system message alert may appear, if so then click **Next/Cancel**.



Connection to the Collaboration Server is terminated.

- 7 Wait approximately 10 minutes, close, and reopen the browser.
- 8 Enter the IP address of the Collaboration Server *Control Unit* in the browser's address line and press **Enter** to reconnect to Collaboration Server.

If the browser displays a message indicating that it cannot display the requested page, close and reopen the browser and connect to the Collaboration Server.

The version number in the *Welcome* screen has changed to 8.2.

- 9 In the *Collaboration Server Web Client - Welcome* screen, enter your *User Name* and *Password* and click **Login**.



If the error "Browser environment error. Please close all the browser sessions" appears, close all the browser sessions, and reconnect to the Collaboration Server. If the error message appears again, either run the automatic troubleshooter utility or manually perform the suggested troubleshooting procedures. For more details, see the RealPresence Collaboration Server 800s Release Notes, "*Troubleshooting Instructions*" on page 27.

- 10 If the *MCU* is used with a *DMA*, enable *DMA* functionality:
 - a Log into the *DMA* that handles call transfers for the *RMX*.
 - b Select Network -> *MCU* -> *MCUs*.
 - c Select the *MCU* and choose **Start Using**.

- d Verify that the version number is updated.

The upgrade to 8.2 is complete.

Upgrading the RMX Manager Application

The RMX Manager application can be downloaded from one of the Collaboration Server systems installed in your site or from Polycom web site at <http://www.polycom.com/support>.



Install the latest version of the RMX Manager (version 8.1 and higher are supported).

To install RMX Manager (downloading the application from the Collaboration Server):

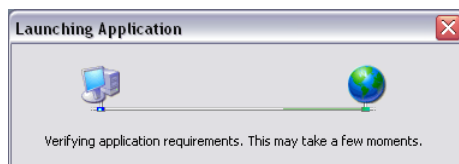


- When upgrading the RMX Manager application, it is recommended to backup the MCU list using the **Export RMX Manager Configuration** option. For more details, see *RealPresence Collaboration Server 800s Administrator's Guide, "Software Management"* on page **19-40**.
- When upgrading the RMX Manager from a major version (for example, version 8.0) to a maintenance version of that version (for example, 8.0.1), the installation must be performed from the same MCU (IP address) from which the major version (for example, version 7.0) was installed.
If you are upgrading from another MCU (different IP address), you must first uninstall the RMX Manager application using **Control Panel > Add or Remove Programs**.

- 1 Start Internet Explorer and connect to the Collaboration Server from which the current version was installed.

The *Login* screen is displayed.

- 2 Click the **Install RMX Manager** link on the upper right corner of the *Login* screen.
The installer verifies the application's requirements on the workstation.



If the following error message is displayed: "You cannot start application RMX Manager 7.8 from this location because it is already installed from a different location" you are upgrading from an MCU that is other than the one used for the installed version (different IP address).

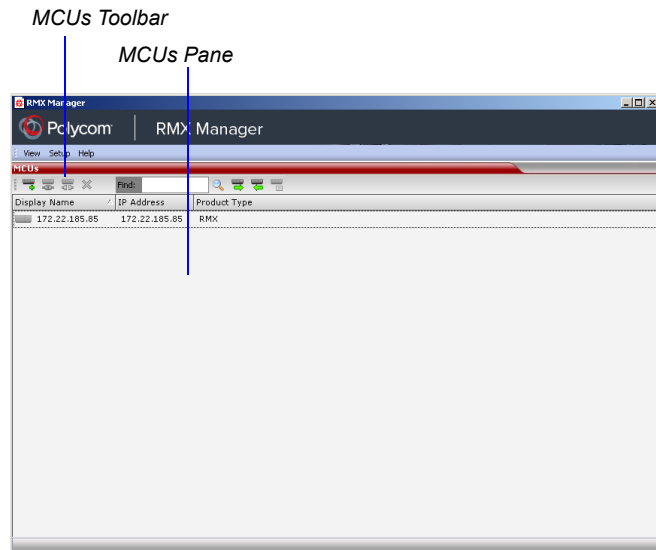
In such a case, first uninstall the Collaboration Server Manager application using **Control Panel > Add or Remove Programs**.



The *Install* dialog box is displayed.

- 3 Click the **Install** button.
The installation proceeds.

The installation completes, the application loads and the *RMX Manager - MCUs* screen is displayed.



The list includes the previously defined MCUs.



If the MCUs list is empty, import the backed up list using the **Import RMX Manager Configuration** option. For more details, see the *RealPresence Collaboration Server 800s Administrator's Guide* "Import/Export RMX Manager Configuration" on page **18-20**.

Corrections and Known Limitations

Version 8.2 Corrections

Table 1-4 Version 8.2 Corrections

| # | Key | Category | Description | Detected in Version |
|----|-------------|------------------|--|---------------------|
| 1 | BRIDGE-7587 | General | Major alarm concerning the power supply unit with no apparent reason. | V.8 V.8.1.7 |
| 2 | BRIDGE-6618 | Interoperability | No video is displayed (but audio is received) on CX7000 when connecting to a Meeting room via an Entry Queue. | V8.1.7 |
| 3 | BRIDGE-6614 | Conferencing | No SIP data or SIP Messages in SIP trace on RealPresence Collaboration Server for Collaboration Server 800s. | V8.1.7 |
| 4 | BRIDGE-6601 | General | The default content settings of Live Video and HiResGraphics only supports line rates of 384Kbps and higher. | V.8.1.6 |
| 5 | BRIDGE-6502 | General | When AVC participants connect via DMA to a CP conference running on Collaboration Server 800s at a line rate of 1920kbps with Encrypt when possible, sometimes the AVC SIP participant appears as a blank cell on the SVC endpoints. | V8.1.7 |
| 6 | BRIDGE-6493 | Video | RP Desktop SVC endpoints have blank cells in layout when approximately 17 participants are connected. | V8.1.7 |
| 7 | BRIDGE-6350 | Conferencing | Poor video quality is encountered during a CP conference, when a Lync 2013 endpoint switches to a full screen mode. | V8.1.6 |
| 8 | BRIDGE-6296 | Encryption | In an encrypted mixed AVC-SVC 1920 kbps conference in a high packet loss network, after 30 minutes the video froze on all SVC endpoints. After the SVC endpoints disconnected and reconnected, the endpoints only saw their own video. | V8.1.6 |
| 9 | BRIDGE-6246 | Conferencing | In a mixed mode conference with 18 SD clients and 10 HD AVC clients, after 18 hours the Collaboration Server 800s was not accessible using the web interface, all participants were disconnected and core dumps were produced. | V8.1.6 |
| 10 | BRIDGE-6237 | Upgrade Process | When trying to upgrade the Collaboration Server 800s from version V8.0.0.168 to V8.1.6, the web client states that the Activation Key is invalid. | V.8.1.6 |

Table 1-4 Version 8.2 Corrections

| # | Key | Category | Description | Detected in Version |
|----|-------------|-------------------|--|---------------------|
| 11 | BRIDGE-6224 | Conferencing | After all 59 SVC participants in a 1920 kbps conference were disconnected at once, a core dump was produced and the Collaboration Server 800s no longer responded to pings. | V8.1.6 |
| 12 | BRIDGE-4947 | Conferencing | In a mixed AVC-SVC 1920 kbps conference with 7 H.323 dial-in participants, at least one of which connects via VPN, there may be noticeable lipsync issues. | V8.1.3 |
| 13 | BRIDGE-4882 | Interoperability | Cisco EX90 and CUCM SIP 9971 Video Phone endpoints can put other endpoints on hold but can not resume them. | V8.1.3 |
| 14 | BRIDGE-3929 | Interoperability | If the Collaboration Server 800s is registered to a Siemens Server using TCP, after resetting the Collaboration Server 800s it will display the system alert, "Failed to connect to SIP registrar." | V8.1.2 |
| 15 | BRIDGE-3300 | General | In a 768 kbps conference with Auto-Redial enabled the REDIAL_INTERVAL_IN_SECONDS flag set to 10, the NUMBER_OF_REDIAL set to 3, the ENABLE_IP_REDIAL set to YES, the SEND_SIP_BUSY_UPONRESOURCE_THRESHOLD set to YES, and the audio ports set to the lowest possible value, when an endpoint that is set to non-multiple (it cannot connect to more than one conference at a time) is disconnected and dials out to another endpoint point-to-point, the Collaboration Server 800s produces a core dump instead of auto redialing. | V8.1.6 |
| 16 | BRIDGE-2888 | IVR | During a SVC conference, after a RPD endpoint dials into the conference and hears "You are the first person to join the conference" message, a noise can be heard before other participants join. | V.8 |
| 17 | BRIDGE-2767 | General | When adding a new participant to conference and then saving the participant to the address book, the Collaboration Server 800s client freezes and the user is logged out. | V8.0 |
| 18 | BRIDGE-2684 | Interoperability | After an RPD endpoint dials in to an Entry Queue, the endpoint remains stuck in the Entry Queue and cannot access the conference. | V.8 |
| 19 | BRIDGE-2642 | Resource Capacity | Resources are not calculated correctly on the Collaboration Server 800s, a VOIP (SAC) participant uses the resources equivalent of a SVC video endpoint and a CP/AVC audio only participant uses the resource of a AVC/CP video endpoint. | V.8 |

Table 1-4 Version 8.2 Corrections

| # | Key | Category | Description | Detected in Version |
|----|-------------|-------------------|--|---------------------|
| 20 | BRIDGE-2642 | Resource Capacity | Resources are not calculated correctly on the Collaboration Server 800s, and hence an audio only non-SAC call consumes 1 SD/CIF resource. | V8.0 |
| 21 | BRIDGE-2437 | General | When connecting a Lync endpoint to a Meeting Room, the RTV Media information in the Participant Properties, Channel Status - Advanced tab, is incorrect (CIF or VGA should be displayed). | V8.0 |
| 22 | BRIDGE-2401 | General | When enabling the Secure Communication Mode on the Collaboration Server 800s, you must wait at least 1 minute after system restart before trying to connect using https, otherwise the security mode is not implemented for login. | V8.0 |
| 23 | BRIDGE-2331 | General | When a conference is started on Collaboration Server 800s that is registered to the same Lync Server, the conference is listed as offline in the Lync client when it should be online. | V8.0 |

Version 8.2 System Limitations

Table 1-5 Version 8.2 Known Limitations

| # | Key | Category | Description | Detected in Version | Workaround |
|---|-------------|--------------|---|---------------------|------------|
| 1 | BRIDGE-7997 | General | The RealPresence Collaboration Server 800s failed to register with the Lync 2013 acting as the SIP server. | V8.2 | |
| 2 | BRIDGE-6609 | Conferencing | TLS Participants connected via DMA in mixed mode (SIP/H.323) conference are displayed in the Welcome Slide but cannot see all other participants in the conference. They are displayed twice in the layouts of other participants. | V8.1.7 | |
| 3 | BRIDGE-6608 | Content | Content is seen in small cell instead of large layout cell when sent from VSX endpoint connected via DMA in mixed mode (SIP/H.323) as video stream using People+Content. When video is stopped, Content is displayed while video from the endpoint is displayed in a small cell with video freezes. When content is stopped, the last Content image is displayed in a small layout cell. The VSX receives no video, displays a black screen. Content sent by People+Content is displayed. | V8.1.7 | |
| 4 | BRIDGE-6587 | IVR | In the IVR Service after rebooting an RMX800s, the “enable welcome message” check box becomes unchecked and the welcome audio message is not played. | V8.1.7 | |
| 5 | BRIDGE-6556 | General | MCU Management cannot be accessed through VPN. Frequency: Rare. | V8.1.7 / 8.1.8 | |
| 6 | BRIDGE-6502 | General | When AVC participants connect via DMA to a CP conference running on Collaboration Server 800s at a line rate of 1920kbps with Encrypt when possible, sometimes the AVC SIP participant appears as a blank cell on the SVC endpoints. | V8.1.7 | |
| 7 | BRIDGE-6500 | Conferencing | When AVC participants connect via DMA to a CP conference running on Collaboration Server 800s at a line rate of 1920kbps with Encrypt when possible,, sometimes the AVC SIP participant appears as a blank cell on the SVC endpoints. | V8.1 | |

Table 1-5 Version 8.2 Known Limitations

| # | Key | Category | Description | Detected in Version | Workaround |
|----|-------------|----------------------|--|---------------------|---|
| 8 | BRIDGE-6295 | Encryption | In an encrypted mixed AVC-SVC 1920 kbps conference in a high packet loss network, content delivery from a RealPresence Desktop SVC client was delayed by 2-3 minutes, even though the content provider had the content token immediately. | V8.1.6 | |
| 9 | BRIDGE-6246 | Conferencing | In a mixed mode conference with 18 SD clients and 10 HD AVC clients, after 18 hours the Collaboration Server 800s was not accessible using the web interface, all participants were disconnected and core dumps were produced. | V8.1.6 | |
| 10 | BRIDGE-6172 | Upgrade Process | When trying to upgrade the Collaboration Server 800s from version V8.0.0.168 to V8.1.6, the web client states that the Activation Key is invalid. | V8.1.6 | |
| 11 | BRIDGE-3870 | General | If the Collaboration Server 800s is registered to a Siemens Server using TLS with a certificate and password file installed successfully, after resetting the Collaboration Server 800s it will display the system alert, "SIP TLS: NO Response from Registration Server." | V8.1.2 | Un-register and reregister the Collaboration Server 800s. |
| 12 | BRIDGE-2812 | General | When the Collaboration Server 800s is in secure mode (https), after the system reboots, you cannot install the RMX Manager application from the Login screen. | V8.0 | Do not use secure mode. |
| 13 | BRIDGE-2811 | Hardware | On the Collaboration Server 800s with a backup power supply, the Hardware Monitor pane lists the power supply (PWR) Status as Major instead of Normal. | V8.0, V8.1.8 | |
| 14 | BRIDGE-2786 | Partners - Microsoft | When a Lync client connects as Audio only to a conference and later attempts to escalate to Video, the endpoint's video does not connect. Video Collaboration Server 800s. | V8.0 | |
| 15 | BRIDGE-2675 | Recording | During a recorded conference on the Collaboration Server 800s, endpoints cannot view the Recording or the Pause icons on their desktop. | V8.0 | |
| 16 | BRIDGE-2572 | Content | When an RPD endpoint that is connected to an SVC conference sends content, it is not reflected in the Participant Properties - Channel status dialog box, Content in/out fields. | V8.0 | |

Table 1-5 Version 8.2 Known Limitations

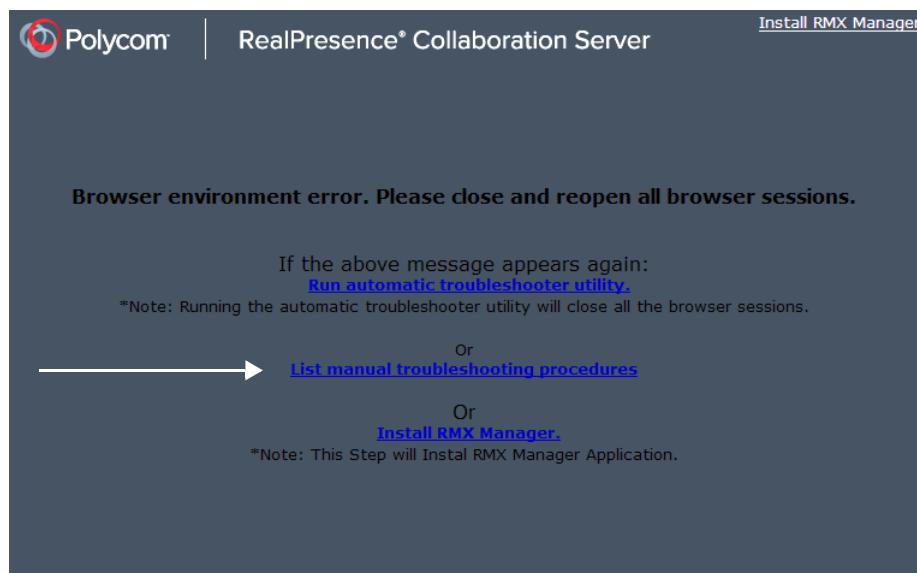
| # | Key | Category | Description | Detected in Version | Workaround |
|----|-------------|----------|--|---------------------|------------|
| 17 | BRIDGE-2392 | IVR | In the conference Profile - Advanced tab, configure the conference to "Auto Terminate" to 6 minutes before the end and select "When last participant remains". The conference terminates 6 minutes before the end, however the audio message "End conference Alert" could not be heard when it should. | V8.0 | |
| 18 | BRIDGE-2213 | H.323 | Packet Loss value always shows "0" in the Channel Status - Advanced dialog box even when there is packet loss. | V8.0 | |
| 19 | BRIDGE-2138 | General | In the Collaboration Server Web client, the Agent's Engine Identification (ID) field is missing in the SNMP Properties dialog box (Setup > SNMP) and is a requirement for SNMPv3. | V7.8.0 | |
| 20 | BRIDGE-1907 | IP | In IP Service - Fixed Ports, when configuring a number of TCP ports that is lower than the number of UDP ports, no warning message is displayed indicating that this may affect the MCU capacity | V7.8.0 | |

Troubleshooting Instructions

Collaboration Server Web Client Installation - Troubleshooting Instructions

If a *Browser Environment Error* occurs, close all the Internet Explorer sessions and reconnect to the MCU.

If the problem persists, you can run the *Automatic Troubleshooting Utility* or perform the *Troubleshooting Procedures* manually.



The *Manual Troubleshooting Procedures* include several procedures that can be performed in order to solve the connection error. At the end of each procedure, check if you can connect to the MCU and if the problem persists, perform the next procedure.



In *Secured Mode* (<https://>), the *DNS* name specified in the Collaboration Server's *Certificate* must correspond with that of the *DNS Server* used by the *Client* that is connecting to the RMX.

The following troubleshooting procedures can be performed manually:

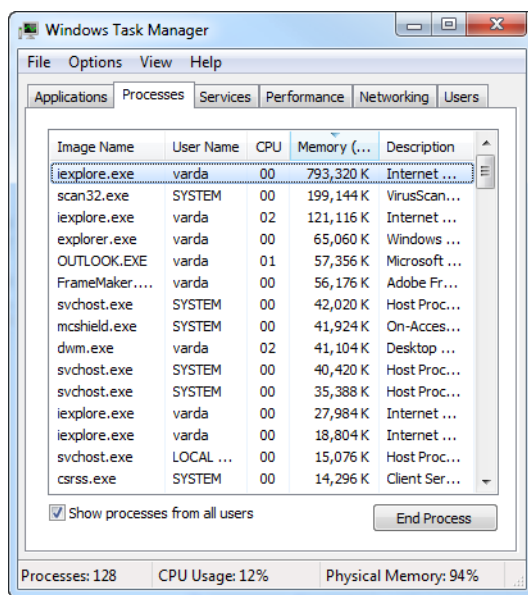
- Procedure 1: Ending all Internet Explorer Sessions
- Procedure 2: Deleting the Temporary Internet Files, Collaboration Server Cookie and Collaboration Server Object
- Procedure 3: Managing Add-ons Collisions
- Procedure 4: Add the Collaboration Server to the Internet Explorer Trusted Sites List
- Procedure 5: Browser Hosting Controls (Optional)

Procedure 1: Ending all Internet Explorer Sessions

In some cases, although all the Internet Explorer sessions were closed, the system did not end one or several IE processes. These processes must be ended manually.

To end all Internet Explorer sessions:

- 1 Start the **Task Manager** and click the **Processes** tab.
- 2 Select an **ieexplore** process and click the **End Process** button.



- 3 Repeat this process for all **ieexplore** processes that are currently active.
- 4 Close the *Windows Task Manager* dialog box.
- 5 Open the Internet Explorer and connect to the MCU.

If the problem persists, continue with Procedure 2.

Procedure 2: Deleting the Temporary Internet Files, Collaboration Server Cookie and Collaboration Server Object

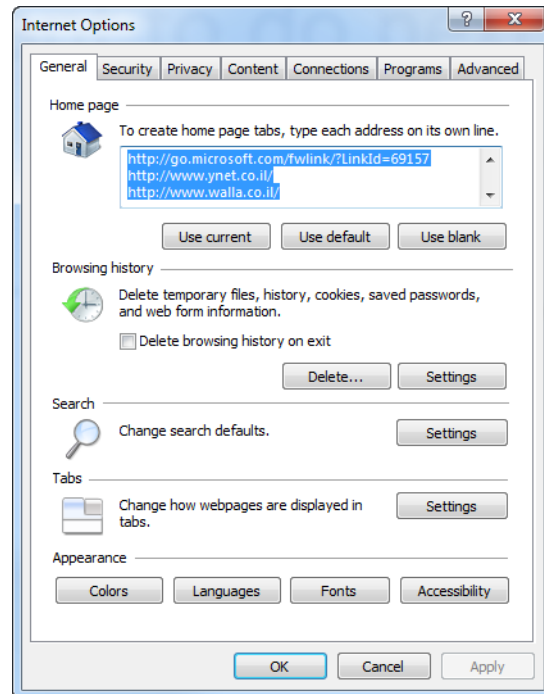
If at the end of Procedure 1 the error message is still displayed, and you cannot connect to the MCU, perform the following operations:

- Delete the Temporary Internet files
- Delete the RMX/Collaboration Server Cookie
- Delete the RMX/Collaboration Server ActiveX Object

Deleting the Temporary Internet Files

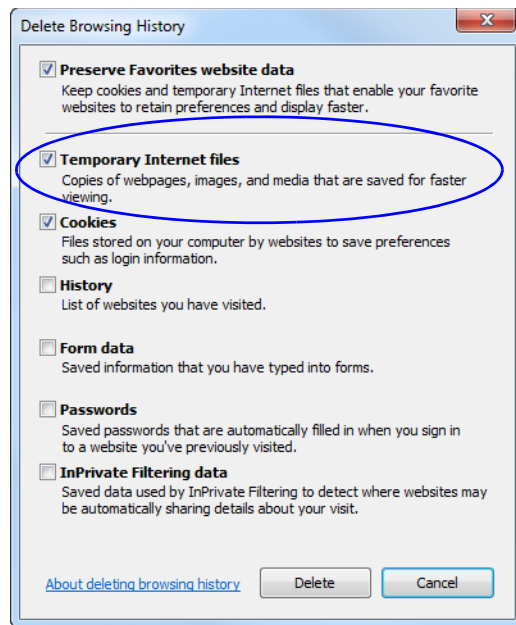
To delete the Temporary files:

- 1 In the *Internet Explorer*, click **Tools > Internet Options**. The *Internet Options* dialog box opens.
- 2 In the *Browsing history* pane, click the **Delete** button.



The *Delete Browsing History* dialog box opens.

- 3 It is recommended to delete only the **Temporary Internet files**. By default, the **Cookies** option is also selected. Clear it if you do not want to clear the cookies from your computer.

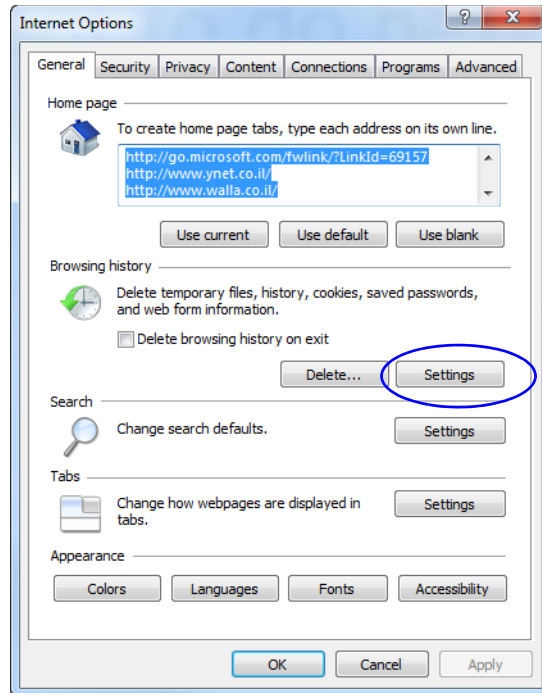


- 4 Click the **Delete** button.
- 5 When the process is complete, the system return to the *Internet Options* dialog box.

Deleting the RMX/Collaboration Server Cookie

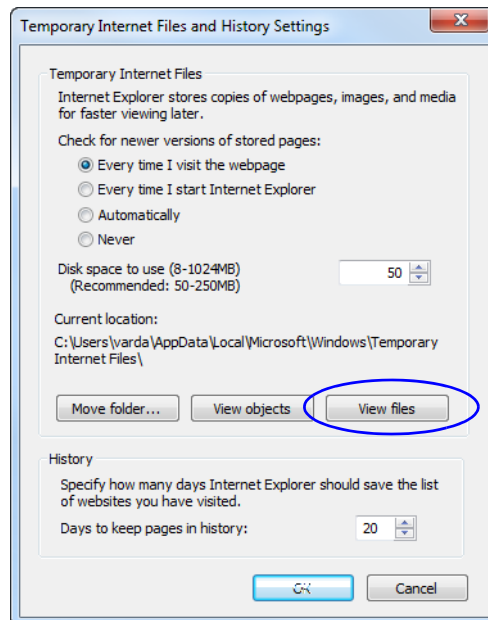
To delete the Collaboration Server Cookie:

- 6 In the *Internet Options* dialog box - *Browsing History* pane, click the **Settings** button.



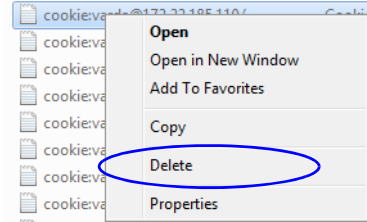
The *Temporary Internet Files and History Settings* dialog box opens.

- 7 Click the **View files** button.



The Windows Explorer screen opens, listing Windows *Temporary Internet Files*.

- 8 Browse to the RMX/ Collaboration Server cookie.
The cookie is listed in the format: **cookie:user name@Collaboration Server/RMX IP address**. For example: **cookie:valerie@172.22.189.110**.
- 9 Right-click the Collaboration Server cookie and click **Delete**.



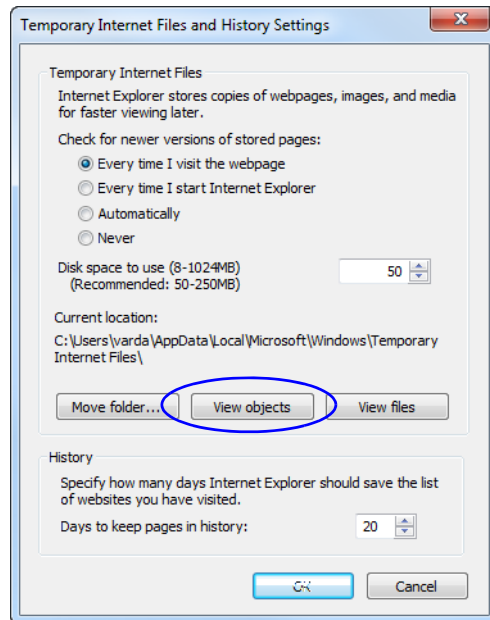
The system prompts for confirmation.

- 10 Click **Yes**.
The cookie is deleted.
- 11 Close the Windows Explorer screen.

Deleting the RMX/Collaboration Server ActiveX Object

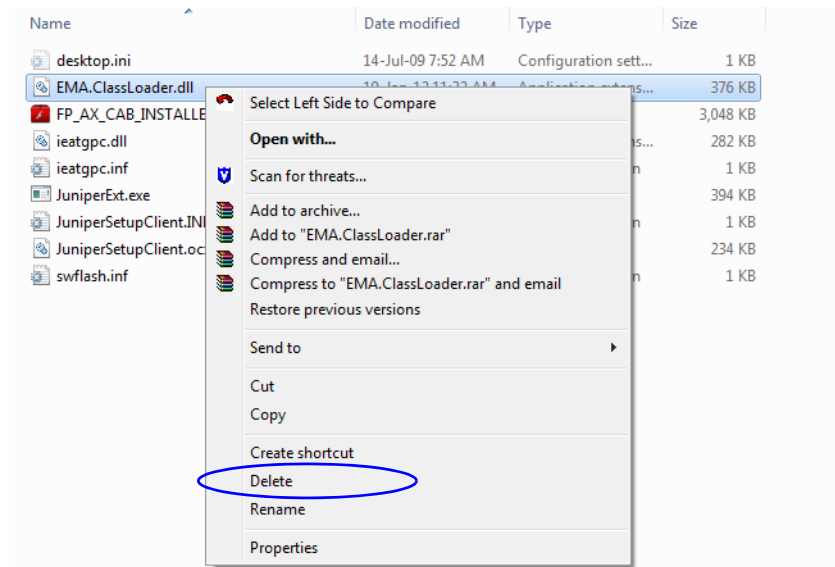
To delete the RMX/Collaboration Server ActiveX Object:

- 12 In the *Temporary Internet Files and History Settings* dialog box, click the **View objects** button.



The Windows Explorer screen opens, listing the Windows *Downloaded Program Files*.

13 Right-click the **EMA.ClassLoader.dll** and then click **Delete**.



The system prompts for confirmation.

14 Click **Yes**.

The Collaboration Server object is deleted.

15 Close the Windows Explorer screen.

16 In the *Temporary Internet Files and History Settings* dialog box, click **OK**.

17 In the *Internet Options* dialog box, click **OK** to close it.

18 Close the Internet Explorer session and reopen it.

19 Connect to the Collaboration Server.

If the problem persists, continue with Procedure 3.

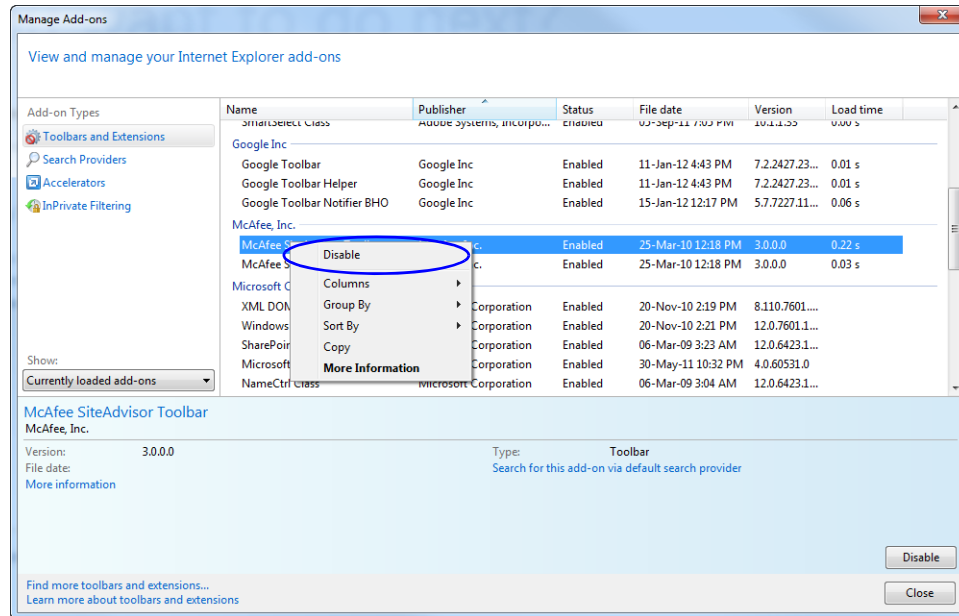
Procedure 3: Managing Add-ons Collisions

In some cases, previously installed add-ons, such as anti virus programs can create collisions between applications and prevent the installation of a new add on. Disabling these add-ons may be required in order to install the Collaboration Server Web Client.

To disable an add-on:

- 1 In the *Internet Explorer*, click **Tools > Manage Add-ons**.
The *Manage Add-ons - Toolbars and Extensions* dialog box opens.
- 2 Scroll to the add-on to disable (for example, the anti virus add-on), right-click it and then click **Disable**.

Alternatively, select the add-on and click the **Disable** button.



- 3 Click the **Close** button to close this dialog box.
 - 4 Connect to the Collaboration Server.
- If the problem persists, continue with the Procedure 4.

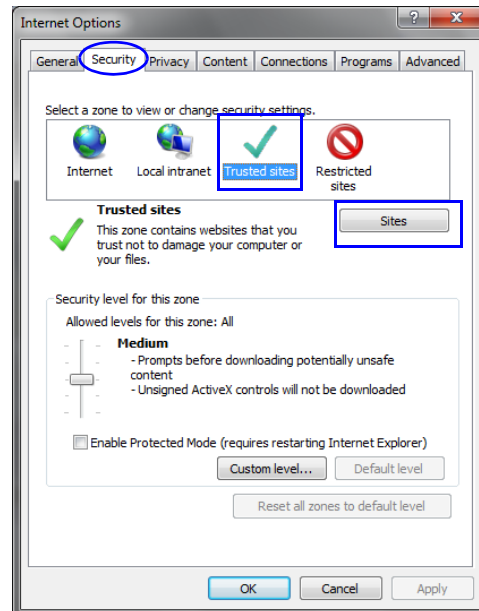
Procedure 4: Add the Collaboration Server to the Internet Explorer Trusted Sites List

In some cases, local security settings may prevent *Internet Explorer* from accessing the Collaboration Server.

To add the Collaboration Server to the *Internet Explorer* Trusted Sites list:

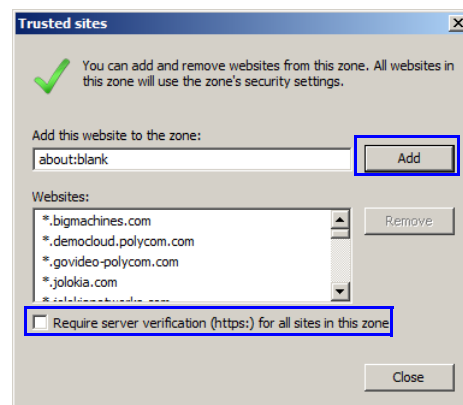
- 1 In the *Internet Options* dialog box, click the **Security** tab.

The **Security** tab is displayed.



- 2 Click the *Trusted Sites* tab.
- 3 Click the *Sites* button.

The *Trusted sites* dialog is displayed.



- 4 **If the Collaboration Server is using Secure Mode:**
 - a In the *Add this website to the zone:* field, enter, "https://" followed by the IP address or the DNS name of the Collaboration Server.
 - b Click the **Add** button.
 - c Click the **Close** button.
- 5 **If the Collaboration Server is using Standard Security Mode:**
 - a In the *Add this website to the zone:* field, enter, "https://" followed by the IP address or the DNS name of the Collaboration Server.
 - b Click the **Add** button.
 - c Clear the *Require server verification (https:) for all sites in this zone* checkbox.
 - d Click the **Close** button.

Procedure 5: Browser Hosting Controls (Optional)

If the *Collaboration Server Web Client* does not load and run after *Procedures 1-4* have been performed, the reason may be that *.NET Framework 4* or higher is running on the workstation with *Managed Browser Hosting Controls* disabled.

Managed Browser Hosting Controls is an *Internet Explorer* operating mode required by the *Collaboration Server Web Client*. By default, *.NET Framework 4* and higher are not enabled to support *Managed Browser Hosting Controls*.

Perform *Procedure 5* to:

- Determine whether *.NET Framework 4* or higher is running on the workstation.
- Determine whether a *32-bit* or *64-bit* version of *Windows* is running on the workstation.
- Enable *Managed Browser Hosting Controls* if *.NET Framework 4* or higher is running on the workstation.

To enable *Managed Browser Hosting Controls*:

- 1 Determine whether *.NET Framework 4* or higher is running on the workstation.
 - a On the *Windows Desktop*, click **Start**.
 - b In the *Start Menu*, click **Control Panel**.
 - c In the *Control Panel*, click **Programs and Features**.
 - d Inspect the **Programs and Features** list for the version of *Microsoft .NET Framework Client Profile* that is installed.
- 2 Determine whether a *32-bit* or *64-bit* version of *Windows* is running on the workstation:
 - a On the *Windows Desktop*, click **Start**.
 - b In the *Start Menu*, click **Computer**.
 - c In the *Computer Menu*, **System properties** and inspect the value of the *System type* field in the *System* section
- 3 Enable *Managed Browser Hosting Controls* if *.NET Framework 4* or higher is running on the workstation.
 - a Open the *Registry*.
 - b Navigate to the *Subkey*:
 - **32-bit System:**
HKEY_LOCAL_MACHINE\SOFTWARE\MICROSOFT\ .NETFramework
 - **64-bit System:**
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\ .NETFramework
 - c Add the *Dword Value: EnableIEHosting*
 - d Set value of *EnableIEHosting* to **1**.
 - e Close the *Registry*.
 - f Close and re-open *Internet Explorer*.