

Release Notes

Polycom® RSS™ 4000, Version 7.0



Polycom is pleased to announce the software release of Polycom RSS 4000. This document provides information about the Polycom RSS 4000 system and version 7.0 software.

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



Version 7.0 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.

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 Polycom RSS 4000 support page.
- 3 Navigate to your product software.
- 4 Download the RSS 4000 Version 7.0 Software Upgrade Package

Installing Software and Options



This section only describes how to upgrade your RSS 4000 software from version 6.0 or 6.4 to version 7.0. If your RSS 4000 unit is running version 5.0, before upgrade it to version 7.0 software, you have to upgrade it to version 6.0 or version 6.4 software.

To update the system software from version 6.0 or 6.4 to version 7.0:

- 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 **Admin > System Upgrade**.
- 4 Agree to the License Agreement and upload RSS 4000 Version 7.0 Software Upgrade Package.
- 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 7.0?

- Support for H.264 High Profile, which achieves greater definition and higher clarity video with the lower bandwidth than the baseline profile.
- Support for multipoint recording and live streaming of both people and content video.
- Ability to send the predefined conference information and view link before a live streaming actually starts.
- Support for SIP communication and integration with Polycom DMA 7000 system SIP servers.
- Enhanced certification management for authenticating the network connections using X.509 certificates.
- Support for H.235.0 gatekeeper authorization when registering to Polycom DMA 7000 system.
- New user role Auditor for managing system logs particularly.
- Support for Lost Packet Recovery (LPR) for improving the decreased video quality caused by network packet loss.
- Enhanced PIN code protection for archive downloading and multipoint room entry.
- Recording setting enhancements, including the ability to:
 - Enable the recording tone during a recording.
 - Specify the policy of AES encryption and encryption key length.
- Log setting enhancements, including the ability to:
 - Change the system logging level
 - Configure the warning limit
 - Enable the remote logging
- Ability to ping other nodes in the network for detecting the network connection

- New secure working mode (Maximum Security Mode) for meeting high-security environment requirements, including the following changes compared with the normal mode:
 - Multicast, live streaming, Email notification, VOD, and reservation VRR fields are disabled
 - Telnet and serial port accesses are disabled
 - Network traffic is separated through LAN1 and LAN2 ports
 - Antivirus protection is available under the license control
- Support for IPv6 functions.
- Ability to customize the login banner text.

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 7.0

The following features are supported in version 5.0, but not yet available in the version 7.0 release.

- Endpoint management
- Archives automatic delete policy
- Media tools

- Playback preview
- Logger setting configuration
- Recording rights settings

Corrected Issues in Version 7.0

The following table lists corrected issues in version 7.0.

Issue ID	Descriptions
DSTC-448	Previously, after transcoding of H.263+ video raw file, it displayed as black video on Window Media Player. This issue has been corrected.
DSTC-654	In previous versions, the RTSP server crashed if a specific computer was connected to the RTSP stream. This issue has been corrected.
DSTC-628	In previous versions, you could not customize the logo on RSS 4000 web interface. This issue has been corrected.
DSTC-648 DSTC-630 DSTC-614 DSTC-606	In version 6.4 GA load, the RSS 4000 system was locked and you could not access the web interface after several days idling. This issue has been corrected.
DSTC-619	In previous versions, the FF and RW interval only worked at the default setting, 1minute, even through the valued changed. This issue has been corrected.

Known Limitations

The following table lists the known feature limitations for the version 7.0 release. If a workaround is available, it is noted in the table.

Category	Issue ID	Found in Release	Descriptions	Workaround
Content	PCTCRSS-1413	7.0	Polycom RSS 4000 doesn't support Polycom proprietary People+Content protocol, only H.239 is supported.	None
Encryption	PCTCRSS-1151	7.0	The password is not encrypted in internal RSS configuration files.	None
Encryption	PCTCRSS-1076	7.0	If you switch between the same modes, DoD to DoD, Normal to Normal, the security policy is always reset to factory value even when the Reset to Factory Value setting is disabled.	None

Gatekeeper	PCTCRSS-1390	7.0	There is no informed message when the system switches the Gatekeeper from the primary one to the alternate one.	None.
Gatekeeper	PCTCRSS-1442	7.0	Polycom RSS 4000 cannot unregister from Polycom DMA if RSS 4000 formerly registered with this DMA server as a Gatekeeper.	None.
Interoperability	PCTCRSS-1391	7.0	MP VRR is not supported in a SIP call.	None.
Interoperability	PCTCRSS-1156	7.0	The live steaming gets black video when Polycom RSS 4000 is in a SIP call with Aethra X7 at 768 kbps.	None.
Interoperability	PCTCRSS-1553	7.0	If you are using Polycom RSS 4000 whose build is earlier than 31127, after you integrate an Active Directory server, you must import Active Directory users before you can log in the system as an Active Directory user. This problem doesn't exist from build 31127 and onwards.	Import Active Directory users after you integrate an Active Directory server.
Interoperability	PCTCRSS-1440	7.0	You need to Import Polycom RSS 4000 certificate into Polycom VMC server before integrating RSS 4000 with VMC.	For more information on how to import certificates, refer to the article "Importing certificates into a VMC server after upgrading RSS to V7.0" in Knowledge Base on http://support.polycom.com .

Interoperability	PCTCRSS-1484	7.0	<p>If you use Polycom RSS 4000 with McAfee Site Advisor running and enabled, you cannot view live streaming and archives in Polycom RSS 4000 Web interface in below environment:</p> <ul style="list-style-type: none"> Windows XP, Internet Explorer version: 6.0.2900.5512 (128bit), McAfee Site Advisor version: 3.3.1.133/3.4.0.141/3.4.0.143 Windows XP SP3, Internet Explorer version: 7.0.5730.13 (128bit), McAfee Site Advisor version: 3.3.1.133 Windows 7, Internet Explorer version: 8.0.7600.16385(128 bit), McAfee Site Advisor version: 3.3.1.133 Windows 7, Internet Explorer version: 9.0.8112.16421(256 bit), McAfee Site Advisor version: 2.4.0.6066/3.3.1.133 	<p>To view live streaming and archives in Polycom RSS 4000 Web interface, you can do one of the following:</p> <ul style="list-style-type: none"> Disable McAfee Site Advisor Use McAfee Site Advisor version 3.4.0.143 or later, and Internet Explorer version 7.0 or later
Live Streaming	PCTCRSS-1149	7.0	The start time in live streaming detail is displayed incorrectly.	None
Live Streaming	PCTCRSS-1008	7.0	The live streaming in Media Player hangs if switching from Hall to Real session several times.	None
LPR	PCTCRSS-1351	7.0	When Polycom RSS 4000 is invited to a conference on Polycom bridges via recording link, the Lost Packet Recovery is not supported in SIP calls.	None
LPR	PCTCRSS-1331	7.0	LPR works for the maximum packet lost rate of 5%, which is lower than expected value of 8%.	None
LPR	PCTCRSS-1136	7.0	If Polycom RSS 4000 is in a call with a Polycom HDX system at 256 kbps or 384 kbps, the LPR is not stable.	Make a call in other call rates.
LPR	PCTCRSS-1332	7.0	Polycom RSS 4000 doesn't support audio LPR.	None
H264 High Profile	PCTCRSS-1174	7.0	H.264 high profile is not supported in SIP calls.	None

H264 High Profile	PCTCRSS-1117	7.0	With H.264 high profile enabled on Polycom RSS 4000, it shows black video when Polycom CMA Desktop or Polycom Telepresence m100 dials into Polycom RSS 4000.	Disable the H.264 high profile on Polycom RSS 4000.
IPV6	PCTCRSS-1282	7.0	In Normal mode, the Ethernet port 1 should not return to the ping result of an IPV6 address.	None
IPV6	PCTCRSS-1258	7.0	There is no error message after setting invalid IPV6 address for Polycom RSS 4000. After the reboot, the IP address is empty which is not the expected result.	None
OOB or Rescue	PCTCRSS-1414	7.0	When the system mode is changed from Normal to MSM, the font on Polycom RSS 4000 web interface changes to smaller size.	None
OOB or Rescue	PCTCRSS-1396	7.0	If the system mode is changed from Normal to MSM, the Polycom RSS web interface is accessible from other LAN port even through it is set to use the former LAN port.	None
OOB or Rescue	PCTCRSS-1045	7.0	After OOB process, the admin account should be reset to factory value, but you can still access the Polycom RSS 4000 web interface using the old account.	None
Others	PCTCRSS-1272	7.0	With Multicast for Live Streaming enabled, the play of the multicast streaming video cannot be continued if you stop it from Window Media Player.	None
P2P	PCTCRSS-1220	7.0	Polycom RSS 4000 doesn't support point to point recording in a SIP call.	None
P2P	PCTCRSS-1162	7.0	The video is not correct if a Polycom VVX system and a Polycom HDX system join the same multipoint VRR via SIP calls.	None
P2P	PCTCRSS-1134	7.0	Polycom RMX systems cannot join a PIN code enabled point to point VRR.	None
Performance	PCTCRSS-1147	7.0	It takes about 30 seconds before Window Media Player gets stable live streaming video.	None
Playback	PCTCRSS-1031	7.0	The 2560 kbps or higher live streaming video doesn't perform well.	None
Pre-link	PCTCRSS-1279	7.0	The ongoing pre-link conference cannot be multicast.	None

Recording	PCTCRSS-1281	7.0	It receives black video when Polycom HDX plays back an archive which is recorded from Polycom PVX at H.263+ format.	None
Recording	PCTCRSS-1230	7.0	Polycom RSS 4000 cannot dial out to join a password protected conference on a Polycom bridge.	None
Recording	PCTCRSS-1237	7.0	Polycom RSS 4000 cannot record the conference on Polycom MGC, if RSS 4000 is invited to the conference via recording link and set to start recording immediately.	None
Recording	PCTCRSS-1257	7.0	The maximum capacity for live streaming is incorrect if several endpoints connect to Polycom RSS 4000 at the same time or in a very short time	None
Recording	PCTCRSS-1063	7.0	More than the limited number of endpoints can dial into Polycom RSS 4000 if the call happens in a very short time.	None
Recording	PCTCRSS-1056	7.0	Audio module crashed after heavy pressure or long time performance test.	None
Recording	PCTCRSS-1198	7.0	Multipoint recording in CP mode behaves like Lecture mode.	None
SIP	PCTCRSS-1404	7.0	In a SIP call at 1024 kbps, the Polycom RSS 4000 doesn't show the people video from the far end with multipoint VRR in CP mode.	None
SIP	PCTCRSS-1172	7.0	When Polycom RSS 4000 makes a SIP call to a Codian MCU 4505, the live streaming and archive file playback shows black window.	None
SIP	PCTCRSS-1224	7.0	TLS protocol is not supported in SIP calls.	None
SIP	PCTCRSS-1153	7.0	IPV6 is not supported in SIP calls.	None
SIP	PCTCRSS-1097	7.0	Quick code is not supported in SIP calls.	None
SIP	PCTCRSS-1171	7.0	When Polycom RSS 4000 makes a SIP call to a SONY PCS-G70, the live streaming and the archive file playback shows black window.	None
SIP	PCTCRSS-1016	7.0	AES is not supported in SIP calls.	None

S_PKI	PCTCRSS-1411	7.0	If “web client certificate validation” is enabled, the user cannot login to the system after the self-signed certificate expires.	None
S_PKI	PCTCRSS-1229	7.0	The changed hostname takes effect immediately even through you select to take effect after the system reboot.	None
S_PKI	PCTCRSS-1215	7.0	The changes OCSP setting takes effect immediately even through you select to take effect after the system reboot.	None
S_PKI	PCTCRSS-1204	7.0	When installing a certificate fails, the error message only provides limited information.	None
S_PKI	PCTCRSS-1200	7.0	There is no duplication check or error message when installing the same certificate again.	None
Transcoding	PCTCRSS-1222	7.0	You cannot recreate an audio-only archive.	None
Transcoding	PCTCRSS-1441	7.0	If you recreate an archive when the related raw file is lost, the status always shows Waiting.	None
TV UI	PCTCRSS-1225	7.0	Audio-only files should not be displayed in TV user interface.	None
Upgrade	PCTCRSS-1175	7.0	If Polycom RSS 4000 is downgraded from version 7.0 to version 6.4 or version 6.0, the PIN and system configuration such as AD server integration, FTP, and exchange server are cleared.	None
Upgrade	PCTCRSS-1278	7.0	If the Polycom RSS 4000 software version is downgraded from version 7.0 to version 6.4, there are one more archived file in TV UI list for every point to point archive.	None
Upgrade	PCTCRSS-1437	7.0	If the Polycom RSS 4000 software version is upgraded from version 6.4 to version 7.0 and the new software version has not been activated, it always pops up a window showing to download the Multicast Active X add-on.	None
User Account Management	PCTCRSS-1382	7.0	The deleted user can still dial in and record a meeting if it does not log out.	None
User Account Management	PCTCRSS-1295	7.0	The Polycom RSS 4000 logs out if the network environment is not stable.	None

Web UI	PCTCRSS-1298	7.0	In MSM mode, the changed System Name is not recognized by Polycom RSS 4000.	None
Web UI	PCTCRSS-1403	7.0	Restart the Polycom RSS 4000 after cutting off the power supply, check the status of RAID, the font color should be blue not red.	None
Web UI	PCTCRSS-1173	7.0	There is not VRR type information, Normal VRR, Multipoint VRR, or Reservation VRR, on the VRR selecting page.	None
Web UI	PCTCRSS-1405	7.0	The font color of "Not Configured" on Calendar Integration page is not consistent with other pages.	None
Web UI	PCTCRSS-1264	7.0	Live streaming in Maximum Security Mode is forbidden, but related settings for live streaming (System Config > Recording Setting) are configurable.	None
Web UI	PCTCRSS-1256	7.0	The Signaling Connection page flickers every 11 seconds if there are 2 or more point to point connections.	None
Web UI	PCTCRSS-1252	7.0	The far site display incorrect VRR number when it dials into a VRR which doesn't exist.	None
Web UI	PCTCRSS-1238	7.0	The changed gatekeeper information takes effect immediately even through you set the system to reboot later.	None
Web UI	PCTCRSS-1234	7.0	The changed System Name takes effect immediately even through you select to take effect after the system reboot.	None
Web UI	PCTCRSS-1163	7.0	There is no Off option for AES setting on Recording Setting page.	None
Web UI	PCTCRSS-1052	7.0	There are several web interface issues if more than 15 endpoints connect to Polycom RSS 4000.	None
Web UI	PCTCRSS-1025	7.0	When downloading a large media file, the remaining time always shows unknown during the download process.	Wait until the file download dialog shows "complete".

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 7.0 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.

H.323 mode

Type	Product	Release
Gatekeepers, Gateways, and MCU's	Polycom CMA4000/5000	5.5.0; 6.0
	Polycom DMA	3.0; 4.0
	Path Navigator	7.0.14
	Polycom RMX 1000	2.4; 2.4.2
	Polycom RMX 1000C/500C	2.4; 2.4.2
	Polycom RMX1500	7.2; 7.6
	Polycom RMX 2000	7.2; 7.6
	Polycom RMX 4000	7.2; 7.6
	Polycom MGC	9.0.3.1

Endpoints	Polycom HDX Series	3.0.1; 3.0.3
	Polycom VSX Series	9.0.6 .1
	Polycom QDX Series	4.0.1.1; 4.0.2
	Polycom PVX	8.0.16
	Polycom VVX	3.3.2
	CMAD Mac	5.1.0; 5.2.0
	CMAD PC	5.1.0;5.2.0
	Sony PCS –1	3.42
	Tandberg MXP 770	F8.1
	Tandberg C20	F8.1
Content management system	VMC	2.0 Patch 136



To integrate your RSS 4000 system with a Polycom VMC server, you need to Import Polycom RSS 4000 certificates into the Polycom VMC server first. For more information on how to import certificates, refer to the article “Importing certificates into a VMC server after upgrading RSS to V7.0” in **Knowledge Base** on <http://support.polycom.com>.

SIP mode

Type	Product	Release
Gatekeepers, Gateways, and MCU's	Polycom DMA	3.0; 4.0
	Polycom RMX 1000	2.4; 2.4.2
	Polycom RMX 1000C/500C	2.4; 2.4.2
	Polycom RMX1500	7.2; 7.6
	Polycom RMX 2000	7.2; 7.6
	Polycom RMX 4000	7.2; 7.6
Endpoints	Polycom HDX Series	3.0.1;3.0.3
	Polycom VVX	3.3.2

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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