POLYCOM

Polycom® RSS™ 4000 System Release Notes

5.0.0 | Oct. 2009 | 3150-30828-001

Trademark Information

Polycom®, the Polycom "Triangles" logo, and the names and marks associated with Polycom's products are trademarks and/or service marks of Polycom, Inc., and are registered and/or common-law marks in the United States and various other countries.

All other trademarks are the property of their respective owners.

Patent Information

The accompanying product is protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

© 2009 Polycom, Inc. All rights reserved.

Polycom, Inc.
4750 Willow Road
Pleasanton, CA 94588-2708
USA

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Under the law, reproducing includes translating into another language or format.

As between the parties, Polycom, Inc., retains title to and ownership of all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision. Therefore, you must treat the software like any other copyrighted material (e.g., a book or sound recording).

Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc., is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

Release Notes

Polycom® RSS™ 4000, Version 5.0

Polycom is pleased to announce the software release of Polycom RSS 4000. This document provides information about the Polycom RSS 4000 system and version 5.0 software.

For more information about using the features described in this document, refer to the product documentation available at www.polycom.com.

V5.0 will be available for RSS 4000 only; it will not be able to work for RSS 2000.

Polycom® RSS™ 4000 Introduction

Powerful and Flexible Conferencing Recording and Streaming Server - The Polycom® RSS™ 4000 server allows organizations to share knowledge and communicate more effectively by recording and streaming video communications.

Recording

- Easily capture meetings or events, including content, using standard video endpoints
- Record and stream events in high quality with HD and SD formats and high fidelity audio
- Network accessible and centrally managed – no need for other recording devices
- Records up to 15 simultaneous conferences for large recording needs

Streaming and Playback

- Produces up to 4 Standard Definition quality live streams
- Streams in 720p High Definition quality
- Access video content live or on demand
- Search and review archived content from video endpoints or web interface

- View content in recorded format, including HD

Known Limitations

The following table lists the known feature limitations for the version 5.0 release. If a workaround is available, it is noted in the table.

Subject	Description
1080P	▪ Live streaming and “Streaming without Recording” is not supported ▪ On 1080p recording , native archive (Playback from the endpoint) will be 1080p, Archive view (Web view) will be limited to 720p
50/60 fps support	RSS 4000 doesn’t support 50/60 fps in WMV format archive, only support for original format archive for H.323 playback.
HDX embedded MP integration	We have a limitation when customers try recording a conference via HDX MultiPoint. In this scenario, if customer enables LPR on host endpoint (the host means the endpoint using the MultiPoint functionality), and the Multipoint mode was set as “Auto” or “Presentation” or “Full Screen” mode, when any other non-host endpoint (with LPR enabled as well) viewing the full screen menu from RSS will display incorrectly, but once any endpoint starts to speak, RSS menu will not be displayed on any other endpoint. You can avoid this using one of the following workarounds: ▪ Set MP mode as “discussion” mode. ▪ Disable LPR on host endpoint ▪ Disable LPR on non-host endpoint
HDX embedded MP integration	In a multipoint call hosted by HDX9004 with another HDX9004 and RSS2000, the host HDX9004 does not send FECC to the RSS. Workaround is to use the DTMF codes
HDX Embedded MP integration	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. We have 2 option to avoid this : ▪ Disable HD capacity of RSS when connect to HD MP ▪ 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.
FECC control with Endpoint embedded MP	▪ 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

Subject	Description
	hide the menu in this situation. We recommend when working with endpoint embedded MP, please don't use FECC control, and please just use DTMF.
FX integration	If RSS has AES enabled, the ViewStation FX connects with no video and squealing audio.
VSX 5000-8000 Interoperability	The RSS 4000 support the VSX 5000-8000 when the VSX is set to motion (Not Sharpness nor Promotion)
TAA MXP 6000 integration	MXP 6000 can record HD, but might not playback 4CIF/CIF archive only sometimes.
TAA C20 integration	The symptom is poor video on the RSS4000 when connected to C20 Tandberg @384K. For some reason the Tandberg opens 1080p at this low rate. It is an issue of TANDBERG C20, same symptom will happen in a point to point call between HDX and TAA C20.
Aethra X7 integration	Aethra X7 can not playback H.264 archive connected to RSS @ 384K.
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	▪ RSS 4000 can only send TV menu with CIF resolution in V5.0. ▪ 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.
Point to Point recording	▪ Maximum bandwidth for a P2P recording room is 1024K. ▪ RSS 4000 v5.0 only support CIF resolution in point to point recording room. ▪ RSS 4000 will only support H.263 content at point to point recording mode ▪ User should not send content before the endpoint enter recording room. The content will be stopped automatically when it going into the recording room if the endpoint had sent the content previously, user has to resend the content.

Subject	Description
Live streaming	▪ RSS 4000 doesn't support live streaming for 720p 50/60 fps or 1080p ▪ Maximum connections number for each "live streaming" is 50, for normal VOD, it will be up to 200 (if customer have license).
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.
H.323 playback	In an H.323 playback of an archive on HDX , audio starts to play immediately after selecting the archive and play ,but the monitor screen continues to stay on the archive list screen. Video playback will start to be shown on the screen about several seconds after audio playback started .
H.323 preview	▪ Only two H323 devices can utilize archive Preview. This means when there are 2 endpoints previewing on RSS 4000, the third endpoint to connect to RSS 4000 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.
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.
Calling with IP address to an RSS that is register with a GK - the call will be rejected.	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. This is the right policy when working with routed mode on the GK
MGC Integration	▪ 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.
RMX 2000 Interoperability	The RMX 2000 connects secondary to the RSS 4000 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 4000)) – recording at this low video rate is not recommended in any case.
RMX 2000 Interoperability	▪ Less than 4 participants in one conference on RMX 2000(Not include RSS), not all participants video is recorded ▪ DTMF commands (start, pause, etc.) don't pass through and therefore they don't work when recording through the RMX
Back ground 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

Subject	Description
	displays the percentage number of the conversion process completed thus far. The percentage converted will not update until the page is refreshed.
2CIF/2SIF support	For any 2CIF/2SIF recording, the resolution of WMV file will be CIF only.
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.
NAT	▪ Supported on direct mode only with the Gatekeeper ▪ IP address dialing from the outside network
LAN properties	Not recommend to enforce LAN duplex and speed of RSS 4000 but set corresponding LAN of Switch as “Auto”, Recommend to set same configuration for both side.
Password	All passwords of RSS will be saved in database at background. All the fields of password on web page will be cleaned once the user leave this page , the fields will show empty when user go to this page again . So users need to re-input the password if they want to change any information and click save on the page with password fields, otherwise the password will be empty automatically. But if users leave without clicking save button, the password will not be changed.
Media tool kits	Multicast player does not show content if it is started before streaming starting.
Download	Download limitation of Microsoft IE browser : It is up to 2G for IE6 download and 4G for IE7. Only IE8 support to download the archive larger than 4G. So don’t try to download the file larger than 4G from RSS, otherwise, it will show error information or just download a small file. Workaround : If you want to download the big file larger than 4G , please use IE8 or use FTP tool connect to RSS to download it .
Background Rending	All non-live streaming archives will be converted to WMV after record ending only. Back ground rending will be paused when CPU usage beyond 80% automatically , it is resume when the usage going down below 35%

Interoperability

Polycom RSS 4000 systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment; it simply indicates the products that have been tested for compatibility with the 5.0 release.

Video conferencing systems use a variety of algorithms to compress audio and

video. In a call between two systems, each end transmits audio and video using algorithms supported by the other end. In some cases, a system may transmit a different algorithm than it receives. This process occurs because each system independently selects the optimum algorithms for a particular call, and different products may make different selections. This process should not affect the quality of the call.

Type	Product	Version
MCU	Polycom RMX2000	4.1.0.37
	Polycom RMX1000	2.1.16612
	Polycom MGC	9.0.3.1
	Polycom VMC	1.0.6
	Tandberg-Codian MCU	3.1
Media player	Window Media player	9.0 and above
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	PathNavigator	7.00.12
	SE200	3.00.07.ER001
	CMA	4.01.02.ER008
Endpoints	Polycom HDX Series	2.5.0.6 and 2.5.0.5
	Polycom VSX Series	9.0.5.1
	Polycom CMAD	4.1.1.1010
	Polycom PVX	8.0.2
	Polycom View Station	7.5.4
	Polycom FX	6.0.5
	Polycom QDX 6000	3.0-2180
	Lifesize Room or Express	4.2.0.17
	Tandberg 6000 MXP HD	F8.0
	Tandberg 6000 MXP SD	F8.0
	Tandberg C20	TC2.0.0.191232
	Tandberg 6000E	E5.3
	Polycom iPower 9000	6.2.0.1208
	Aethra X7	12.01.0007
	Sony PCS-G50:	2.7
	Sony XG-80	2.03.00

Copyright Information

© 2009 Polycom, Inc. All rights reserved. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Polycom, Inc. retains title to, and ownership of, all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision.

Disclaimer

This software is provided 'as is' with no explicit or implied warranties in respect of its properties, including, but not limited to, correctness and fitness for purpose.

Trademark Information

Polycom®, the Polycom logo design, ReadiManager® SE200, and VSX® are registered trademarks of Polycom, Inc. Global Management System™, Polycom RSS 4000™, Polycom MGC™, PathNavigator™, People+Content™, Polycom EagleEye™, Polycom Lost Packet Recovery™, SoundStructure™, and StereoSurround™ are trademarks of Polycom, Inc. in the United States and various other countries. All other trademarks are the property of their respective owners.