

# Release Notes

Polycom® RSS™ 4000, Version 6.0



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Polycom is pleased to announce the software release of Polycom RSS 4000. This document provides information about the Polycom RSS 4000 system and version 6.0 software.

For more information about using the features described in this document, refer to the product documentation available at [www.polycom.com](http://www.polycom.com).

NOTE: Version 6.0 software is available for Polycom RSS 4000 only; This version is not available for Polycom RSS 2000.

## Installing Polycom RSS 4000 Software and Options

By upgrading your Polycom® software or by purchasing additional system options, your organization continues to benefit from the latest video conferencing technology. This section describes how to upgrade your software and system options.

To activate and install Polycom RSS 4000 software upgrades and options:

1. Collect your license number and system serial numbers.
2. Obtain key code from the Polycom web site.
3. Download the software update file from the Polycom web site.
4. Install the software and options.

Each of these steps is described in the following sections.

### Collecting License Numbers and System Serial Number

Make a note of your system serial number and license number. You will need to provide them in order to get the key codes that activate software upgrades and system options.

- The 12-digit serial number is the unique number that identifies your system. You can find it on the Product Activation screen and on a label on the back of the system.
- The *license number* is the number that you receive when you purchase a new system, a software upgrade or a system option. License number has the following format: X0000-0000-0000-0000.

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## Obtaining Software and Option Key Codes

Before you run the software update, you need a key code. A key code is the number that activates software or options on a specific system. Polycom generates a key code when you submit the license number and system serial number information.

- A key code is valid only on the system for which it is generated.
- Software key codes are valid for the software release you are installing as well as for any patch releases that may later become available.
- Option key codes are valid across all software releases.

### To obtain software or option key codes for a single system:

1. Launch Internet Explorer, and log in at <http://portal.polycom.com>.
2. Note that you will need to set up an account if you don't already have one.
3. Select Service & Support > License and Product Activation > Activation/Upgrade.
4. Follow the onscreen instructions to request the key code. Make a note of this number for use during installation.

## Downloading the Software Upgrade Package

### To download the software release:

1. Launch Internet Explorer on a computer.
2. Go to [www.polycom.com/support](http://www.polycom.com/support).
3. Navigate to your product software.
4. Download both of the following software packages:
  - RSS 4000 v6.0 loader\_ Part1.pkg
  - RSS 4000 v6.0 Software upgrade package \_(build #)\_ Release version \_ Part2.pkg

**Note:** Both packages are needed when you are installing software to upgrade from version 5.0 to version 6.0.

## Installing Software and Options

Upgrading the software requires that you install two software packages in the order described here.

### To update the system software from version 5.0 to version 6.0:

1. On a computer, open Internet Explorer version 6.0 or later.
2. In the browser address line, enter the system's IP address, for example, <http://10.11.12.13>, to go to Polycom RSS 4000 web interface. And login with an administrator account.
3. Go to System Configuration>Upgrade/Reset System.

4. Agree to the License Agreement and upload RSS 4000 v6.0 loader\_Part1.pkg.
5. Follow the onscreen instructions. Then click **Restart** to restart the system manually. After the system restarts, log into the web interface, you will be navigated to rescue mode page.
6. Upload RSS 4000 v6.0 Software upgrade package \_(build #)\_ Release version \_Part2.pkg.
7. Click **Reboot system** to restart the system manually when the upload is complete.
8. Log in to the system and activate your system with the key code.

**Note:** When you log in to the web interface on a system running version 6.0 software, the default user name and password are both **admin**.

## What's New in Version 6.0

This section describes the main feature changes, including new features, features with different behaviors, and removed features.

### User Interface

- New web interface based on Adobe® Flash® Player. Note that you need to install Adobe Flash Player to access the Polycom RSS 4000 web interface.
- Simplified local system user interface

### VRR, Templates, and Channels

- Virtual Recording Rooms (VRR): Users can easily start customized recordings or live streaming by using a VRR. Every user can have one or more VRRs
- Template: A template includes a set of basic parameters for use by a VRR. A VRR can use only one template at a time. If you change the parameters in a template, the VRR also changes its recording policy. If you delete a template, all VRRs using this template automatically use the default template.
- Channel: A channel let you organize your archived recordings more easily. You can define your favorite channels and sort VRRs to relative channels. Channel information is used by Polycom® Video Media Center™ (VMC™) to automatically assign recordings to the appropriate channel in the VMC.

### Recording and Streaming

- Record or live stream your meeting in two different rates for users with different bandwidths.
- Record your meetings in MPEG-4 format, and view meeting archives on iPod, iPhone, or Mac.

## Security

- Operating system: You can now migrate the Operating System of Polycom RSS 4000 from Windows to Linux to enhance security.
- Define two types of roles: administrator and user.
- Lock the screen: Click the lock icon on the top left corner of the web interface for enhanced security.

## Others

- Integration with Polycom Conferencing for Outlook (PCO) Calendaring, which allows you to schedule recording or live streaming through your Microsoft Outlook Calendar.
- Integration with Polycom Video Media Center (VMC) 2.0. Note that this version is not compatible with former Polycom Video Media Center (VMC) version.
- Alternative gatekeeper.
- When you play recording files on Windows Media Player, the aspect ratio of the source video is preserved. The image is scaled (if necessary) to the highest supported resolution that fits on the display without cropping. Extra areas on the display are filled with black borders.
- The archive files are hidden from local system interface in the following situations:
  - The endpoint's call rate is lower than the archive file's recording rate.
  - The endpoint's resolution is lower than the archive file's resolution.
  - The archive file's video protocol is not supported by the endpoint.

## Version 5.0 Features Not Supported in Version 6.0

The following features are supported in version 5.0, but not yet available in the version 6.0 release.

- Multicast
- Endpoint management
- Point-to-point recording
- Archives automatic delete policy
- Login screen welcome message customization
- Media tools
- Playback preview
- Logger setting configuration
- Recording rights settings
- Audio-only recording

## Known Limitations

The following table lists the known feature limitations for the version 6.0 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Found in Release	Descriptions	Workaround
Archive	RSSVSIX-618	6.0	If a power failure occurs when Polycom RSS 4000 is recording, the recording file can be recovered, but the duration will display incorrectly as 00:00:01.	None
Audio	RSSVSIX-601	6.0	In calls to the Polycom RSS 4000 at 128 kbps or 192 kbps, the Polycom HDX system uses Polycom® Siren™ 14 audio instead of G.722.1c audio.	None
Calling	RSSVSIX-496	6.0	The Polycom RSS 4000 supports call rates from 128 kbps to 4096 kbps. Calls using higher or lower rates are rejected.	None
Far-End Camera Control (FECC)	RSSVSIX-568	6.0	Polycom RSS 4000 does not support FECC via web remote of Polycom HDX, Polycom QDX, Polycom VSX, Polycom V-Series or Polycom ViewStation. .	<ul style="list-style-type: none"> <li>▪ Use the FECC function through the remote control to start, stop, and pause recordings.</li> <li>▪ Use the DTMF function through the remote control or the web interface to start, stop, and pause recordings.</li> <li>▪ Use the remote control on the Polycom RSS 4000 web interface to start, stop, and pause recordings.</li> </ul>
Live streaming	RSSVSIX-565 RSSVSIX-636	6.0	In an H.323 call, the live streaming resource is not released if you stop recording before the call ends.	<ul style="list-style-type: none"> <li>▪ Hang up the call to release live streaming resource.</li> <li>▪ If you don't need to live stream your conference, use a template that does not include live streaming.</li> </ul>
	RSSVSIX-424	6.0	The Polycom RSS 4000 reserves the 1080p live streaming resource when live streaming in following formats: <ul style="list-style-type: none"> <li>▪ 4CIF 60 fps</li> <li>▪ 4SIF 60 fps</li> </ul>	Go to <b>System Config &gt; Recording Setting</b> and disable the 1080p streaming option.
	RSSVSIX-512	6.0	When the Polycom RSS 4000 live streams with a Sony endpoint or a Tandberg endpoint, the content window is not displayed if dual window mode is selected.	Set single window mode for Video and Content Layout in template setting.
Interoperability: Adobe Flash Player	RSSVSIX-666	6.0	Time configuration menu is not shown when using Flash player version 9.0 with Internet Explorer version 7.0.	Upgrade the Flash player to version 10.
Interoperability: Codian MCU	RSSVSIX-469	6.0	With the default configuration, the Polycom RSS 4000 cannot support HD recording with a Codian MCU due to a	Type "spid 2" in telnet session, and restart Polycom RSS 4000.

Category	Issue ID	Found in Release	Descriptions	Workaround
			limitation in the Codian MCU.	
Interoperability: Polycom HDX	RSSVSIX-604	6.0	When you stop playing an h.263 archive file from a Polycom HDX system, the local system interface goes back to the main menu.	None
Interoperability: Polycom® RMX™ 2000/4000 version 5.0 and version 6.0	RSSVSIX-540	6.0	When Polycom RSS 4000 records video switch conference with Polycom RMX 2000 version 5.0 or version 6.0, the recording rate of the archive file is sometimes displayed incorrectly.	None
	RSSVSIX-655	6.0	When Polycom RSS 4000 records with Polycom RMX 2000/4000 version 5.0 or version 6.0, the content video algorithm downgrades from H.264 to H.263.	None
Interoperability: Tandberg MXP 770	RSSVSIX-498	6.0	When the Polycom RSS 4000 records with Tandberg MXP 770 using H.261, the video type is shown as H263 on Signaling connections.	None
	RSSVSIX-321	6.0	When the Polycom RSS 4000 records with Tandberg MXP 770 using H.264, the content type shows incorrectly.	None
	RSSVSIX-60	6.0	When a Polycom RSS 4000 calls Tandberg MXP 770, the call bandwidth and received bandwidth negotiate incorrectly.	None
	RSSVSIX-318	6.0	Tandberg MXP 770 cannot play back archive files created by Polycom VSX system with 768 kbps call rate, H.263 content, and G.722.1c audio.	None
People + Content	RSSVSIX-678	6.0	When Polycom RSS 4000 live streams people and content video in single window mode, the people video shows sticky if the content video is complex. Although this issue is rare on higher bandwidth.	Set dual window mode for Video and Content Layout in template setting.
Play back	RSSVSIX-490	6.0	When a Polycom HDX system plays an h.263 archive video created by Polycom® MGC™, black video is shown at the first few seconds and the local system interface does not go back to the main menu.	None
Upgrade	RSSVSIX-539	6.0	The Polycom RSS 4000 does not support upgrading the system software through browsers other than Microsoft Internet Explorer.	Use Internet Explorer Version 6.0, 7.0, or 8.0.
VRR	RSSVSIX-378	6.0	Archive files cannot be created after deleting the user account assigned to the VRR used for ongoing recording.	None
	RSSVSIX-375	6.0	Archive files cannot be created after deleting the VRR used for ongoing recording.	None

Category	Issue ID	Found in Release	Descriptions	Workaround
Web interface	RSSVSIX-12	6.0	The archive list does not refresh automatically when you start a new recording.	Manually refresh the archive list and press the refresh button on the upper left corner.
	RSSVSIX-674	6.0	When you download the archive file, the size of the files that can be downloaded depends which version of Internet Explorer you use.	<ul style="list-style-type: none"> <li>▪ For files smaller than 2GB, you can download the archive file with IE 6.0, IE 7.0 or IE 8.0.</li> <li>▪ For files between 2GB and 4GB, you can download the file with IE 7.0 or IE 8.0 although the progress bar shows incorrectly.</li> <li>▪ For files larger than 4GB, you must copy the download link and download the file with IE 8.0 or use a special download tool such as BitComit.</li> </ul>
	RSSVSIX-593	6.0	When you log out, log in, or refresh the web interface, a customized logo is replaced by the previous logo.	Close the browser and log in to the web interface again.
	RSSVSIX-593	6.0	The font size shows incorrectly on the login page of Polycom RSS web interface when you change a language.	Try to resize the font, and then reopen the browser with the language you want to use.
	RSSVSIX-583	6.0	Uploading invalid files sometimes causes the system to display two windows, one indicating that the file is invalid, and the other indicating that the file uploaded successfully.	Use IE 7.0 or later.
	RSSVSIX-572	6.0	When you import an Active Directory user, you are forced to log out if you search the AD users.	Use IE 7.0 or later.
1080p	-	-	On 1080p recording , native archive (Playback from the endpoint) will be 1080p, Archive view (Web view) will be limited to 720p	None
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.	None
FECC control with Endpoint embedded MP	-	-	<ul style="list-style-type: none"> <li>▪ 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 cannot control RSS by FECC.</li> <li>▪ 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.</li> </ul> <p>We recommend when working with endpoint embedded MP, please don't use FECC control, and please just use DTMF.</p>	None

Category	Issue ID	Found in Release	Descriptions	Workaround
Interoperability Polycom VSX 5000-8000	-	-	The RSS 4000 support the VSX 5000-8000 when the VSX is set to motion (Not Sharpness nor Promotion)	None
Console Service	-	-	RS232 configuration: Baud rate 115200, 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.	None
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.	None
System Reset	-	-	Hard reset (power off and on) is not recommended. Reset should be done via the Web UI or Console service whenever possible.	None
LDAP integration	-	-	Only Microsoft Active Directory is supported.	None
NAT	-	-	Supported on direct mode only with the Gatekeeper. IP address dialing from the outside network.	None
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 sides.	None

## 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 6.0 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.

Device Type	Product	Version
MCU	Polycom® RMX™ 2000	5.0 and 6.0
	Polycom® RMX™ 4000	5.0 and 6.0
	Polycom® RMX™ 1000	2.1.1
	Polycom® MGC™	9.0.3.1
	Tandberg-Codian MCU 4505	4.0 6.15(1.44)
Media Player	Window Media Player	9.0 and later
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom® PathNavigator™	7.00.14
	Polycom Video Media Center (VMC)	2.0  Note: VMC 2.0 has not been released when RSS 4000 V6.0 was released. RSS 4000 V6.0 will be interoperable with VMC 2.0 when it is released.
	Polycom® Converged Management Application Desktop™ (CMAD™)	V5.0
	Polycom® Converged Management Application™ (CMA™)	V5.0.0ER54
Endpoints	Polycom® HDX™ Series	2.5.0.8 / 2.6.0
	Polycom® VSX™ Series	9.0.6
	Polycom® CMA™ Desktop	5.0.0.0203
	Polycom® PVX™	8.0.2 and 8.0.4
	Polycom® FX™	6.0.5
	Polycom® QDX™ 6000	4.0.0
	Aethra X7	12.1.7
	TANDBERG C20	TC 2.1.1/ TC3.0.0.211036

Device Type	Product	Version
	TANDBERG MXP	F8.2
	Polycom ViewStation	7.5.4.16
	Sony PCS- G70	2.04
	Sony PCS-1	3.41

## Polycom Solution Support Services

Support services for Polycom solution components are available from Polycom Implementation and Maintenance. Additional services for supported third-party Unified Communications environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services help customers successfully design, deploy, optimize and manage Polycom visual communications within their Unified Communications environments. Professional Services for Microsoft Integration is required for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server integrations.

For additional information and details see [http://www.polycom.com/services/professional\\_services/index.html](http://www.polycom.com/services/professional_services/index.html) or contact your local Polycom representative.

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