

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.

End User License Agreement

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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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Polycom, Inc. 6001 America Center Drive San Jose CA 95002 USA

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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

Device	Version
IBM WebSphere Application Server	7.0.0.15 (Network Deployment) plus required WebSphere iFixes.
Siemens Server	V7.00.01.ALL.07_PS0 030.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	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

|--|

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

 Table 1
 Version 8.2 Device Interoperability Table (Continued)

* 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.

Features	CP Only	Mixed CP & SVC	SVC Only
Reservations	✓	✓	✓
Operator Conferences	\checkmark	×	×
Entry Queues	√*	√*	√*
Dial Out	✓	×	×
Cascading	\checkmark	√**	×
IVR	✓	✓	✓ Reduced IVR set for SVC endpoints

Table 1-1 Features by Conferencing Mode

Features	CP Only	Mixed CP & SVC	SVC Only
Permanent Conferences	~	√	~
LPR	✓	√ ***	√ ***
Auto Redial	✓	1	
Content	✓ All Content Settings, All Content Protocols	✓ Graphics Only, H.264 Cascade & SVC Optimized	✓ Graphics Only, H.264 Cascade & SVC Optimized
Presentation Mode	✓	×	x
Lecture Mode	✓	×	×
Same Layout	√	✓	×
Layout Selection	✓	✓ AVC endpoints only	Layout set to Auto Layout and defined on the endpoint
Skins	✓	✓ AVC endpoints only	×
Encryption	✓	1	1
Recording	✓	✓ AVC recording only	×
Site Names	✓ 	✓ AVC endpoints only	Managed by the endpoint (not iva MCU)
Message Overlay	✓	×	×

Table 1-1	Features by	/ Conferencina	Mode	(Continued)
	1 00101 00 0	, oomoronomig	mouo	(Contantaoa)	/

* 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 1-2Polycom 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/videotest 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.

	<u>O</u> pen
	Open file locat <u>i</u> on
	<u>P</u> in to Start
۲	Run as <u>a</u> dministrator
	Run as di <u>f</u> ferent user
	Unpin from Tas <u>k</u> bar
	Copy <u>a</u> s path
	Se <u>n</u> d to
	Cu <u>t</u>
	<u>С</u> ору
	Create <u>s</u> hortcut
	<u>D</u> elete
	Rena <u>m</u> e
	P <u>r</u> operties

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.

Internet Opti	ions
General S	ecurity Privacy Content Connections Programs Advanced
Home pag	je
l 🏠	To create home page tabs, type each address on its own line.
	http://www.polycom.com/
	v
	Use current Use default Use blank
Browsing	history
	Delete temporary files, history, cookies, saved passwords, and web form information.
	Delete browsing history on exit
	Delete Settings
Search -	
	Change search defaults. Settings
Tabs —	
	Change how webpages are displayed in Settings tabs.
Appearar	nce
Col	ors Languages Fonts Accessibility
	OK Cancel Apply

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

Delete Browsing History
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Compary Internet files Copies of webpages, images, and media that are saved for faster lewing. Cookies Files stored on your computer by websites to save preferences such as login information.
List of websites you have visited.
Form data Saved information that you have typed into forms.
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
InPrivate Filtering data Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.
About deleting browsing history Delete Cancel

- **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.

Internet Options	Temporary Internet Files and History Settings
Central Security Privacy Content Connections Programs Advanced Home page To reste home page table, type each address on its own line. It (advance) (advance) Use current: Use default Use current: Use default Bowsing history Objects temporary files, history, cooker, saved passwords, and bform information. Objects temporary files, history, cooker, saved passwords, objects temporary files, history, cooker, saved passwords, objects, temporary files, history, cooker, saved pa	Temporary Internet Files Internet Files Internet Explorer stores copies of webpages, images, and media for faster Check for newer versions of stored pages: Every time I visit the webpage Every time I start Internet Explorer Automatically Never Disk space to use (8-1024MB) (Recommended: 50-250MB) Current location: C: Users brians\AppData\Local/Microsoft\Windows\Temporary Internet Files\ Move folder View objects View files History Specify how many days Internet Explorer should save the list of websites you have visited. Days to keep pages in history: 20

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

10 Click the **View objects** button.

 $\overline{}$

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

Organize 🔻 Include	in library	Burn New folder	8==	•	6
🔆 Favorites	Name	Date modified Type	S	ize	
🧮 Desktop	🔄 desktop.ini	14-Jul-09 7:52 AM Configuration	n sett	1 KB	
Downloads	EMA.ClassLoader.dll	Select Left Side to Compare	s	376 KB	
Kecent Places	FP_AX_CAB_INSTALLE ieatopc.dll	Open with	15	3,048 KB 282 KB	
📜 Libraries	ieatgpc.inf	Scan for threats	n	1 KB	
Music	JuniperExt.exe	Add to archive Add to "EMA.ClassLoader.rar"	n	394 KB 1 KB	
Pictures	JuniperSetupClient.oc	Compress and email		234 KB	
UI VIGEOS	wildshim a	Compress to "EMA.ClassLoader.rar" and email Restore previous versions	ľ	IND	
🖳 Computer		Send to	•		
👊 Network		Cut			
		Сору			
		Create shortcut			
	(Delete			
		Rename			
		Properties			

- 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 <u>http://support.polycom.com</u>

Upgrade Procedures

Guidelines

- If Windows7[™] 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*.

Istall Software	the second se
The RMX will be automatically reset at the end of the installa	ition
Install Path:	wse
Duranda Inst	
Proceeur	
Conving Files	
Software Loading	,
	Close

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**.

Message Alerts (2)			×
Current Message Number:	1		
Please wait for system re	eset.		
	Back	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:

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*.

Install Software			
The RMX will be automatically res	et at the end of the	installation	
Install Path:			
\\accord-fs\carmel-versions\Non!	StableBuild\RMX	Browse	
Proceed?		Install	
Copying Files	- In pro	gress	
Software Loading			
			Close

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.

RealPres	ence Collaboration Server 800s	×
	Software version loaded. A matching Activation Key is required	
	ок	

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**.

М	essage Alerts (2)	×
	Current Message Number: 1	
	Please wait for system reset.	
	Back 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 preform 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:

- 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*.

Install Software	
The RMX will be automatically reset at the end of the	ne installation
Install Path:	
\\accord-fs\carmel-versions\NonStableBuild\RMX	Browse
Proceed?	Install
Copying Files - In pr	ogress
Software Loading	
	Close

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.

1essage Ale	erts (2)				×
Current	Message Number:	1			
Please	wait for system	reset.			
		Back	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 preform 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 <u>http://www.polycom.com/</u><u>support</u>.



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.



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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**.

O Polycom	RealPresence* Collaboration Server 2000
	You cannot start application RHX Manager 7.8 from this location because it is already installed from a different location.
	Icome to Polycom"
	OK Details * Collaboration Server 2000
	User Name:
	Password:
	Login
	RMX_7 8.0225

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

#	Кеу	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 800sV.8.1.6from version V8.0.0.168 to V8.1.6, the web clientversion V8.0.0.168 to V8.1.6, the web clientstates that the Activation Key is invalid.version V8.0.0.168 to V8.1.6, the web client	

Table 1-4	Version	8.2	Corrections
	VCI 31011	0.2	00//00//3

#	Кеу	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 maybe 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
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#	Кеу	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

#	Кеу	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	

#	Кеу	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
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#	Кеу	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	

Table 1-5 Version 8.2 Known Limitations

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 **iexplore** process and click the **End Process** button.

polications Proce	esses Service	s Per	formance Ne	tworking Users
predetto				choining obero
Image Name	User Name	CPU	Memory (Description
iexplore.exe varda		00	793,320 K	Internet]
scan32.exe	SYSTEM	00	199, 144 K	VirusScan
iexplore.exe	varda	02	121, 116 K	Internet
explorer.exe	varda	00	65,060 K	Windows
OUTLOOK.EXE	varda	01	57,356 K	Microsoft
FrameMaker	varda	00	56,176 K	Adobe Fr
svchost.exe	SYSTEM	00	42,020 K	Host Proc
mcshield.exe	SYSTEM	00	41,924 K	On-Acces
dwm.exe	varda	02	41, 104 K	Desktop
svchost.exe	SYSTEM	00	40,420 K	Host Proc
svchost.exe	SYSTEM	00	35,388 K	Host Proc
iexplore.exe	varda	00	27,984 K	Internet
iexplore.exe	varda	00	18,804 K	Internet
svchost.exe	LOCAL	00	15,076 K	Host Proc
csrss.exe	SYSTEM	00	14,296 K	Client Ser
Show process	es from all user	s	[End Process

- **3** Repeat this process for all **iexplore** 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:

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

Ir	nternet Op	otions					? ×
	General	Security	Privacy	Content	Connections	Programs	Advanced
	Home p	age —					
		To cre	ate home	page tabs, osoft.com	type each add	ress on its o	own line.
		http: http:	//www.yr //www.w	net.co.il/ alla.co.il/			-
			Use cu	rrent	Use default	Use	blank
	Browsin	ng history					
	Æ	Delete and w	temporar eb form in	y files, hist formation.	ory, cookies, s	aved passw	ords,
		🔲 Del	ete brows	ing history	on exit		
				(Delete	Set	tings
	Search						
	P) Chang	e search o	lefaults.		Set	tings
	Tabs –						
		Chang tabs.	e how wel	bpages are	displayed in	Set	tings
	Appear	ance —					
	C	Colors	Lang	guages	Fonts	Acce	ssibility
				Ok	Ca	ancel	Apply

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.

Delete Browsing History
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Temporary Internet files Copies of webpages, images, and media that are saved for faster viewing.
Cookies Files stored on your computer by websites to save preferences such as login information.
History List of websites you have visited.
Form data Saved information that you have typed into forms.
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
InPrivate Filtering data Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.
About deleting browsing history Delete Cancel

- 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.

In	ternet Op	ions	? <mark>x</mark>		
	General	Security Privacy Content Connections Programs	Advanced		
	Home pa	ge			
	1	To create home page tabs, type each address on its ow http://go.microsoft.com/fwlink/?LinkId=69157 http://www.ynet.co.il/ http://www.walla.co.il/	n line.		
		Use current Use default Use bla	ank		
	Browsing	history			
	Delete temporary files, history, cookies, saved passwords, and web form information.				
		Delete Settin	igs)	
	Search		\leq		
	P	Change search defaults. Settin	gs		
	Tabs —				
		Change how webpages are displayed in Settin tabs.	gs		
	Appearance Colors Languages Fonts Accessibility				
		OK Cancel	Apply]	

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.

- 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**.

172 22 105 110/ Cashie
Open
Open in New Window
Add To Favorites
Сору
Delete
Properties

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.

Temporary Internet Files and History Settings					
Temporary Internet Files					
Internet Explorer stores copies of webpages, images, and media for faster viewing later.					
Check for newer versions of stored pages:					
Every time I visit the webpage					
Every time I start Internet Explorer					
O Automatically					
Never					
Disk space to use (8-1024MB) 50 文					
Current location:					
C: \Users \varda \AppData \Local \Microsoft \Windows \Temporary Internet Files $\$					
Move folder View objects View files					
History					
Specify how many days Internet Explorer should save the list of websites you have visited.					
Days to keep pages in history: 20 🔹					
GK Cancel					

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

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

Name		Date modified	Туре	Size
🗿 desktop.ini		14-Jul-09 7:52 AM Configuration		1 KB
SEMA.ClassLoader.dll	Select Left Side	10 In 10 11.00 AM	Annlingting automs.	376 KB
FP_AX_CAB_INSTALLE	Select Left Side	e to compare		3,048 KB
🚳 ieatgpc.dll	Open with		15.	282 KB
ieatgpc.inf	Scan for threat	5	n	1 KB
JuniperExt.exe	A data an analativa			394 KB
JuniperSetupClient.INI	Add to archive	" "lassl oader rar"	n	1 KB
🚳 JuniperSetupClient.oc	Compress and	email		234 KB
swflash.inf	Compress to "	EMA.ClassLoader.rar" a	nd email ⁿ	1 KB
	Restore previo	us versions		
	Send to		+	
	Cut			
	Сору			
	Create shortcu	t		
<	Delete			
	Rename			
	Properties			

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:

- 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.

Manage Add-ons	10.00	mester					×
View and manage your Intern	et Explorer add-ons						
Add-on Types	Name Smartselect Class	Publisher Adobe systems, incorpo	Status	File date	Version	Load time	-
🚳 Toolbars and Extensions	Google Inc						
Search Providers	Google Toolbar	Google Inc	Enabled	11-Jan-12 4:43 PM	7.2.2427.23	0.01 s	
Accelerators	Google Toolbar Helper	Google Inc	Enabled	11-Jan-12 4:43 PM	7.2.2427.23	0.01 s	
G InPrivate Filtering	Google Toolbar Notifier BHO	Google Inc	Enabled	15-Jan-12 12:17 PM	5.7.7227.11	0.06 s	
	McAfee, Inc.						
	McAfee State	6	Enabled	25-Mar-10 12:18 PM	3.0.0.0	0.22 s	1
	McAfee S Disable	c.	Enabled	25-Mar-10 12:18 PM	3.0.0.0	0.03 s	- U
	Microsoft C Columns	+					
	XML DON Group By	Corporation	Enabled	20-Nov-10 2:19 PM	8.110.7601		
	Windows Sort By	 Corporation 	Enabled	20-Nov-10 2:21 PM	12.0.7601.1		
	SharePoir Copy	Corporation	Enabled	06-Mar-09 3:23 AM	12.0.6423.1		
Show:	Microsoft More Informat	ion Corporation	Enabled	30-May-11 10:32 PM	4.0.60531.0		
Currently loaded add-ons 🔹	NameCtrl crass	wircrosore Corporation	Enabled	06-Mar-09 3:04 AM	12.0.6423.1		
McAfee SiteAdvisor Toolbar McAfee, Inc.							
Version: 3.0.0.0 File date: More information		Type: Search for tl	Tc nis add-on via	olbar default search provider		_	
							Disable
Find more toolbars and extensions Learn more about toolbars and exten	sions						Close

- **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.

Internet Options					
General Security Privacy Content Connections Programs Advanced					
Select a zano to view or change and vity settings					
Internet Local intranet Trusted sites Restricted sites					
Trusted sites This zone contains websites that you trust not to damage your computer or your files.					
Security level for this zone					
Allowed levels for this zone: All					
Hedium Prompts before downloading potentially unsafe content Unsigned ActiveX controls will not be downloaded J					
Enable Protected Mode (requires restarting Internet Explorer)					
Custom level Default level					
Reset all zones to default level					
OK Cancel Apply					

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

The *Trusted sites* dialog is displayed.

Trusted sites	X			
You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.				
Add this website to the zone:				
about:blank	Add			
Websites:				
*.bigmachines.com	Remove			
*.democloud.polycom.com				
*.govideo-polycom.com				
*.jolokia.com				
Require server verification (https:) for all sites in this zone				
	Close			

- **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\.NETF ramework
 - c Add the Dword Value: EnableIEHosting
 - **d** Set value of *EnableIEHosting* to **1**.
 - **e** Close the *Registry*.
 - f Close and re-open *Internet Explorer*.