



 Polycom® VMC 1000 Version 2.0
Release Notes
Patch 138

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Polycom VMC 1000 Version 2.0 Release Notes

This document details new features, resolved issues, known limitations of the Polycom VMC 1000 Version 2.0 patch 138.

These release notes contain the following sections:

- [About the VMC 1000 Appliance](#)
- [Applying a Patch](#)
- [Accompanying Software](#)
- [Resolved Issues](#)
- [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.

Applying a Patch

Patch 138 for the Polycom VMC 2.0 can be applied over any previous version of the 2.0 release. The steps for applying a patch can be found in the *Polycom VMC 2.0 Getting Started Guide*.

Accompanying Software

Polycom VMC 1000 version 2.0, patch 138 is intended to accompany **RHQ/QMM patch 37**, and should be installed alongside it.

Resolved Issues

The following issues have been resolved in the Polycom VMC 1000 version 2.0, patch 138:

- Inconsistencies between the normal and full-screen player “Program Finished” screens have been remedied.
- A Flash Player issue that affected the display of mouseover pop-ups on programs with captions has been resolved.
- This release resolves an issue that affected the “Program Finished” screen on an embedded player.
- An issue that resulted in the display of a blank tab with the Flash Player, in situations in which a WMV file is playing, has been fixed.
- This release resolves an issue that prevented the audio bitrate options from appearing during Polycom Recording Studio (PRS) 2000 encoder configuration in the VMC Administrative Portal.

Issues Resolved in Previous Patches

The following issues have been resolved in all previous patches after the Polycom VMC 2.0 GA release:

- A mapping issue that allowed a deleted VRR to be displayed twice on the Domain-Level Polycom RSS 4000 v6 Discovery Configuration screen has been resolved.
- A issue that prompted an error page when trying to delete a VRR has been resolved.
- An issue, in which both Private Code Required and Login Required settings created a flow loop, has been resolved.
- An issue that prevented the deletion of Encoder Profiles associated with Studios has been resolved.

- An issue that prevented previewing in the Live Broadcast Console for live broadcasts from Studios has been resolved.
- Polycom has resolved an issue that prevented the automatic population of the URL and code fields when using the Share functionality in the Social Video Portal.
- An issue that generated two video stream links for a given program in the Social Video Portal has been resolved.
- Identical Occurrence IDs are no longer created for multiple meetings created via Calendar Discovery.
- An endpoint configuration page has been added to the Program Wizard for live programs using a studio.
- An improvement now ensures all temporary files uploaded to the VMC via the Social Video Portal are regularly deleted. An issue that prevented the temporary directory from being cleared after the ingest of an LBC archive file has also been resolved.
- An issue that prevented the recognition of Delivery Options in the Add Capture-Only Program wizard has been resolved.
- An improvement now keeps programs uploaded to the Social Video Portal disabled until the full file has been ingested.
- Failover encoders are now displayed on the summary page of the Live Broadcast Console for programs that use a studio, resolving an earlier issue.
- An issue that caused the player window size to increase when viewing a live program in Internet Explorer with Silverlight disabled has been resolved.
- In the GA release of the Polycom VMC 2.0, switching from one program to another in the Silverlight player of the Viewer Portal would not stop the audio from the first program. This has been resolved.
- An issue that caused the failure of videos with script events attached has been resolved.
- An issue that prevented MPEG-4 files from being distributed over multiple delivery options has been resolved.
- An issue that impeded Akamai logging has been resolved.
- An issue affecting distribution of complex presentations via an Akamai delivery option has been resolved.
- A login issue on the Classic Viewer Portal has been resolved.
- An issue that prevented the generation of the Broadcast Summary Report has been resolved.
- An issue with affecting the quantity of thumbnails generated in the thumbnail extraction process has been resolved.

- An issue that prevented captions from appearing on live broadcasts from ViewCast encoders has been resolved.
- A broken link that prevented access to private programs has been fixed. Another broken link affecting live programs in the Classic Viewer Portal has been fixed as well. Another issue affecting links with embedded private code has also been resolved.
- An issue affecting ingests of .zip and .ppt files has been resolved.
- An issue that caused slides to appear in random order has been resolved.
- A memory leak in the ingest pipeline has been resolved.
- The approval email failure process has been improved.
- An issue affecting slide display in Media Editor and the Viewer Portal has been resolved.
- An issue preventing content downloads from on-demand programs created using RSS discovery has been resolved.
- Downloadable content is no longer removed by default after selecting a thumbnail via the thumbnail extraction wizard in the EGC upload process, resolving an issue in an earlier build.
- An issue that resulted in an overly long timeline on VOD files has been resolved.
- A series of issues that affected the Flash Player have been resolved, including an issue that affected the sharing of Flash videos via the Social Video Portal.
- An issue that affected custom pages in the Classic Viewer Portal has been resolved.
- An issue that prevented recognition of groups using LDAP and Composite Realms has been resolved.
- An issue that prevented display of the “Is mobile content allowed?” checkbox on the Category creation page has been resolved.
- Patch installers now automatically deploy the updated skinpack upon being run.
- A Flash Player issue that prevented descriptions longer than 233 characters from being clearly displayed has been resolved.
- Previously misaligned captions in the Flash Player have been fixed.
- An issue that prevented proper navigation from slide links has been fixed.

Known Issues

The following are known issues with the Polycom VMC 1000 version 2.0 patch 138:

RHQ Upgrade Process

The patches for the RHQ/QMM monitoring tool can only be applied via the Appliance Manager. The process of applying a patch in the appliance manager is described in the *Polycom VMC 1000 Getting Started Guide*.

This is intended functionality, but is documented here for the sake of clarity.

Program URLs Change Issue

Program URLs are changed in the upgrade process from VMC 1.0.x to VMC 2.0. Customers should be prepared to accommodate these URL changes in all external references to programs.

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 .mp4 archive item added to the Content Repository will show a file size of 0 bytes. The WMV file in the same archive will function as normal.

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**.

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 3.0 is only supported with the download of the Polycom Multicast Plugin. Multicast with Silverlight 4.0 is always supported. Other issues that may affect Silverlight use:

- **Share Button:** When using the Silverlight Player in full screen, sharing via the Share tab is not supported.
- **HTTPS Streaming:** Silverlight on the VMC does not currently support HTTPS streaming.
- **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 is accommodated in Silverlight 4.0, and will work with Silverlight 3.0 if users have installed the Polycom Multicast Plug-in for Silverlight.

Flash Player Slider Issue

Moving the slider on the timeline of the Player while viewing an FLV video will pause the video. This is not intended functionality, and is a known issue.

Flash Video Upload Issue

Flash Video (.flv) files uploaded via the Social Video Portal must not have consecutive or orphaned spaces in the filename. Polycom recommends omitting all spaces from .flv filenames.

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.

RHQ - WMS Status Issue

In the RHQ monitoring tool, the Windows Media Server status will be displayed as Down, regardless of its actual status. This is a known issue.

Video Edge Device Patch Information Issue

The Polycom VMC 1000 does not display patch or version information for Polycom PVE 1000 devices. This is a known issue and will be addressed in a future release.

