



RELEASE NOTES

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Using Polycom[®] Unified Communications in Microsoft[®] Environments



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General

These release notes apply to the [Polycom Unified Communications Deployment Guide for Microsoft Environments](#) released August 2013.

These release notes contain the following sections:

- [Resolved Issues](#) This section lists resolved issues to previous known issues.
- [Known Issues](#) This section lists new or enhanced features as well as existing known issues and suggests workarounds if available.

Resolved Issues

This section lists issues that have been resolved since the last Release Notes release.

BRIDGE-6618 The CX700 connects with audio and no video when dialing into an entry queue to a meeting room.

GS-11661 When using the RealPresence Group Series 700 Microsoft client for a centralized conferencing control protocol (CCCP) call, the Mute Audience button successfully mutes meeting participants but the Mute button does not indicate mute status.

GS-11618 Using a Group Series system to join a Microsoft Lync 2013 Meet Now conference through the Edge server behind a NAT firewall establishes the call but participants on both ends have no audio. In addition, the call automatically disconnects after about 50 seconds.

GS-11002 When you use a RealPresence Group Series system to join an audio/video MCU call while you are muted, the Microsoft Lync 2013 client displays no video. Similarly, if you mute and unmute a RealPresence Group system during an audio/video MCU call, the Lync 2013 client displays no video. *(applies to Group Series and HDX)*

VIDEO-102800 SIP calls fail from a DMA-registered HDX to a Lync-registered CX 600 when set the transport type is set to Auto or TLS.

VIDEO-104279 When a Group Series phone organizes a CCCP conference, all participants are disconnected when the organizer disconnects from the call.

Known Issues

This section lists enhancements and known issues with this solution and suggests workarounds, if applicable.

New or Enhanced Features

SWEP-2798 When using a Polycom® Distributed Media Application™ (DMA®) using Session Initiation Protocol (SIP) to H.323, Lync displays no video from Polycom® RealPresence® Desktop video collaboration software.

Known Issues and Suggested Workarounds

BRIDGE-601 The RMX does not get a Bye message from a VVX phone when the VVX disconnects from the call.

BRIDGE-2201 In a call admission control (CAC) setting, calls from an HDX are disconnected one hour into the conference when SIP_TCP_PORT_ADDR_STRATEGY is set to NO and MS_KEEP_ALIVE_ENABLE is also set to NO.

BRIDGE-2448 The Polycom® RMX® conference platform connects to audio only when dialing out to Lync.

BRIDGE-6350 Video quality is low when using Lync 2013 client to call to an RMX conference room.

CAXIS-1051 During a meeting, participants are unable to initiate an instant messaging chat with an individual participant from the meeting roster on the Polycom® RealPresence® CloudAXIS™ Suite.

DMA-8675 The bandwidth requested and final bit rate on the DMA are not the same as the HDX, RMX, and on Lync Bandwidth policy.

GS-5203 When a Group Series endpoint joins a call from a Lync meeting invite, the receive statistics information is not displayed on the Web UI. The work around is to view the Call Statistic information from the embedded UI.

GS-7169 When Lync initiates a Meet Now audio-only call to a Group Series 300 phone and escalates to video, the Group Series 300 video is pixelated in a Lync CCCP conference.

GS-7327 SIP calls fail from a DMA-registered Group Series phone to a Lync-registered CX 600 when the Group Series phone has the transport type set to Auto or TLS.

GS-12554 RealPresence Group Series systems currently support only NTLM Version 1 on the Microsoft Exchange Calendaring connection and on the Microsoft Lync Directory Server connection. You cannot connect to these servers if they are configured to support NTLM Version 2 and not NTLM Version 1.

- GS-12982** When the RealPresence Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the RealPresence Group system participant name, number, and system values might be incorrect.
- GS-13018** When the RealPresence Group system is in a multipoint call hosted by a Microsoft Lync AV MCU, the conference might be terminated when the administrator uses the web interface to hang up.
Workaround: End the call using the local interface or the Polycom Touch Control.
- GS-13224** The mute status of participants in the participant list of Lync 2013 client calls does not display correctly.
Workaround: Unmute and mute the far-end system.
- GS-13535** In a Microsoft Lync 2013 environment, when a RealPresence Group system is registered to an Edge server and is the first participant in a multipoint call hosted by a Polycom RMX, the RealPresence Group system might not receive video.
Workaround: Disconnect from and reconnect to the conference call.
- MSUC-316** The CX 600 and CX 700 are unable to connect to a DMA virtual meeting room (VMR) from a DMA virtual entry queue (VEQ).
- RSS-2728** When using Lync, RoundTable CX 5000 does not connect to RSS over video.
- VBOX-1740** The CX 7000 is unable to connect to an HDX or a VVX on a call transfer made by a Lync Attendant.
- VIDEO-90346** The HDX does not down speed when packet loss is at ~9.5% and connects to the line rate set on an RMX conference.
- VIDEO-90806** The presence status of the user should be Busy but shows as Available.
- VIDEO-96904** A Lync-registered HDX using SIP and a DMA-registered HDX using H.323 have frozen video when the call resumes after being put on hold.
- VIDEO-100255** When Lync initiates a Meet Now audio-only call to a Group Series 300 phone and escalates to video, the Group Series 300 video is pixelated in a Lync CCCP conference.
- VIDEO-101292** When using Lync for a Meet Now call with a Polycom® HDX® system, the video on the HDX freezes when Lync first connects with audio and the call is escalated to video.
- VIDEO-102162** The video on an HDX 7000 freezes on a 3% packet loss during an RMX call.
- VIDEO 102799** SIP calls fail from a DMA-registered Group Series phone to a Lync-registered CX 600 when the Group Series phone has the transport type set to Auto or TLS.
- VIDEO-103947** Video artifacts display on Polycom® RealPresence® Group Series phones in a centralized conferencing control protocol (CCCP) conference.
- VIDEO-104663** When performing a consultative transfer from a Lync attendant to an HDX, video on the Lync side does not start.
- VIDEO-105197** Calls initiated by a call transfer using Lync Attendant between Group Series phones and Lync for MAC are audio only.
- VIDEO-105558** The connection between a SIP HDX and an H.323 HDX on a DMA Gateway in a SIP-H.323 call is partial.

VIDEO-105562 Calls do not connect between a SIP HDX and an H.323 RealPresence Desktop (RPD) or CMA Desktop when the HDX has encryption set to 'When Available'.

VIDEO-105568 The connection between a SIP Group Series 700 and an H.323 Group Series 500 on DMA GW in a SIP-H.323 call is partial.

VIDEO-105864 Extra bandwidth is not needed for HDX to connect in a non-ICE environment.

VOIP-80473 On the DMA Gateway, no video displays and there is only one-way audio on an H.323-SIP call between two VVX phones.

VOIP-83301 When dialing out from the RSS to a VVX 1500, the VVX 1500 screen goes black instead of displaying the Recording and Streaming Server (RSS) recording slide.

VOIP-83319 When a Lync-registered VVX phone puts a DMA-registered HMX on hold and resume, no video displays.