

# Release Notes

## Polycom® Global Management System™

### Version 7.1.8



POLYCOM®

Polycom® announces the general release of its Polycom® Global Management System version 7.1.8. This document provides the latest information about this release.

#### Topics

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Introducing the Polycom Global Management System Version 7.1.8.....	2
System Requirements.....	2
System Testing.....	2
Installation and Upgrade Procedures.....	3
Restoring Previous Global Management System Version After Upgrade .....	4
Resolved Issues.....	5
Known Issues.....	7

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## Introducing the Polycom Global Management System Version 7.1.8

Global Management System™ Release 7.1.8 is a general maintenance release that supersedes Global Management System patch 7.1.6. Its goals are:

- To certify support for Polycom HDX systems version 2.5.x.x.
- To fix identified defects. See Resolved Issues on page 5.

## System Requirements

### Minimum Server Requirements\* \*

- 650MHz Intel® Pentium® III or equivalent
- 128MB RAM minimum, 256MB recommended
- At least 300MB free hard-drive space required for Global Management System application
- Microsoft Windows 2003 Server SP1 or Microsoft Windows 2000 Server SP4
- Microsoft Internet Information Services 4.0
- Microsoft Active Directory (if using the LDAP directory services option)
- Microsoft Internet Explorer 6.0.x with Service Pack 1 or Microsoft Internet Explorer 7.0.

\*\* See Tested Operating Systems for specifications on actual configurations tested.



*Microsoft Windows Vista is not supported at this time.*

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### Client Console Requirements and Supported Versions

- One of the following:
  - Microsoft Windows XP
  - Microsoft Windows 2000 (Professional or Server)
  - Microsoft Windows 98
  - Microsoft Windows NT 4.0 (Workstation or Server)
- Microsoft Internet Explorer 6.0.x or Microsoft Internet Explorer 7.0



*Microsoft Windows Vista is not supported at this time. Installation Notes*

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## System Testing

This release was tested on the Microsoft Windows 2000 with SP4 and Windows 2003 with SP2, MSDE 8.00.2039 and MDAC version 2.81 (KB884525). Polycom supports all current Microsoft Security Patches applied as of 22 August 2007. This includes KB935840.

### Tested Operating Systems:

- Windows Server 2003 R2 Enterprise Edition with Service Pack 1
- Windows Server 2003 Enterprise Edition with Service Pack 2
- Windows 2000 Advanced Server with Service Pack 4
- IIS 6.0 supported

### Tested Web Browser:

- Microsoft Internet Explorer 6.0.x or Microsoft Internet Explorer 7.0

### **Tested VMWare Version:**

- VMWare Workstation 6.0.0

### **Test Objectives:**

- Validate the GMS v7.1.8 package can be unzipped and executed correctly, and return a successful status when the installation finishing.
- Validate the version number in ReadMe.txt is correct.
- Validate the GMS version number on the web login page displays correct.
- Validate the GMS Backup and Restore Utility can be executed successfully.
- Verify the data integrity after using the GMS Backup and Restore Utility.
- Verify if the web pages of GMS work well on IE7.
- Verify that the software of VSX6000A can be updated from GMS. (Fix for DSTC-28)
- Verify that the software version of each kind of codec can be displayed completely. (Fix for DSTC-33)
- Verify that GMS system management shows correct message if the configured access password for codec on GMS is different from the codec's actual password. (Fix for DSTC-50)
- Verify that a HDX with the software version 2.5 can be added to GMS system management.
- Verify that a HDX with the software version 2.5 can be provisioned from GMS. (Fix for SSGGMS-194)
- Verify that the software of HDX 4000, HDX 8000, HDX7000 can be updated from GMS.
- Validate the GMS v7.1.8 can be successfully installed on VMWare.
- Validate the new features of GMS v7.1.8 can be executed correctly on VMWare.
- Validate the basic function of GMS can work well on VMWare.RMX Integration

## **Installation and Upgrade Procedures**

GMS v7.1.8 is a full installation package. It can be used to install stand-alone, or upgrade GMS from the lower version.

### **To install the GMS v7.1.8 on a system for the first time:**

1. Double click the setup file "GMS\_7.1.8.exe";
2. Click the "Browser" button and select a folder into which you wish to extract the GMS installation files;
3. The default folder is "C:\Polycom\GMS\_7.1.8"
4. Click "Install" button to extract the installation files;
5. Go to the folder into which you extract the GMS installation files;
6. Click the file "Setup.exe"
7. Follow the instruction to install GMS v7.1.8
8. When the installation is complete, click "Finish".

### **To upgrade GMS to v7.1.8:**

1. Backup your current GMS database set.
  - a. Go to Start > Programs > Global Management System Backup Utility.
  - b. Select Backup.
  - c. Click Browse and select a folder into which you wish to save your database set.

- d. Click Backup.
- e. When the backup is complete, click Close.
- f. Double click the setup file "GMS\_7.1.8.exe";
2. Click the "Browser" button and select a folder into which you wish to extract the GMS installation files; the default folder is "C:\Polycom\ GMS\_7.1.8"
3. Click "Install" button to extract the installation files;
4. Go to the folder into which you extract the GMS installation files;
5. Click the file "Setup.exe".

The setup program will detect the current GMS version you have installed automatically, and prompt you to upgrade GMS if your current version is lower than v7.1.8.

6. Click "Ok" to begin the GMS upgrade.
7. When the upgrade is complete, a successful message will appear. Click "Ok" to finish the GMS upgrade and view the release notes. Click "Cancel" only to finish the upgrade.
8. Restore the GMS database backup set to GMS v7.1.8. Skip this step if you do not have an GMS database to restore.
  - a. Click "Start > Programs > Global Management System Backup Utility";
  - b. Select the "Restore" bullet;
  - c. Click the "Browse" button and select the folder in which the GMS database backup is stored.
  - d. Click "Restore" button.
  - e. When the restore is complete, click "Close".

## Restoring Previous Global Management System Version After Upgrade

When the Global Management System 7.1.8 is installed, a folder with a back up of the previous Global Management System version is created. If for any reason you wish to revert to that previous Global Management System version, you must perform that reversion manually.

### **To manually revert to the previous version:**

1. In the installation directory (by default C:\Polycom), note the folder named 'GMSHF\_7.1.8\_Backup' or similar name.. This folder contains the back up of the original version files. The folder name may differ depending on the GMS version your server was running prior to 7.1.8.
2. Copy all of the files in the GMSHF\_7.1.8\_Backup folder to the Files folder in the installation directory.
3. Once the files are copied into the Files folder overwriting the existing run the setup.exe once again.
4. Upon completion of the setup the Global Management System server will be running the version used prior to the 7.1.8 upgrade.

## Resolved Issues

### Defects Fixed in GMS Version 7.1.8

The following table lists the issues resolved in GMS 7.1.8:

#	Issue
SSGGMS-198	GMS unable to update HDX systems to version 2.5.x.x
DSTC-72	Systems lose connection to GAB
DSTC-61	Endpoints only register and receive the GAB if the "Display Name in global Directory" box is checked on Global Directory Servers configuration page.
DSTC-60	GMS delete/manage functions in the System Management window only act upon the device that is highlighted, NOT the device that is checked.
DSTC-78	GMS server crashes, 'page not found' error shown on browser, access to server shows 'gabsvr application error.'
DSTC-51	GMS v7.1.6: Endpoints will not register unless the check box "Display name in global directory is checked".
DSTC-56	'Specify admin password' option remains unchecked after an admin password has been set.

### Defects Fixed in GMS Version 7.1.7

The following table lists the issues resolved in GMS 7.1.7:

#	Issue
DSTC-28	GMS Software Update Configuration page do not include VSX6000A model hence VSX6000A can not be upgraded via GMS.
DSTC-33	When viewing HDX units from within the software update utility, the current release information is not displayed correctly. Occurs in GMS version 7.1.4, 7.1.5 and 7.1.6.
DSTC-50	GMS system management shows "IP Address Conflict" instead of "Incorrect Password" when wrong password is entered for a codec.
SSGGMS-194	For GMS, please provide the ability to provision HDX 2.5 software. Should work on HDX 4000, 7000, 8000, 9000.

### Defects Fixed in GMS Version 7.1.6

The following table lists the issues resolved in GMS 7.1.6:

#	Issue
SSGGMS-174	Provision up to 5 directory servers at the same time.
SSGGMS-175	Provide the workflow to disable or rename the default administration account.
SSGGMS-176	Add security: SSL, ability to authenticate x.509 certificates for web interface.
SSGGMS-177	Constrain ability for users to change all passwords. Users should only be able to change their own.
SSGGMS-178	Improved camera and monitor provisioning for HDX devices.
SSGGMS-161	With GMS 7.1.0.004 and the latest vsx 8.7 release, GMS is no longer able to provision VSX systems. It tries and times out.
SSGE-124	GMS system management is showing the time of the GMS server and not the VSX time
SSGE-138	When viewing the Address Book on the endpoint and selecting a TAB range, the user cannot scroll above the already populated tab - all data is blank. They can scroll down through the Tabbed list. I.e. select M-thru-S cannot scroll to any previous A-K values. ENDPOINTS IN QUESTION ARE VS4000 RUNNING 6.05.24.

#	Issue
SSGE-242	The endpoints cannot download all the addresses from GAB server when the number of the addresses is more than 1000.
SSGGMS-181	There are several known issues which cause the GMS installation process to fail. These issues cause the installation process to be difficult to complete and frequently result in customer frustration and support calls.
SSGGMS-170	During startup, at least one service fails to load.
SSGGMS-51	When trying to clear Provisioning status nothing happens.

### Defects Fixed in GMS Version 7.1.5

The following table lists the issues resolved in GMS 7.1.5:

#	Issue
SSGE-150/ SSGE-165	The Global Directory Service instructs the VSX to perform a GETALL request when the VSX sends a GETCHANGES request, so the endpoints fail to display address information in the directory.
SSGE-95	When provisioning Time Zone, GMS does not provide a way to specify specific geographical location, only GMT offset. This means that, after being provisioned by GMS, there is absolutely no way for the VSX to choose one geographical location over another within the same time zone.
SSGE-145	InternalID of the default Address book gets changed from 1 to 101 in the AdressBook table of the PLCMDatastore database. Results in no endpoints being able to register with the GAB.

### Defects Fixed in GMS Version 7.1.4

The following table lists the issues resolved in GMS 7.1.4:

#	Issue
SSGGMS-165	VS4000 cannot download the offline endpoints
SSGGMS-57	Support Provisioning H.239 for VSX and HDX endpoints
SSGGMS-104	GMS Provisioning does not work for the V700; Status returns as successful but no options are set
SSGGMS-108	Broadcast Message - Ability to send messages to multiple endpoints simultaneously from GMS console
SSGGMS-109	Ability to Test Email Warnings. When configuring this feature a button to send a test message to ensure that it is sending messages successfully would be helpful.
SSGGMS-110	GMS should be able to add codecs to system management even when codec is not online (similar to PathNavigator feature). When the codec comes online, it can then be automatically registered to GMS. This will minimize human involvement needs during equipment roll-outs.
SSGGMS-112	DNS configuration page should not have any other parameters
SSGGMS-113	Unable to view the total number of endpoints or entries in GMS when configuring software upgrades or Global Address Book
SSGGMS-119	VSX endpoints only download GAB entries for devices they can call (IP or ISDN). Need to modify the function so that endpoints pull down the entire GAB, regardless of IP or ISDN capability, so that any endpoint can be used to view contact information for all sites.
SSGE-87	VS4000 endpoints are unable to properly view large GAB.
SSGE-116	Duplicate Entries appearing in the GAB.
SSGE-141	W3SVC IIS service was crashing GMS after loading SP2 on Server 2003. Microsoft determined it was the BINBRIDGE.DLL GMS was using. That file has been updated.

## Defects Fixed in GMS Version 7.1.2

The following issue was corrected in GMS 7.1.2: Issue caused by GMS's use of the WinInet DLL, which is a client-side DLL that limits the number of connections that can be open at the same time. GMS fails when many client browsers are connected to the system. The event log reports the following error:

ISAPI 'C:\WINDOWS\system32\inetsrv\asp.dll' reported itself as unhealthy for the following reason: 'ASP unhealthy because 66% of executing requests are hung and 71% of the request queue is full.:

## Defects Fixed in GMS Version 7.1.1

The following issue were corrected in GMS 7.1.1: Issue found when provisioning HD-series devices (i.e., When provisioning the monitor page for an HD-series device, the provisioning always returns a failure indication).

## Known Issues

- Downgrade HDX from v2.0.3 to v2.0.2 in GMS may require the HDX to be "factory reset".
- The field "AddressBookID" of the table DeviceAddressBookView in database has not been cleared after unregistration from GDS. And this will cause an issue if the following scenario occurs:
  - Unregister one pre-registered endpoint from GDS
  - Add a new address book to GMS, and set it to be the default
  - Re-register this endpoint to GDS again.
  - The issue is that this endpoint is listed in the new default address book, but downloads the addresses in the old default address book.
  - The reason is that the commands for unregistering and registering with "Display name in global directory" unchecked are the same. And the GMS code can not distinguish them.
- GMS can only provision Global Directory Servers for HDX v2.5. The provision for the LDAP server of HDX v2.5 isn't supported.
- GMS does not support JRE v1.6, and known symptoms are:
  - The process bar in the Search page doesn't move
  - The codec status can not be refreshed automatically in the System Management list.
  - The status of software update and provisioning can not be refreshed automatically.
- The database can not be removed when uninstalling a GMS server.
- The endpoints may return a failure status when provisioning to it, but the provisioning really does work. The reason is that the GMS only display the response from endpoint, and different endpoints may give different responses when provisioning.
- VSX endpoints can only download at most 1000 addresses from GDS server, though the GDS server has sent all the addresses to VSX. This is a limitation of VSX now.

## **VS FX&EX endpoints can only download at most 500 addresses from GDS server, because VS FX&EX send a GET 500 command to GDS when it downloading addresses from GDS.Device Management**

- When you place a SIP call on a HD, V-series, or PVX device, the call type displayed in the General tab is H.323.

- In the General tab, HD-series devices always return the Global Management System Offset as (-12.00) hours from GMT in the system.xml regardless how the EP is set in the UI. Thus all of the HD devices show the same time in Global Management System but not the real system time.

## Database

- Unlike passwords stored in the MS Access database, the passwords stored in MSDE are not masked.
- The database may take several minutes to start if more than 2000 entries are in the Global Address Book. If you access the Global Address Book from an endpoint during the Global Management System start-up period, global entries do not appear in the Global Directory.
- When iPower devices are registered to a gatekeeper and have been provided with an E.164 number by the gatekeeper, the IP address is displayed in the Global Address Book, instead of its E.164 number.
- When dynamic endpoints are deleted from the Global Directory and an endpoint re-registers with the Global Directory, it takes two minutes or more to re-register with the Global Directory. A faster way to register is to reboot the endpoint.

## System Management

- If you use Windows 2003, ViaVideo does not send call status events to the Global Management System.
- When a VTX1000 device is registered with Global Management System and you click the address tab in the System Management page, the arrow appears to indicate that the addresses were sorted when in fact they aren't sorted and the system displays a Java applet error.
- In Java Enviroment 6 , version 1.6.0\_01-b06, Global Management System has display problems when one switches from the System Management page to the Global Directory page and then back to the System Management page. On returning to the System Management page, 'All Devices ' is selected but none of the endpoint entries are visible . If a Device type group is selected (e.g., V-Series) then the endpoint entries are displayed. This happens on Microsoft Windows XP systems with Microsoft Internet Explorer 6 SP2 and IE7. (SSGMS-116) This issue is addressed with Java 1.6 build 2 (build 1.6.0\_02-b06).

## Global Directory

- When importing an address book into Global Management System, the destination has to have the same name as the originating address book, if they are different the window closes as if it worked, but none of the imported addresses appear in the desired address book. They all instead appear in the original address book. For example, If you export your main address book, then create a new address book, and try to import the export file from the main book, no addresses appear in the new address book, but will appear in the main address book.
- When a password is added to the Global Management System to protect the GDS, a user must add the correct password to connect to the GDS. Currently that password is included in the registry.
- The V-series endpoints function by caching all Global Directory listings. Because of this change, an end user may experience the following:
  - Changes made to the Global Directory take 10 minutes to appear in the V-series Global Address Book.
  - The V-series endpoints take up to 10 minutes to register with the Global Directory.

- If the password on the Global Directory has been changed and the password entered on a V-series endpoint (version 5.x) was not updated to the new password, old cached Global Address entries still appear. Rebooting the endpoint clears the cache and updates the V-series Global Directory password.
- The GDS Web user interface may display endpoints that were registered to the GDS but have been turned off for more than 30 minutes.
- The endpoints may return a failure status when provisioning to it, but the provisioning really does work. The reason is that the GMS only display the response from endpoint, and different endpoints may give different responses when provisioning.
- VSX endpoints can only download at most 1000 addresses from GDS server, though the GDS server has sent all the addresses to VSX. This is a limitation of VSX now.
- VS FX&EX endpoints can only download at most 500 addresses from GDS server, because VS FX&EX send a GET 500 command to GDS when it downloading addresses from GDS.

### Software Update

- The Clear Status button on the Software Update page does not clear status.
- In some circumstances, on the Software Update page when the Device Type shows HD-Series all devices may be displayed
- The iPower does not update the Global Management System to indicate the software update was successful. As a result, after a software update for an iPower has finished, the software update status for the Global Management System shows as failed, although it may have been successful.
- If the software update file requires a key file, the key file must not have any spaces in its name. If spaces are included, a network error message occurs.
- A “Page cannot be displayed” message appeared when a user tried to upload an iPower.exe file in a softupdate configuration in Windows 2003.

To enable softupdate for an iPower on Windows 2003:

- a. From the Start menu, go to Control Panel > Administrative Tools > Internet Information Services (IIS) Manager. In the left-hand panel, expand the branch with your server's name, and click Web Service Extensions.
- b. From the Action menu, click Add a new Web Service Extension to open the New Web Service Extension window. In the Extension Name field, type iPower SoftUpdate.
- c. Click Add. Browse to the SWUpload.dll file, located in C:\Program Files\Polycom\pwx\WebApp\isapi\SWUpload.dll.
- d. Click Open to select the file. Click OK in the Add File window.
- e. Click Set extension status to Allowed to enable the changes.
- f. Click OK in the New Web Service Extension window to save your changes.

### Provisioning

- In VSX 7000 version 5.1.1, you cannot provision the admin password, meeting password, and date and time fields.
- VSX3000 and V500 version 5.X software does not support provisioning. If you try to provision endpoints with this software, the following message appears in Status Details:  
An error occurred during the last provision attempt.

## Call Detail Report

- Currently, the PVX does not correctly mark CDRs with the correct call type. All other endpoint types should be correct.
- If the Call Detail Record database is large (> 8 MB), requesting a Call Detail Record with all options selected results in reduced performance, caused by maximum CPU usage and a script timeout error.
- ViewStation version 7.5.1 and lower and ViewStation FX version 6.0 and lower do not provide the date and time to CDRs after CDR synchronization.
- If you enable CDR synchronization, then the ISDN channel information may not appear in the Global Management System CDR for ViewStation and VSX endpoints.
- The bandwidth is not recorded in the CDR for ViaVideo.
- CDR maintenance does not archive the cause code and the reason.
- ViewStation endpoints do not send cause or reason columns in the CDR for IP and ISDN calls.
- ViewStation and FX endpoints only record the requested call speed for IP calls in the CDR. If the call is up or down-speeded, the change is not listed in the CDR.
- The ViewStation and FX endpoints send account numbers, which are recorded in the CDR, although they did not originate the call or have account validation enabled.
- With the ViewStation or FX, CDR synchronization does not work correctly when endpoints are in a call. Invalid data can be written to the CDRlog.mdb file (for example, an IP address is written for the account number instead of the actual account number).

## Account Management

When adding an account, you may receive an error message that states, "AccountValidate service is unavailable." In this case, you must add the local user to the DCOM permissions list for the account validation component. To do this:

1. Extract the Global Management System installation files to a folder.
2. Browse to %InstallDir%\InstallFiles\PolycomDatastore\resource\MSDE\
3. Run setup.exe to install MSDE with the sa password as mypass. You can do this using the following command in DOS (pointing to the correct directory)
4. Once the MSDE install has finished, restart the server.



**IMPORTANT:** *You will not be prompted to restart the server, but if you do not restart the server, the rest of the install will fail.*

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5. Next browse to %InstallDir%\InstallFiles
6. Run setup.exe to bypasses the normal Global Management System install procedure and go directly to installing the Polycom data store.
7. When asked, give the sa password mypass.

This will install the Microsoft JET ODBC drivers. It's best to have the server able to contact the Microsoft pages so it can download the files directly from Microsoft.

The rest of the Global Management System install proceeds as you would expect. Asking for keycodes etc.

After the install is finished you will not be able to get the Global Management System webpage to display properly. The error message will say "unable to display pages because Global Management System device manager failed to start".

8. Go to Start > Programs > Administration Tools > Component Services.
9. Expand the Component Services node, Computers node, and My Computer node.
10. Select DCOM config and look for the "DeviceManager" GABDirsv" and "GMSPermissionManager" components.
11. Highlight each in turn and select properties.
12. Select Security.
13. Click Customize and then edit on launch and activation properties.
14. Click Add and then put in the IUSR\_<PCNAME> (internet guest user account) See below for details.
15. Click Check Names, the user name you have specified should underline if it is valid. Select OK.
16. Give this user permissions shown below.
17. Do the same for the ISUR in the access permission section.
18. Repeat the above steps for all three services relating to Global Management System.
19. Restart the Global Management System server.

### **Device Tracing**

- When security (safe mode) is turned ON for an HD-series or V-series device, device tracing from Global Management System will not work. Currently there is no workaround other than to disable security (safe mode) on the endpoint.
- Tracing does not work if a Telnet session has already been initiated on any devices that support this feature.

### **Polycom Interoperability**

- When you place a SIP call on a HD, V-series, or PVX device, the call type displayed in the General tab is H.323.
- The Polycom Data Store portion of the installation fails if WebCommander was previously installed, because of a port conflict between the Global Management MSDE and the existing MSDE installed by WebCommander. Polycom recommends that you install WebCommander and the Global Management System on separate servers.
- The VSX Web UI shows all end points including the offline endpoints, and there is no indication of their offline status.
- There is a known but unresolved issue that some VSX endpoints seem to stop requesting GDS updates. The errant endpoint is dropped from the GDS, other endpoints will receive the deletion and the errant endpoint will no longer maintain a current view of the GDS. Polycom is still trying to recreate this failure scenario in testing to better understand the issue for possible resolution. If a customer encounters this error, please communicate the issue immediately to Polycom via Polycom Global Services.

### **Backup and Restore**

- The restore utility restores all endpoints that were backed up, including deleted endpoints. To remove these deleted endpoints, run the dbcleanup.bat batch file, located in the %InstallDir%\Polycom\Polycom Datastore\bin directory.
- With the V-series, an upgrade does not keep the V-series provisioning profile settings. The profile name gets restored; however, the settings for the profile are not retained.