

MGC-25/50/100
MGC+ 50/100
Release Notes
Version 8.0.2



August 2008

DOC2156C

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Version 8.0.2

Notice

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PATENT PENDING

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Version 8.0.2 Upgrade Package Contents

Version 8.0.2 upgrade package includes the following items:

- MGC Software CD
 - MGC Manager software
 - MGC unit software
 - External DB Tools
 - Documentation describing how to work with an external database application for Ad Hoc Conferencing and Conference Access Authentication
 - Sample Scripts for working with an external database application
 - IVR
 - Default Message Services in English
 - Message Services in Spanish
 - Voice Messages in *.aca format
 - File: system.cfg
- MGC Documentation CD
 - Version 8.0.2 Release Notes
 - MGC Manager User's Guide, Volume I
 - MGC Manager User's Guide, Volume II
 - MGC Manager User's Guide, VoicePlus Edition
 - MGC Administrator's Guide
 - MGC-50/MGC-100 Getting Started Guide
 - MGC+50/MGC+100 Getting Started Guide
 - MGC-25 Getting Started Guide
 - MGC-50/MGC-100 Hardware and Installation Guide
 - MGC+50/MGC+100 Hardware and Installation Guide
 - Microsoft-Polycom Integrated Solution Deployment Guide, Phase 5

Prior to Installation and SW Upgrade

Reservations are automatically restored after software upgrade and you therefore do not need to *Restore* reservations. However, it is recommended that you backup reservations before and after upgrade using the Reservations Backup utility. Reservation backups may not be compatible between versions.

Hardware Update Notice

Please make sure the hardware listed below is used with the listed MGC version and MGC Manager versions:

Table 1: MGC Hardware

#	Board Type	H/W Version	MGC Versions	SIP	H.264	H.239	AES
MGC-50/MGC+50/MGC-100/MGC+100							
1.	Audio+12/24	V1.04-7 & V1.23	V5.17, V6.03 and later	n/a	n/a	n/a	n/a
2.	Audio+24/48	V1.04-7, & V1.23	V5.17, V6.03 and later	n/a	n/a	n/a	n/a
3.	Audio+48/96	V1.04-7, & V1.23	V5.17, V6.03 and later	n/a	n/a	n/a	n/a
4.	Video+8	V2.03	V5.17, V6.03 and later	n/a	n/a	n/a	n/a
5.	IP+12	V4.43	V6.03 and later	YES	YES	YES	YES
6.	IP+24	V4.43	V6.03 and later	YES	YES	YES	YES
7.	IP+48	V4.43	V6.03 and later	YES	YES	YES	YES
8.	MUX+10	V4.42	V7.0 and later	n/a	n/a	n/a	YES
9.	MUX+20	V4.42	V7.0 and later	n/a	n/a	n/a	YES
10.	MUX+40	V4.42	V7.0 and later	n/a	n/a	n/a	YES
MGC-25							
11.	IPN	V1.41	V6.11, V7.0 and later	YES	YES	YES	YES
12.	AUDIO-A	V1.21	V6.11, V7.0.1 and later	YES	YES	YES	YES

Downgrading to lower versions is not supported by some of the new cards. Some of the new features are only supported on the new hardware. Please consult with Table 1, "MGC Hardware" before downloading.



AES encryption is not available in all countries. Please consult Polycom sales for AES encryption availability.

Please be aware that upgrading the MGC-100 hardware may require upgrading the power supplies and even the MGC chassis. Before upgrading the MGC-100, ensure that the power consumption does not exceed the PS rating, and that the fuse rating is not exceeded when using 110V AC supply. As a general guideline:

- Old chassis (shipped with 300 W PS units) has a 10 amp fuse, while the new chassis (shipped with 450 W PS units) has 15 amps circuit breaker
- Each board consumes up to 40W apart from video boards.
- The Video+8 board consumes 75W, and the Video6 board (older video board) consumes 55W.
- The Control Unit consumes 30W.
- Each older power supply unit (marked as PWR on its front panel) provides 300W (AC & DC).
- Each new power supply unit (marked as POWER on its front panel) provides 450W (AC & DC).
- The new 450W AC PS fits into an old AC chassis, but it is not recommended.
- The new 450W DC PS does not fit into an old DC chassis.

Control Unit Update Notice

The MCU Control unit must have at least 128 MB of memory to run MCU Version 8.0.2 and later.

Version 8.0.2 Interoperability Table

The following table lists the devices with which Version 8.0.2 was tested.

Table 2: Version 8.0.2 Interoperability List

Device	Version
Gatekeepers/Proxies	
Polycom PathNavigator	7.00.03
Cisco gatekeeper	12.3
Radvision ECS gatekeeper	3.5.2.5 (tested in version 7.5)
Tandberg gatekeeper	N2.0 (tested in version 7.01)
Microsoft LCS SIP proxy	2005 ver. 2.0.5470.0
Nortel MCS	5100 Release 3
Iptel proxy	0.9.6
ReadiManager SE200	1.0.1
Recorder	
Polycom RSS 2000	1.0.1
MCUs and Call Managers	
Cisco Call Manager	4.0.1 and 5.0 (tested in version 7.01)
Tandberg MCU	J3.2
Tandberg MPS	1.1 (tested in version 7.01)
Radvision vialP-400 MCU	4.0.31
Codian MCU 4210	1.5 build 6.8
Gateways	
Cisco IP gateway	12.3 (tested in version 7.01)
Radvision vialP gateway	2.0.1.8 (tested in version 7.01)
Tandberg gateway	2.1 (tested in version 7.01)
Dilithium DTG2000 3G gateway	(tested in version 7.01)
Ericsson VIG 3G gateway	1.5 (tested in version 7.01)
Polycom Office Products	
Polycom PCS	7.0 (tested in version 7.01)
Polycom GMS	6.0 and 7.0 (tested in version 7.01)
Polycom WebOffice	6.02.03 and 7.0 (tested in version 7.01)
Endpoints	
Polycom ViaVideo 1	8.0.2.0235

Table 2: Version 8.0.2 Interoperability List (Continued)

Device	Version
Polycom ViaVideo 2	8.0.2.0235
Polycom PVX	8.0.2.0235
Polycom VS 512	7.5.2 (tested in version 7.5)
Polycom VSSP 128	7.5.2 (tested in version 7.5)
Polycom VSSP 384	7.5.2
Polycom VS EX	7.5.4
Polycom VS FX	6.0.5.4
Polycom V500	8.5.1
Polycom V500 Pal	8.5.1
Polycom VSX 3000	8.5.1
Polycom VS 4000	6.04 (tested in version 7.5)
Polycom VS 5000	8.5.1
Polycom VSX 7000	8.5.1
Polycom VSX 8000	8.5.1
Polycom iPower 9000	6.1.0.51
Polycom iPower 600	6.1.0.51
Polycom iPower 900	6.1.0.51
Polycom VTX 1000	1.60.022
Aethra VegaStar Gold	6.0.49
Sony PCS1	03.30
Tandberg MXP Series	F5.0
Tandberg B Series	10.1
Tandberg E Series	5.2
LifeSize	LS_RMI_2.0.0
MS OC	1.0.559
MS Windows messenger	5.1
VCON Cruiser	4.6 (tested in version 7.01)
VCON Escort	4.6 (tested in version 7.01)
VCON Falcon IP	0301.m01.d08.h10 (tested in version 7.01)
VCON MC8000	4.6 (tested in version 7.01)
VCON Vigo	5.10.0085 (tested in version 7.01)
VCON vPoint	6.0 (tested in version 7.01)
Nortel SW client	3.0 and 3.1

Software Upgrade Procedure

Upgrade Checklist

Prior to upgrading to Version 8.0.2 it is recommended you perform the following steps:

1. Backup configuration and Reservations. For details, see the *MGC Administrator's Guide, Chapter 5*.
2. Removing redundant configuration files. For details, see “*Removal of Redundant Configuration Files*” on this page.
3. The system saves the network cards' circuit ID assignment during the upgrade process. However it is recommended that you document the network cards' circuit ID assignments and order as displayed in the Card Properties.
4. If you are upgrading from a lower version number (for example, version 7.x), Version 8.0.2 requires the installation of a hardware key (dongle) on the MCU. For details, see “*Dongle Upgrade*” on page 7.
5. Install the new MCU version. Although the system automatically checks for free disk space, if you prefer to manually check for free disk space before you download MCU software, refer to “*MCU Disk Space Verification*” on page 14. For details about installing the MCU software, see “*Downloading the Software to the MCU*” on page 12.
6. Install the new system.cfg file. For details, see *MGC Administrator's Guide, Chapter 5, Send File section*.
7. Install the new MGC Manager version. For details, see “*Installing the MGC Manager Software*” on page 15.
8. Back up the configuration (*Backup Configuration*) and database files (*Backup Reservations*) to create backups.

Removal of Redundant Configuration Files

In order to ensure smooth upgrades for MGC version, Reservations, Meeting Rooms and Card configurations for an MGC that underwent a downgrade, it might be necessary to manually remove specific configuration files. Please contact Polycom Support for further instructions.

Dongle Upgrade



When upgrading from version 4.x, 5.x, 6.x or 7.x to version 8.x a new dongle file must be loaded to the MCU. Dongle upgrade is not required when upgrading from version 8.0.0 or 8.0.1.

The MGC-50/100 is shipped with a dongle installed on COM1 of the rear panel. The MGC-25 is shipped with a dongle installed on parallel port of the rear panel. If you are upgrading from a version that did not require a dongle, contact Polycom support for a new dongle.

To ensure that a dongle is installed, inspect the rear panel of the MCU as shown in Figure 1.

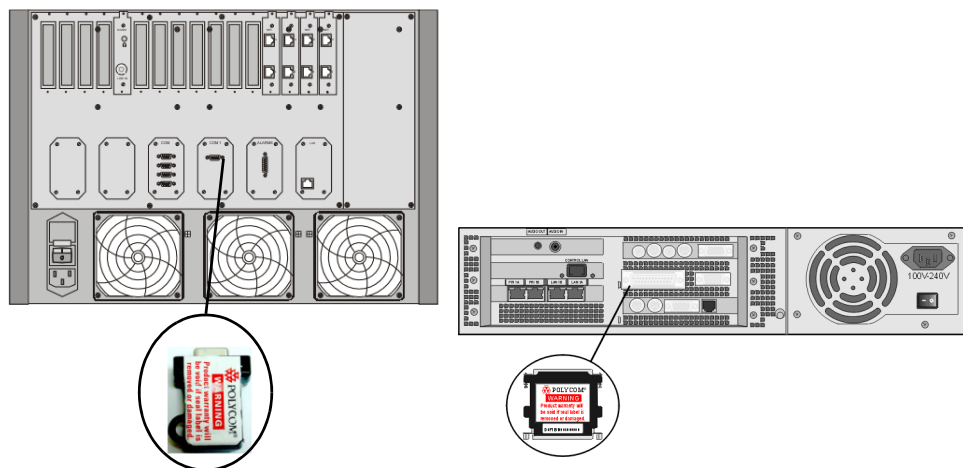


Figure 1: MCU-100 & MCU-25 rear panels and their dongles

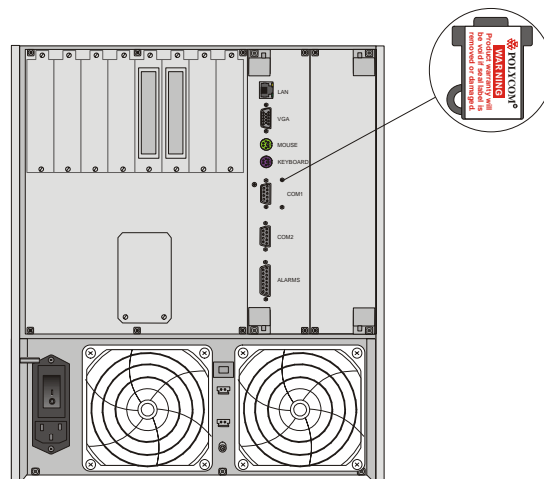


Figure 2: MCU+ 50 rear panel and Dongle location

Verifying the Dongle Serial Number

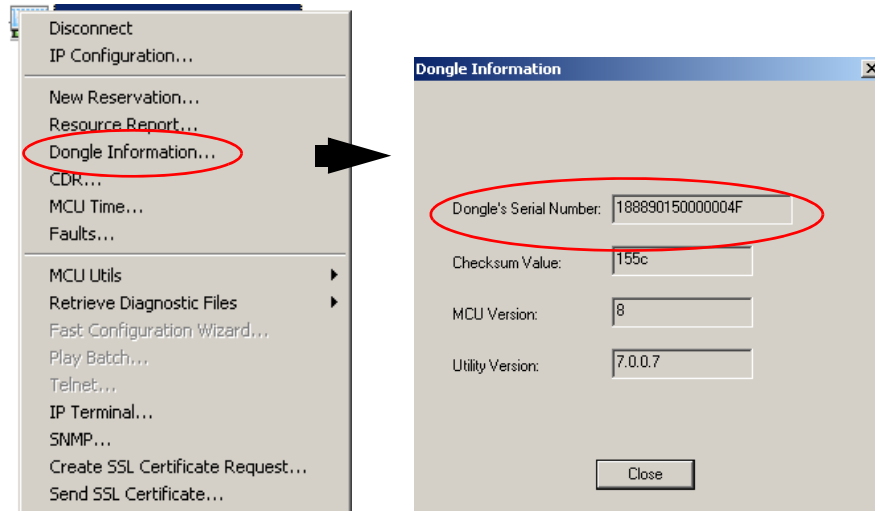
The dongle label also includes the dongle serial number.

The dongle serial number can be found on the dongle label or by checking the Dongle Information/System Configuration in the MGC Manager.

MGC-50/MGC-100

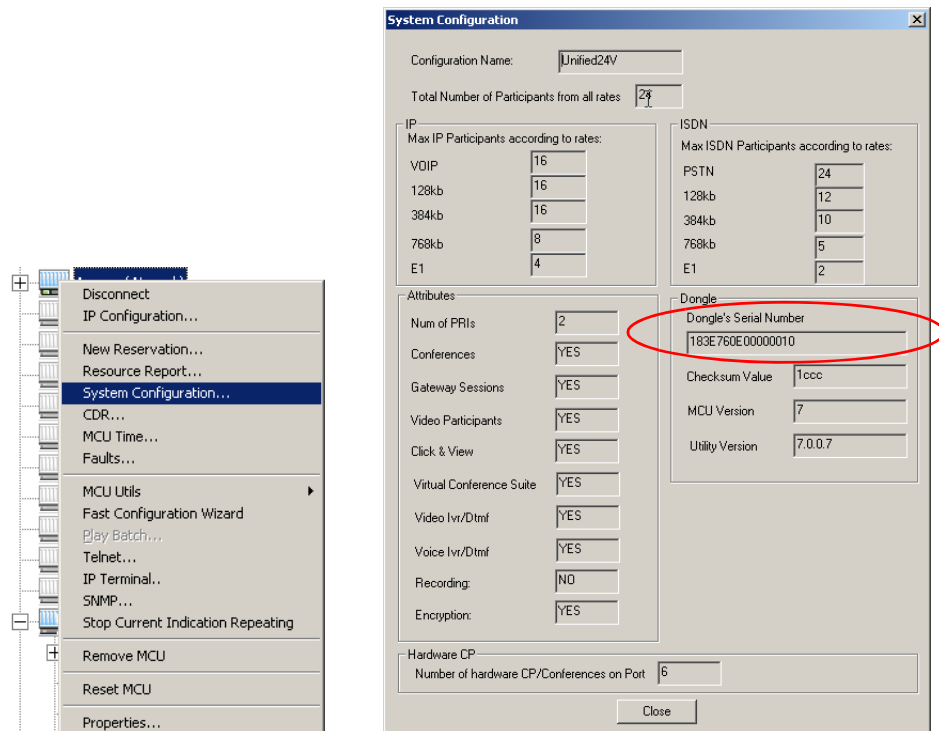
- To check the dongle serial number, right-click the MCU icon, and then click **Dongle Information**.

The *Dongle Information* dialog box opens, displaying the dongle's serial number and the current MCU version.



MGC-25

- To check the dongle serial number, right-click the *MCU* icon, and then click **System Configuration**.



Downloading the Dongle File

Prior to accessing the Polycom Resource Center Web site, retrieve the system serial number from the MCU.

- The MCU-25/50/100 have a Polycom label with a Serial No. fixed on the rear panel.

To retrieve the Dongle File from a Polycom Web Site:

1. Check the MCU serial number printed on the label on the rear panel.
2. Access the Polycom Resource Center web site http://portal.polycom.com/portal_web/login.jsp.



User ID and Password are required to access this site. If you do not have a User ID or Password, please refer to your next level of support.

3. Enter your *Email Address* and *Password* and click **Login**.
The *Welcome to the Polycom Resource Center* window appears.
4. Click **MGC Product Activation**.
The *MGC Dongle Upgrade File* window opens.

MGC Dongle Upgrade File

Please enter the MGC System Serial Number and 16-digit Dongle Serial Number of your product to download an Upgrade File. When prompted, you will need to save the file, then submit it to the MGC according to the appropriate upgrade instructions.

System Serial Number:

Dongle Serial Number:

[MGC 25 Upgrade Instructions](#)

[MGC 50/100 Upgrade Instructions](#)

NOTE: To complete download a popup window will display. Popup blockers may cause the download to fail. Please ensure that the Popup blocker has been disabled.

5. In the *System Serial Number* field, enter the MCU number as retrieved in step 1.
6. In the *Dongle Serial Number* field, enter the serial number.
7. Click **Download**.
Save the new dongle file.

The serial number displayed in the *Dongle Information* dialog box should match the serial number of dongle as it appears in the name of the file sent to you (usually via e-mail). If the numbers do not match, do not proceed with the upgrade process and contact support.



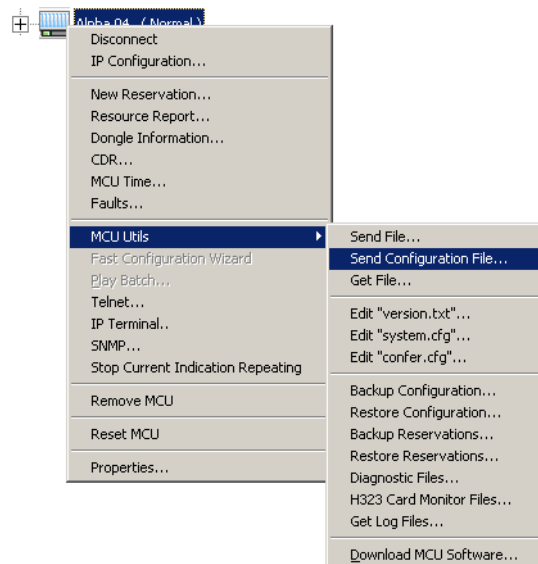
When the following error message appears: "No Maintenance Agreement Found/ MGC Serial Number not Found", please contact your next level of support.

8. Click **OK** when *Download* is complete.

Installing the Dongle File

To Upgrade the Dongle:

1. Connect to the MCU.
2. Right-click the *MCU* icon, click **MCU Utils**, and then click **Send Configuration File**.



The *Open* dialog box opens.

3. Select the file **<nnnn>.don** from its location on your PC's hard disk, and then click **Open**.
The dongle is being upgraded.
4. Reset the MCU.
5. Connect to the MCU and verify that the dongle information was updated; right-click the MCU icon, and then click **Dongle Information**.

The new version number should be listed in the *MCU Version* box.

MGC Unit Software Upgrade Procedure



Before upgrading the MCU software version:

- A new dongle file must be loaded to the MCU to upgrade from version 4.x, 5.x, 6.x and 7.x to version 8.x. A new dongle file is not required when upgrading from version 8.0.0 or 8.0.1.
- Backup your configuration, including all Message Services.
- It is important to back up all reservations in the MCU. This is to safeguard against reservations being lost.

Upgrading from a Version using Password for Entry Queue Routing

Version 8.0.2 uses Numeric ID as the routing method from Entry Queues to destination conferences. If your current version uses conference or chairperson password for routing from Entry Queues to destination conferences, when upgrading to Version 8.0.2, you must modify the system.cfg file included in the software kit.

To upgrade the MCU version:

1. Download the MCU software to the MCU. For more details, see “MGC Unit Software Upgrade Procedure”.
2. To route participants from the Entry Queue to the destination conference using the conference or chairperson password, you must modify the system.cfg file included in the software kit:
 - a. Open the system.cfg file located in the MCU software folder.
 - b. In the GREET AND GUIDE/IVR section, change the value of QUICK_LOG_IN_VIA_ENTRY_QUEUE flag to YES.
 - c. **Optional.** To assign the same Numeric ID to different non concurrent conferences, in the GENERAL section change the value of RESERVATION_CONFERENCE_ID_UNIQUE to NO.
 - d. Save the file.
3. Send the “system.cfg” file to the MCU (*MCU Utils -> Send File*).
4. Reset the MCU.
5. Install the MGC Manager application Version 8.0.2.
6. In the MGC Manager application, list the IVR/Entry Queue Message Services.
7. For each listed Entry Queue Service, assign the appropriate voice messages in the new Conference ID tab.

Upgrading from a Version using Numeric ID for Entry Queue Routing

Version 8.0.2 uses Numeric ID as the routing method from Entry Queues to destination conferences. If your current version uses Numeric ID for routing from Entry Queues to destination conferences (version 6.x and higher), no change in the system.cfg file is required.

To upgrade the MCU version:

1. Download the MCU software to the MCU. For more details, see “Downloading the Software to the MCU”.
2. Send the “system.cfg” file included in the software kit to the MCU (*MCU Utils -> Send File*).
3. Reset the MCU.

Downloading the Software to the MCU

A pre-download check is performed to ensure a successful software installation.

The check is part of the MCU software download procedure. If no problem is detected, the installation procedure is completed.



To ensure a successful pre-download check, please upgrade the MGC Manager before you upgrade the MCU.

If the pre-download check detects a problem, the installation process is halted and the following error messages are displayed with suggested solutions:

Table 3: Software Pre-download Checks

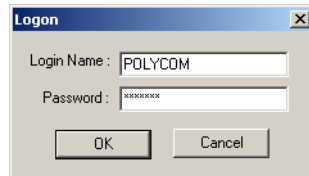
Pre-download test	Error Message	Solution
Verifying that a dongle is installed	“You must have a valid dongle attached to the MCU before downloading MCU software version 5.02 and later.”	Verify that the dongle is installed on the MCU. Contact Polycom support team to have a dongle shipped.
Verifying the software version suits the MGC type MGC-50/100 vs. MGC-25	“Software is not supported on this MGC type.”	Download the appropriate version of the software from the CD or Polycom Resource Center.
Verifying the installed dongle version enables the use of the new software version	“Dongle doesn't support the version. Please upgrade the dongle before downloading the version.”	Contact Polycom's Resource Center and download the upgrade file for the dongle.
Verifying there is sufficient space on the MCU's hard disk	“There is not enough space on your hard disk to install the version. A minimum of 130 MB is required.”	Contact Polycom support team. You can manually verify the amount of disk space. For further details, see “MCU Disk Space Verification” on page 14.

To install a software update on the MCU:

1. On the *File* menu, click **Download MCU Software**.

Alternatively, right-click the *MCU* icon, click **MCU Utils**, and then click **Download MCU Software**.

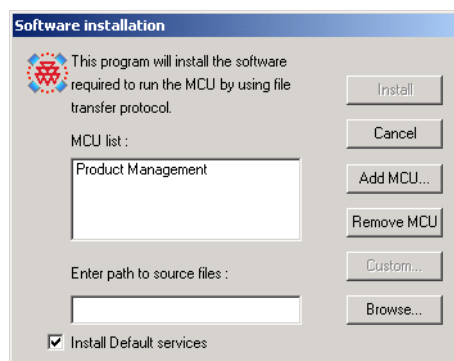
The *Logon* dialog box opens.



The *Login Name* and *Password* of the currently logged in operator are entered by default. If required, enter another login name and password.

2. Click **OK**.

The *Software Installation* dialog box opens.



The MCU software will be installed on each listed MCU.

3. Select the **Install Default Services** check box to download the default IVR Service, Entry Queue Service, and Gateway Service. The default IVR Service is in English and is named **IVR80**. The default Entry Queue Service is in English and is named **EQ80**. You can manually install the default English IVR Service and Entry Queue Service or the English and Spanish IVR and Entry Queue Services. For more information, see *“Installing the MGC Manager Software”* on page 15.
4. You can download software to all MCUs listed in the *MCU List* in one operation. If the list is not complete, you can add MCUs to the list by clicking the **Add MCU** button. To avoid downloading the software to an MCU, remove the MCU from the list by selecting the MCU Name, and then clicking the **Remove MCU** button. For more details, see the *MGC Administrator’s Guide, Chapter 2*.
5. In the *Enter path to source files* box, type the full path to the folder containing the software version. Alternatively, click the **Browse** button and use standard Windows techniques to select the **Folder** containing the software. If the folder is named Vaaa.bbb, where aaa is the MGC Manager version number, and bbb is the MCU version number.



You need to select the folder containing the latest version number, and not the sub-folder labeled Disk 1.

6. Click **OK**.

The software version’s path is displayed in the *Enter path to source files* box.

7. Click the **Install** button to start the installation procedure.
8. Install the new system.cfg file.
 - a. Right-click the *MCU* icon, select **MCU Utils** and then click **Send File**.
The *Install File* dialog box opens.
 - b. Click the **Browse** button to open the *Select Source File* dialog box and select the *system.cfg* file, and then click **Open**.



The default system.cfg file is located in the appropriate MGC SW CD folder. To access a modified system.cfg file, contact Polycom Support.

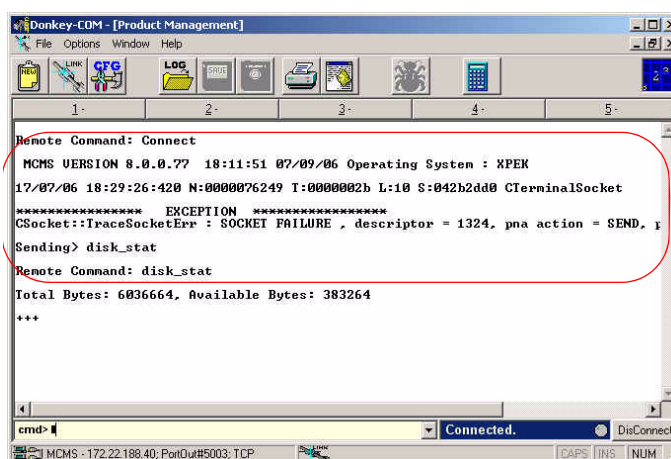
- The name of the file appears in the *Install* field in the *Install File* dialog box.
 - c. Click **Yes** to proceed with file downloading to the MCU's hard disk.
The *Done* dialog box opens.
 - d. Click **OK**.
9. Reset the MCU.

MCU Disk Space Verification

In Version 8.0, during MCU software downloading process, the system automatically verifies the amount of disk space available before the installation begins. It is still possible to manually verify the available disk space using the IP Terminal.

To verify the disk space on the MCU:

1. Right-click the *MCU* icon, and then click **IP Terminal**.
The *Donkey-COM* window opens.
2. In the command line of the *Donkey-COM* window, type **disk_stat** and press Enter.
The system displays information about the MCU disk.



```

Donkey-EDM - [Product Management]
File Options Window Help
1- 2- 3- 4- 5-
Remote Command: Connect
MCMS VERSION 8.0.0.77 18:11:51 07/09/06 Operating System : XPEK
17/07/06 18:29:26:420 N:0000076249 T:0000002b L:10 S:042b2dd0 CTerminalSocket
***** EXCEPTION *****
CSocket::TraceSocketErr : SOCKET FAILURE , descriptor = 1324, pna action = SEND, r
Sending> disk_stat
Remote Command: disk_stat
Total Bytes: 6036664, Available Bytes: 383264
+++
cmd>
MCMS - 172.22.188.40; PortOut#5003; TCP
  
```

In case the number of *Available Bytes* is lower than 130,000, please contact support before installing the new version.

Installing the MGC Manager Software

The MGC Manager software is Windows 95/98/NT/ME/2000/XP based software.

After downloading the software from the FTP and unzipping the files:

1. Open Windows Explorer and open the folder that contains the MGC Manager diskettes.
2. Browse to **Disk 1** and double-click the **Setup.exe** file.
3. Follow the on-screen instructions to complete the installation procedure.

Manual Installation of the Default Message Services

When upgrading from versions 5.x, 6.0 and 6.0x directly to version 8.0, the upgrade kit includes new Message Services that can be automatically installed on the MCU during the software installation. You can also manually install the default Message Services at the end of the installation process.

The software CD contains two types of IVR Services:

- English
- English and Spanish

The Automatic installation of Message services during MCU software update automatically installs the English only Message Services. The manual installation process enables you to install the English and Spanish Message Services as well as the English only. When you install the English and Spanish IVR Service, two separate IVR Services are created on the MCU and the English IVR Service is automatically set as the default IVR Service.

To restore the Default IVR Service:

The default Message Services are installed using the *Restore Configuration* utility.

1. Right-click the *MCU* icon, click **MCU Utils**, and then click **Restore Configuration**.
2. Enter the path to the folder containing the configuration files to be installed, or click the **Browse** button to locate them.
3. From the Version 8.0.2 software folder, select the **English V8 IVR** or the **English and Spanish V8 IVR** folder, according to the required Message Service, and click **OK**. The system returns to the *Restore* dialog box.
4. Click **OK** to continue.
5. Click the **Select All** button.
6. Click **OK** to install the default Message Services on the MCU.
7. At the end of the Restore process, a message is displayed indicating that the MCU must be reset to be able to use the new Message Services.
8. Click **OK** and reset the MCU.

Updating the Entry Queue Services

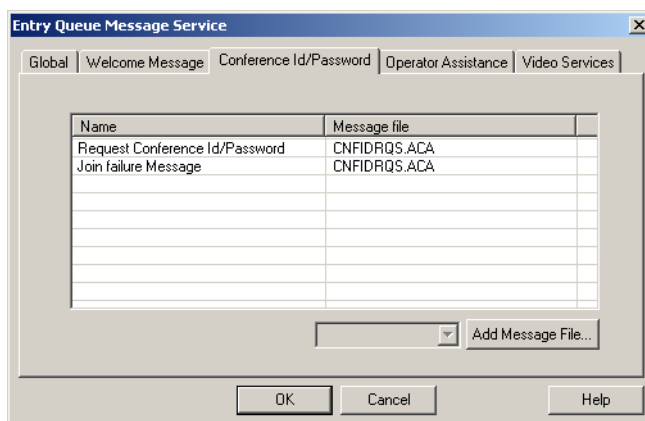
When upgrading from Version 5.x directly to Version 8.0.2 you need to update the Entry Queue Service to include the appropriate voice messages.

To update the Entry Queue Service:

1. Expand the *IVR Message Services* list (under the MCU Configuration list).
2. Right-click the icon of *Entry Queue Service* to update (an Entry Queue Service that was defined in version 5.x), and then click **Properties**.

The *Entry Queue Message Service - General* dialog box opens.

3. Click the **Conference ID/Password** tab.



4. In the *Entry Queue Message Service - Conference ID/Password* dialog box, assign the following voice messages:

— *Using Conference Password for Entry Queue Routing (Version 5.x mode):*

- Request Conference ID/Password: **CONFPASS.ACA**
- Join Failure Message: **CONFRTRY.ACA**

These files are located in the MGC software kit (as part of the default IVR Service for Version 8.0.2), in the following path:

MGC50-100 Version 8.0.2\MGC SW CD Ver 8.0\IVR\Default Services\English V8 IVR\msg\LANG80\NID\NUMID.

— *Using Conference Numeric ID for Entry Queue Routing:*

- Request Conference ID/Password: **CNFIDRQS.ACA**
- Join Failure Message: **CNFIDFL.ACA**

These voice messages are located in the MGC software kit (as part of the default IVR Service for Version 8.0.2).

5. Click **OK** to save the changes.

Version 8.0.2 - Changes to Existing Features

The following table lists the changes to existing features in Version 8.0.2.

Table 4 Feature Changes List

	Category	Feature Name	Description
1.	General	System Flag	The default value of the flag DBC_2 (in H263 SECTION) was changed from YES to NO, disabling the DBC-2 mechanism. To enable DBC-2 mechanism, click MCU Utils>Edit "system.cfg" and in the H263 SECTION manually add the flag DBC_2=YES.

Corrections, Pending Issues and Limitations

Corrections

Corrections between Versions V.8.0.1 and V.8.0.2

Table 5: Corrections between Versions V.8.0.1 and V.8.0.2

#	Category	Description	VNGM ID#
1.	Cascading	Incorrect site names are displayed on the endpoints' screens when using H.243 cascading.	1620
2.	General	Updating the Operators list from the MGC Manager (add/delete an Operator) causes the display of an error status "STATUS_INDEX_FILE_CORRUPTED". Resetting the MGC after this error causes the system to delete all previously created Operators except for the two default Operators (ACCORD, POLYCOM).	VNGFE-1057
3.	General	MGC Manager loses connection to the MGC when using the "Attend with details" feature and the conversation between the operator and the participant is long.	2104
4.	General	"Insufficient IP resources" error message displayed when trying to start an ongoing conference although there are no on-going conferences or reservations running on the MCU.	2206
5.	General	"Unit not responding" error causing MCU failure and endpoints to disconnect from the conference as result of problematic communication with gatekeeper.	2265
6.	General	Muffled Entry and Exit Tones using the Audio+8A card for IVR messages.	2277/ 2278/ 2215
7.	Interoperability	Intermittent connectivity of ISDN endpoints when dialing through a Tandberg IP-to-ISDN GW into an MGC using BONDING when the endpoint is downspeeding.	2342
8.	IP	Units 1-4 on IP24 card in slot 14 experience errors ("Unit not responding") intermittently.	2207
9.	IP	Two IP endpoints that are registered to the PathNavigator gatekeeper failed to connect to the conference. Disconnection cause is "ARQ timer has ended without receiving indication from the GK".	2263
10.	IP	"Unit not responding" error causing MCU failure and endpoints to disconnect from the conference.	2312/ VNGFE-1324
11.	IP	"Unit not responding" error causing MCU failure.	VNGFE-1060

Table 5: Corrections between Versions V.8.0.1 and V.8.0.2

#	Category	Description	VNGM ID#
12.	IP	"Unit not responding" error causing IP+ card failure due to wrong DBCII flag setting (should be set to NO).	VNGFE -1360
13.	IP	"Unit not responding" error causing MGC-50 failure and endpoints to disconnect from the conference.	2212/ VNGFE -998/
14.	IP	"Unit not responding" error causing MGC-100 failure and endpoints to disconnect from the conference.	VNGFE -1069
15.	IP	IP+48 card units 1-4 are indicated as faulty after SIP endpoints connected to the conference as a result of incorrect resource allocation.	2254/ 2255
16.	IP	IP+48 card stack controller failure.	VNGFE -1307/ 1312
17.	IP	IP+24 and IP24 card failure (card status changed to Major Alarm).	VNGFE -984
18.	IP	IP+ and MG323 card failure (card status changed to Major Alarm).	VNGFE -1234
19.	IP	Sometimes, H.323 dial -out failed due to IP+48 card stack controller failure.	VNGFE -1132
20.	IP	RTP failure resulting in IP+48 card not responding.	VNGFE -1280
21.	IP	"Unit not responding" alarm is displayed when the IP card is placed in slot 2 of the MCU and the IP network suffers from many packet losses.	2284/ 2285
22.	ISDN	VSX ISDN endpoints could not connect to a CP conference at a line rate of 512Kbps using BONDING.	1451
23.	IVR	Participants heard IVR and audio from conferences that were not their own. In some conferences they could listen to IVR prompts in the middle of the conference. Some conversations were mixed between several conferences.	1642/ 1655
24.	MGC Manager	Operators could not connect to the MGC from the MGC Manager experiencing "bad connection" and during the disconnection period conference participants were disconnected from the conference while phantom connection ('waiting for dial in') appeared in the MR.	2261
25.	MPI	Unable to send Content from Aethra MPI endpoints to IP endpoints when the MGC flag is set to: ENABLE_H239_ANNEX_T = NO.	2322
26.	MUX	Unit 1 on the MUX card failed when trying to connect an ISDN participant after the same or another ISDN participant disconnected from the conference without freeing its resources correctly.	2133

Table 5: Corrections between Versions V.8.0.1 and V.8.0.2

#	Category	Description	VNGM ID#
27.	MUX Card	Unit 1 on MUX+ card stopped responding when disconnecting endpoints from the conference that included encrypted and non-encrypted endpoints.	1478/ 1479
28.	Recording with PRR	When starting to record the conference using PRR, after the recording has started the participant does not hear the beginning of the message "The conference recording has started" (first 2 words are skipped).	1398
29.	RSS	The Content channel between MCU and RSS drops as soon as the endpoint transmits the Content, thus preventing the Content from being recorded in RSS.	VNGFE -1153
30.	SIP	Cannot connect SIP endpoints to Video Switching conferences set to H.264 fixed mode and line rate of 768Kbps.	1159
31.	Video	Lip sync occurs when running an IP only, H263 conference at 256Kbps, 4CIF video using 2x2 layout and P+C.	2315
32.	Video	When disconnecting and then reconnecting to a VSW/H.239 conference while Content is being sent, participant is partially connected.	VNGFE -1239
33.	Video	When Lecture Mode - Automatic Switching is enabled in a VSW/H.239 conference, poor video is displayed on the lecturer screen when the switching occurs due to wrong DBCII flag setting (should be set to NO).	VNGFE -1250
34.	Video	Video freezes followed by lost connection with the video+ card causing participants disconnection from the conference.	VNGFE -1147
35.	Video	When connecting an HDX to the MGC over H.263 and the endpoint is set to stretch the video (for wide screen monitors), the video+ MAP fails.	VNGFE -992
36.	WebCommander	Cannot schedule an H.239 Reservation using the WebCommander.	2323

Corrections between Versions V.8.0 and V.8.0.1

Table 6: Corrections between Versions V.8.0 and V.8.0.1

#	Category	Description	VNGM ID#
1.	API	When participants enter a conference after they were attended (placed on hold until they are attended by an operator, who then transfers them to the conference), the attended participants appear twice: before they were attended and after they were attended (for billing purposes, the participant appears twice) and the time that they were attended by the operator does not appear at all.	1308
2.	API	When trying to download formatted CDR files, an error message is displayed "You cannot use unicode name". After editing the name by removing characters, the file can be retrieved.	1476
3.	Audio	Loud distorted noise is heard when the HDX whose stereo is turned off and is registered to MS LCS 2005 server 10.100.1.200 connects to the Entry Queue at line rate of 1920k using the EQ SIP address. If no DTMF codes with the target Conference ID are entered, the call is disconnected. If the HDX stereo is turned on, the noise is not heard as well as the voice prompt to enter in the conference ID and consequentially, the call is disconnected.	1319
4.	Cascading	During a cascading session between several conferences, several cascading links were "partially connected " preventing video and Content sent by the lecturer in the master MCU from being seen by the Slaver MCU.	VNGFE -1111
5.	COP	When an IP endpoint disconnected from a COP conference set to video mode H263, FECC 6.4, H239/ P+C and using Presentation mode, the endpoint could not be disconnected and after few seconds an exception error occurred.	2180
6.	CP	When 4 participants are already connected to a CP (Classic) conference in which Dual stream mode (H.239/ People+content) is enable and the video layout is set to Auto Layout or 5+1, the next participants connect as Secondary.	2133
7.	General	When a PSTN participant dials into a meeting using a number that was allocated to a defined video participant, causing an exception to occur. In such cases, the MCU will accept the call as any other PSTN call, but at the same time will store the video parameters of the participant to be used in case the participant will hang up the PSTN call and dials again, this time with video.	1260

Table 6: Corrections between Versions V.8.0 and V.8.0.1 (Continued)

#	Category	Description	VNGM ID#
8.	General	When the chairperson connected to a conference that was set as "start conference requires chairperson" and was placed on hold while waiting for the chairperson to join, the conference remained on hold and the on hold music kept on playing.	1485
9.	General	When dialing out to HDX using H.323 from a conference set at line rate of 384K / CP / H.239, video layout set to full screen, the endpoint sometimes connects in asymmetric SIF / CIF mode causing degradation in video quality.	1214
10.	General	During the Meeting Room creation an ISDN number was defined in the Meet Me Per Conf tab and assigned to the MR. Then, the user tried to assign an IP service for this MR but this definition was rejected by the MCU and the creation of the MR was aborted. However, the MCU failed to change the status of the already-assigned ISDN number to Free. Consequently, when an attempt was made to create another MR with this ISDN number the MCU rejected the attempt (STATUS_PHONE_NUMBER_OCCUPIED).	1136
11.	General	Sometimes an Exception Handler Message occurs on the MCU whether running conferences or not.	VNGFE-1021
12.	General	Two IP endpoints that are registered to the PathNavigator gatekeeper failed to connect to the conference. Disconnection cause is "ARQ timer has ended without receiving indication from the GK".	VNGFE-1014
13.	General	Endpoints names (site names) are not displayed.	1646
14.	General	The error "insufficient IP resources" is displayed when scheduling conference although no conference is running or scheduled on the MCU.	VNGFE-942
15.	H.239	Cannot send Content from a Slave conference in cascaded topology	2221
16.	H.239	When an IP only Tandberg endpoint sent Content to a CP conference whose line rate is 384Kbps, audio = 56K(G722/711), video = H263, full screen, after 5 seconds the Content disappeared from the Tandberg unit and no indication was shown on the other endpoints in the conference that they were receiving Content.	2176
17.	Interoperability	When a Tandberg endpoint dials into a CP at line rate of 256K, using audio mode 48(Siren14/G722/G711) and video H.263, a Major alarm is created and an exception error is added to the fault list.	1442/ 1443
18.	Interoperability	When Tandberg 3000MXP, 880MXP version F5.0 ISDN endpoints dial into a CP conference, line rate 256Kbps, Audio set to 48(Siren14/G722/G711) and video set to H.263 an exception occurs.	1203
19.	Interoperability	When connecting Tandberg MXP 880 as SIP to a VSW conference at line rate of 384Kbps, the IP card failed.	1415

Table 6: Corrections between Versions V.8.0 and V.8.0.1 (Continued)

#	Category	Description	VNGM ID#
20.	Interoperability	Connecting Tandberg 2000 system with Firmware version 4.0 over ISDN to a conference at line rate of 384Kbps caused the MGC to reboot after 30 minutes.	2198
21.	Interoperability	H245 DTMF tones sent from Cisco Call Manager are not recognized correctly by the MGC when they are dialled rapidly and in bursts i.e 2222" pause "222# received as 222222222# or 22222222#2.	1644
22.	IP	When the automatic redial function is enabled for the MCU (the system.cfg flag ENABLE_IP_REDIAL=YES), deleting a defined IP participant after the MCU unsuccessfully tried to connect to the conference will cause the MGC to redial to the endpoint again instead of removing it from the conference.	2107
23.	IP	The alarm "Unit not responding" is displayed for the IP card during conferences and video freeze was experienced by the endpoints.	VNGFE-1069
24.	IP+ Card	The statuses "UNIT NOT RESPONDING" and "NO CONNECTION WITH CARD" appear intermittently for various cards (video+/IP48) during one day affecting the conferences running on the MCU.	1999
25.	IP+ Card	IP+ card failure affecting ongoing conferences.	1812/ 1813
26.	ISDN	When an ISDN endpoint enters an IVR-enable conference to which an IP endpoint is already connected, after entering the conference password it takes 2-3 minutes for the endpoint to see the video of the other endpoint.	VNGFE-935
27.	IVR	During an ongoing conference, participants in one conference hear the IVR prompt from another conference to which a participant is connecting.	1655
28.	MGC Manager	MGC Manager application closed unexpectedly	1488
29.	MGC Manager	When an Operator tried several times to login to the MGC via the MGC Manager after first failure and the display of error message "bad connection", multiple duplicated connection to the MGC were created, followed by the display of the error message "number of connection in the MCU exceeded".	VNGFE-1064
30.	MGC Manager	When operators could not connect to the MGC from the MGC Manager experiencing "bad connection", during the disconnection period, conference participants were disconnected from the conference and phantom connection ('waiting for dial in') appeared in the MR.	VNGFE-1116
31.	VTX1000	When a VTX1000 is calling (ISDN call) through MGC-25 gateway to a conference running on the MGC, echo is heard by the other participants when they speak.	2136
32.	Web Commander	If quotation marks are used in the participant's name, e.g "site1", the participants are not displayed and therefore cannot be monitored in the WebCommander.	2233

Version 8.0.2 Pending Issues

Table 7: Pending Issues

#.	Category	Description	ID#	Remarks
1.	Audio	When using the G.729 audio algorithm, no audio is available with VoIP or SIP phones.	20554/ 19609	
2.	Cascade	In Cascaded Video Switching conferences with an ISDN link, FECC occasionally does not work.	20299	
3.	COP	When the first active participant is disconnected and the video of other participants is muted, participants view background colors.	19288	
4.	CP	MCU status changes to Major for 30 seconds when connecting 32 endpoints at a line rate of E1 to a CP conference.	20331	
5.	CP	Fragmented video can occur during speaker changes in CP H.264 conferences.	21311	
6.	Database	In the Participants database, when you Copy As a participant template and modify this template without prior pasting the copied template, the system forces you to save the original template under a different name.	21142	Save the participant under a new name, and then, if required, delete it from the database.
7.	Diagnostics	Long loop test may fail when running the diagnostic on the MGC-25	20467	
8.	Diagnostics	Diagnostics sometimes cannot connect to the cards.	21551	
9.	Encryption	In a Video Switching encrypted conference with more than 75 participants and set to a 768KB line rate, the Audio+ card may crash.	19552	
10.	Encryption	When more that two encrypted, H.263 IP endpoints (VSX and FX.3) using E1 (1920 Kbps) line rate connect to the same card RTP they may experience video artifacts.	VNGM - 682	
11.	FECC	FECC does not work between an IP endpoint and an MPI (DTE) endpoint.	20401	

Table 7: Pending Issues (Continued)

#.	Category	Description	ID#	Remarks
12.	FTP	FTP service on XPEK may stop working, which affects system functions, such as prevent the Logger Diagnostic Files from opening, causing the MGC Manager application to close.	20433	In the <i>IP Terminal</i> , enter restore_ftp . If the system displays an indication that the ftp cannot be restored, reset the MCU.
13.	Gateway	When cascading VSW and CP conferences via a Gateway and moving the cascading link to and from a conference, the cascading links' video capabilities are suspended.	19469	
14.	Gateway	When calling from H323 endpoint to an EQ on MGC V6 (used as an MCU) through MGC V7 (used as GW H323->H320), the call will fail.	20232	
15.	General	Selecting the <i>Enable Invite</i> and the <i>Encryption</i> parameters in the same conference is not supported.	21097	
16.	H.239	All the participants Statuses become Faulty Connected for 1 second when PVX endpoints send Content.	21569	
17.	H.264	In Video Switching conference set to H.264 and a line rate of 384Kbps, Sony endpoints connect as secondary.	21207	
18.	IP	Connecting a service to a card during card download card results in card failure.	20747	Connect the service after software download is completed.
19.	General	In a mixed system with ISDN and IP, when the clock is set to ISDN and you set the source of the ISDN span to Null, the IP+ card may stop responding.	—	Set the system.cfg (MCU_CLOCKING section) flag: INTERNAL_CLOCK = YES prior to setting the ISDN span to Null.
20.	IVR	When moving a participant from one conference to another, the "First to join" IVR message is heard twice.	19515	
21.	MGC Manager	Wrong indication in the MGC Manager: When Moving IP endpoints from one Video Switching 384 Kbps to a Video Switching 512 Kbps conference, the participant appears connected when they should be secondary.	20933	

Table 7: Pending Issues (Continued)

#.	Category	Description	ID#	Remarks
22.	Sony Endpoint	Sony PCS/H320 version 3.3 connects as Secondary when dialing an encrypted conference in which the Content was already sent.	VNGM - 1143	An endpoint problem.
23.	Tandberg Endpoint	Tandberg 880 E5.1 is Faulty Connected when dialing to an encrypted, H.239 VSW or CP conferences.	VNGM - 913	An endpoint problem.
24.	Video Switching	During the start of Video Switching conferences that include O.C., poor video can appear for several seconds.	21061	

Version 8.0.2 System Limitations

Table 8: System Limitations

No.	Category	Description	ID#	Workaround/ Remarks
1.	DBCII	Enabling Encryption for a conference while DBC II is activated for the MCU, causes video freezes on VSX endpoints.	VNGM-893	
2.	General	When changing the prefix in the IP service, the MR that is configured to work with this IP service will not be automatically updated.	VNGM-662	Change the prefix in the MR manually.
3.	General	In Video Switching conferences, endpoint name (site name) sent via FECC stream may not be displayed.	VNGFE-1479	Site (endpoint) names are displayed correctly in CP conferences.
4.	H.239	H.239 in cascaded conferences is supported only on MGC to MGC (Polycom to Polycom) cascaded links.	VNGM-1193	
5.	IVR	The participant playing a Roll Call Review cannot stop the review during its first 5 seconds.	VNGFE-149	
6.	IVR	When moving the chairperson participant from an IVR enabled conference to a conference without IVR, the moved participant appears in the MGC Manager as a chairperson although this status is not applicable to non IVR enabled conferences.	VNMG-761	
7.	P+C	When a PVX stops sending content to VSX7000 or VSX8000 endpoints, a frozen picture will be displayed on the VSX endpoint.	VNGM-906	
8.	IP24	IP24 cards support 7 P+C participants per unit instead of 8. Allowing eight P+C participants to participate in a conference on one unit will result in video artifacts.	VNGM-1107	
9.	SIP	There is no mute indication in the MGC Manager for SIP endpoints that are self muted.	VNGM-1030	
10.	VTX1000	VTX1000s in wideband connections do not provide DTMF feedback tones.	VNGM-998	

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