

Release Notes

Polycom® Global Management System™ Version 7.1.10



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Polycom® announces the general release of its Polycom® Global Management System version 7.1.10. This document provides the latest information about this release.

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Introducing the Polycom Global Management System Version 7.1.10

This Polycom Global Management System™ v 7.1.10 is a maintenance release that resolves the customer issues listed in Resolved Issues on page 4. This release also adds support for the Polycom HDX 6000 system and softupdate support for Polycom HDX systems running version 2.5.0.6.

System Requirements

Minimum Server Requirements* *

- 650MHz Intel® Pentium® III or equivalent
- 128MB RAM minimum, 256MB recommended
- At least 300MB free hard-drive space
- Microsoft Windows 2003 Server SP1 or Microsoft Windows 2000 Server SP4

 *Microsoft Windows 2008 and Microsoft Windows 7 are not supported at this time.*

- Microsoft Internet Information Services 4.0 or 6.0
- 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.

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

** See the System Testing section below for specifications on actual configurations tested.

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.*

System Testing

This release was successfully tested on the following system platform.

Tested Operating System:	Microsoft Windows Server 2003 R2 Enterprise Edition with Service Pack 2. See Appendix A: Polycom Global Management System Operating System Updates on page 8 for information on the updates applied to the operating system. NOTE: This release was not tested with Microsoft Windows 2008 or Microsoft Windows 7.
Tested Web Browser:	Microsoft Internet Explorer 7.0
Tested JRE:	JRE v1.5.0
Tested VMWare Version:	VMWare Workstation 6.0.0

Installation and Upgrade Procedures

This Polycom Global Management System v7.1.10 release is a full installation package. It can be used to install a new system or to upgrade an existing Polycom Global Management System from a previous version.

To install Polycom Global Management System v7.1.10 on a system for the first time:

1. Download the `GMS_7.1.10.exe`.
2. Double click `GMS_7.1.10.exe`.
3. When the extraction dialog box appears, click **Browse** to change the folder location to which the Global Management System zipped executable file should be saved or accept the default location of `C:\polycom`.
4. Click **Unzip**. The unzip process may take several minutes. A dialog box appears when the unzip process completes successfully.
5. Browse to the `GMS_7.1.10.001` folder, which appears in the location you selected in step 3.
6. Double click **Setup.exe**.
7. To install Global Management System v7.1.10, click **Setup GMS**.
8. When the installation is complete, click **Finish**.

To upgrade Global Management System to v7.1.10:

1. Backup your current Global Management System database set.
 - a. Go to **Start > Programs > Global Management System Backup Utility**.
 - b. Select **Backup**.
 - c. Browse to the file location into which you wish to save your database set.
 - d. Click **Backup**.
 - e. When the backup is complete, click **Close**.
2. Download the `GMS_7.1.10.exe`.
3. Double click `GMS_7.1.10.exe`.
4. When the extraction dialog box appears, click **Browse** to change the folder location to which the Global Management System zipped executable file should be saved or accept the default location of `C:\polycom`.
5. Click **Unzip**. The unzip process may take several minutes. When the unzip process is complete, a dialog box appears indicating that the unzip process completed successfully.
6. Browse to the `GMS_7.1.10.001` folder, which appears in the location you selected in step 4.
7. Double click **Setup.exe**.

The setup program automatically identifies the current Global Management System version you have installed and prompts you to upgrade.

8. Click **Ok** to begin the Global Management System upgrade. When the upgrade process is complete, a dialog box appears indicating that the upgrade process completed successfully.
9. Click **Ok** to finish the Global Management System upgrade and view the release notes or click **Cancel** to finish the upgrade.

10. Restore the Global Management System database backup set to Global Management System v7.1.10. Skip this step if you do not have a Global Management System database to restore.
 - a. Go to **Start > Programs > Global Management System Backup Utility**.
 - b. Click **Restore**.
 - c. Browse to the file location where the Global Management System database backup is stored.
 - d. Click **Restore**.
 - e. When the restore is complete, click **Close**.

Restoring the Previous Global Management System Version After an Upgrade

When the Global Management System v7.1.10 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_7.1.9_Backup or similar name. This folder contains the back up of the previous version files. The folder name may differ depending on the Global Management System version your server was running prior to 7.1.10.
2. Copy all of the files in the GMSHF_7.1.9_Backup folder to the **Files** folder in the installation directory.
3. Once the files are copied into the **Files** folder overwriting the existing files, 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 7.1.10 upgrade.

Resolved Issues

Defects Fixed in Global Management System Version 7.1.10

The following table lists the issues resolved in Global Management System v7.1.10:

#	Issue
SSGGMS-219	The softupdate of a Polycom HDX system remains stuck at the splash update screen.
DSTC-194	The Global Management System CDR is different from the endpoint CDR. The Global Management System is not polling daily to synchronize CDRs.

Defects Fixed in Global Management System Version 7.1.9

The following table lists the issues resolved in Global Management System v7.1.9:

#	Issue
SSGGMS-210	Need support for Polycom HDX systems v2.5.1.
DSTC-130	Global Management System is not sending the complete GAB to the Viewstation.
DSTC-58	Global Management System is not correctly displaying alerts from managed systems.
DSTC-90	Can't see GDS/GAB failure alerts (System status) in Global Management System. Others alerts e.g weak batteries are OK.

#	Issue
SSGGMS-209	VSX appears to fail provisioning from Global Management System when changing "Global Services / Directory Servers" parameters.
SSGGMS-199	VSX v8.7.1 intermittently failing to authenticate Global Management System "GET /system.xml", triggering SMTP Alert Messages from Global Management System to User.

Defects Fixed in Global Management System Version 7.1.8

The following table lists the issues resolved in Global Management System v7.1.8:

#	Issue
SSGGMS-198	Global Management System 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	Global Management System delete/manage functions in the System Management window only act upon the device that is highlighted, NOT the device that is checked.
DSTC-78	Global Management System server crashes, 'page not found' error shown on browser, access to server shows 'gabsvr application error.'
DSTC-51	Global Management System 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 Global Management System Version 7.1.7

The following table lists the issues resolved in Global Management System v7.1.7:

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

Known Issues

- A downgrade of Polycom HDX systems from v2.0.3 to v2.0.2 in the Global Management System may cause the HDX never boot up again.
- The field AddressBookID in the DeviceAddressBookView database table is not cleared after unregistration from GDS. And this will cause an issue if the following scenario occurs:
 - a. Unregister one pre-registered endpoint from GDS
 - b. Add a new address book to the Global Management System, and set it to be the default
 - c. 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 Global Management System cannot distinguish them.

- The Global Management System can only provision Global Directory Servers for HDX v2.5 with GDS option unchecked in the HDX user interface. Provisioning the LDAP option on a Polycom HDX system v2.5 isn't supported.
- The Global Management System is not well supported with JRE v1.6. The main symptoms are:
 - The process bar in the **Search** page doesn't move
 - The codec status cannot be refreshed automatically in the **System Management** page.
 - The status of software update and provisioning cannot be refreshed automatically.
- The database cannot be removed when uninstalling a Global Management System server.
- The endpoints may return a failure status when provisioning to it, but the provisioning really does work. The reason is that the Global Management System 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.
- Microsoft Internet Explorer 8 isn't supported well by the Global Management System. The main symptoms are:
 - The process bar in the **Search** page cannot be shown.
 - Sometimes, clicking **Previous Menu** does not return to the correct menu page.

For example, sometimes, clicking **Previous Menu** in the **Provisioning** page returns the user to the **System Management** page.

- Issues with the “System Status” tab of Polycom HDX system in System Management:
 - The ISDN status isn't shown in this tab;
 - The microphone status sometimes cannot be shown correctly. The reason is that endpoint doesn't send this alert to GMS.
- Some provisioning scenarios may lead provisioning fail:
 - If option “When calling 4+ sites” is selected for property “Use PathNavigator for Multipoint Calls” in “Video Network > IP Network > Gatekeeper” page, the provision will be fail.

Reason: Option “When calling 4+ sites” has been replaced with option “Dynamic” in HDX software v 2.0.5.6.
 - Provision page “Gateway Setup” in “Video Network > IP Network” to HDX v2.5.0.6 will get a fail status.

Reason: The info in “Gateway Setup” profile is protected, and could not be provisioned in HDX.
 - Provisioning a dial speed which isn't allowed by endpoint will get a fail status

Reason: The dialing speed list should be set on HDX. If the dialing speed to be provisioned isn't in the HDX speed list, the provision will get a failure.
 - Provision “Snapshot Timeout” property to HDX from GMS will get a failure. This property lies in “Monitor > TV Monitor1” page.

Reason: HDX v2.5.0.6 has removed “Snapshot Timeout”.

- If configuring the “Account Validation” page as the following steps, this provisioning will get a failure.
 - a. Go to “Global Services > Account Validation” page;
 - b. Enable this page;
 - c. Make “Enable Account Number to Dial” checked;
 - d. Make “Validate Account Number” checked;
 - e. Make “Enable Account Number to Dial” unchecked.
 - f. Verify that the field “Validate Account Number” is disabled, but still checked.
 - g. Save this provision profile.
 - h. Using this profile to provision HDX will get a failure.
- Provision Camera pages to HDX 6000 will get a failure.

Reason: HDX 6000 only allowed 2 cameras, but properties in GMS Camera pages include 3 cameras.
- If option “NT-1” is selected for property “ISDN Switch Protocols” in “Video Network > ISDN BRI Protocol” page, the provisioning will get a failure.

Reason: Option “NT-1” has been replaced with option “NT-1/NT-2” from HDX v2.5.0.6.

Appendix A: Polycom Global Management System Operating System Updates

The Polycom Global Management System operating system tested was Microsoft Windows Server 2003 R2, Enterprise Edition SP2 with the following updates/patches applied:

KB925398	KB944653	KB946026	KB927891
KB943485	KB943460	KB943055	KB942831
KB942830	KB941644	KB941569	KB941568
KB941202	KB948590	KB941693	KB945553
KB948881	KB950762	KB951698	KB950760
KB953839	KB952954	KB938464	KB950974
KB951066	KB951748	KB956803	KB957095
KB956841	KB958644	KB954211	KB956391
KB957097	KB926122	KB924667-v2	KB929123
KB930178	KB931784	KB932168	KB933729
KB925902	KB933854	KB936782	KB935840
KB935839	KB955069	KB936021	KB954600
KB956802	KB952069	KB958687	KB960715
KB938464-v2	KB958690	KB960225	KB961063
KB961064	KB960803	KB952004	KB959426
KB923561	KB961373	KB952068	KB956572
KB961501	KB968537	KB970238	KB970483
KB971633	KB973346	KB961371	KB969805
KB942763	KB951072-v2	KB936357	KB948496
KB955839	KB967715	KB915800-v9	

The Polycom Global Management System was tested with Microsoft Internet Explorer 7.0 with the following updates/patches applied:

KB944533
 KB942615
 KB947864
 KB950759
 KB953838
 KB956390
 KB972260