



Polycom RSS 2000 Release Notes

Version **3.0.2**

August 2008

DOC2207C



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Notice

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Portions, aspects and/or features of this product are protected under United States Patent Law in accordance with the claims of United States Patent No: US 6,300,973; US 6,496,216; US 6,757,005; US 6,760,750; and US7,054,820.

PATENT PENDING

Regulatory Notices

United States Federal Communication Commission (FCC)

Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC

Rules. Test limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates uses and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manuals, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his or her own expense.

CE & UL Mark

Polycom Inc., declares that the Polycom RSS2000 is in conformity with the following relevant harmonized standards:

EN 60950-1:2001
EN 55022: 1998+A1:2000+A2:2003 class A
UL Listed (USA)
CUL Listed (Canada)

Following the provisions of the Council Directive 1999/CE on radio and telecommunication terminal equipment and the recognition of its conformity.

Compliant with European Battery Directive 2006/66/EC

To comply with the European Battery Directive 2006/66/EC, dispose of weak and worn out batteries in accordance with local and national regulations.

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RSS 2000 V3.0.2 Upgrade Guide

New Systems – New Installations

For new installations, an activation keycode must be entered before attempting to use the RSS 2000.

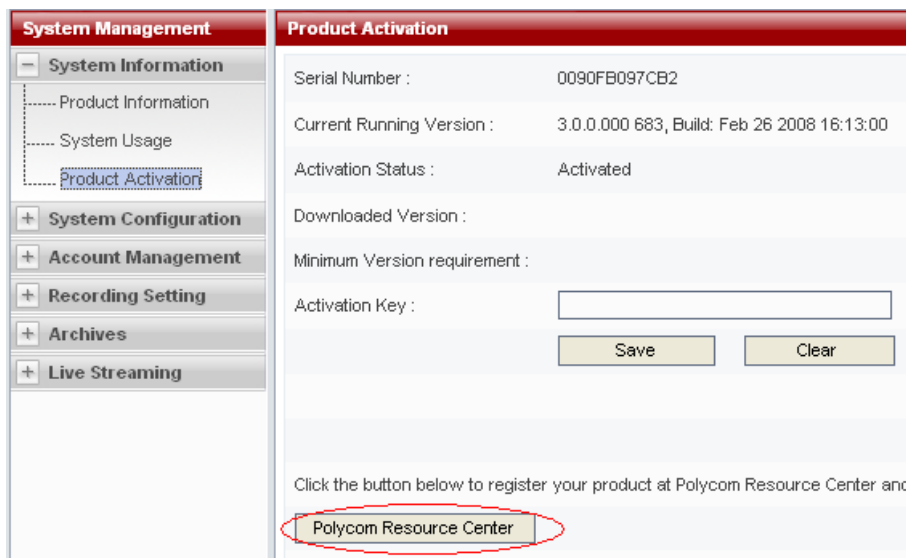
RSS 2000 V3.x includes two type of activation keys:

Table 1 Key Code Definition

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

To get K-keycode:

- 1 Log into RSS and go to Product Activation



System Management

Product Activation

Serial Number : 0090FB097CB2

Current Running Version : 3.0.0.000 683, Build: Feb 26 2008 16:13:00

Activation Status : Activated

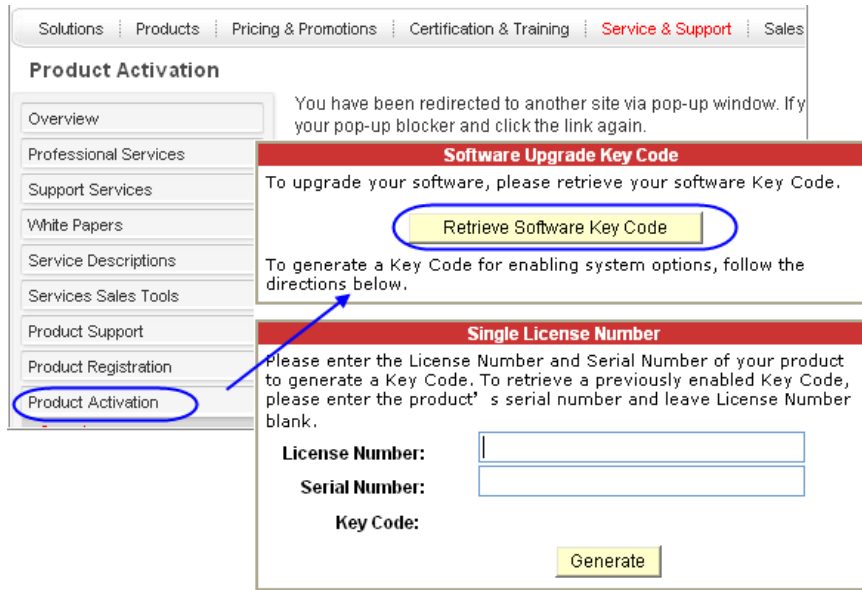
Downloaded Version :

Minimum Version requirement :

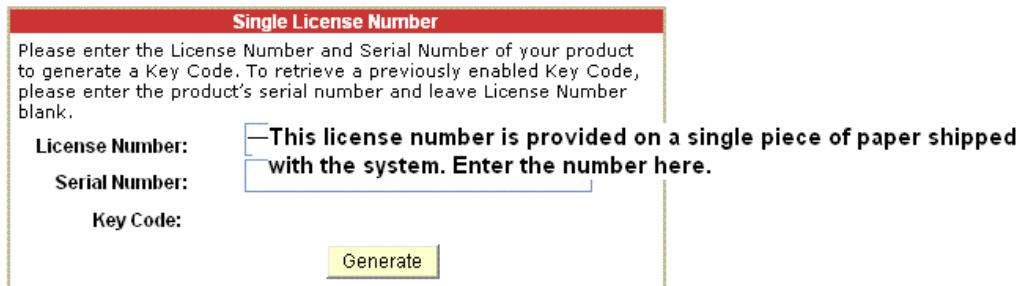
Activation Key :

Click the button below to register your product at Polycom Resource Center and

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



- For a new installation, the system will be shipped with a K License. This will require the user to go to the PRC and receive a K Keycode from the Single License number screen as shown in the screenshots. Do not click 'Retrieve Software Key Code' in this step.



- The user will receive a K Keycode with the enabled options (Basic, Clustering and/or Multicast). Keep this keycode in your records.

After entering the K Keycode in the RSS 2000 web UI activation screen, the user will need to go back to the PRC and generate a U Keycode to permit a software upgrade. This is done in the Single Upgrade Key Code page shown below, accessed by clicking the Retrieve Software Key Code button.



Users upgrading from version 3.0 or 3.0.1 to version 3.0.2 do not require an upgrade keycode.

To get U-keycode:

Enter 3.0 in the Version field and enter the RSS 2000 Serial Number in the Serial Number field. The user will receive a U-Key code permitting activation of Version 3.x software. This keycode will also need to be entered in the product activation section on the RSS 2000 Web UI):

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?

POLYCOM | RSS 2000

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System Management	Product Activation
<ul style="list-style-type: none"> System Information Product Information System Usage <li style="background-color: #e67e22; color: white;">Product Activation System Configuration Account Management Recording Setting Archives Live Streaming 	<p>Serial Number : 0090FB03FBFE</p> <p>Current Running Version : 3.0.0.000 683, Build: Feb 26 2008 16:13:00</p> <p>Activation Status : Activated</p> <p>Downloaded Version :</p> <p>Minimum Version requirement :</p> <p>Activation Key : <input type="text"/></p> <p style="text-align: center;"><input type="button" value="Save"/> <input type="button" value="Clear"/></p> <p style="font-size: small; color: gray;">Click the button below to register your product at Polycom Resource Center and get an activation code.</p> <p style="text-align: center;"><input type="button" value="Polycom Resource Center"/></p>

After entering both the K Keycode and the U keycode, the RSS 2000 will be ready for use with the enabled options:

System Management	Product Information
<ul style="list-style-type: none"> System Information <li style="background-color: #e67e22; color: white;">Product Information System Usage Product Activation System Configuration Account Management Recording Setting Archives Live Streaming 	<p>System Name : Polycom Recording Streaming Server</p> <p>Product Type : RSS 2000</p> <p>Version : 3.0.0.000 683, Build: Feb 26 2008 16:13:00</p> <p>Maximum H.323 Connections : 10</p> <p>Maximum Archive Viewers : 50</p> <p>Maximum Recording Sessions : 2</p> <p>Activation Status : Activated</p> <div style="border: 1px solid red; border-radius: 50%; padding: 5px; margin-top: 10px;"> <p>Multicast ✓</p> <p>Clustering ✓</p> <p>V3.0 Key code activation ✓</p> </div>

Existing Systems (Software upgrade only, no new installation)

Preparation before Upgrade

Obtain the 3.0.2 upgrade package and activation keys from the Polycom website or your local service center. Save the software and keycodes on your PC (For more details, please see the *RSS 2000 Version 3.0.2 User Guide*).

Table 2 Upgrade package definition

Package Name	Description
RSS 2000.3.0.2 . pkg	With full function except PHP V5.2.6 .
RSS 2000 PHP V5.2.6. pkg	Running base on RSS 2000 V3.0.2 or above version.

Table 3 Keycode definition

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



- For an RSS 2000 running version 1.0, K-keycode and U-keycode are both needed.
- For an RSS 2000 running version 2.0, only the U-keycode is needed. (The U-keycode permits the upgrade to the new software version, but does not control options activation. For additional options, an appropriate K-Keycode must be purchased).
- For an RSS 2000 running version 3.0 or 3.0.1, there is no need to perform any activations whatsoever in order to upgrade to version 3.0.2.

How to generate keycodes:

Please refer to the instructions and screenshots in the *New Systems – New Installations* section above.



- Before the upgrade, please check the currently installed software version. There is a different process for each upgrade as noted above.
- Keep the RSS 2000 powered on and connected to the network during the upgrade.

Upgrade from 1.0 to 3.0.2

1 Download upgrade package to RSS

- a Log in to the RSS and browse to the System Configuration > Upgrade/Reset System page.
- b Download the “RSS 2000.3.0.2.pkg” to the RSS, wait 10 minutes, then restart the RSS from the web UI. Wait 5 minutes before attempting to log in.



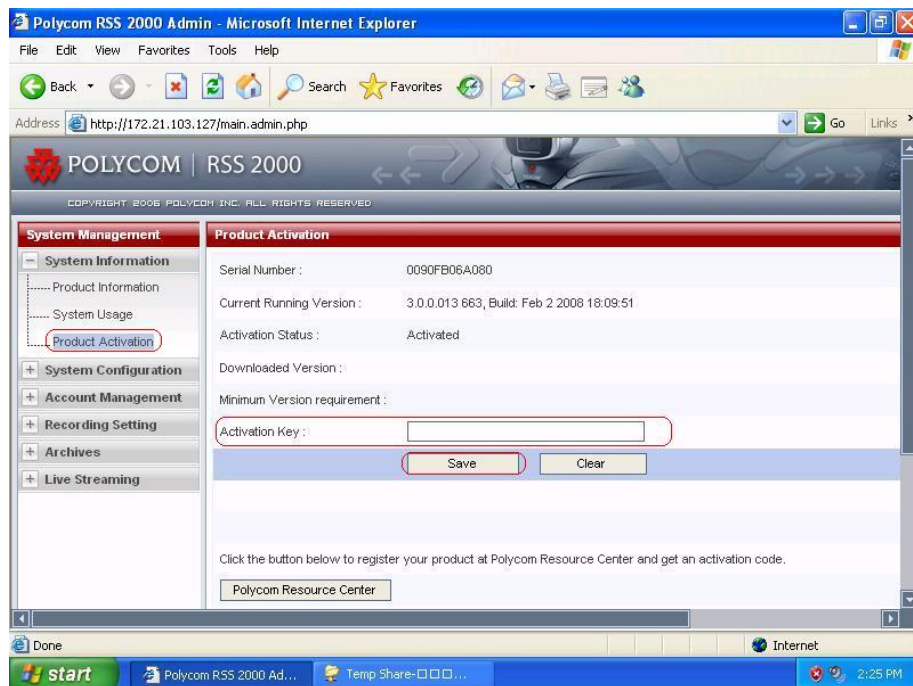
For more details on the file download process, please read the *RSS 2000 Version 3.0.2 User Guide*.

2 Activate RSS Keycode

- a After rebooting and waiting 5 minutes, log into the RSS and browse to the System Information > Product Activation page.
- b Paste the U-Keycode and click save .
- c Paste the K-Keycode and click save .



There is no need to restart after entering keycodes.



3 Check the software version and activation status

Browse to the **System Information > Product Information** page

System Management	Product Information
+ System Information	System Name : Polycom Recording Streaming Server
+ System Configuration	Product Type : RSS 2000
+ Account Management	Version : 3.0.2.001 052, Build: Aug 5 2008 09:01:37
+ Recording Setting	Maximum H.323 Connections : 10
+ Archives	Maximum Archive Viewers : 50
+ Live Streaming	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"/>

Ensure that the version number, Activation Status, V3.0 Key code activation, and any expected options are properly displayed. (Note on multicast and clustering options: If these options were not purchased, they will not display as activated.)

Upgrade from 2.0 to 3.0.2

1 Download upgrade package to RSS

- a Log in to the RSS and browse to the System Configuration > Upgrade/Reset System page.
- b Download the “RSS 2000.3.0.2.pkg” to the RSS, wait 10 minutes, then restart the RSS from the web UI. Wait 5 minutes before attempting to log in.



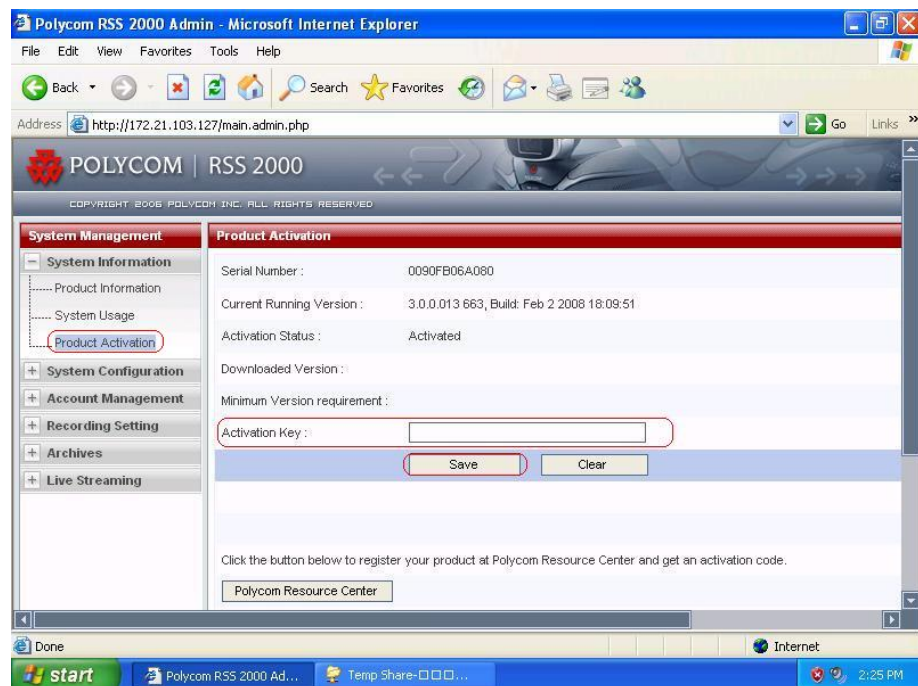
For more details on the file download process, please read the *RSS 2000 Version 3.0.2 User Guide*.

2 Activate RSS Keycode

- a After rebooting and waiting 5 minutes, log into the RSS and browse to the System Information > Product Activation page.
- b Paste the U-Keycode and click save .
- c Paste the K-Keycode and click save (If you have new option).



There is no need to restart after entering keycodes.



3 Check the status

Go to **System information > Product Information** page

System Management	Product Information
+ System Information	System Name : Polycom Recording Streaming Server
+ System Configuration	Product Type : RSS 2000
+ Account Management	Version : 3.0.2.001 052, Build: Aug 5 2008 09:01:37
+ Recording Setting	Maximum H.323 Connections : 10
+ Archives	Maximum Archive Viewers : 50
+ Live Streaming	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"/>

Ensure that the version number, Activation Status, V3.0 Key code activation, and any expected options are properly displayed. (Note on multicast and clustering options: If these options were not purchased, they will not display as activated.)

Upgrade from V3.0.0 or V 3.0.1 to V3.0.2

1 Download upgrade package to RSS

- a Log in to the RSS and browse to the System Configuration > Upgrade/Reset System page.
- b Download the “RSS 2000.3.0.2.pkg” to the RSS, wait 10 minutes, then restart the RSS from the web UI. Wait 5 minutes before attempting to log in.



For more details on the file download process, please read the *RSS 2000 Version 3.0.2 User Guide*.

2 Check the status

Go to **System information > Product Information** page.

System Management	Product Information						
+ System Information	System Name : Polycom Recording Streaming Server						
+ System Configuration	Product Type : RSS 2000						
+ Account Management	Version : 3.0.2.001 052, Build: Aug 5 2008 09:01:37						
+ Recording Setting	Maximum H.323 Connections : 10						
+ Archives	Maximum Archive Viewers : 50						
+ Live Streaming	Maximum Recording Sessions : 2						
	Activation Status : Activated						
	<table style="width: 100%; border: none;"> <tr> <td style="padding-left: 20px;">Multicast</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> </tr> <tr> <td style="padding-left: 20px;">Clustering</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> </tr> <tr> <td style="padding-left: 20px;">V3.0 Key code activation</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> </tr> </table>	Multicast	<input checked="" type="checkbox"/>	Clustering	<input checked="" type="checkbox"/>	V3.0 Key code activation	<input checked="" type="checkbox"/>
Multicast	<input checked="" type="checkbox"/>						
Clustering	<input checked="" type="checkbox"/>						
V3.0 Key code activation	<input checked="" type="checkbox"/>						

Ensure that the version number, Activation Status, V3.0 Key code activation, and any expected options are properly displayed. (Note on multicast and clustering options: If these options were not purchased, they will not display as activated.)

PHP V5.2.6 Upgrade

For a new installation, PHP V5.2.6 is embedded, no need to upgrade.

For an existing system, please upgrade this system to V3.0.2, then upgrade PHP V5.2.6 version.

Download upgrade package to RSS

- 1 Log in to the RSS and browse to the System Configuration > Upgrade/Reset System page.
- 2 Download the “**RSS 2000 PHP v5.2.6 .pkg**” to the RSS, wait 10 minutes, then restart the RSS from the web UI. Wait 5 minutes before attempting to log in.



For more details on the file download process, please read the *RSS 2000 Version 3.0.2 User Guide*.

New Feature and Bug Fixes (Compare with V3.0.1)

Table 4 *New Feature and Bug Fixes of Version 3.0.2*

#	Summary
<u>1</u>	Notes v6.5.x client not able to use the email archive link function of RSSv3.0
<u>2</u>	Multiple Vulnerabilities in PHP 5.2.5 and earlier version, need to upgrade PHP version.
3	Playback has 'fuzzy' audio for the first 30 seconds or so when played back on a PC but not when played back to an endpoint
4	Add a new telnet command to support software shutdown.
5	Resolved integration issue with RMX2000 , the issue is if customer start recording an archive with content from RMX2000 after the endpoint start sending content , customer will get poor video quality .

RSS 2000 Policies and Limitations

Table 5 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 at any time, either by RS232 or by Telnet, but not both.
Endpoint menu	<ul style="list-style-type: none"> ▪ When scheduling a dial out & record from the Web UI, RSS will loopback the video and NEVER show the menu unless a menu operation command (FECC arrow keys or DTMF 2/4/6/8) is given from the endpoint. ▪ When a pre-defined endpoint dials into the RSS and the endpoint has the "immediate recording" option, RSS will never show the menu unless a menu operation command is given. ▪ When inviting an endpoint to a P2P recording room (using E.164 number of the P2P room followed by # or * and E.164 number of the invited endpoint), the inviting endpoint will view menu and the invited endpoint will not view the menu. ▪ When two endpoints meet at a P2P recording room, only one of them can view 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, downloads from Web UI may be incomplete.
Media Player Support	Windows Media Player 9 or above is required.. 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 tested and are not supported.
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 the endpoint requests an I-Frame, RSS cannot honor the request because all audio/video data are from the media file with I-Frames already set.
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	Only Microsoft Active Directory is supported.

Subject	Description
H.323 preview	<ul style="list-style-type: none"> ▪ Only two H323 devices can utilize archive Preview. This means when there are 2 endpoints previewing on RSS 2000, the third endpoint to connect to RSS 2000 will not receive preview. Even if the two endpoints stop receiving preview or disconnect the third endpoint still cannot receive preview images until it re-connects to the RSS. ▪ HD and SD archives cannot be previewed. ▪ No Transcoding for Preview. This means that an archive recorded in H263 will not be able to be previewed by an endpoint connected in H264 and vice versa. However, if the endpoint supports both H264 and H263, archive preview will be available. ▪ In a clustered configuration, H.323 endpoint cannot receive a preview image of an archive that is not stored on the RSS unit that the endpoint is directly connected to.
Archive Converter	When using the RSS 2000ArchiveConverter, the transcoded file loaded back to the RSS will be limited to 20 FPS.
Calling with IP address to an RSS that is register with a GK - the call will be rejected.	<p>When working with a gatekeeper in routed mode, devices that are trying to call to the RSS using its IP address instead of its E.164 alias will be rejected if they are not registered to the same gatekeeper as the RSS.</p> <p>This is the right policy when working with routed mode on the GK</p>
MGC Integration	<ul style="list-style-type: none"> ▪ When working with the MGC in Video switching mode – the RSS will indicate High Definition recording is occurring. ▪ You can disable HD or define the minimum rate for HD in the single point recording setting of the RSS, or as alternative disable HD in system.cfg of the MGC.
HDX Interoperability	Playback of H263 recordings by HDX endpoints may result in some video artifacts.
Clustering	<ul style="list-style-type: none"> ▪ Only archives with viewing rights configured for “Allow All”, can be shared using clustering. ▪ When clustering, archives that are not saved on the RSS 2000 being directly managed, can not be deleted or have their properties modified.
Hunting	<p>Each RSS 2000 is capable of 2 recording and 8 H323 playbacks (total of 10 H323 Connections).</p> <ul style="list-style-type: none"> ▪ 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 connections. ▪ Hunting is only supported with PathNavigator/SE2000, RADVISION GK, and Cisco GK .
Streaming without recording cannot pause.	When using the Streaming Without Recording function, pause is not available. The stream can only be stopped.
V3.0 upgrade	V3.0 has 2 separate upgrade packages. The language features can not be included in a single package, part 1 includes all basic functions, and part 2 includes additional languages. Some users will need to upload 2 packages to achieve the required language functionality. For details, please read the version 3 User Guide.

Subject	Description
Multi language support	<ul style="list-style-type: none"> ▪ Image requirement – Languages (except English/Japanese/Chinese) require base image V5.0 . For details, please read the Additional Languages section of this document. ▪ IVR support – RSS 2000 version 3 only supports English/Chinese/Japanese IVRs by default. However, the user can manually upload customer IVRs if needed to accommodate local language requirements
Upload Utility	H.263 / H.263+ 4CIF archives can not be uploaded to RSS.
HD archives transcode status	When moving the mouse cursor over the play button of an archive, if it is an HD archive in the process of WMV conversion, the play button will be in a special status which displays the percentage number of the conversion process completed thus far. The percentage converted will not update until the page is refreshed.

Known Limitations

Table 6 Known Limitations

Subject	Description
Overlapping names	The monitor screen displays an overlapping names of VSX8000 and RSS in a MGC meeting room
VSX 5000-8000 Interoperability	The RSS 2000 support the VSX 5000-8000 when the VSX is set to motion (Not Sharpness nor Promotion)
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.
RMX 2000 Interoperability	While RSS 2000 is connected to RMX2000 in SIF when the RMX is set to Sharpness , an archive of it is tagged as H.264 SD.
ViewStation Interoperability	ViewStation show blue then green screen at the beginning of a connection to RSS 2000
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
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
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 [RSS 2000 Prefix][Recording Room Prefix] and not to connect to the Recording room via the H323 Menu.
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
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.
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)
Econf integration	France Telecom eConf can not get video from RSS
Aethra X7 integration	Connect Aethra X7 to RSS 2000 @1920K ,the X7 sends 720p, but receives CIF from the RSS 2000. RSS 2000 can only support CIF/SIF for menu.
RMX 2000 integration	HD Recording with the RMX 2000 is supported only on full screen layout.

Subject	Description
2CIF/2SIF support	<p>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 .</p> <p>Disable promotion on the VSX when working with the VSX</p>
LAN Setting	<p>The same LAN Speed need to be forced on the RSS side and in the switch side.</p>
Stereo support	<p>SIREN 22 Stereo is supported for H323 Playback. When playing the archive using windows media player - the archive will be played in mono.</p>
	<p>RSS takes a while to respond to a "stop recording" action at endpoint, can not end and play IVR immediately.</p>
	<p>RSS 2000 Can not support 2CIF live streaming, will convert to WMV off line.</p>
HD Endpoint Embedded MP integration	<p>There is a limitation here , if you enable HD capacity of RSS , when it become the first participant to connect HD endpoint with MP , HD endpoint will send HD video format , but once the second endpoint to join the conference , HD endpoint will send CIF format video to RSS , if you start recording before changing to CIF format , it means RSS will save 720P and CIF format video in one WMV file , WMV file can not support this , it will encode error. It is a known limitation.</p> <p>We have 2 option to avoid this :</p> <ol style="list-style-type: none"> 1 Disable HD capacity of RSS when connect to HD MP 2 After HD MP sending CIF format vide, start to record, before other participants leave (if only leave RSS, will change to HD again) stop recording. <p>I do recommend option 1.</p>
FECC control with Endpoint embedded MP	<ul style="list-style-type: none"> ▪ When RSS dial into endpoint MP, only when RSS is speaker, customer can control RSS by FECC, but once speaker change to other participant, it will be back never, so customer can not control RSS by FECC. ▪ When RSS dial into endpoint MP, if you press left key to hide the menu, you will see the loop video on the screen, so don't hide the menu in this situation. <p>We recommend when working with endpoint embedded MP, please don't use FECC control, please just use DTMF.</p>
Clustering	<p>Only support 10 H.323 playback, including local and remote playback.</p>
Software shutdown	<p>When use software shutdown command, customer need to turn on the power switch after 2 minutes at least , otherwise the system might not boot correctly .</p>

Pending issues

Table 7 Pending issues

Subject	Description
FF or REW action within HD archive playback may cause some video artifacts	When performing Fast Forward or Rewing when viewing an HD archive using an HDX endpoint, some video artifacts may be observed.
Distortion/freezing in converted video using media tool kit	After converting an HD archive to H.263 using the media tool kit and uploading the converted file back to the RSS, playback from a ViewStation or VSX endpoint may result in some video artifacts being observed.