



Workflow Suite 2.2

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Released File: WorkflowSuite-2_2_0.msi

Release Date: July 2022

Part Number: 3725-85823-007A

What's New

Poly Workflow Suite 2.2 supports the following new features:

- Easy Schedule – Web
- Support for private meetings with OTD
- Easy Schedule experimental QR code feature
- End of support for Windows Server 2012 R2
- Meeting title in conference display name

Easy Schedule – Web

Easy Schedule – Web is a web portal for scheduling Poly Clariti meetings. It includes the following features:

- User interface languages:
 - English
 - Italian
 - Polish
 - Czech
- Schedule Poly Clariti meetings.
- View scheduled meetings.

- Receive upcoming meetings.
- Edit or cancel meetings.

Support for Private Meetings with OTD

This release supports private meetings display when using One Touch Dial (OTD). Select a meeting as **Private** when you initiate a Poly Clariti Meeting in Outlook or Office 365, and the meeting subject shows as **Private Meeting**.

This option provides higher security for endpoints that are in a public space.

Easy Schedule Experimental QR Code Feature

You can now enable the QR Code configuration option on the **Integration > Environment > Easy Schedule** page. If enabled, meeting invitations generated by the Outlook Easy Schedule plug-in include a QR code as the meeting link. Users can scan this code to join the meeting.

This is an experimental feature.

End of Support for Windows Server 2012 R2

Poly Workflow Suite 2.2 and later no longer supports Windows Server 2012 R2.

Meeting Title in Conference Display Name

When you view meetings scheduled by Poly Workflow Suite in Poly RealPresence Collaboration Server, the meeting title and VMR display as the meeting's **Display Name**. Previously, only the VMR displayed. This helps system administrators identify meetings scheduled from Poly Workflow Suite.

Security Enhancements

- CVE-2020-28502 (Update xmlhttprequest-SSL)
- CVE-2021-23406 (Pac-resolver)
- Nth-check (CVE-2021-3803)

Resolved Issues

Issue	Description
EN-219483	Poly Workflow Suite Go To Meet match rules don't work with the new meeting invitations.
EN-215612	Removed the Continue option from the Match Rule Advanced Configuration page.

Issue	Description
EN-214097	When scheduling an Easy Schedule Meeting, selecting or unselecting the Helpdesk check box adds the email address as an attendee multiple times.
EN-212727	When you create a new meeting by selecting the Easy Schedule add-in in your mailbox, Poly Clariti Workflow Server can create the corresponding VMR on Poly Clariti Core or Poly Clariti Edge if the VMR doesn't exist.
EN-227445	While using Poly Workflow Suite for conference scheduling, if there are no meetings scheduled, Poly Workflow Suite responds to the Poly Trio system's query with wrong an error message. This in turn causes Poly Trio to display an incorrect <code>Calendar service failed connection</code> error message to end users.

Known Issues

Issue	Description	Workaround
EN-211752	Poly Trio endpoints registered to Poly Workflow Suite integrated with O365 for calendar retrieval using a Graph connection fail to remove cancelled items from the Trio calendar.	Use Trio UC Software 7.2 or later which has an auto-refresh to update these meetings.

System Constraints and Limitations

Description	Workaround
Poly Clariti Workflow Suite normally takes a few minutes to package and download the logs. However, for busy systems, the progress icon may spin for 20 minutes or longer.	None.
Polycom HDX endpoints can't fetch the calendar after you reset the HDX endpoint because you can't set the date on the endpoint past year 2020. Though this isn't a Poly Clariti Workflow Suite issue, it does affect OTD if used by an HDX endpoint.	Use a time server to set the time without using the UI.
Polycom HDX endpoints may disconnect when connecting to Poly Clariti Workflow Suite in AWS or Azure.	None.
The Easy Schedule add-in fails to authenticate if you set Environment > Credentials > Realm1 to local instead of domain authentication.	Move domain authentication to Realm1 using the up arrow.
The Easy Schedule add-in with Office 2016, Office 2019, or Office 365 for Mac fails to authenticate if you define user credentials in the keychain as a UPN (<code>user@domain</code>).	Define the user credentials as <code>domain\user</code> .

Description	Workaround
The Easy Schedule add-in with Office 2016, Office 2019, or Office 365 for Mac can't update the password from the Outlook application.	None. If you aren't prompted for the password, delete or modify the keychain entry.
Easy Schedule fails to update meetings if you change the Poly Clariti Core prefix.	If it's necessary to change the Poly Clariti Core prefix, Poly recommends that you cancel and reschedule any meetings scheduled with the old prefix.
The Easy Schedule add-in or shim fails to populate the comments (body) of meeting invitations.	The problem occurs if the template .txt, .rtf, and .htm template files don't include the <AGENDA/> attribute. To prevent this issue, ensure the <AGENDA/> attribute is included in all templates.
When you first enable the Easy Schedule monitored mailbox or restart Poly Clariti Workflow Suite, the alert <i>LDAP connection not found is printed once to the logs</i> displays.	None. This issue doesn't impact system operation.
If you move a scheduled meeting's start date back more than 7 days without selecting the Easy Schedule button in the calendar, Poly Clariti Workflow Suite doesn't update the scheduled date and time on the Poly Clariti Core.	Select the Easy Schedule button before sending the update.
If you remove the Easy Schedule monitored mailbox as an attendee from a meeting invitation, Poly Clariti Workflow Suite doesn't update the scheduled date and time on the Poly Clariti Core.	Don't remove the Easy Schedule monitored mailbox from the invitation.
If you create a new meeting invitation, select Easy Schedule Random conference , and close the meeting invitation, Poly Clariti Workflow Suite creates a Poly Clariti Core scheduled conference, even though you don't send the invitation.	None. Easy Schedule Random conferences are transparent to the organizer. Poly Clariti Core deletes the conference as part of the nightly cleanup of conferences with an end date and time greater than 24 hours in the past.
If you change the date and time of a previously scheduled Easy Schedule Random conference and select Easy Schedule but don't select Send update , the revised date and time apply to the conference.	Before closing the invitation, set the date and time back to the original values.

Description	Workaround
You can select the <code>external</code> template only if Outlook validates the email address successfully before moving the cursor from the TO field. Validated email addresses are underlined. If you select another field before the email address is underlined, Outlook doesn't notify the Easy Schedule add-in or shim, and the template fails to flip.	Do one of the following: <ul style="list-style-type: none"> • Add the external email addresses before selecting the Easy Schedule add-in button. • When adding the email addresses, select the Check Names button before leaving the TO field.
Meeting schedules made in Easy Schedule - Web can't synchronize to the secondary node in a Poly Workflow Suite HA environment.	None.
Workflow Suite 2.2 and later no longer supports Windows 2012 R2.	None.
Easy Schedule - Web doesn't support HA.	None.

Upgrade Paths

You can upgrade to Poly Workflow Suite 2.2 from any 2.0.x installations (previously called Polycom Workflow Server).

For earlier versions, upgrade to 2.0 first, then upgrade to 2.2.

Products Tested with This Release

Poly tests the Workflow Suite and its three feature sets (Easy Schedule, One Touch Dial, and Meeting Director) with other products. The following tables list the products tested for compatibility with this release but don't include a complete inventory of compatible equipment.

Poly and Polycom Devices

Product	Tested Versions
Poly Studio X Family	3.9
Poly G7500	3.9
Poly RealPresence Group Series	6.2.2
Poly HDX 8000	3.1.14
Poly RealPresence Desktop	3.11.5

Product	Tested Versions
Poly RealPresence Mobile	On supported devices with calendar
Poly Trio	7.0
Poly Clariti Core and Poly Clariti Edge	10.1
Poly Collaboration Server	8.8.1

Third-Party Devices

- Webex Roomkit+
- Cisco C, EX,DX,MX, and CTS series (Meeting Director not supported).