



▶ Polycom® VMC 1000 Version 2.0
Release Notes

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Polycom VMC 1000 Version 2.0 Release Notes

This document details new features and known limitations of the Polycom VMC 1000 Version 2.0.

These release notes contain the following sections:

- [About the VMC 1000 Appliance](#)
- [New Features in the 2.0 Release](#)
- [Requirements](#)
- [Known Issues](#)

About the VMC 1000 Appliance

The Polycom VMC 1000 is an enterprise video asset management platform that allows organizations to easily manage, categorize, store, and search thousands of video assets. With the Polycom VMC 1000, you can scale live video and video on demand to an enterprise audience across global corporate networks and centrally manage and dynamically publish to any number of third party portals or web properties for audience viewing.

The Polycom VMC 1000 is the only platform that discovers and ingests content from Polycom videoconferencing endpoints while simultaneously supporting the industry's best of breed components including encoders, editing tools, streaming servers, CDNs, storage devices, security, and third-party portals. The Polycom VMC 1000 delivers flexibility, cost control, and risk mitigation techniques to fulfill business needs.

New Features in the 2.0 Release

The Polycom VMC 1000 version 2.0 includes a number of new features and improvements on the 1.0.7 release:

Calendar Discovery and Outlook Plug-in Integration

The Polycom VMC 1000 version 2.0 uses Polycom's Microsoft Outlook plug-in as the interface to set up live streaming and recording of Polycom videoconferences. Users can simply select the record option when scheduling a videoconference room through a meeting invitation.

Using a new Microsoft Exchange discovery service, the Polycom VMC 1000 polls for all upcoming events and generates a unique URL for either live broadcast or for on-demand access and manages the publishing process. To view the recording later, users simply reopen the original meeting invitation and click the link on the past event to be directed to the portal to watch the videoconference.

Polycom RSS Device Discovery

A new interface and discovery service exists for both the Polycom RSS 4000 v6 and earlier generations of the Polycom RSS 4000 and RSS 2000 devices.

Users can schedule live broadcasts of videoconferences or have them discovered automatically by the Polycom VMC 1000. The Polycom VMC 1000 also leverages program templates (including those established using Virtual Recording Rooms on the Polycom VMC 1000) for automatic mapping of recorded videoconferences by custom metadata including conference owner, group, description, and keywords. Program templates can also be used for automated distribution, transcoding, and publishing for recorded videoconferences.

Improved Viewer Portal

The Polycom VMC 1000 version 2.0 ships with a new Viewer Portal. With consumer-quality look-and-feel and the ability to upload and share employee-generated content (EGC), the Viewer Portal simplifies both content creation and reception, bringing social media tools to video distribution. Among the new features:

- **Trim, Embed, and Link:** A button in the embedded player allows videos to be shared among viewers via email, with a straightforward trimming tool used to determine the selection shared. The Embed feature provides the HTML to embed a given video on a blog, forum, or website. Link provides a permalink for sharing.
- **Ratings and Reviews:** Ratings can be applied directly through the video player upon completion of a program. A straightforward interface allows viewers to review content, subject to administrative approval.
- **Carousel:** A carousel below the player displays featured, live, upcoming, and related broadcasts and videos on demand. The carousel is scrollable and displays mouseover pop-up metadata.

- Jukebox: a user-friendly jukebox offers easy search by rating, keyword, and filters, as well as browsing by list or thumbnail, directly from the landing or the player page.
- My Videos Section: A new tab allows users to consult the programs the user has uploaded.
- Favorites: a favorites section allows easy access to selected programs.

The Polycom VMC 2.0 supports the use of the “Classic” Viewer Portal as well as this new Viewer Portal.

Multiple Content Delivery Network (CDN) Integration

The 2.0 Release of the Polycom VMC 1000 now supports a range of CDNs for use as delivery options, including CDNs offered by:

- Blue Coat
- Riverbed
- Cisco (ACNS and CDS)
- AT&T (ICDS)
- Akamai

Flash Live and VOD Support

The Polycom VMC 1000 now supports the distribution of Flash content for both live broadcasts and video-on-demand, in conjunction with the Wowza delivery option.

Appliance Manager (Appliance Option Only)

The hardened Polycom VMC 1000 appliance now includes an Appliance Manager utility that simplifies set-up and configuration of the appliance. The Appliance Manager:

- Enables configuration of multiple network interface cards (NICs) for simple IP, port, and security configuration for both the Appliance Manager and the Administrative and Viewer Portals.
- Allows administrators to impose overarching higher and lower security settings for the appliance, as well as specific permissions and password settings.
- Enables straightforward upgrades, maintenance, and diagnostics.
- Simplifies licensing and registration processes for the appliance.
- Simplifies certificate management for external-facing websites.
- Enables independent backups and restores of system and content.

Broadcast Features

The 2.0 release of the Polycom VMC 1000 includes the following improvements for broadcast management:

- A new "broadcast now" feature allows broadcasters to immediately start a broadcast with the push of a single button.
- Broadcasters can now manage multiple schedules for a single program.
- Scheduled rebroadcasts and scheduled encoder-based programs simplify administrative tasks and enhance broadcaster control.

Program Browser and Content Repository Improvements

The 2.0 release of the Polycom VMC 1000 includes the following improvements to program and content creation and management:

- Incomplete programs can be saved from any step in the program creation wizard.
- The page in program list is now recalled upon returning from the program editing wizard.
- Live programs from external streaming references now provide appear in the Content Repository.
- SAMI files can now be imported to providing chaptering for items in the Content Repository. Comma-separated value files can be imported and exported for chaptering and, as of the 2.0 release, captioning.

Web Services API

Leverage Polycom's web services API to support dynamic applications such as internal enterprise portals.

Requirements

The following are minimum requirements for the PC to configure the VMC 1000 appliance:

Appliance Manager

- **Operating Systems:** Windows XP, Windows Vista, Windows 7, Windows Server 2003, Windows Server 2008.
- **Browsers:**

- » **Internet Explorer:** The Polycom VMC 1000 Appliance Manager is verified to work with Internet Explorer 8.0 and the current release of Firefox, which at the time of the update of this documentation is 3.5.5.

Viewer Portal

- **Operating System:** Windows XP, Windows Vista, Windows 7, or Macintosh OS 10.4.11 or 10.5.6.
- **Browsers:**
 - » **Internet Explorer:** the Polycom VMC 1000 Viewer Portal is verified to work with Microsoft Internet Explorer 6.0, 7.0, or 8.0 in Windows XP, and Microsoft Internet Explorer 7.0 or 8.0 in Windows Vista, with the features JavaScript, Enable Java, and Accept Cookies enabled.
 - » **Firefox:** the Polycom VMC 1000 Viewer Portal is verified to work with the current release of Firefox, which at the time of the update of this documentation is 3.5.5.
 - » **Safari:** the Polycom VMC 1000 Viewer Portal is verified to work with the current release of Safari, which at the time of the update of this documentation is 4.0.

Administrative Portal

- **Operating System:** Windows XP, Windows Vista, Windows Server 2003, Windows Server 2008.
- **Browsers:**
 - » **Internet Explorer:** the Polycom VMC 1000 Administrative Portal is verified to work with Microsoft Internet Explorer 7.0 or 8.0 with the features JavaScript, Enable Java, and Accept Cookies enabled.

Known Issues

The following are known issues with the Polycom VMC 1000 version 2.0:

RSS 4000 Device Issue

The Polycom VMC 1000 administrative interface allows users to add multiple RSS 4000 Devices pointing to the same IP address.

Only one RSS Device should be able to be added for each IP address. This is a known issue.

RSS 4000 MP4 Resolution Issue

Output from the RSS 4000 v6 will fail to archive in the Polycom VMC 1000 if the Template created in the RSS 4000 designates an MP4 resolution. The live stream will proceed as normal and no errors will be shown in the Polycom VMC 1000, but the RSS 4000 will display an error. The archive item added to the Content Repository will show a file size of 0 bytes. This is a known issue and will be resolved in a future build. Currently, there is a workaround:

- 1 Open the RSS 4000 interface.
- 2 Navigate to **VRR > Templates**. Open the template you are using for Polycom VMC 1000 programs.
- 3 Select **None** from the **MP4 Resolution** drop-down menu.
- 4 Click **OK**.

RSS 4000 Archive Discovery Issue

The Polycom VMC 1000 may fail to import archived calls upon first polling a newly-configured RSS 4000 v.6 device. To avoid this issue, use the following workaround:

- 1 When first adding a RSS 4000 source device in the VMC Administrative Interface, do not select the **Import Live Calls** and **Import Recorded Calls** checkboxes.
- 2 Continue with all necessary configuration processes for the RSS 4000 device in the Polycom VMC 1000.
- 3 After performing all other necessary configuration, select the **Import Live Calls** and **Import Recorded Calls** checkboxes for the device and save the device.

For more information on configuration processes, consult the *Polycom VMC 1000 Administrator Guide*.

RSS 2000 and RSS 4000 Archiving Issue

Occasionally the RSS Discovery Service will fail to delete a completed listing from its live folder of the Content Repository. The listing will therefore duplicate an item in the archive directory. This is a known issue.

Calendar Discovery Content Duplication Issue

A single Calendar item discovered by the Polycom VMC 1000 may generate two listings in the Viewer Portal, as well as the Content Repository and Programs page in the Administrative Portal. This is a known issue.

Microsoft Silverlight Limitations

Multicast with Silverlight is only supported with the purchase of the Polycom Multicast Plugin. Other issues that may affect Silverlight use:

- **Blue Coat - VOD Issues:** In order to play .wmv VOD files pushed by a Blue Coat delivery option in the Viewer Portal, you must disable the Silverlight add-on in your web browser.
- **Blue Coat - Live Issues:** The Blue Coat delivery option does not support live unicast streaming to a Silverlight player. Multicast streaming will work with Silverlight 3.0 if users have installed the Polycom Multicast Plug-in for Silverlight.

Digital Rapids Encoder Issue

The 2.0 release of the Polycom VMC 1000 does not support Digital Rapids Encoders for MPEG-4 and Flash. This is a known issue and will be addressed in a future release.

VBrick Encoder Issue

Because VBrick encoders are not compatible with 64-bit Windows Server 2008, VBrick encoder profiles cannot successfully be created in the Polycom VMC 1000.

Search Results Issue

After launching and closing the program editing creation wizard from a specific page in the search results list, the Polycom VMC 1000 will not return the user to the page from which the wizard was launched.

Appliance Manager - Session Timeout Issue

When using an appliance at a lower security level, attempting to disable the "Inactive Session Timeout" option in **System > Security Profile** will fail. This is a known issue.

Appliances operating at super-secure level do not allow Inactive Session Timeout to be disabled; this is the intended functionality.

Appliance Manager - Reset Password Issue

After attempting to reset a user's password in the **User Management > Reset Password** dialog, the following error message may appear: "Password was not reset. UNKNOWN." This is a known issue.

