



RELEASE NOTES

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# Polycom<sup>®</sup> RealPresence<sup>®</sup> Content Sharing Suite



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# Polycom® RealPresence®

## Content Sharing Suite Release Notes

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The Polycom® RealPresence® Content Sharing Suite (CSS) is a content sharing solution that allows Microsoft Lync 2010 and 2013 users—and users of traditional video conferencing systems—to collaborate and share content. This document provides the latest information for CSS version 1.1.1.

**Table 1: Software Version History**

<i>Version</i>	<i>Release Date</i>	<i>Features</i>
1.0	February 2013	Version 1.0 is the initial release of Polycom RealPresence Content Sharing Suite.
1.0.1	April 2013	Version 1.0.1 adds support for High Availability (Hot Standby) and Acme Packet® Net-Net Enterprise Session Director (ESD).
1.1	June 2013	Version 1.1 adds support for Microsoft Lync 2013, Web-based access, a new call-based licensing model, and load balancing.
1.1.1	July 2013	Version 1.1.1 adds support for Hyper-V deployment.



### Web Info: Where Do I Obtain More Information About RealPresence CSS?

For more information about RealPresence Content Sharing Suite, including how to install, configure, and use CSS, see the [Polycom RealPresence Content Sharing Suite Support](#) page.

## What's in These Release Notes?

These Release Notes contain the following sections:

- [What's New for Polycom RealPresence Content Sharing Suite 1.1.1?](#)
- [About the Polycom RealPresence Content Sharing Suite](#)
- [Hardware and Software Requirements](#)
- [Feature Overview](#)

- [Upgrading CSS to v1.1.1](#)
- [Known Issues](#)
- [Known Limitations](#)
- [Interoperability List](#)
- [Supported Capabilities](#)

## What's New for Polycom RealPresence Content Sharing Suite 1.1.1?

RealPresence CSS version 1.1.1 adds support for Hyper-V deployment. You can deploy CSS server on Hyper-V built in windows Server 2012. The Hyper role enables you to create and manage a virtualized computing environment by using virtualization technology that is built in to Windows Server 2012.



### Web Info: Where Do I Find More Information About the New Features?

For information about the new features in version 1.1, see the latest *Polycom RealPresence Content Sharing Suite Administrators' Guide*, available from the [Polycom RealPresence Content Sharing Suite](#) Support page.

## About the Polycom RealPresence Content Sharing Suite

The Polycom RealPresence Content Sharing Suite offers industry-first content sharing interoperability between Microsoft Lync 2010 and 2013 Clients and standards-based video solutions. CSS allows Lync users—as well as users of traditional video conferencing systems—to meet in a virtual meeting room (VMR) to collaborate and share high resolution content, resulting in an enhanced collaboration experience for Lync users. The RealPresence Content Sharing Suite removes the gap that exists today, and provides a uniform user experience and an ease of use that is essential for driving seamless video adoption among Lync desktop users and video conference participants.

The RealPresence Content Sharing Suite is tightly integrated with Polycom® RealPresence® Distributed Media Application (DMA), Polycom® RealPresence® Collaboration Server (RMX), as well as Polycom® RealPresence® Access Director, to enable scalable video collaboration that includes Lync desktop as well as standards-based video systems for internal and external users. Together, these solutions provide powerful video collaboration solutions for the entire organization.

## Hardware and Software Requirements

The following table lists the hardware and software you require to deploy CSS.

**Table 2: Hardware and Software Requirements**

<i>Component</i>	<i>Versions/Specifications</i>
Polycom RealPresence Content Sharing Server	<ul style="list-style-type: none"> <li>VMware vSphere ESXi Hypervisor 5.0 or 5.1</li> <li>Hyper-V role on Windows Server 2012</li> </ul> <p>The minimum hardware configuration is:</p> <ul style="list-style-type: none"> <li>4-physical-core SandyBridge equivalent</li> <li>2.0 GHz or higher</li> <li>8 GB RAM</li> <li>100 GB free disk space</li> </ul> <p>The recommended hardware configuration is:</p> <ul style="list-style-type: none"> <li>8-physical-core SandyBridge equivalent</li> <li>2.0 GHz or higher</li> <li>16 GB RAM</li> <li>100 GB free disk space</li> </ul>
CSS Client PCs	<ul style="list-style-type: none"> <li>RealPresence Content Add-on for Lync</li> <li>Microsoft .NET Framework 4 Client Profile</li> <li>Microsoft Lync 2010 or 2013</li> <li>Internet Explorer 8</li> </ul> <p>The minimum system requirements are:</p> <ul style="list-style-type: none"> <li>Windows 8, Windows 7 (32-bit and 64-bit), or Windows XP (32-bit) with SP3</li> <li>Intel Core i3 2 core CPU 1.6 GHz or higher</li> <li>250 MB storage</li> <li>2 GB RAM (4 GB recommended)</li> </ul>



#### Note: About the Content Add-on for Lync Installation File

The Content Add-on for Lync installation file is provided in two different formats, **.exe** and **.msi**. The **.msi** file is intended for use by experienced Windows administrators to support 'pushed' and 'silent' installations. These procedures use mechanisms such as GroupPolicy Objects. You should already be familiar with these mechanisms to use the **.msi** installation file. The Content Add-On for Lync **.exe** file is intended for easy, interactive installations by end users who do not require extensive customization.

Note that the **.msi** file cannot be used for local standalone installation by simply running it in a non-silent way (such as double-clicking it), because some of the components cannot be installed successfully in this way.

## Feature Overview

CSS features include:

- Common content sharing experience across endpoints
- Single sign-on through Microsoft Active Directory credential check
- Centralized provisioning of the RealPresence Content Add-on for Lync
- BFCP (SIP-based content video) up to 720P HD 5FPS
- Ability to share a monitor or program (PC application)
- A software package (OVF format) to run on a VMware virtual machine environment
- 90 day trial use available (English only)

Security Features include:

- Content security—SIP SDES over TLS + SRTP and AES-128 bit Media Encryption.
- Server authentication—NTLMv2 pass-through authentication to AD and HTTPS/TLS-based provisioning.

## Upgrading CSS to v1.1.1

When you upgrade CSS, make sure you upgrade both the Content Sharing Server and the Content Add-on for Lync to the same version. For example, if you install version 1.1.1 of the Polycom RealPresence Content Sharing Server pre-configured VHD installation package, you need to install version 1.1.1 of the Polycom RealPresence Content Add-on for Lync on each Lync Client machine. If the Content Sharing Server and RealPresence Content Add-on for Lync have different versions, you'll receive an error message when you start the Lync Client.

To check the version of the Content Sharing Server, log in to the Content Sharing Server Web Configuration Tool and select **Admin > System Upgrade**. From the System Upgrade screen, the current system version displays.



To check the version of the Content Add-on for Lync, open the Lync Client computer's Control Panel, navigate to **Programs and Features**, and scroll to **Polycom RealPresence Content Add-on for Lync**. The version displays in the Content Add-on for Lync row.



## Known Issues

The following tables list known issues for CSS. If a workaround is available, it is noted.

The following table describes known issues for the Client.

**Table 3: Client Known Issues**

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CCS-152	The dialpad can't move automatically while its parent window (the conversation window) moves.	Do one of the following: <ul style="list-style-type: none"> <li>• Resize the conversation window.</li> <li>• Close the dialpad and open it again.</li> </ul>
CCS-223	Content sharing doesn't work correctly if the security level of Internet Explorer is set to <b>High</b> .	Do one of the following: <ul style="list-style-type: none"> <li>• Set the internet security level of Internet Explorer to <b>Medium-high</b>.</li> <li>• Install a trusted certificate by a well known third party CA.</li> </ul>
CCS-224	The RealPresence Content Add-on for Lync can't show the conversation error message bar when the screen resolution is equal to or lower than 1024 x 768 or the DPI is higher than 96.	Make sure the screen resolution is higher than 1024 x 768.
CCS-229	The RealPresence Content Add-on for Lync is blocked by the Security Information, Security Warning, and the Security Alert dialog boxes displayed by Internet Explorer 6.	To continue to run the RealPresence Content Add-on for Lync, select <b>Yes</b> or <b>Ok</b> in the security dialog box.
CCS-243	If certain security software (such as 360 safe), is used, the RealPresence Content Add-on for Lync will be blocked, and all Share menu items will display.	Add <i>LyncAddonDemon.exe</i> , <i>LyncAddon.exe</i> , and <i>ShareHook.dll</i> to the security software's trusted list.
CCS-280	The RealPresence Content Add-on for Lync doesn't respond on certain very slow laptops or PCs.	Wait for the RealPresence Content Add-on for Lync to respond. The RealPresence Content Add-on for Lync service will restart the Content Add-on for Lync.

<i><b>Issue ID</b></i>	<i><b>Description</b></i>	<i><b>Workaround</b></i>
CCS-281	Sometimes the RealPresence Content Add-on for Lync doesn't respond when content sharing starts or stops.	Close Lync, wait 30 seconds, and then restart Lync.
CCS-310	Sometimes, while the RealPresence Content Add-on for Lync is installing, the BFCP Content-Only Client Plug-in installer fails to launch. This results in the plug-in failing to install.	If you install the CSS Client, and the RealPresence Content Add-on for Lync installs successfully, but the BFCP Content-Only Client Plug-in fails to install, do the following: <ol style="list-style-type: none"> <li>1 Open your Temp directory. To do this, press the Windows start key, enter <b>%temp%</b>, and press the <b>Enter</b> key.</li> <li>2 Locate the file <b>csswebplugin.msi</b> and start it manually.</li> <li>3 Complete the install.</li> </ol>
CCS-311	When you join a VMR over TLS for the first time, you need to accept a certificate window within 30 seconds, otherwise the call will disconnect.	Reconnect the call.
CCS-344	Sometimes the content you're sharing on a secondary monitor falls outside of the green border, indicating you're not sharing all the content on the monitor.	Stop and restart sharing to show all the content on the secondary monitor.
CCS-352	If you use Lync 2013 Client with the RealPresence Content Add-on for Lync, and you select the IM menu during a VMR meeting, the receiving content stage will be narrowed.	Use the pop-out button,  , to display content in its own window. Then, use the pop-in button,  , to place the content back into the main window.
CCS-382	In rare cases, the <i>Polycom RealPresence Content Add-on for Lync Service</i> won't automatically start after the CSS Client is updated or installed.	Manually start the <i>Polycom RealPresence Content Add-on for Lync Service</i> . To start the service, open your computer's Control Panel, double-click <b>Administrative Tools</b> , and double-click <b>Services</b> . Right-click <b>Polycom RealPresence Content Add-on for Lync Service</b> , and select <b>Start</b> .
CCS-466	Sometimes, when you change the resolution while receiving content, you'll see a blue screen.	Resize the window to see the shared content again.

<i><b>Issue ID</b></i>	<i><b>Description</b></i>	<i><b>Workaround</b></i>
CCS-479	Occasionally, a VMR call is disconnected and the Lync Client will re-sign in because the RealPresence Content Add-on for Lync doesn't respond.	Reconnect the call.
CCS-486	In rare cases, you're unable to receive content from an Internet Explorer browser.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• In Internet Explorer, click the <b>Tools</b> icon in the upper-right corner, and click <b>Internet Options</b>. Click the <b>Advanced</b> tab, and under <b>Accelerated graphics</b>, clear the <b>Use Software rendering instead of CPU rendering</b> checkbox.</li> <li>• Use Mozilla Firefox or Google Chrome.</li> </ul>
CCS-507	Sometimes a Lync client or CSS plugin disconnects when the Lync user joins from a packet-loss or unstable network.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>• Move Lync/CSS client to a better network.</li> <li>• Lower the conference rate on RMX to fit actual network condition.</li> </ul>

The following table describes known issues for the Web Client.

**Table 4: Web Client Known Issues**

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
CCS-477	The application “Windows Internet Explorer” doesn’t display in the list of content to share if the content you want to share was opened in a new tab.	Open the web page you want to share in another instance of the Web browser.

The following table describes known issues for the Content Sharing Server.

**Table 5: Content Sharing Server Known Issues**

<i>Issue ID</i>	<i>Description</i>	<i>Workaround</i>
N/A	When you import the Content Sharing Server image to VMware EXSI 5.0, a warning dialog box displays.	The OVF package exported from EXSI 5.1 contains a file with properties that EXSI 5.0 doesn’t recognize. Ignore the warning and continue to import the image. Ignoring the warning won’t have any impact on the Content Sharing Server.
N/A	System log level settings aren’t saved after the Content Sharing Server reboots.	After the Content Sharing Server restarts, manually update the settings using the Content Sharing Server Web Configuration Tool.
CCS-169	Sometimes, the clean all users operation cannot clean all users. A few user accounts will still remain in the system after this operation.	Restart the Content Sharing Server and execute the clean all users operation again.
CCS-277	The database restore operation may fail or have issues if an invalid backup file is used to restore the database.	When you restore the database, make sure you choose a valid backup file.
CCS-417	You’re unable to upgrade the Content Sharing Server using Mozilla Firefox.	Use another Web browser, such as Internet Explorer or Google Chrome.

## Known Limitations

Known limitations for CSS include:

- During a VMR call, you cannot use Lync to invite a third party to the call. In addition, if you're already in a Lync call, you cannot join a VMR call.
- The RealPresence Content Add-on for Lync supports the English version of Lync only, and may experience issues if it works with another language version.
- The CSS solution does not support an AVC/SVC mixed conference on RMX.
- You cannot use version 1.0 of the Content Sharing Server license with CSS v1.1. If you upgrade from CSS v1.0 to v1.1, you need to re-activate the Content Sharing Server license.
- Downgrading the Content Sharing Server is not supported.
- The RealPresence Content Add-on for Lync won't launch if both Lync 2010 and 2013 are installed on the same Client computer.
- If you sign into your computer using multiple accounts simultaneously, the RealPresence Content Add-on for Lync may not run in one of the accounts, because it's still running in the other account. The issue arises when you do the following:
  - 1 Log onto your computer with Account A.
  - 2 Successfully sign into the Lync Client and RealPresence Content Add-on for Lync.
  - 3 Switch from Account A to Account B.
  - 4 Sign into the Lync Client again.

If the above steps take place, the RealPresence Content Add-on for Lync will continue to run on Account A, and won't run on Account B.

## Interoperability List

The RealPresence Content Sharing Suite can work with other products and systems, as described in the following table.

**Table 5: Interoperability List**

<i>Category</i>	<i>Versions</i>
<b>Session Border Controllers</b>	
Polycom RealPresence Access Director (RPAD)	2.1
Acme Packet® Net-Net Enterprise Session Director (ESD)	Net-Net 3820 Firmware SCX6.3.0 F-2 GA (Build 163)

<b>Category</b>	<b>Versions</b>
<b>Management Systems and Recorders</b>	
Polycom RSS 4000	8.5
Microsoft Active Directory	2008 R2
<b>Gatekeepers, Gateways, and MCUs</b>	
Polycom RealPresence Collaboration Server (RMX) 2000/4000	8.1.7
Polycom RealPresence Distributed Media Application (DMA) 7000	5.2.x and 6.0.2
Microsoft Lync Server	2010 and 2013
<b>Management and Scheduling</b>	
Polycom® RealPresence® Resource Manager	7.1
<b>Load Balancers</b>	
<b>Polycom has tested the following load balancer:</b>	
F5 BIG-IP LTM 1600	BIG-IP 10.2.1.297.0
<b>Endpoints</b>	
Microsoft Lync Client	2010 and 2013

Your environment requires one or more video endpoints that receive content from RealPresence Collaboration Server (RMX). For more information on interoperability, see the **Interoperability Tables** section in the *RealPresence Collaboration Server (RMX) 1500/2000/4000 Release Notes*, available by navigating to your system from the [Collaboration & Conferencing Platforms](#) Support page.

**Polycom has tested the following endpoints:**

Polycom HDX	3.1.1 / 3.1.0
Polycom RealPresence Mobile	3.0
Polycom RealPresence Desktop	3.0
Polycom RealPresence Group Series 300/500/550/700	4.1.1
Polycom Converged Management Application (CMA) Desktop	5.2.3
Polycom Telepresence m100	1.0.4
Polycom ITP	3.1.0
Polycom QDX 6000	4.0.3

<b>Category</b>	<b>Versions</b>
Cisco TelePresence EX90	TC6.1.1.7d7af15
Cisco TelePresence Quick Set C20	TC3.1.5.282524



**Note: TIP Content Support**

<b>“TIP Compatibility” Setting on RMX</b>	<b>CSS Solution</b>
None (default)	Supported
Video Only	Supported
Video and Content	Not Supported
Prefer TIP	Not Supported

## Supported Capabilities

The Polycom RealPresence Content Sharing Suite supports the following:

- SIP calls only.
- BFCP over UDP to control the content sharing request.
- H.264 only as the content stream format. If the network bandwidth is equal to or greater than 128k, the RealPresence Content Sharing Suite can share and receive content.
- XGA/720P 5FPS content transmitting and XGA/720Pp7.5FPS content receiving.