

Release Notes

Polycom® RSS™ 4000, Version 6.4



Polycom is pleased to announce the software release of Polycom RSS 4000. This document provides information about the Polycom RSS 4000 system and version 6.4 software.

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

NOTE: Version 6.4 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.
3. Navigate to your product software.
4. Download both of the following software packages:
 - RSS 4000 Version 6.4 Software Upgrade Package, Part1
 - RSS 4000 Version 6.4 Software Upgrade Package, Part2

Note: Both packages are needed when you are installing software to upgrade from version 5.0 to version 6.4. If you are installing software to upgrade from version 6.0 to version 6.4, you only need to download RSS 4000 Version 6.4 Software Upgrade Package, Part2.

Installing Software and Options

To update the system software from version 5.0 to version 6.4:

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 Version 6.4 Software Upgrade Package, Part1.

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 Version 6.4 Software Upgrade Package, Part2.
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 6.4 software, the default user name and password are both **admin**.

To update the system software from version 6.0 to version 6.4:

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 Admin > System Upgrade.
4. Agree to the License Agreement and upload RSS 4000 Version 6.4 Software Upgrade Package, Part2.
5. Follow the onscreen instructions. Then click **Restart** to restart the system manually when the upload is complete.
6. Log in to the system and activate your system with the key code.

What's New in Version 6.4?

- Support for multicasting, streaming, and viewing multicast videos via the web management interface.
- Support for playing back videos by entering a quick code. This feature was previously available in version 5.0.
- Ability to customize recording names for easy identification and organization in VRR.
- Addition of two new layouts for dual stream recording: display only people video or alternately display people and content video.
- Enhanced Email notifications, including:
 - The Email option is now VRR-based.
 - Archive details and links to recordings included in the email content for click and view.
- Support for recording audio-only calls and converting to MP3 format for downloading and playing.
- Support for placing calls from the web management interface by calling the IP address of video conferencing device plus the extension service number.

- Support for re-transcoding archived files and specifying the creating priority.
- Template enhancements, including the ability to:
 - Restrict the recording to CIF/SIF resolution.
 - Specify motion or sharpness policy for video quality.
 - Generate an MP3 audio file.
 - Specify a specific FTP path for backing up medias.
- FTP backup enhancements, including the ability to:
 - Back up the entire user data or archives separately.
 - Automatically remove archived files after backup.
- System recovery enhancements, including:
 - Ability to enter rescue mode automatically when the system fails to reboot.
 - Addition of more diagnostic information.
 - Ability to check the file system and reset database.
- Improved transcoding speed for generating files with different resolutions.

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

Corrected Issues in Version 6.4

The following table lists corrected issues in version 6.4.

| Issue ID | Descriptions |
|----------|--|
| DSTC-365 | After you upgraded the system software from V5.0 to V6.0 in normal boot mode, the unit was unreachable through IP. This issue has been corrected. |
| DSTC-376 | You cannot backup (restore) the data to (from) a FTP server based on Windows. This issue has been corrected. |
| DSTC-398 | The automatic backup start time for 12:00PM was always displayed as 12:00AM. This issue has been corrected. |
| DSTC-407 | When the system running version 6.0 software launched for the first time, the system might disconnect incoming calls. This issue has been corrected. |
| DSTC-373 | If you idled the system for several days, the web interface might stop responding until system was rebooted. This issue has been corrected. |
| DSTC-433 | Occasionally, a problem occurred when you backup the archives on some types of FTP server. This issue has been corrected. |
| DSTC-399 | Completed calls were not automatically removed from the active call list of Polycom® PathNavigator™. This issue has been corrected. |
| DSTC-449 | After you upgraded the system software from V5.0 to V6.0, There might be no response on Web interface. This issue has been corrected. |
| DSTC-412 | A problem occurred when you request an SSL certificate. This issue has been corrected. |
| DSTC-429 | A problem occurred when you restored archives to a new RSS 4000 from the FTP server. This issue has been corrected. |
| DSTC-417 | A problem occurred when RSS 4000 was in a call with Cisco CUVC bridge. This issue has been corrected. |
| DSTC-456 | Occasionally, the control processor usage displayed wrong value and wrong status. This issue has been corrected. |
| DSTC-467 | If the file name contained space character, a problem occurred when you converted the recording to MP4 format. |
| DSTC-470 | If the file name contained space character, a problem occurred when VMC imported files from RSS 4000. This issue has been corrected. |

| Issue ID | Descriptions |
|-------------|--|
| DSTC-471 | If you restarted or shutdown the RSS 4000 from web interface, a problem occurred when the system started again. This issue has been corrected. |
| DSTC-487 | When the system running version 6.0 software launched for the first time, you might not be able to log in to the system from web interface. This issue has been corrected. |
| DSTC-535 | When played back the archive files from Windows Media Player, the content window showed black video. This issue has been corrected. |
| RSSVSIX-601 | In calls to the Polycom RSS 4000 at 128 kbps or 192 kbps, the Polycom HDX system used Polycom® Siren™ 14 audio instead of G.722.1c audio. This issue has been corrected. |
| RSSVSIX-496 | The Polycom RSS 4000 supported call rates from 128 kbps to 4096 kbps. Calls using higher or lower rates were rejected. This issue has been corrected. |
| RSSVSIX-568 | Polycom RSS 4000 did not support FECC via web remote of Polycom HDX, Polycom QDX, Polycom VSX, Polycom V-Series or Polycom ViewStation. This issue has been corrected. |
| RSSVSIX-540 | When Polycom RSS 4000 recorded video switch conference with Polycom RMX 2000 version 5.0 or version 6.0, the recording rate of the archive file was sometimes displayed incorrectly. This issue has been corrected. |
| RSSVSIX-321 | When the Polycom RSS 4000 recorded with Tandberg MXP 770 using H.264, the content type showed incorrectly. This issue has been corrected. |
| RSSVSIX-678 | When Polycom RSS 4000 live streamed people and content video in single window mode, the people video showed sticky if the content video was complex. Although this issue is rare on higher bandwidth. This issue has been corrected. |

Known Limitations

The following table lists the known feature limitations for the version 6.4 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 |
| Backup/Restore | RSSVSIX-718 | 6.0 | When backup RSS 4000 configuration file to a computer (Admin->Config Backup/Restore), the password for AD/exchange is stored in clear text. | None |
| Calendar | RSSVSIX-96 | 6.4 | If a Calendar meeting is set with a meeting password, users without meeting password can still view the live streaming of this meeting. | None |
| 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"> ▪ Hang up the call to release live streaming resource. ▪ If you don't need to live stream |

| Category | Issue ID | Found in Release | Descriptions | Workaround |
|---|-------------|------------------|--|---|
| | | | | your conference, use a template that does not include live streaming. |
| | 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"> 4CIF 60 fps 4SIF 60 fps | Go to System Config > Recording Setting 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 limitation in the Codian MCU. | Type "spid 2" in telnet session, and restart Polycom RSS 4000. |
| 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-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-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 |
| Interoperability: Polycom VSX/ Polycom VVX/ Polycom CMA Desktop | PCTCRSS-290 | 6.4 | After a Polycom RSS 4000 calls Polycom CMA Desktop and starts recording, the archive cannot be playback by Polycom VSX or Polycom VVX. | None |
| 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 | None |

| Category | Issue ID | Found in Release | Descriptions | Workaround |
|---------------|-------------|------------------|--|--|
| | | | menu. | |
| | PCTCRSS-263 | 6.4 | Polycom RSS 4000 does not support media format change during playback. | 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 |
| TVUI | RSSVSIX-717 | 6.0 | When you start a recording either from web interface or from TV interface, the TV interface displays in recording status even if the hard disk is full. | None |
| 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"> ▪ For files smaller than 2GB, you can download the archive file with IE 6.0, IE 7.0 or IE 8.0. ▪ 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. ▪ 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. |
| | 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-669 | 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-671 | 6.0 | The archive details in web interface does not show resolution. | None |
| | RSSVSIX-76 | 6.0 | On the menu bar of the top left web page, it occasionally shows blue frame. | None |
| | RSSVSIX-572 | 6.0 | When you import an Active Directory user, | Use IE 7.0 or later. |

| Category | Issue ID | Found in Release | Descriptions | Workaround |
|--|----------|------------------|---|------------|
| | | | you are forced to log out if you search the AD users. | |
| 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"> ▪ 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. ▪ 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, and please just use DTMF.</p> | None |
| 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 | None |

| Category | Issue ID | Found in Release | Descriptions | Workaround |
|----------|----------|------------------|--------------|------------|
| | | | both sides. | |

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 6.4 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™ 1500 | 5.0.0; 7.2 |
| | Polycom® RMX™ 2000 | 5.0.0; 7.2 |
| | Polycom® RMX™ 4000 | 7.0.0; 7.2 |
| | Polycom® RMX™ 1000 | 2.1; 2.1.2 |
| | Polycom® RMX™ 1000C/500C | 2.3.1; 2.4 |
| | Polycom® MGC™ | 9.0.3.1 |
| Media Player | Window Media Player | 9.0 and later |
| Gatekeeper, Gateways, External MCU, Bridges, Call Managers | Polycom® PathNavigator™ | 7.0.14 |
| | Polycom Video Media Center (VMC) | 2.0 patch 136 |
| | Polycom® Converged Management Application™ (CMA™) | 5.0.0; 5.3.0 |
| Endpoints | Polycom® HDX™ Series | 2.7; 3.0 |
| | Polycom® VSX™ Series | 9.0.6; 9.0.6.1 |
| | Polycom® Converged Management | 5.1.0 |

| Device Type | Product | Version |
|-------------|------------------------------------|-----------------|
| | Application Desktop™ (CMAD™) | |
| | Polycom® CMA™ Desktop for Mac OS X | 5.1.0.2692_1120 |
| | Polycom® PVX™ | 8.0.16 |
| | Polycom® QDX™ 6000 | 4.0.0; 4.1.1.1 |
| | TANDBERG C20 | F8.1 |
| | TANDBERG MXP 770 | F8.1 |
| | Polycom ViewStation | 7.5.4.16 |
| | Sony PCS- G70 | 2.04 |
| | Sony PCS-1 | 3.42 |

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 or contact your local Polycom representative.

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