

Polycom™ RSS 2000 V3.0 Release Notes

RSS2000 V3.0 Upgrade User Guide

1, New Systems – New Installations

For new installations , customer need to activate the RSS before starting to use .

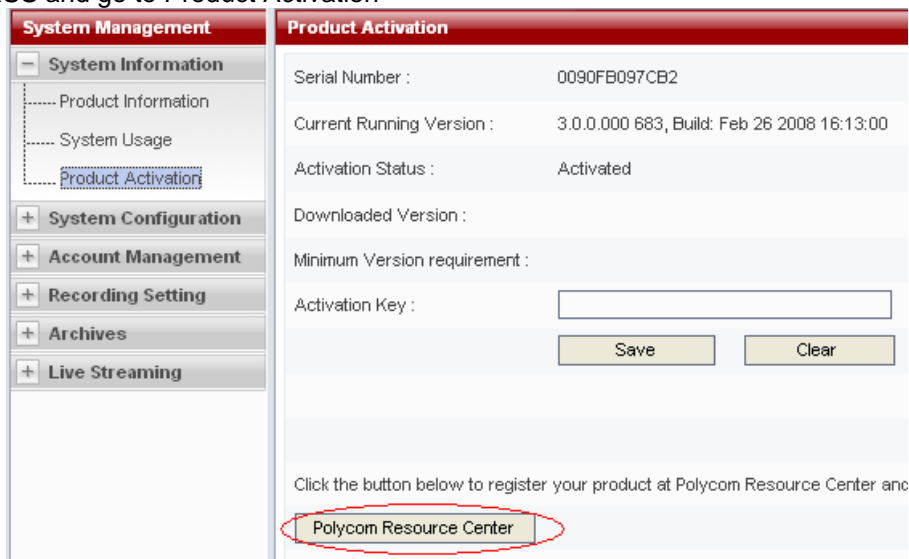
Process:

As you aware, RSS 2000 V3.0 includes two type of activation keys:

Keycode definition

Package Name	Description
K-keycode	Option Activation (Basic, Multicast, Clustering)
U-keycode	New Version activation (Will not affect the current installed options)

Log into RSS and go to Product Activation



Click **Polycom Resource Center** , go to the PRC and under product activation:

Solutions | Products | Pricing & Promotions | Certification & Training | **Service & Support** | Sales

Product Activation

Overview
Professional Services
Support Services
White Papers
Service Descriptions
Services Sales Tools
Product Support
Product Registration
Product Activation

You have been redirected to another site via pop-up window. If your pop-up blocker and click the link again.

Software Upgrade Key Code

To upgrade your software, please retrieve your software Key Code.

[Retrieve Software Key Code](#)

To generate a Key Code for enabling system options, follow the directions below.

Single License Number

Please enter the License Number and Serial Number of your product to generate a Key Code. To retrieve a previously enabled Key Code, please enter the product's serial number and leave License Number blank.

License Number:

Serial Number:

Key Code:

[Generate](#)

For new installation, the system will be shipped with a K License, that will require the user to go to the PRC and receive a K Keycode:

Single License Number

Please enter the License Number and Serial Number of your product to generate a Key Code. To retrieve a previously enabled Key Code, please enter the product's serial number and leave License Number blank.

License Number:

Serial Number:

Key Code:

[Generate](#)

This license Number is provided with the system (Single Page) - Enter here !!

The user will receive a K Keycode with his options (Either none, Clustering or Multicast)

After entering the K Keycode – the user will need to go back to the PRC and receive now a U Keycode:

Retrieve Your Upgrade Key Code

Single Upgrade Key Code

To retrieve the latest software upgrade Key Code for your system, please enter the complete system Serial Number, the Version Number that you want to install and then click **Retrieve**.

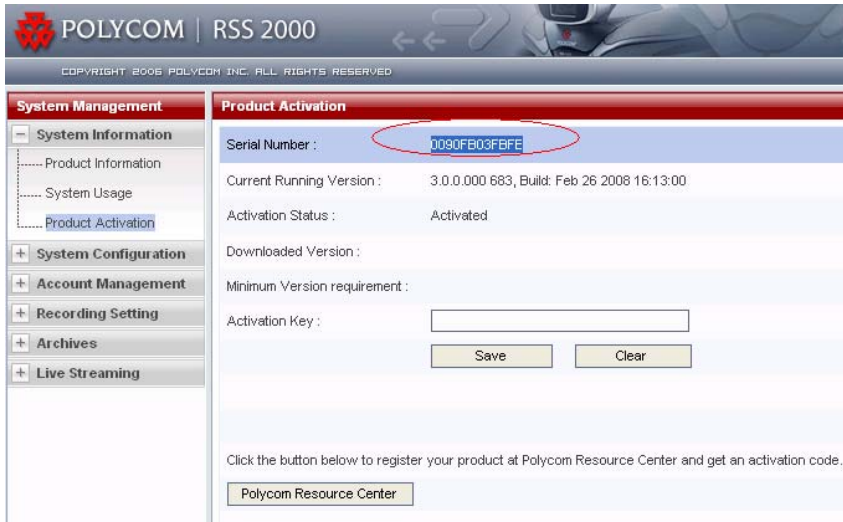
***Serial Number:** **Model:**

***Version:** [Need Help?](#)

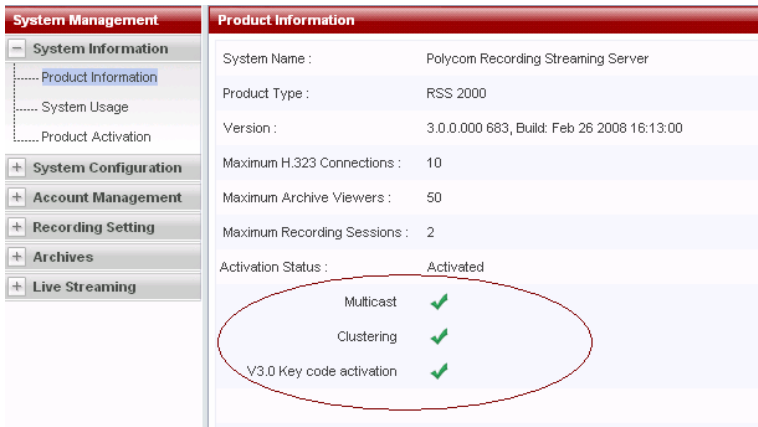
[Retrieve](#)



Enter 3.0 in the Version field and enter the System Serial# in the Serial Number field , then customer will receive a U-Key code (As taken from the product activation section on the RSS 2000 Web UI):



After entering both the K Keycode and the U keycode the product will be ready to be used:





2, Current Install base (Existing systems that require upgrade)

Preparation before Upgrade

1: Obtain the 3.0 upgrade package and activation keys from Polycom website or your local service center. Save it in a folder on your desktop.(more details , please read RSS2000 user manual v3.0)

Upgrade package definition

Package Name	Description
Part1: RSS2000.3.0.0.0_part1_full function_with English&Japanes&Chinese . pkg	With full function –support English and Japanese
Part2: RSS2000.3.0.0.0_part2_additional language. Pkg	Support all additional language (except English/Chinese and Japanese)

Keycode definition

Package Name	Description
K-keycode	Option Activation (Basic, Multicast, Clustering)
U-keycode	New Version activation (Will not affect the current installed options)

NOTE:

- For RSS2000 running System software 1.0, K-keycode and U-Keycode are both needed.
- For RSS2000 running 2.0, Only U-keycode is needed (It doesn't include multicast or clustering option , if you want to get these option , you need to buy another K-keycode).

How to receive Key code

Please refer same introduction in the part of “**new installation**”

NOTE:

- Before upgrade , Please check your current version , we have different process for v1.0 and v2.0 upgrade.
- Keep your RSS2000 powered on and connected to the network during the upgrade.

Upgrade from 1.0 to 3.0

1: Download upgrade package to RSS

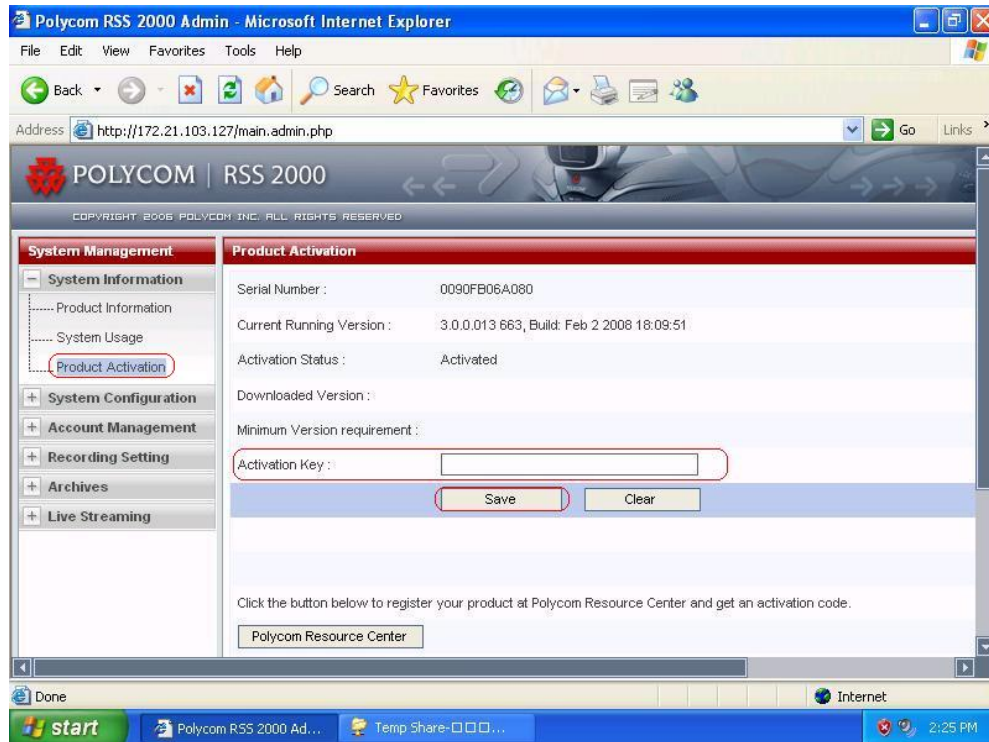
- Log in to RSS , go to “. - System Configuration > Upgrade/Reset System” page .
- Download the “**RSS2000.3.0.0.0_part1_full function_with English &Japanes & Chinese . pkg**” to RSS , then Restart

Note : For More details on the download file process , please read “RSS2000 user manual V3.0”

2: Activate your RSS by Keycode

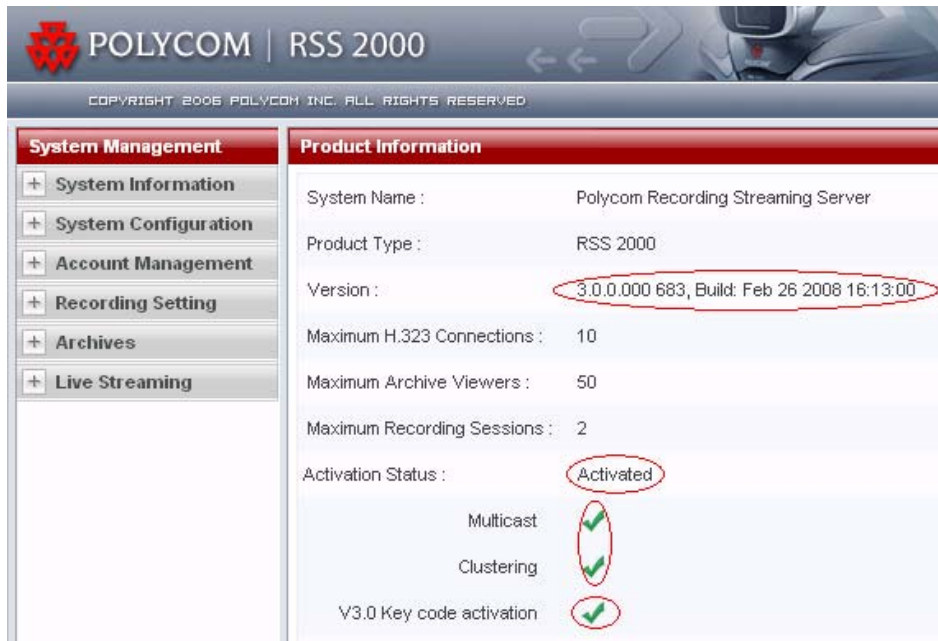
- After rebooting , log into RSS , “. - System information > Product Activation” page.
- Paste your U-Keycode , click save .
- Paste your K-Keycode , click save .

Notes : No need to restart .



3: Check the status

Go to “. - System information > Product Information” page



The screenshot displays the Polycom RSS 2000 web interface. The top header includes the Polycom logo and 'RSS 2000' text. Below the header is a navigation menu with 'System Management' selected, containing options like System Information, System Configuration, Account Management, Recording Setting, Archives, and Live Streaming. The main content area is titled 'Product Information' and lists system details: System Name (Polycom Recording Streaming Server), Product Type (RSS 2000), Version (3.0.0.000 683, Build: Feb 26 2008 16:13:00), Maximum H.323 Connections (10), Maximum Archive Viewers (50), Maximum Recording Sessions (2), and Activation Status (Activated). Below these are checkboxes for Multicast, Clustering, and V3.0 Key code activation, all of which are checked and circled in red.

Product Information	
System Name :	Polycom Recording Streaming Server
Product Type :	RSS 2000
Version :	3.0.0.000 683, Build: Feb 26 2008 16:13:00
Maximum H.323 Connections :	10
Maximum Archive Viewers :	50
Maximum Recording Sessions :	2
Activation Status :	Activated
Multicast	<input checked="" type="checkbox"/>
Clustering	<input checked="" type="checkbox"/>
V3.0 Key code activation	<input checked="" type="checkbox"/>

If everything is ok , the version # /Activation Status /V3.0 Key code activation should have same status . (For multicast and clustering option , if you buy these 2 option , your RSS will show same status , if not , it will not be showed)

Note :

Now you RSS can support **English, Chinese and Japanese**. If you want additional language options, you need to download and install the part with additional language options. For additional language options installation, please refer to the part in this documentation "**Additional Language support**".

Upgrade from 2.0 to 3.0

1: Download upgrade package to RSS

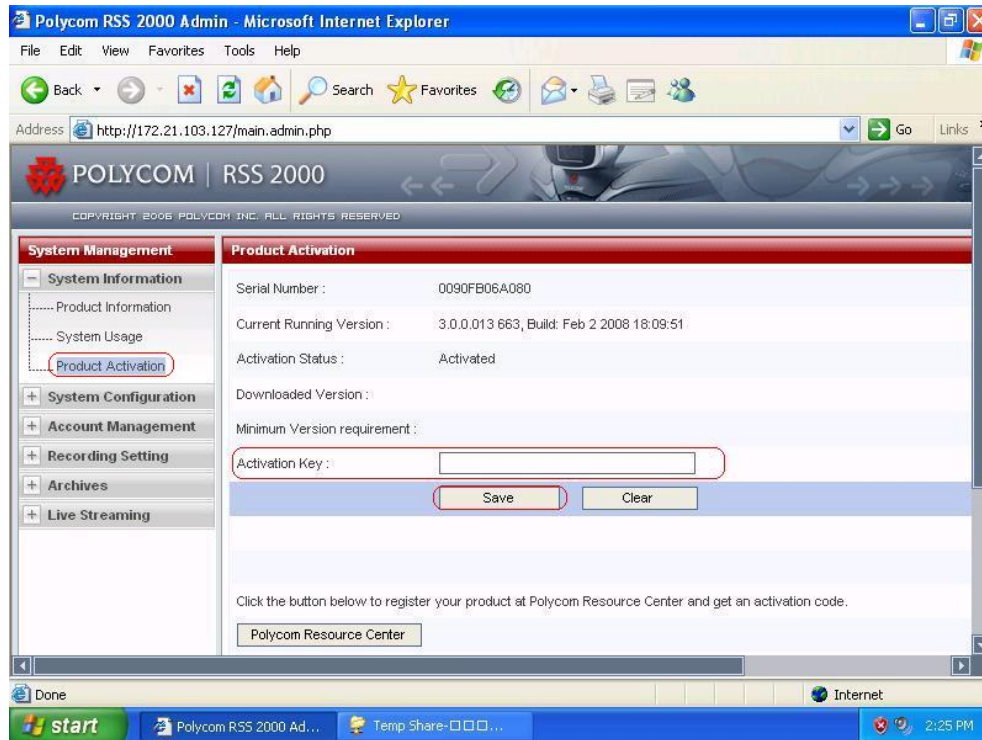
- Log in to RSS , go to “. - System Configuration > Upgrade/Reset System” page .
- Download the “**RSS2000.3.0.0.0_part1_full function_with English &Japanes & Chinese . pkg**” to RSS , then Restart

Note : More details about the download file process , please read “RSS2000 user manual V3.0”

2: Activate your RSS by Keycode

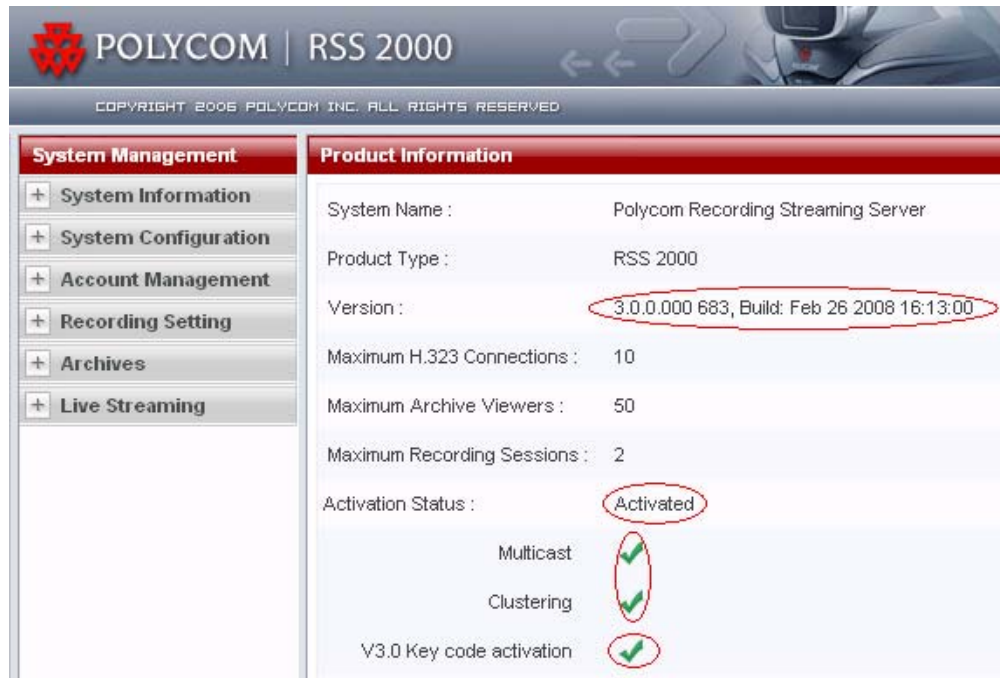
- After rebooting , log into RSS , “. - System information > Product Activation” page.
- Paste your U-Keycode , click save .

Notes : No need to restart .



3: Check the status

Go to “. - System information > Product Information” page



The screenshot displays the Polycom RSS 2000 web interface. The top header includes the Polycom logo and the text "POLYCOM | RSS 2000". Below the header, a navigation menu on the left lists "System Management" options: System Information, System Configuration, Account Management, Recording Setting, Archives, and Live Streaming. The main content area is titled "Product Information" and lists the following details:

System Name :	Polycom Recording Streaming Server
Product Type :	RSS 2000
Version :	3.0.0.000 683, Build: Feb 26 2008 16:13:00
Maximum H.323 Connections :	10
Maximum Archive Viewers :	50
Maximum Recording Sessions :	2
Activation Status :	Activated
Multicast	<input checked="" type="checkbox"/>
Clustering	<input checked="" type="checkbox"/>
V3.0 Key code activation	<input checked="" type="checkbox"/>

If everything is ok , the version # /Activation Status /V3.0 Key code activation should have same status . (For multicast and clustering option , if you bought these 2 options , your RSS will show same status , if not , it will not be showed , In case the user already have installed K Keycode (Even on top of V2.0) with Clustering option – clustering will remain checked)

Note :

Now you RSS can support **English, Chinese and Japanese**. If you want additional language options, you need to download and install the part with additional language options. For additional language options installation, please refer to the part in this documentation "**Additional Language support**".

Additional Language Support

If you need 3.0 to support additional language (Not English/Chinese/Japanese) ,you need to follow this process .

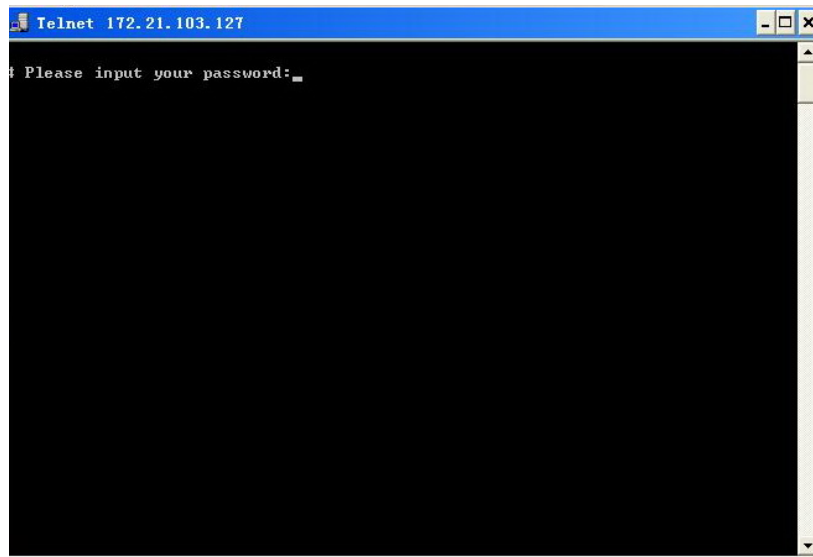
Image version check

Please check RSS2000 image version following the commands below firstly. Only RSS2000 with image version 5 or above can be upgraded with additional language support.

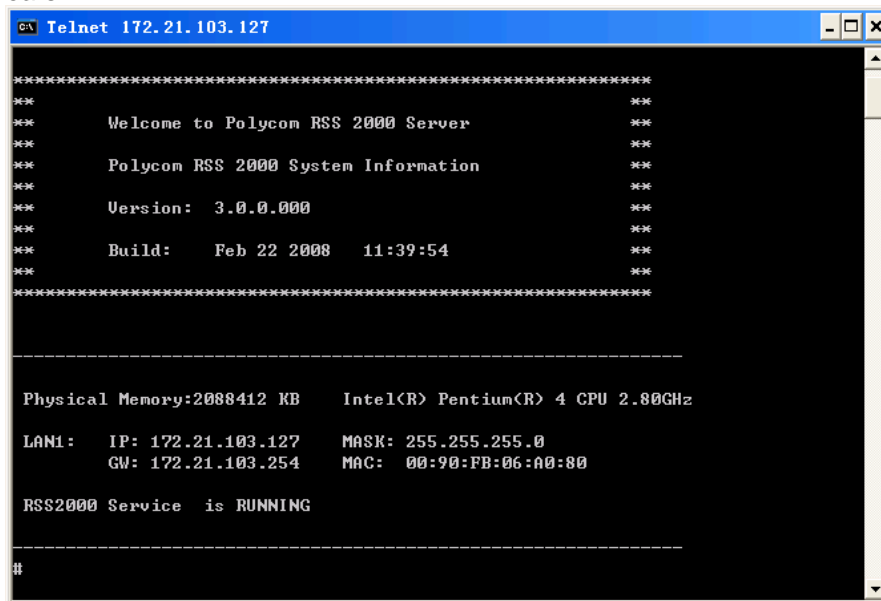
1: Click on Start>Run>Enter “telnet 172.21.103.127 23” (without quotation marks), and Click OK.

NOTE: The IP address above is for EXAMPLE ONLY. Please replace it with your RSS2000 IP address.

2: You will see a command prompt window after the command is executed. The window should look like below.



3: Enter the password for your RSS2000. Default password is polycom , then a system welcome screen appears.





4: At command prompt, enter “imageversion” (without quotation marks)

5: If the version # is “5” (see the screenshot below), indicates the RSS2000 can be upgraded with additional language options.

```

C:\ Telnet 172.21.103.127
**      Welcome to Polycom RSS 2000 Server      **
**      Polycom RSS 2000 System Information     **
**      Version: 3.0.0.000                     **
**      Build:   Feb 22 2008   11:39:54        **
**      *****************************************************
-----
Physical Memory:2088412 KB   Intel(R) Pentium(R) 4 CPU 2.80GHz
LAN1:   IP: 172.21.103.127   MASK: 255.255.255.0
        GW: 172.21.103.254   MAC:  00:90:FB:06:A0:80
RSS2000 Service is RUNNING
-----
# imageversion
Current image version(0):
RSS2000 Runtime Image Version 5
# =

```

6: If the image version is not 5 , it will show **unknown version** , means if you want to support additional languages , need to refresh the image , the old image don't have full support for additional languages, so please contact your service provider .

```

C:\ Telnet 172.21.100.126
**      Welcome to Polycom RSS 2000 Server      **
**      Polycom RSS 2000 System Information     **
**      Version: 3.0.0.000                     **
**      Build:   Feb 22 2008   11:39:54        **
**      *****************************************************
-----
Physical Memory:1039836 KB   Intel(R) Pentium(R) 4 CPU 2.80GHz
LAN1:   IP: 172.21.100.126   MASK: 255.255.255.0
        GW: 172.21.100.254   MAC:  00:90:FB:09:7C:B2
RSS2000 Service is RUNNING
-----
# imageversion
Current image version(0):
Unknown Version
# =

```

Upgrade additional language package

- a) Log in to RSS , go to “. - System Configuration > Upgrade/Reset System” page .
- b) Download the “**RSS2000.3.0.0.0_part2_additional_languages . pkg**” to RSS , then Restart

New Features (Compare with V2.0.0.000)

#	JIRA#	Features	Description
1	RSS-248	Clustering Improvements	RSS2000 should support active a recording task in next server when the recording capacity in last one is full .
2	RSS-207 RSS-225	Gatekeeper Registration modes	New Gatekeeper registration modes to support different types of Gatekeepers
3	RSS-247	Turn on/off H.323 Playback	Configure Recording only system
4		Localization - languages support	WEB UI , TV-UI and documentation , IVR – VC 2.0 Common Languages suite
5		Siren22 Stereo Support	Support SIREN 22 Stereo in Single and Point to Point calls.
6	EXT-405	XML API Improvements	API provide the interface to support that administrator can select any archive send to any playback site.
7		Https/SSL mode	Meet Polycom Security policy
8	RSS-239	Windows security update policy	Disable update interface for end users , the update package will be provided with the new release package by Polycom. Meets Polycom Security policy
9	RSS-219	Disable Preview	Disable Preview (Security)
10	RSS-220	Restrict the max # of live streaming or web playback	Resource allocation Improvements
11	RSS-274	Media Tool Kit Enhancements	Media Tool Kit Enhancements, 4CIF/4SIF (SD) Transcoding, and Link to the install shield
12		Multicast improvement	Support Multicast for Live Streaming and Archive View using Polycom player
13	RSS-54	Streaming without recording	Streaming without recording – TV Menu option
14		Configure Lan Speed	Lan port configuration
15	RSS-265	HD Archive View availability – Progress Bar	Progress Bar indicate for HD Archive view
16	RSS-234	Email notification for NAT Topology	Email Link configuration for NAT Topologies

RSS2000 Policies and Limitations

Subject	Description
H.323 Alias length	The maximum length of the system H.323 alias name is 16 characters
Console Service	RS232 configuration: Baud rate 9600, Data bits 8, Parity None, Stop bits 1, Flow control OFF. ONLY ONE connection to the Console service is allowed, either by RS232 or by Telnet, but not both.
Endpoint menu	<ol style="list-style-type: none"> 1. When schedule a dial out & record from the Web UI, RSS will loopback the video and NEVER show the menu unless a menu operation (FECC arrow keys or DTMF 2/4/6/8) is given from the endpoint. 2. When a pre-defined endpoint dials into the RSS and the endpoint has the "immediate recording" option, RSS will do the same as above. 3. When inviting an endpoint to a P2P recording room (using E.164 number of the P2P room followed by #/* and E.164 number of the invited endpoint), the inviting endpoint will have the menu and the invited endpoint won't have the menu 4. When two endpoints meet at a P2P recording room, only one of them can have the menu at a time.
P2P recording maximum bandwidth	Maximum bandwidth for a P2P recording room is 1024K. If video protocol for P2P recording room is H.264, then the maximum bandwidth is 768K
Archive file size	If the media file size exceeds 4GB, downloading it from Web UI may be incomplete.
Media Player Support	Windows Media Player 9/10 is required. WMP 10 is recommended. RealPlayer can also be used if WMP is properly installed. QuickTime player is not supported. Some third party media player such as Media Player Classic (MPC) and VLC can also be used, but they were not certify
Archive playback	Archive playback with WMP does not support playback controls: Pause/Resume/FF/Backward, etc
H.323 playback	During H.323 playback, if there is packet loss and endpoint requests I-Frame, RSS cannot apply the request. Since all audio/video data are from the media file.
System Reset	Hard reset (power off and on) is not recommended. Reset should be done via the Web UI or Console service whenever possible.
LDAP integration	Microsoft Active Directory only
H.323 preview	<ol style="list-style-type: none"> 1. Only two H323 devices can receive Preview –Meaning when there are 2 endpoints previewing on RSS2000 , the third one connect to RSS2000 will not receive preview , if these two endpoints receiving preview stop to preview or disconnect ,the third one still cannot receive , it need to re-connect . 2. HD or SD archives cannot be previewed. 3. No Transcoding for Preview – Meaning archive recorded in H263 will not be able to be preview by an endpoint connected in H264 and vice versa, however – endpoint support H264 and H263 – in case the archive is in H263 – the playback will work well. 4. In a clustered configuration, H.323 endpoint cannot receive a preview image of the archive that is not stored on the RSS unit that the endpoint is connected. This description should be added to the note her
Archive Converter	When using the RSS2000ArchiveConverter – the transcoded file loaded back to the RSS will be limited to 20 FPS

Subject	Description
Calling with IP address to an RSS that is register with a GK - the call is rejected	When working in routed mode with a gatekeeper, devices that are trying to call to the RSS – with IP address, will be rejected if they are not register to the same GK. This is the right policy when working with routed mode on the GK
MGC Integration	1, When working with the MGC in Video switching mode – the RSS will indicate HD 2, You can disable HD or define the minimum rate for HD in the single point recording setting in the RSS V2.0, or as alternative disable the HD in system.cfg of the MGC
HDX Interoperability	Playback of H263 recording to the HDX may result with some video artifacts
Clustering	1. Only the archives, the view right of which was “Allow All”, can be shared. 2. During clustering, the archives, that wasn’t saved on the local RSS2000, can not be deleted, and it’s properties can not be modified.
Hunting	Each RSS 2000 is capable of 2 recording and 8 H323 playbacks (total of 10 H323 Connections). 1,When using the RSS Hunting function with Cisco GK – the GK will hunt to the next available RSS after the RSS is full with 10 H323 connection. 2, Hunting can only support by PN/SE2000; RDVISION GK ; Cisco GK .
Pause without recording (RSS-381)	RSS can not pause a streaming without recording task ,just to use stop function
V3.0 upgrade	V3.0 have 2 upgrade packages , can not be covered in one package , part is with all functions , part2 is with multi languages package , so some customer need to upload 2 packages . For details , please read the V3.0 upgrade guide
Multi language support	1, image requirement: Languages (except English/Japanese/Chinese) require image V5.0 . For details , please read the V3.0 upgrade guide (it is a part of this document) 2, IVR support – RSS2000 V3.0 only support English/Chinese/Japanese IVR , RSS will play English IVR for all other languages – however, the user can manually upload any IVR he prefer to accommodate his language requirements
Upload Utility	H.263 / H.263+ 4CIF archives can not be uploaded to RSS
HD archives transcode status	When moving mouse cursor on the play button of an archive , if it is an HD archive being transcoding , so play button will be a special status , then you will see a percentage number to show the transcoding process Limitation is that if uses don’t refresh the page , the percentage will not have any update



Known Limitations:

JIRA#	Subject	Description
RSS-120	Overlapping names	The monitor screen displays an overlapping names of VSX8000 and RSS in a MGC meeting room
RSS-136	VSX 5000-8000 Interoperability	The RSS 2000 support the VSX 5000-8000 when the VSX is set to motion (Not Sharpness nor Promotion)
RSS-141 VNGR-4291	RMX 2000 Interoperability	The RMX 2000 connects secondary to the RSS 2000 in the rate of 64Kbps (No support for G.728 at the RMX 2000 (RMX 2000 connect to the HDX and VSX at G.729A in 64K which is not supported by the RSS 2000)) – recording at this low video rate is not recommended in any case.
RSS-142	RMX 2000 Interoperability	While RSS2000 is connected to RMX2000 in SIF when the RMX is set to Sharpness , an archive of it is tagged as H.264 SD.
RSS-137	ViewStation Interoperability	ViewStation show blue then green screen at the beginning of a connection to RSS2000
RSS-121	IVRs	When recording an IVR message – it's require to add additional 1 second of silence for each recording, to prevent message truncation with VSX and Viewstations
RSS-129	Maximum frame rate for recording and playback	Maximum frame rate for recording and playback in the recording room is 20 fps in H.264 and 25 fps in H.261/H.263
RSS-130	Point to Point recording	HD is not supported in Point to Point recording. When using an HD endpoint it's recommended to dial directly to the recording room [RSS2000 Prefix][Recording Room Prefix] and not to connect to the Recording room via the H323 Menu.
RSS-157	Embedded Multipoint on the VSX	When recording a multipoint on a VSX – first connect the endpoint to the VSX and only than connect to the RSS 2000
RSS-148	Sony HG90 version: 2.11 Beta Interoperability	Sony HG90 can connect in HD only. The RSS 2000 menu is in CIF (Not in HD) as so the HG 90 will connect as secondary.
RSS-153	H239 Content resolution	The RSS 2000 support H263 content (Not H264) – as most endpoint currently support H263 content – in order to prevent interoperability issue, when playing back the stream (In H323) the RSS will not support H264 content (Lower common nominator)
RSS-154	Econf integration	France Telecom eConf can not get video from RSS
RSS-147	Aethra X7 integration	Connect Aethra X7 to RSS2000 @1920K ,the X7 sends 720p, but receives CIF from the RSS2000. RSS2000 can only support CIF/SIF for menu .
RSS-301	RMX 2000 integration	HD Recording with the RMX 2000 is supported only on full screen layout
RSS-391	2CIF/2SIF support	RSS can not encode 2CIF/2SIF as a standard resolution when transforming to WMV file , the WMV file is not correct resolution , just keep same scale with 2CIF or 2SIF , so the anemographic video will be showed on PC . Disable promotion on the VSX when working with the VSX
RSS-276	LAN Setting	The same LAN Speed need to be forced on the RSS side and in the switch side.
RSS-373	Stereo support	SIREN 22 Stereo is supported for H323 Playback. When playing the archive using windows media player - the archive will be played in mono.
RSS-256		RSS takes a while to respond to a "stop recording" action at endpoint , can not end and play IVR immediately .

Pending issues

JIRA#	Subject	Description
RSS-189	Integration with MGC	When working with the MGC in Video switching mode – the RSS will indicate HD You can disable HD or define the minimum rate for HD in the single point recording setting in the RSS V2.0
RSS-365	Clustering Limitation	Playback of an archive stored on an RSS2000 unit (Unit A) from the third EP connected to another RSS2000 unit (Unit B) may triggered termination of ongoing playback of the same archive on Unit A from two other EPs also connected to Unit B earlier than the third EP in a clustered two RSS configuration.
RSS-132 RSS-133	HDX Interoperability	Playback of H263 recording to the HDX may result with some video artifacts
RSS-282	FF or REW action within HD archive playback may cause some video artifacts	When performing Fast Forward or Backward on an HD archive (with the HDX) – some video artifacts
RSS-389	Distortion/freezing in converted video using media tool kit	Converting HD archive using the media tool kit to H.263 and uploading the converted file back to the RSS. When playing back the converted file with the VS or VSX some video artifacts may appear.