

Release Notes

ReadiManager® System Version 3.0.7

Polycom® announces the release of its ReadiManager® 3.0.7 scheduling and management system. This document provides the latest information about this release..

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3725-18000-001F13 (September 2009)

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What's New in the ReadManager 3.0.7 Release

The ReadManager version 3.0.7 release is primarily a maintenance release that resolves the customer issues listed in Resolved Issues on page 4. Most of these issues were related to softupdates of Polycom HDX systems operating in standard mode, which has been improved in this release.

System Requirements

To work with the ReadManager version 3.0.7 system, clients systems must have (as a minimum) an Intel Pentium II-class processor with 128 MB RAM and 30 MB free space and the following software:

- ❑ Microsoft® Windows® 2000, Windows 2003, or Windows XP

▶ *ReadManager systems do not support Microsoft Vista.*

- ❑ Microsoft Internet Explorer® 6.0+ or 7.0, Mozilla FireFox® 2.0x, or Apple Safari 3.x
- ❑ Adobe® Flash® Player 9.0
- ❑ Microsoft SQL Server 2005 SP2 (for external database support only)

▶ *Microsoft SQL Server 2000 is no longer supported.*

▶ *The ReadManager system supports SQL server clustering.*

▶ *For installations with an external database, the ReadManager system is only certified with the Microsoft SQL Server set to US-English Collation (SQL_Latin1_General_CP1_CI_AS).*

▶ *The ReadManager system databases should have their own database instance, and should not be part of a shared database instance.*

- ❑ Microsoft Outlook 2000 SR1, Outlook 2003 SP2, or Outlook 2007 (for the Polycom Scheduling Plugin for Microsoft Outlook only) on Microsoft® Windows XP
- ❑ IBM Lotus Notes 7.x (for the ReadManager Scheduling Plugin for IBM Lotus Notes component only)

Polycom Device Version Requirements

- | | |
|------------------------------------|-----------------------------------|
| ❑ V-Series (all software versions) | ❑ ViewStation 7.x or higher |
| ❑ ViewStation SP 6.x or higher | ❑ ViewStation FX/EX 5.x or higher |
| ❑ ViaVideo® 5.x or higher | ❑ PVX™ 8.0.1 or higher |
| ❑ iPower 5.x or higher | ❑ MGC 7.0.4 or higher |
| ❑ RMX 2000 1.1 or higher | ❑ Polycom HDX 2.0.2 or higher |

ReadManager systems do not support Polycom HDX 6000 system endpoints. Also, as of this ReadManager version 3.0.7 release, Polycom will not update the ReadManager system software to add support for endpoint models and versions released after this date.

Upgrade Notes

To upgrade an existing ReadManager system, it must be running ReadManager version 2.0 or 3.0. If your system is running an earlier version of the ReadManager system, you must first upgrade to ReadManager 2.0 and then upgrade to ReadManager 3.0.7.

Unless otherwise stipulated by your ReadManager support agreement, the upgrade from ReadManager 2.0 to ReadManager 3.0.7 is a chargeable upgrade.

Follow the instructions in the *ReadManager Upgrade Guide* to upgrade the ReadManager system.

Once this release is completely installed, the ReadManager system login page will display a version number of 3.00.07ERxxx where xxx is the final build number.

Once installed, ReadManager 3.0.7 cannot be rolled back to a previous version.

Interoperability

Strategic Global Partners

Polycom partners with the leading platform providers – to ensure co-development and interoperability in many environments and deliver a high quality collaborative experience. For that reason, the ReadManager SE200 system has been qualified to neighbor with the Cisco IOS® Software Gatekeeper v12.3 and 12.4 and the Avaya Communications Manager 5.0 SP1 Gatekeeper.

The ReadManager system can route H.323 calls to neighboring regions managed by the Cisco IOS or Avaya CM gatekeeper. To enable call routing to these neighboring gatekeepers, you must create a ReadManager system region and dialing rule. (For more information on regions and dialing rules, see the ReadManager Operations Guide.) Then, if the ReadManager system is unable to resolve a dialed address for a call, from its list of directly registered endpoints, the system invokes the appropriate dial rule to identify the neighboring gatekeeper to which the call should be forwarded.

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- ▶ *The Cisco IOS or Avaya CM gatekeeper may require additional configuration to integrate with the ReadManager system. See the product documentation for the Cisco IOS or Avaya CM gatekeeper to determine how to configure it as a neighboring gatekeeper.*
 - ▶ *There are some interoperability limitations for the ReadManager system interaction with these neighboring gatekeepers. See Known Limitations on page 4 for more information about these limitations..*
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iPower Support

The ReadManager system no longer supports provisioning of iPower devices.

RMX2000 Integration

A system administrator must plan carefully when integrating an RMX2000 MCU with a ReadManager system as both systems manipulate conference settings and templates. Refer to the *ReadManager Operations Guide* for more information on creating new conference templates. Refer to the *RMX 2000 Administrator's Guide* for more information on creating RMX profiles.

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- ▶ *The ReadManager system administrator must manually synchronize the settings in the conference template and its associated RMX profile.*
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Resolved Issues

The following table lists the resolved issues in this ReadManager system release.

#	Issue
SSGSE-5050	Apache Web service crashed on primary server and the redundant server did not take over. A reboot was required to restore service.
SSGSE-5113/ SSGSE-5112/ SSGSE-4890/ SSGSE-4914/ SSGSE-3750/	Legacy HDX Softupdate failing – possibly due to improper device registration: timing-related issue.

Known Limitations

The following table lists the new and legacy known issues in the ReadManager 3.0.x release.

#	Issue	Workaround
SSGSE-3654	When scheduling recurring conferences of more than 26 occurrences and more than 10 participants the conferences may not schedule properly on the ReadManager system.	Schedule recurring conferences of less than 26 occurrences and 10 or fewer participants. Then edit the conference in the Schedule Conf. View and change the conference to up to 52 occurrences and add up to 10 more participants.
SSGE-199	When VSX unit registered to GDS is switched off, the ReadManager system does not register the unit is down in the GDS until at least 90 minutes later.	Fix in 3.0.5 release reduces this time to 30 minutes.
SSGSE-2509	On the Security Settings page while using the Certificates administrative features, certain messages may only be displayed in English.	None
SSGSE-2498	Downloading the Scheduling Plugins for Microsoft Outlook or IBM Lotus Notes using Firefox opens as a new page. Because this is opened as a new page, Firefox will stop responding and the plugin cannot be downloaded	Go directly to the /pub directory listing (ex. <a href="http://<IP_address/pub/>">http://<IP_address/pub/>).
SSGSE-2475	Editing and re-scheduling some recurring conferences (those with more than 52 instances) may fail on upgraded systems since the conference limit changed to 52 in v3.0.	Delete and then reschedule the recurring conference.
SSGSE-2478	Within the HD-Series of endpoints, the number of cameras supported by an endpoint varies depending upon the endpoint's model number. If a single provisioning profile is used to changes camera settings across different HD-Series endpoints, the result of the provisioning request is unpredictable	None
SSGSE-2068	If, when creating a user, one inputs the user name in a double-byte character set, the user's name displays as ??? in some ASCII-only fields such as Owner.	None
SSGSE-2067	In the Japanese localization of the ReadManager system, the user name format is [First Name, Last Name] rather than [Last Name, First Name]	None
SSGSE-2066	If, when creating a user, one inputs the user name in a double-byte character set, the user cannot be added as a conference participant, because the user name is not displayed in the Add Participant dialog box.	None
SSGSE-1957	The SQL driver shipped with the XP Embedded OS base image does not support login to external Japanese OS/ Japanese MSSQL. The driver must be updated and included in the installed image and in the upgrade scripts. This is being marked as P1 because Japan cannot buy English MSSQL.	The ReadManager system is only certified with the Microsoft SQL Server set to US-English Collation (SQL_Latin1_General_CP1_CI_AS).

#	Issue	Workaround
SSGSE-1220	The ReadManager UI does not distinguish between an alias added administratively or one obtained via registration. In the case where an alias added by an administrative action the alias CAN be removed. When the alias is obtained via registration it cannot be removed other than by provisioning.	None
SSGSE-1609	Time page of first time setup sends error message when the selected NTP server is inaccessible	Ensure NTP server is online and accessible.
SSGSE-1347	Layout changes made on the MGC are not reflected in Manage Conference > Change Layout.	Make any layout changes in the ReadManager system.
SSGSE-1380	Occasionally, adding an ISDN participant to an MGC ad hoc conference will fail.	Retry the addition.
SSGSE-1584	The progress bar on the UI doesn't work properly during external DB installs.	Wait until the database install is complete.
SSGSE-1597	Devices added via the auto-population process invoked when an endpoint registers to the global address book may not contain an e.164 alias.	Update the endpoint via the the ReadManager system user interface.
SSGSE-1728	It is possible for the UI to display duplicate entries for some endpoints that have been added and then deleted from the ReadManager system.	None
SSGSE-1742	When scheduling a software update, the options displayed in the dialog box are not always correct for all devices. Invalid options will not take effect.	None
SSGSE-1751	If the RMX and the ReadManager system run off a different NTP server and their time setting is off, NOW conferences will not kick off as expected.	Ensure all devices are running off the same NTP server and have the same time settings.
SSGSE-1806	The VIP icon sometimes disappears once a conference is launched.	None.
SSGSE-2002	Device monitoring view and admin monitoring view do not always show same alerts due to update frequencies	None. Status should eventually match.
SSGSE-2022	In conference management, it appears that the participant video feed does not behave reliably. This is usually upon the first request, as there is an endpoint issue that causes the initial feed to be incorrect.	Refresh the feed one or two times and the problem should resolve itself.
SSGSE-2093	Deleting endpoints within the ReadManager system GAB device list will also unregister them from the gatekeeper until its next refresh cycle.	None – endpoint will be re-registered automatically.
SSGE-73	Not able to use the Outlook Scheduler plug-in to schedule conferences because the Outlook Scheduler does not support a multi-domain environment. In certain scenarios, scheduling of resources will not work as expected.	Use the ReadManager Web Scheduler.
SSGE-74	If the ReadManager 1.0.1 loses connection to the External database, the ReadManager has to be rebooted in order for all the connections to reconnect.	If the database is rebooted for any reason, the ReadManager system server should be rebooted as well.
SSGE-84	If you uninstall SQL Server using the Add/Remove Program uninstall there are remnant files that will cause the install of a new database to fail.	Uninstall using the DBSetup script
SSGSE-1087	The iPower call launch plugin defaults to VCON, not iPower when user auto logs in.	User must manually select iPower for it to work.
SSGSE-1128	ReadManager does not auto-generate a Chair Control PIN for RMX conferences, only MGC conferences.	To implement a Chair Control PIN the scheduler must enter a PIN into the Chair Control PIN field.
TD-1721	Conference Monitoring information may sometimes be inaccurate for embedded MCU calls.	None

#	Issue	Workaround
TD-1736	Calls that are abnormally disconnected should have cause codes other than 16 (normal). Currently, all calls (SE200>Report>Cause code) are reported as 16 (normal).	None
TD-1738	When monitoring or managing conferences from EMA embedded screens, dial-in calls to embedded MCUs will not appear, as the MCU is not aware of them.	None
TD-1740	In some scenarios, different endpoints show different conference IDs for the same conference.	None

The following table lists some of the known issues with other products that may cause issues when using the ReadManager 3.0.x product.

#	Issue	Workaround
SSGSE-1245	Scheduled point-to-point calls where the PVX is doing the dialing fail. From the gatekeeper diagnostics, it appears that the PVX is given the e.164 alias and the first digit is stripped.	Fixed with PVX release 8.0.6.
SSGSE-1433	Intermittently ad hoc conferences disappear from conference monitoring. Ethereal traces show this to be an endpoint issue.	
VIDEO-56938	VSX 8.5.3 (and earlier) devices demonstrate incorrect registration behavior when registered to gatekeeper with alternate gatekeeper. The endpoint registers successfully with ReadManager and correctly receives the addition of alternate gatekeeper into its configuration. If ReadManager fails or is offline then the endpoint correctly registers to the alternate gatekeeper. However, if the endpoint is configured to register to a third gatekeeper, that endpoint will always register to the alternate gatekeeper instead.	None. This issue is fixed in VSX 8.7.X.
TD-1281	Problems with sending messages to FX devices. If an FX device is registered to a ReadManager gatekeeper, then it will ignore Send Message posts.	None
TD-1496	Endpoints indicate they are registered with the ReadManager Global Directory Service (GDS), but the ReadManager Device Management window indicates that the devices are not registered with the GDS.	Reboot the endpoint.
SSGSE-1014/ TD-1608	The Provisioning result for a V-500 device shows "some fields are not provisioned" in ReadManager when in fact the provisioning successful.	None
TD-1609	Calls sometimes appear and disappear from the Conference Monitoring screen. This scenario occurs when status information is not received from an endpoint.	Rebooting the device may correct the issue.
TD-1759	Conference monitoring is not correctly tracking the dynamic conversion of a point to point conference into a multipoint conference by an embedded MCU.	None
TD-1789	The Call Status is incorrect for endpoints dialed into a conference via ISDN.	None
TD-1842	ISDN calls from FX endpoints do not generate CDRs in ReadManager.	None

The following table lists some of the known limitations of the ReadManager system when interoperating with partner gatekeepers and endpoints.

#	Issue	Comment
CSC-6	Cisco/Busy signal is heard on Cisco phones when VSX or HDX disconnects.	An endpoint issue related to issue VIDEO-57092, which is marked Will Not Fix.
CSC-3	Call Type in conference management screen indicates an incorrect type	Open issue
CSC-2/ SSGSE-2200	Bit Rate in conference management screen is incorrect	Open issue
AVA-707/ CSC-5/ SSGSE-2202	Mute indication not displayed in conference management screen when muting occurs.	Open issue
AVA-708	Avaya/Video protocol and format on the conference management screen always displays as AUTO.	Open issue
AVA-726	Avaya/RMX2000/CDR/Destination field is blank on the CDR when the Avaya softphone or hardphone dial into a conference.	Open issue
AVA-715	No audio heard after Avaya phone is taken off hold.	Enhancement request. The ReadManager system does not currently support audio shuffling.
AVA-716	Endpoints do not negotiate video when the Avaya softphone transfers a call.	Enhancement request. The ReadManager system does not currently support audio shuffling.
AVA-709/ CSC-4	Incorrect call duration for an ad hoc conference.	Enhancement request. Currently, the ReadManager system shows duration for scheduled conferences only, not ad hoc conferences.

Where to Get the Latest Product Information

To view the latest Polycom product documentation, visit the Support section of the Polycom website at www.polycom.com/support.