

# Release Notes

## Polycom® Visual Communications

### Wave 2 Release

#### Topics

---

Introduction .....	2
What's New in This Polycom Visual Communications Release .....	2
Polycom Conferencing for Microsoft® Outlook®/Polycom Conferencing	
Add-in for Microsoft Outlook .....	2
Polycom Integration with Microsoft Office Communications Server 2007 R2 .....	4
Monitoring .....	5
Polycom-enabled Unified Communications Support .....	12
Interoperability .....	12
Known Issues .....	13

#### Copyright Information

© 2010 Polycom, Inc. All rights reserved.

3725-00000-001A (May 2010)

Polycom, Inc.  
1765 West 121st Avenue  
Westminster, CO 80234-2301 U.S.A.

#### Trademark Information

Polycom®, the Triangles logo, ReadManager®, SoundPoint®, SoundStation®, ViaVideo®, VoiceStation®, and Vortex are registered trademarks of Polycom, Inc. Convene™, Global Management System™, iPower™, MGC™, People+Content™, People On Content™, Polycom Conference Suite™, Polycom HD Voice™, Polycom PathNavigator™, Polycom VideoPlus™, Polycom VoicePlus™, PVX™, RAS™, ReadConvene™, RMX 2000™, RSS™, V2iU™, VS4000™, VSX™, and VTX™ are trademarks of Polycom, Inc.

Other product and corporate names may be trademarks of other companies and are only used as a fair use reference without intent to infringe.

## Introduction

Polycom is pleased to announce Wave 2 of its Polycom Visual Communications release.

## What's New in This Polycom Visual Communications Release

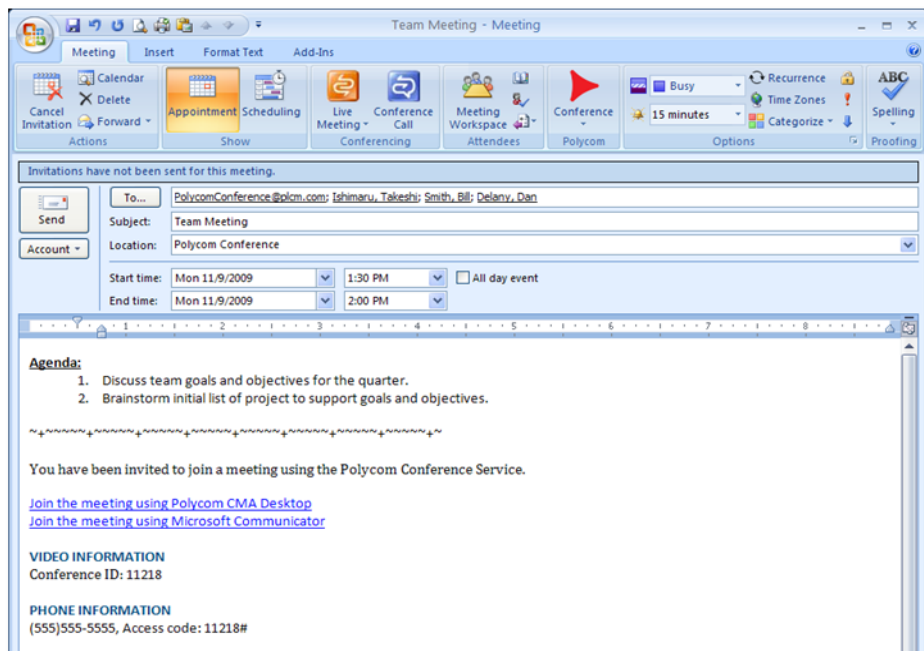
The first Polycom Visual Communications release, enabled by the Polycom CMA management system, introduced dynamic device management. It included automatic provisioning, automatic software update, and presence for select Polycom endpoints within organizations and across firewalls, while also supporting standard device management for standard and legacy endpoints.

In Wave 2, the Polycom Visual Communications release provides three new solutions and integrates several other Polycom products into the mix.

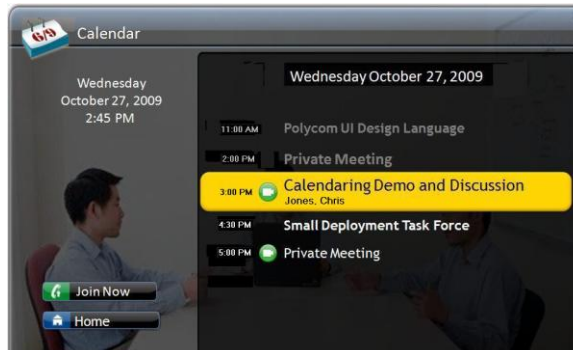
### **Polycom Conferencing for Microsoft® Outlook®/Polycom Conferencing Add-in for Microsoft Outlook**

Polycom Conferencing for Microsoft Outlook, which requires the Polycom Conferencing Add-in for Outlook, offers an integrated and enhanced experience for all of those involved in video conferencing.

- ❑ It allows IT departments and video administrators/operators to offer users a simple, familiar procedure for scheduling video- and audio-enabled meetings, which requires less IT support. Thus, it maximizes the use of visual communication assets and their return on investment (ROI).
- ❑ It allows conference organizers to use Microsoft Outlook and its usual meeting request workflow to schedule video- and audio-enabled meetings. It also allows conference organizers to include recording and streaming into the conference, when required.
- ❑ It allows meeting participants to track their video- and audio-enabled meetings on the same calendar that they track their other meetings. It also allows meeting participants to simply click a link in an email meeting request to join conferences on their associated video or audio endpoint system.



Also, by integrating Polycom HDX endpoint systems with Microsoft Exchange Server 2007, the endpoint systems can display the day's scheduled meetings and meeting reminders.



For more information about supported configurations and scenarios, see *Deploying Polycom Visual Communications Administration Guide*. The following table describes the products that support or enhance the Polycom Conferencing for Microsoft Outlook user experience:

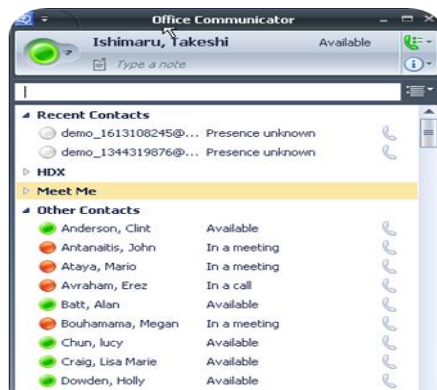
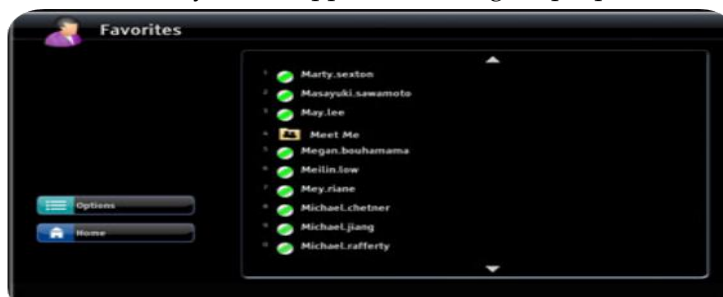
Product	Version	Purpose
<b>Servers</b>		
Microsoft Exchange Server 2007	SP1, Update Rollup 9 (KB970162)	Provides calendaring service integration for Polycom Conferencing for Outlook.
Polycom RMX System	v6.0	Provide MCU conferencing resources for Polycom Conferencing for Outlook.
Polycom DMA System	v2.0	Virtualizes MCU conferencing resources for Polycom Conferencing for Outlook.
Polycom CMA System	v5.0	Enables automatic provisioning of Polycom HDX endpoint systems for Polycom Conferencing for Outlook.
Polycom RSS	v6.0	Enables recording of video-enabled Polycom conferences.
<b>Endpoint Systems</b>		
Polycom HDX Systems	v2.6	Allow users to rely on their Polycom HDX systems to display the day's scheduled meetings and reminders.
Polycom CMA Desktop Client	v5.0	Enables Polycom desktop video conferencing.
<b>Client Systems</b>		
Microsoft Outlook 2007		Provides interface for Polycom Conferencing Add-in for Outlook.
Polycom Conferencing Add-in for Microsoft Outlook	v1.0	Allows Outlook users to create meeting invitations for video-enabled Polycom conferences.
Microsoft .NET	v3.5	Operation framework for the Add-in.
Microsoft Windows Installer	v3.1	Installation framework for the Add-in.
Microsoft Office 2007 Primary Interop Assemblies	v1.0	Installer package that contains the Primary Interop Assemblies for 2007 Microsoft Office system products.
Microsoft Visual Studio Tools for Office System	v3.0 Runtime SP1	Provides enhancements to the .NET framework.
Microsoft Office Word 2007	SP2	Tool for editing the standard Invitation Template.

## Polycom Integration with Microsoft Office Communications Server 2007 R2

Polycom now integrates with the Microsoft® Office Communications Server 2007 to enable a unified communications solution that supports presence-based, real-time instant messaging (IM), voice, video, and data collaboration. Polycom extends this user experience with a broad portfolio of high definition voice and video endpoints including the CX family of phones and the Polycom HDX series of endpoint systems.

In this solution, Polycom's full suite of Polycom HDX video endpoints and Polycom CX voice endpoints register, authenticate, and share presence information with Office Communications Server 2007. This solution makes it simple for users in the Office Communications Server 2007 network:

- ❑ To see the presence status of Polycom HDX systems, for example on their Office Communicator 2007 client or on a presence-enabled IP phone. Users of Polycom HDX systems in companion mode can log on via single signon (shared user credential) to access the OCS Contacts, Contact Groups, and directory search options. Also, with the improved QWERTY virtual keyboard support, searching for people is now much easier.



- ❑ To launch video calls by clicking on presence-enabled contacts and see the availability status of Polycom video and telepresence solutions.
- ❑ To launch on-demand voice, video, and unified (voice and video) conferences that include other standards-based video and voice endpoints using the Polycom RMX 2000™ or 4000 real-time media conferencing platform.
- ❑ Logistical support for large scale deployment of Polycom HDX systems in an Office Communications Server environment. The Polycom CMA system provisions the Office Communications Server integration and Polycom Conferencing for Outlook settings, while the Polycom DMA system provides scalable, fault-tolerant multipoint conferencing.

The following table describes the products that support or enhance the Polycom integration with Microsoft Office Communications Server 2007 user experience:

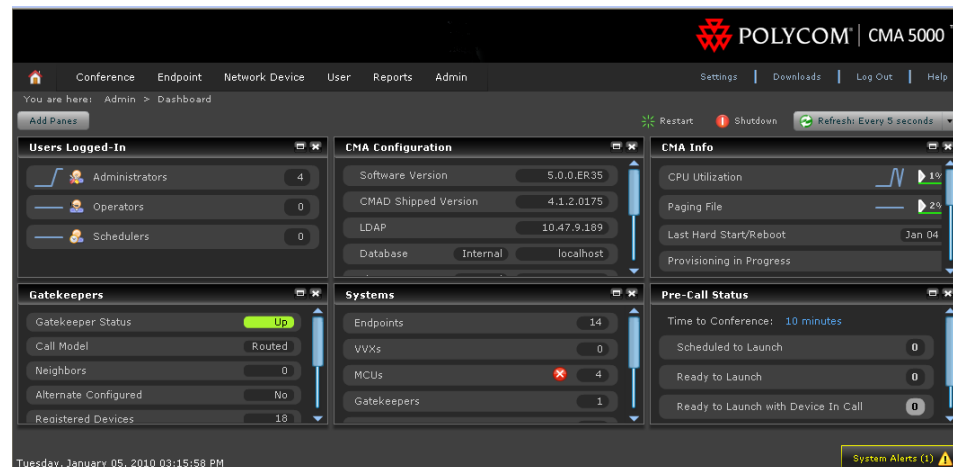
Product	Version	Purpose
<b>Servers</b>		
Microsoft Office Communications Server 2007, Standard or Enterprise Edition (load balanced or single)	R2	Provides Presence and Directory Services for Polycom systems integrated with Microsoft Office Communicator.
Polycom RMX System	v6.0	Provide MCU conferencing resources for Polycom Conferencing for Outlook.
Polycom DMA System	v2.0	Virtualizes MCU conferencing resources for Polycom Conferencing for Outlook.
Polycom CMA System	v5.0	Enables automatic provisioning of Polycom HDX endpoint systems for Polycom Conferencing for Outlook.
Polycom RSS	v6.0	Enables recording of video-enabled Polycom conferences.
<b>Endpoint Systems</b>		
Polycom HDX Systems	v2.6	Video endpoints systems that can be fully integrated into a Microsoft Communications Server 2007 environment.
Polycom CX 100, 200, 300, 700, and 5000	All	Voice endpoint systems that can be fully integrated into a Microsoft Communications Server 2007 environment.
<b>Client Systems</b>		
Microsoft Office Communicator 2007 on Windows XP Pro SP3, Windows Vista SP2, or Windows 7.0	R2 v3.5.6907.196	Client required for Microsoft Office Communications Server Presence and Directory Services.

## Monitoring

The Polycom CMA scheduling and management system version 5.0 includes the following new solution monitoring features. For more information on these new features, see the *Polycom CMA System Operations Guide*.

### Dynamic and Customizable System Dashboard

When users with administrator permissions log into the Polycom CMA system, the first page the system displays is the new system **Dashboard**. Use the system **Dashboard** to view information about system health and activity levels.



The system **Dashboard** displays data in an array of charts, forms, data grids, and other graphical displays. It is supremely customizable. Modify the system **Dashboard** layout by moving (select the pane title, hold, drag and drop), minimizing, maximizing, closing, and restoring panes. Also note that changes to the system **Dashboard** are persistent not just for a session but between logouts and logins.

By default the system **Dashboard** displays the following informational panes:

- Users Logged In
- CMA Configuration
- CMA Info
- Services
- Gatekeepers
- CMA Licenses

But you can add or remove panes to customize the system **Dashboard** . Additional panes that you can add include:

- Pre-call Status
- Today's Adhoc Conferences
- Today's Scheduled Conferences
- Endpoints (multiple, configurable panes)
- Systems
- Conference Status
- Failed AD Login Attempts
- Redundancy Status
- MCU Status (multiple, configurable panes)

---

▶ *Note that the new recommended minimum screen resolution for viewing the Polycom CMA system interface is 1280 x 1052 pixels.*

---

Much more information about the system **Dashboard** is described in detail in Chapter 19 of the *Polycom CMA System Operations Guide*.

#### ▫ **Troubleshooting Utilities Dashboard**

The Polycom CMA system now has a **Troubleshooting Utilities** dashboard that brings together on one page access to all of the information a system administrator or support might need to diagnose system issues. It is also the place for re-starting services and creating database backups. It includes access to various diagnostic files and informational panes.

**POLYCOM** | CMA 5000™

Conference | Endpoint | Network Device | User | Reports | Admin Settings | Downloads | Log Out | Help

You are here: Admin > Troubleshooting Utilities Refresh: Every 1 minute

**Device Log Files** Get Device Logs

Device Log Files

---

**Traces** Start Trace

No trace file available.

---

**Windows Event Logs** Get Event Logs

Get the Windows Event Logs from the CMA.

---

**CMA Error Logs** Get Error Logs

Get the full set of CMA logs.

---

**Database Backup** Backup Database

Initiate a backup of selected databases.

---

**Systems**

- Endpoints 16
- VVXs 0
- MCUs 5

**CMA Configuration**

- Software Version: 5.0.0.ER35
- CNAD Shipped Version: 4.1.2.0175
- LDAP: 10.47.9.189
- Database: Internal localhost
- Time Source: External time.nist.gov
- Redundancy: NO
- Remote Alerts: ON
- SSO DC: pegms.pe.com
- Remote Desktop: Enabled

---

**CMA Info**

---

**CMA Licenses**

**Gatekeepers**

- Gatekeeper Status: Up
- Call Model: Routed
- Neighbors: 0
- Alternate Configured: No
- Registered Devices: 24
- Active Calls: 4

---

**Users Logged-In**

Friday, January 08, 2010 10:58:17 AM System Alerts

The diagnostic files include:

- Traces
- Windows Event Logs
- CMA System Logs

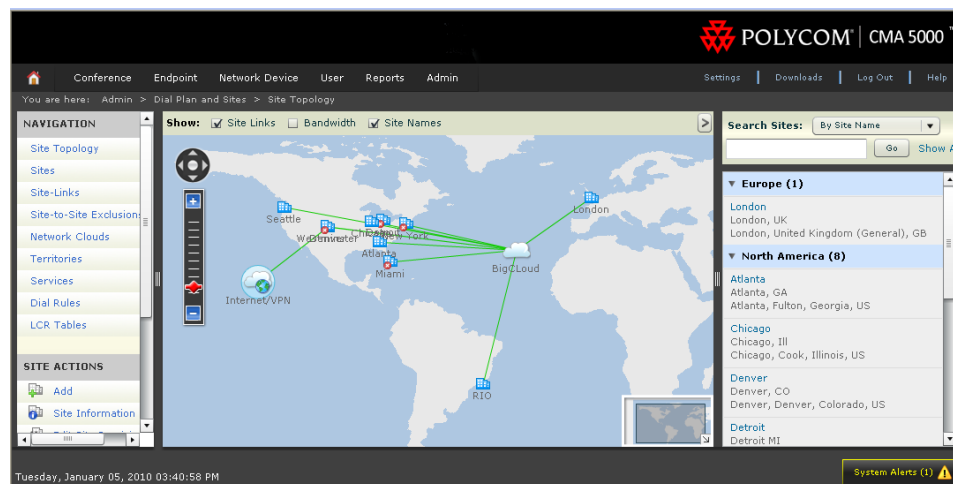
The information panes include:

- Systems
- CMA Configuration
- CMA Info
- CMA Licenses
- Gatekeepers
- Users Logged In
- Services

#### ▣ Site Topology Enhancements

The Polycom CMA system **Site Topology** functionality has been completely refactored. It now provides a dynamic embedded mapping tool that allows users to zoom and pan to specific network components, displaying **Sites** (collections of subnets), **Clouds (Network and Internet)**, and **Site Links** (site-to-site or site-to-cloud) across the seven continents.

The **Site Topology** map displays sites that have alarms for device warnings. It also displays video network capacity for **Sites** and **Site Links** as indicated by the color and shape of its icons. Associated tool tips and popup provide additional status information.



Also, because the Polycom CMA system Site Topology function now supports up to 500 sites, the system includes a search that allows users to search the Sites List by Site Name, Territory, IP Address, Network Device (Bridges, DMAs, or VBPs), or Alerts (Device or Bandwidth).

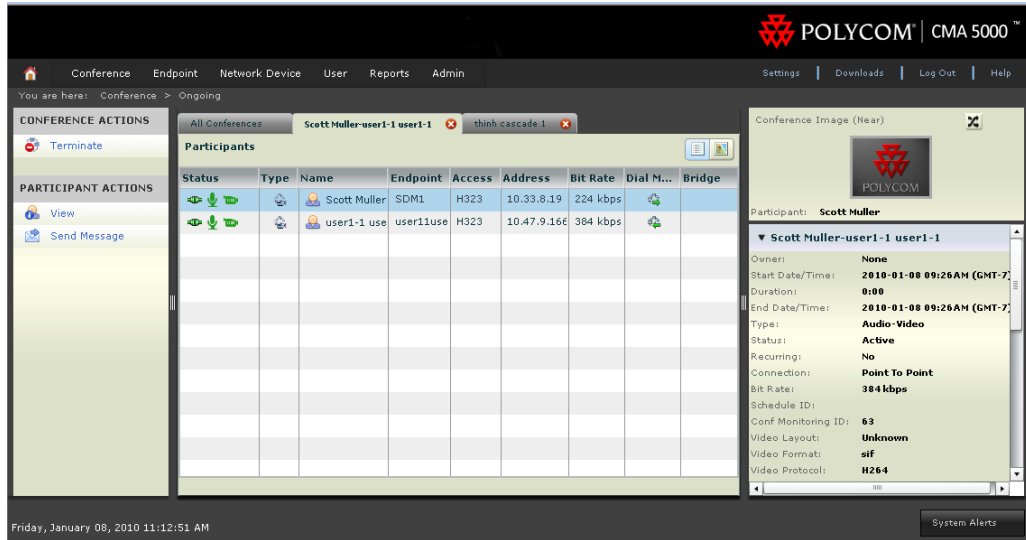
Polycom CMA system **Site Topology** also includes:

- Improved views
- Filtering by network devices
- Representative Cloud concept replacing the concept of multi-site links
- Site-to-site calling exclusion list
- Integration with the new Polycom DMA system
- Support for multiple gatekeeper environments, each managing a DMA territory

❑ **Conferencing Monitoring Enhancements**

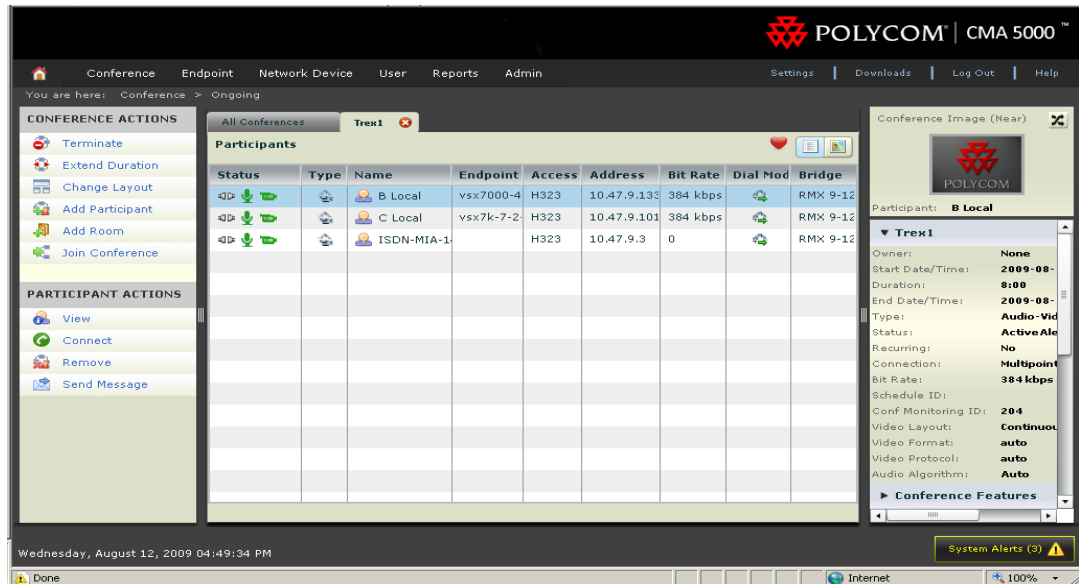
Conference monitoring has been refactored for a new look and additional workflows that make more information readily available and key information easier to find.

The tabbed interface allows operators to monitor multiple conferences at one time and move between conferences quickly.

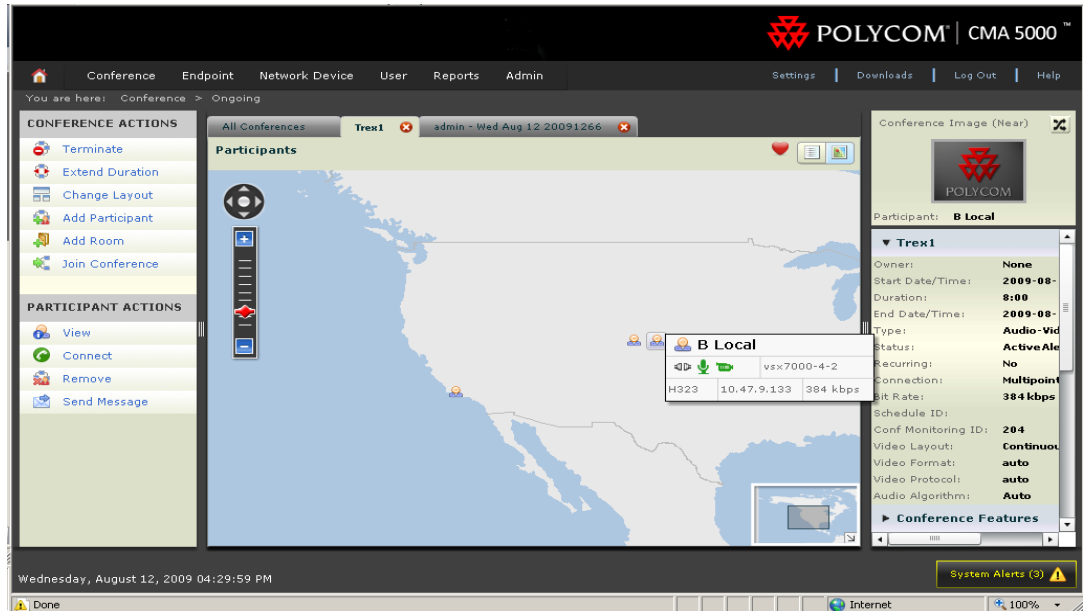


Two participant views allow operators to monitor conferences and participants in a way that works for them.

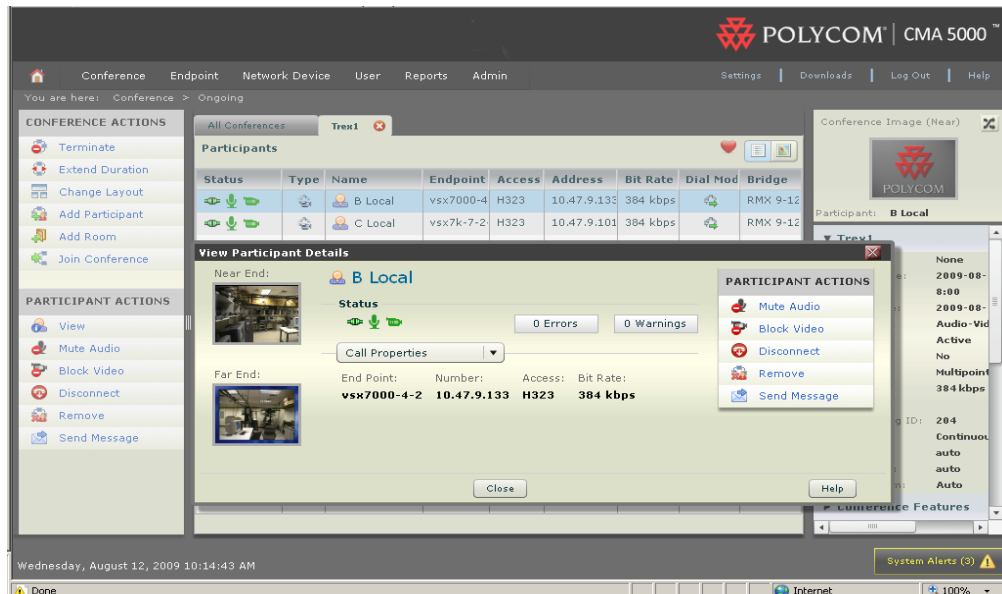
❑ **Standard list view**



- New graphical view



The new **Participant Details** dialog box allows operators to centrally monitor and manage participant endpoints. It provides all of the information about an endpoint an operator could need and all of the command an operator might want to issue.



- **Enhanced Reporting for Return on Investment (ROI)**

The Polycom CMA system has new several reporting capabilities.

- **Endpoint Usage Report**— This enhanced report is now based on the CDRs extracted from Polycom endpoints and includes all ISDN and IP calls. Use data from the **Endpoint Usage Report** to troubleshoot problems, provide information about network traffic, and ensure accurate billing for Polycom video calls.



#### ❑ **Device management enhancements**

The Polycom CMA system **Device Management** functionality has been refactored. Beside improvements to performance and quality, the device management functionality now includes:

- ❑ Status consistent throughout user interface
- ❑ Ability to show model on device monitoring screen
- ❑ Auto-Discovery for a IP range
- ❑ Recognize the VBP as a network device
- ❑ More robust managed status – okay, not responding, signed out, heartbeat timeout, credentials failed, rebooting, etc.
- ❑ Separate logs per device

## Polycom-enabled Unified Communications Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services, and its certified Partners, to help customers successfully design, deploy, optimize and manage Polycom visual communication within their third-party UC environments. UC Professional Services for Microsoft Integration is required for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server integrations. For additional information and details please see [http://www.polycom.com/services/professional\\_services/index.html](http://www.polycom.com/services/professional_services/index.html) or contact your local Polycom representative for more information.

## Interoperability

The following notes provide interoperability information for this release.

- ❑ Polycom RPX Telepresence Interoperability – The Polycom Video Network Operations Center (VNOC) can cascade a Polycom RMX system that is hosting a Polycom RPX Telepresence conference to a Polycom RMX system in a Microsoft Office Communications Server 2007 environment. In this case, the VNOC uses its managed Polycom RMX system to link (via H.323) the Telepresence Suite to a meeting room on the Polycom RMX system. For more information on this configuration, see the *Polycom Multipoint Best Practices for Telepresence Deployment Guide*.
- ❑ Interoperability with home routers – In some configurations that are related to variations in home routers, the Polycom CMA system gatekeeper rejects ARQ requests from some Polycom CMA Desktop clients coming through a Polycom VBP appliance.
- ❑ Polycom HDX systems – In this solution release, to discontinue dynamic device management of a Polycom HDX system, you can now use the Polycom HDX system setup wizard. For more information, see the *Administrators Guide for Polycom HDX Systems*.
- ❑ An enterprise scale recording and streaming option is not available until the release of Polycom VMC 1000 v2.0 later this year. Until then, the solution architecture is limited to one Polycom RSS per configuration (i.e., per single Polycom DMA system or per single Polycom RMX in standalone configuration).

## Known Issues

Known issues are not reported at the solution level Refer to the Polycom product release notes for the known issues related to the product and solution.