



Release Notes

3.7 | December 2016 | 3725-69999-012A

Polycom[®] RealPresence[®] Desktop for Windows[®]



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What's New in Release 3.7

The Polycom® RealPresence® Desktop video collaboration software 3.7 release includes the following features.

Video Enhancements

The following video enhancements are included in this release:

- The Polycom® Dynamic Bandwidth Allocation (DBA) algorithm is now supported for both incoming and outgoing AVC calls. For environments or situations where consistent packet loss is noted, Polycom's DBA capability is used in conjunction with Polycom Lost Packet Recovery (LPR) to dynamically adjust the video bit rate to eliminate or avoid packet loss.
- In SVC calls, when there is sufficient bandwidth, the RealPresence Desktop video collaboration software increases the resolution of the active speaker to 720p.

UI Enhancements

The following UI enhancements are included in this release:

- **Display Name** setting has been removed from **Settings**. The name is now retrieved from your profile, or the name from your provisioning results.
- The first time you start up the RealPresence Desktop video collaboration software, you can let the application to remember your choice on the home page and bring you directly to the relevant window later.

Closed Captioning Support for H.323 and SIP AVC Calls

You can enable closed captioning to display text transcriptions coming from a connected Polycom Group Series system. The text displays for a while and then disappears automatically.



The closed captioning is available only in Latin-alphabet languages.

This feature is not available when the RealPresence Desktop video collaboration software is sharing content.

Release History

The following table shows the release history of Polycom RealPresence Desktop.

| Release | Release Date | Features |
|---------|---------------|---|
| 3.7 | December 2016 | Video enhancements UI enhancements Closed captioning support for H.323 and SIP AVC calls |
| 3.6 | June 2016 | Free access to Polycom® People+Content™ IP and SmartPairing in standalone mode Audio enhancements Video enhancements |
| 3.5.1 | April 2016 | Windows 10 Tablet mode support Constant Bitrate (CBR) adopted for video codecs Bug fixes and feature enhancements |
| 3.5 | January 2016 | Polycom® Concierge Solution Support TLSv2 support MusicMode support Windows 10 support SmartPairing Support for Polycom® RealPresence Debut™ Systems |
| 3.4 | June 2015 | Profile Photo and Virtual Business Card Support for Audio Mute Shortcut Keys Support for Polycom NoiseBlock™ In-call Toolbar User Interface Enhancements Provision the migration of CMA Desktop to RealPresence Desktop using RealPresence Resource Manager Mid-string Search of Favorites Windows Platform Support Changes Silent Installation of RealPresence Desktop with Options Enabled |

| Release | Release Date | Features |
|---------|---------------|--|
| 3.3 | December 2014 | User Interface Improvements Support for Calling SIP Users Directly Directory Search Enhancements Instant Messaging Enhancement Support for selected test features The SDP Size Adjustment feature has been moved out. To enable or disable this feature, enter #001# from the Dialpad. |
| 3.2.1 | July 2014 | Support for DTMF with keyboard input. You can enter a DTMF password using your keyboard without showing the DTMF keypad during a call. Fixed an OpenSSL security vulnerability (CVE-2014-0224). |
| 3.2 | June 2014 | Support for user profile import and export Support for Quality of Service (QoS) in managed mode Support for setting dialing preference Support for the Czech language Directory enhancements as follows: Support for selected test features Operation system and device support changes |

Hardware and Software Requirements

The following hardware and software requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

Hardware and Software Requirements

| Hardware or Software | Requirement |
|----------------------|---|
| Windows | Windows 7: 32-bit and 64-bit Windows 8 and 8.1 Standard, Pro, and Enterprise: 32-bit and 64-bit Windows 10 |
| Software | Microsoft .Net Framework version 4.0 (full version is required for versions later than RealPresence Desktop v3.7) Polycom® RealPresence® Resource Manager version 8.1 or later |

Hardware and Software Requirements

| Hardware or Software | Requirement |
|----------------------|---|
| Processor | <p>RealPresence Desktop system's capabilities vary depending on processor performance. The processor types and speeds listed below are intended as reference guides. RealPresence Desktop will have equivalent capabilities on other processors with equivalent performance.</p> <p>Recommended CPU: Intel Core i5, 2.5GHz or higher.</p> <p>Basic Video Transmit (Up to QVGA 30 fps send, up to 720p 15 fps receive)</p> <ul style="list-style-type: none">• single core• dual cores, lower than 2.0 GHz• quad cores, lower than 1.3 GHz <p>Premium Video Transmit (Up to VGA 30 fps send, up to 720p 30 fps receive)</p> <ul style="list-style-type: none">• dual cores, 2.0 GHz or higher• quad cores, 1.3 GHz or higher <p>HD Transmit</p> <ul style="list-style-type: none">• dual cores, 2.5 GHz or higher (Up to 720p 15 fps send, up to 720p 30 fps receive)• quad cores, 1.6 GHz or higher (Up to 720p 15 fps send, up to 720P 30 fps receive)• quad cores, 2.0 GHz or higher (Up to 720p 30 fps send, up to 720P 30 fps receive) |
| RAM | 4 GB |
| Video memory | Minimum: 256 MB |
| Hard drive space | 200 MB |
| Camera | Integrated or external |
| Audio devices | Standard PC97 audio devices |
| Monitor | Recommended: 16:9, 1920 x 1080 Minimum: 1280 x 720 |

Products Tested with This Release

RealPresence Desktop is tested extensively with a wide range of products. The following list indicates the products that have been tested for compatibility with this release, but is not a complete inventory of compatible equipment.

| Type | Product | Version |
|--|--|--------------------------------|
| Gatekeeper, Gateways, External MCU, Bridges, Call Managers | Polycom® Distributed Media Application™ (DMA®) 7000 | 6.3, 6.4 |
| | Polycom® RealPresence® Resource Manager | 9.0, 10.0 |
| | Polycom® RealPresence® Collaboration Server (RMX®) 4000/2000/1800/1500 | 8.6.4, 8.7.1 |
| | Polycom® RealPresence® Collaboration Server (RMX®) 1000C | 2.5.1 |
| | Polycom® RealPresence® Collaboration Server Virtual Edition | 8.6.4, 8.7.1 |
| | Polycom® RealPresence® Media Suite | 2.6, 2.7 |
| | Polycom® RealPresence® Web Suite | 2.0, 2.1 |
| Endpoints | Polycom® RealPresence® Group Series | 5.1.2, 6.0 |
| | Polycom® HDX® Series | 3.1.11 |
| | Polycom® RealPresence® Desktop | 3.6, 3.7 |
| | Polycom® RealPresence® Mobile | 3.5.1, 3.7 |
| | Polycom® VVX® | 5.4.3 |
| | Polycom® RealPresence Debut™ | 1.1, 1.2 |
| | Polycom® RealPresence Trio™ | 5.4.3 |
| NAT/Firewall/Border Controller | Polycom® RealPresence® Access Director™ | 4.2.3 |
| | Polycom® VBP® 7301 | 14.7.1 |
| | ACME Packet Net-Net 3820 | Firmware SCX6.3.0 MR-5 Patch 2 |
| Third-Party Platforms | Broadsoft SIP Server | R21 SP1 |
| | Broadsoft DMS | R21 SP1 |



Polycom recommends that you upgrade all of your Polycom systems with the latest software Versions, as compatibility issues may already have been addressed by software updates. Go to the [Polycom Support](#) site to see the Current Polycom Interoperability Matrix.

Install RealPresence Desktop

This section discusses how to install RealPresence Desktop in both standalone and managed mode. In standalone mode, you will need a license number and activation key code or license file to activate the product and use it beyond the 30-day trial period.

The RealPresence Desktop installation file is available from the [Polycom Support](#) in two formats:

- The .exe file is intended for easy, interactive installation by end users in standalone mode.
- The .msi file is intended for use by experienced Windows administrators to support provisioned and silent installations in managed mode.

Installation Notes

Here are some things to consider when doing a RealPresence Desktop installation:

- Installation of the RealPresence Desktop application requires that you have Microsoft .Net Framework version 4.0 installed. You can view your Microsoft .Net Framework version in `C:\Windows\Microsoft.NET\Framework`.
- The RealPresence Desktop user interface supports the following languages: English, International Spanish, French, German, Simplified Chinese, Korean, Japanese, Russian, Portuguese, Kazakh, Czech, and Traditional Chinese.
- When installing RealPresence Desktop for the first time, you can select one of the supported languages. The language selected here affects the language display during installation process
- The RealPresence Desktop installation user interface does not support Kazakh because the Windows InstallShield does not support Kazakh.
- You can view the license number of the RealPresence Desktop by clicking  **Polycom RealPresence Desktop** on the application's title bar and selecting the **About** option.

Importing Data from Polycom® CMA® Desktop With Easy Upgrade

When you install RealPresence Desktop for the first time, it can detect if there is a previously installed Polycom® CMA® Desktop version 5.2.2 or greater.



RealPresence Desktop supports this easy upgrade feature only on Windows XP and Windows 7.

If RealPresence Desktop finds CMA Desktop, RealPresence Desktop displays a message to confirm the back up and to import the application and user data of CMA Desktop. RealPresence Desktop also confirms the uninstall of the CMA Desktop.

If you choose yes, RealPresence Desktop will back up and import the following CMA Desktop data:

- Auto-answered incoming calls
- Mute auto-answered calls
- Always check (Call to/H.323/SIP) RealPresence Desktop will import this data on Windows systems
- Specify sign-in server
- Automatically start Polycom CMA Desktop at system start

-
- Sign in using network login credentials RealPresence Desktop will not import the network login credentials unless you have chosen this option
 - Maximum call rate
 - Local contacts



- If RealPresence Desktop and CMA Desktop are running on the same computer and you use the same account to sign in to both applications, the local contacts may not be synchronized between the two applications. XMPP contacts will be synchronized if they are downloaded from the RealPresence Resource Manager or CMA system.
- After you uninstall CMA Desktop, your CMA Desktop settings will be retained. If you want to install CMA Desktop again, you can import the previous settings on Windows.
- Silent installation for enterprise IT: RealPresence Desktop will import CMA Desktop settings and user data automatically when you install RealPresence Desktop for the first time and the CMA Desktop version is higher than 5.2.2. RealPresence Desktop will not uninstall CMA Desktop. Enterprise IT can uninstall CMA Desktop using other software deployment tools.

Install RealPresence Desktop in Standalone Mode


This section describes how to install RealPresence Desktop in standalone mode.

The `.exe` file is intended for easy, interactive installation by end users.

To install RealPresence Desktop using the `.exe` file:

- 1 Download the `.exe` file from [Polycom Support](#).
- 2 Open the file and follow the instructions in the installation procedure.

To activate RealPresence Desktop license:

- 1 Start RealPresence Desktop application and in the **Individual Account** box click **Enter**.
- 2 Click **Activate** to activate the application with a license. Then do one of the following:
 - Click  to select a license file.
The license file is a `.txt` file that contains the license number and activation key.
 - Specify your **License Number** and **Activation Key** manually.
You can press the TAB key to navigate among different text fields.
You can also copy your key string, click in the first text field, and then press Ctrl + V to paste it.
- 3 Click **Activate**.

Install RealPresence Desktop in Managed Mode

In managed mode, an administrator can distribute the latest version of RealPresence Desktop to all managed systems. To do this, the administrator uploads the RealPresence Desktop distribution package (`.tar.gz`) to the RealPresence Resource Manager system. This process is described in detail in the ***Distribute Polycom Applications*** topic in the *Polycom RealPresence Resource Manager Operations Guide*.

The .msi file is intended for use by experienced Windows administrators to support managed, provisioned, and silent installations. These procedures use methods such as Group Policy Objects (GPOs). You should already be familiar with these methods to use the .msi installation file.



About the .msi file

- Centralized distribution is used by corporate system administrators for software installation or upgrades.
- When you save the .msi file to your local disk, do not rename it.
- Silent installation needs administrator level permission.
- The name of the .msi in your command line should be consistent with the installation package.

To install RealPresence Desktop using code commands:

- 1** Save the downloaded Polycom .msi installation file to a directory (for example, C:\temp) on the user's local system.
- 2** Build a desktop management or group policy object that will write the .exe installation file to a directory (for example, C:\temp) on the user's local system
- 3** Create the Windows Installer to perform a command line installation of the program.

The following is an example of using the installer from the directory where the Polycom RealPresence Desktop .msi file resides:

```
msiexec /qn /l* RPD_install.txt /i "RPDesktop.msi"
```

When running the installation from a directory other than the directory where the executable file resides, include the full path in the command:

```
msiexec /qn /l* RPD_install.txt /i "c:\temp\ RPDesktop.msi"
```

Upgrade RealPresence Desktop

This section describes how to upgrade RealPresence Desktop. You have two options:

- [Upgrade RealPresence Desktop Using Code Commands](#)
- [Upgrade RealPresence Desktop through RealPresence Resource Manager](#).

Upgrade RealPresence Desktop Using Code Commands

This section describes how to upgrade RealPresence Desktop using code commands.

To upgrade RealPresence Desktop using the .msi file

» Run this command:

```
msiexec /qn /i <setup>.msi REINSTALLMODE=vomus REINSTALL=ALL /l logfile
```

When you upgrade the RealPresence Desktop application from an older version, you must include this line to your command: `REINSTALLMODE=vomus REINSTALL=ALL`.

You should not include this line for the first-time installation.

Upgrade RealPresence Desktop through RealPresence Resource Manager

This section describes how to upgrade RealPresence Desktop when an upgrade package is available on the RealPresence Resource Manager.

The RealPresence Resource Manager can schedule and perform limited monitoring of the RealPresence Desktop application as well as manage and provision the application. The CMA system cannot upgrade the RealPresence Desktop application, and the Polycom RealPresence Resource Manager system can upgrade the application only from version 8.0.

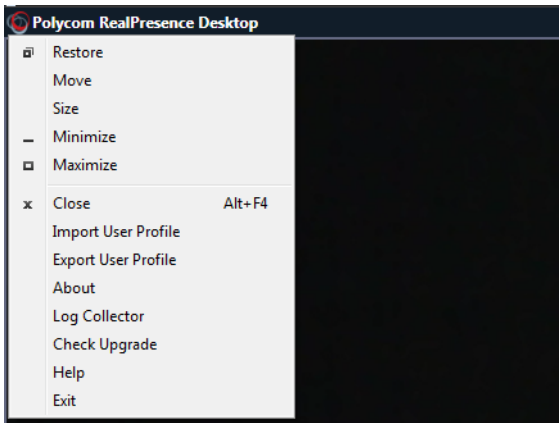
For more information on upgrading managed RealPresence Desktop systems, see the *Using Dynamic Software Updates Applications* topic in the *Polycom RealPresence Resource Manager Operations Guide*.



RealPresence Desktop will consume one more license after upgrading from 3.0 or earlier versions to version 3.1 or later. To release the old license, remove it manually or set the license reclaim cycle to be a small value, such as 5 minutes, on the RealPresence Resource Manager system.

To upgrade RealPresence Desktop:

- 1 Log in to RealPresence Desktop.
- 2 Click the RealPresence Desktop logo on the application's title bar.



3 Click Check Upgrade.

If an upgrade is available, you will be prompted to perform the upgrade.

4 Click Yes to perform the upgrade.

The RealPresence Desktop application will be upgraded to the latest version available on the management system.

Uninstall RealPresence Desktop Using Code Commands

This section describes how to uninstall RealPresence Desktop application using code commands.

To uninstall RealPresence Desktop using the .msi file:

- » Run this command:

```
msiexec /qn /x <setup>.msi
```

Configuring RealPresence Desktop Using Code Commands

You can use code commands to configure some system settings.

Set Default Call Rate

The call rate acts as a limit on the maximum rate at which a call will connect. If the far end imposes a lower rate, then the lower rate will be the one in effect. The call rate impacts both incoming and outgoing calls.

To set default call rate:

- » For example, to set 512 kbps as your default call rate, run this command:

```
msiexec /qn /i <setup>.msi DEFAULT_CALL_RATE=CALLRATE512
```

Enable SmartPairing

You can enable SmartPairing feature to share your monitor or application with a paired system, or use your device as the paired system's remote controller.

To enable SmartPairing:

- » Run this command:

```
msiexec /qn /i <setup>.msi ENABLE_PPCIP=true
```

Enable Short Session Description Protocol (SDP) Size

You can enable the short SDP size feature to avoid call failure caused by SDP size limitation for some users.

To enable short SDP size:

- » Run this command:

```
msiexec /qn /i <setup>.msi SUPPORT_SIMPLE_SDP=true
```

Enable Single Sign-On (SSO)

You can enable SSO to let the RealPresence Desktop application sign in using your network login credentials.

To enable SSO:

- » Run this command:

```
msiexec /qn /i <setup>.msi CMDLINE="ENTRANCE_MODE=1;  
ENABLE_CMA=true;CMA_SERVER_ADDRESS=<provisioning_server_address>;  
CMA_INTEGRATED_LOGIN=true
```

System Capabilities and Constraints

The following protocols, resolutions, algorithms, and ports are supported for RealPresence Desktop.

Protocols

The following table lists the supported protocols.

| Protocol | Description |
|---------------------------------------|--|
| DNS | Domain Name System |
| H.235 | Security and Encryption |
| H.239 | Token Management |
| H.281 | Far End Camera Control (FECC) |
| H.323 | Signaling |
| H.460 | Firewall/NAT Traversal |
| LDAP, H.350 | Directory Services |
| NTLMv2 | Authentication |
| Polycom® Lost Packet Recovery™ (LPR™) | Lost Packet Recovery |
| SIP | Session Initiation Protocol |
| XMPP | The Extensible Messaging and Presence Protocol |

Resolutions

The following table lists the supported resolutions.

Resolution and Frame Rate

| Resolution and Frame Rate | Source |
|-------------------------------|-----------------------------------|
| Up to 720p / 30 fps | Video sent from camera |
| Up to 720p / 30 fps | Video received from far end |
| Up to 720p (1280x720) / 5 fps | Content showing from the computer |
| Up to 720p (1280x720) / 5 fps | Content received from far end |

Algorithms

The following table lists the supported algorithms.

| Algorithm Type | Description |
|----------------|---|
| Audio | G.711 μ or G.711A Siren LPR at 24 kbps, 32 kbps, 48 kbps, and 64 kbps G.722.1 at 16 kbps, 24 kbps, and 32 kbps G.722.1 Annex C at 24 kbps, 32 kbps, and 48 kbps G.719 at 32 kbps, 48 kbps, 64 kbps G.729 G.728 SAC Automatic gain control Acoustic echo cancellation |
| Video | H.261 H.263/H.263+ H.264 AVC H.264 SVC H.264 high profile Content over H.264/H.263/H.263+ Video LPR |
| Encryption | AES-128 media encryption TLS/SRTP supported in SIP calls |

Inbound and Outbound Ports

The following tables list the supported inbound and outbound ports.

Inbound Ports

| Port | Function |
|--------------------|---|
| 1720 (TCP) | H.323 Call Signaling (H.225) |
| 1719 (UDP) | H.323 Registration, Admission, and Status (RAS) |
| 3230 - 3250 (TCP) | H.323 Call Control (H.245) |
| 3230 - 3250 (UDP) | Media (RTP/RTCP) |
| 3238 (UDP and TCP) | BFCP |
| 5060 (UPD and TCP) | SIP |

Outbound Ports

| Port | Function |
|-----------|---|
| 443 (TCP) | Provisioning, Monitoring, Help Files, HTTPS |
| 389 (TCP) | LDAP |

Outbound Ports

| Port | Function |
|--------------------|---|
| 5060 (UDP and TCP) | SIP |
| 5061 (TCP) | SIP TLS signaling |
| 5222 (TCP) | XMPP |
| 1720 (TCP) | H.323 Signaling (H.225) |
| 1719 (UDP) | H.323 Registration, Admission, and Status (RAS) |
| 3230 - 3250 (TCP) | H.323 Call Control (H.245) |
| 3230 - 3250 (UDP) | Media (RTP/RTCP) |
| 3238 (UDP and TCP) | BFCP |

Interoperability Issues

You may encounter the following issues when using RealPresence Desktop with other products or on specific operating systems.

Interoperability Issues

| Limitation Type | Description | Solution |
|--|--|---|
| Limitations Related to Operating System and Third-party Software | On a 64-bit Windows 7 operating system, selecting Polycom CX5000 Panoramic Video as video device displays a blue screen. | On 64-bit Windows 7, use other video device. |
| | On 32-bit Windows 7, when you share a Microsoft PowerPoint 2007 file and expand it to full screen, the content share control bar is covered by the RealPresence Desktop application. To display the content control bar, you need to minimize or restore the screen. | To display the content control bar, you need to minimize or restore the screen. |

Interoperability Issues

| Limitation Type | Description | Solution |
|---|--|---|
| Limitations Related to Other Polycom Products | In a motion mode conference, RealPresence Desktop receives video with a large delay because the video is 60 fps. | Set a conference with sharpness mode on MCU. |
| | If you create a Continuous Presence (CP) only conference call on Polycom RealPresence Collaboration Server (RMX) 4000/2000 system and Polycom RealPresence Collaboration Server 800s version 8.1 with default content settings (Content Settings: HiResGraphics and Content Protocol: H.264 HD), the RealPresence Desktop application cannot send or receive content if call rate is set as 384 kbps or below. | In this case, you need to do the following: <ul style="list-style-type: none"> Change the RealPresence Collaboration Server (RMX) Content Settings to Graphics, and Content Protocol to H.263 & H.264 Auto Selection. Set the call rate on RealPresence Mobile to above 384 kbps. |
| | RealPresence Desktop supports using only English user names and passwords to sign into the Polycom CMA server and RealPresence Resource Manager, or to register to a gatekeeper or an SIP server. | Use English user names and passwords. |
| | If you use an MPM+ media card in a call with a RealPresence Collaboration Server (RMX) system, a blue edge is displayed at the bottom of the video window. | Use only an MPMX media card with the RealPresence Collaboration Server (RMX) system. |
| | When RealPresence Desktop and m100 are not in the same local network, RealPresence Desktop fails to call m100. | Let m100 call RealPresence Desktop. |
| | When you enable mutual TLS (Transport Layer Security) from RealPresence Resource Manager, RealPresence Desktop will fail to upgrade from RealPresence Resource Manager. | Disable mutual TLS. |
| | With NoiseBlock on, when a participant speaks after a long period of silence, the participant's first syllables may not be heard. | None |
| | In some MCU conference templates, the virtual business card is truncated. | None |
| | RealPresence Desktop SIP call transfers by VVX systems may fail when the endpoints are not registered with a RealPresence DMA system. | Register the endpoints |

Known Issues

The following table lists the known issues for this release.

| Issue ID | Description | Workaround |
|------------|---|--|
| SWEP-10617 | If you use Polycom® One Touch Dial App as your calendar proxy , but your RealPresence Desktop application uses Single Sign On (SSO) to sign in to Polycom RealPresence Resource Manager, the calendar feature doesn't work in the RealPresence Desktop application. | Turn off SSO. Enter your user name and password manually to sign in to the Polycom RealPresence Resource Manager. |
| SWEP-10627 | The RealPresence Desktop cannot sign in successfully through Polycom RealPresence Access Director. The error message is 'Invalid server'. | Do the following: <ol style="list-style-type: none"> 1 From Polycom RealPresence Access Director administrator portal, go to Configuration > Access Proxy > Https proxy. 2 Change the rule of the Polycom RealPresence Resource Manager to make it the highest priority. |
| SWEP-10575 | (Windows 10 users only) If your computer has an extended display with high Dots Per Inch (DPI) resolution, when you use the Polycom® SmartPairing™ feature to share content, there is a green line shown in the content. | Before launching the RealPresence Desktop, do the following: <ol style="list-style-type: none"> 1 From Windows Start menu, locate Polycom RealPresence Desktop. 2 Right-click the application and select Properties. 3 Go to the Compatibility tab, and then enable the option Disable display scaling on high DPI settings. 4 Click Apply. |
| SWEP-10563 | If your device has an extended display which has a different DPI resolution from that of your primary display, you cannot share running applications shown on the extended display using the Polycom SmartPairing feature. The content is shown as black screen. | Share the whole monitor instead of a single application. |

| Issue ID | Description | Workaround |
|------------|--|---|
| SWEP-10549 | While installing the RealPresence Desktop application using code commands, if some parameters are wrong, you cannot launch the RealPresence Desktop application afterwards. | Do the following: <ol style="list-style-type: none"> 1 Uninstall the RealPresence Desktop application. 2 Delete the installation folder. 3 Use the correct code commands to install it again. |
| SWEP-10140 | The RealPresence Mobile application cannot re-register to the backup Polycom RealPresence DMA cluster after the primary super cluster fails. This is because the RealPresence Mobile application doesn't parse the TTL attributes under the "CNAME" header in DNS query responses. | None. |
| SWEP-9980 | The closed captioning feature is unavailable to audio-only call. | None. |
| SWEP-9364 | While sharing content with a RealPresence Group Series system, if the RealPresence Group Series system holds and then resumes the call, you may not see your local self-view. | None. |
| SWEP-9280 | After upgrading from Polycom RealPresence Desktop version 3.0 to 3.5, you cannot log in to Polycom RealPresence Resource Manager if your user name contains Russian characters. | The RealPresence Desktop application supports only English user names. Ask your system administrator to change your user name to an English one. |
| SWEP-8966 | (Microsoft Surface Pro only) If you speak with your PC loud speaker turned on, your far ends hear an echo. | Workaround: Adjust your speaker volume to 60% or lower. |
| SWEP-8929 | (Microsoft Surface Pro only) Occasionally, when you share a Microsoft Excel 2016 file created using the template "Class Schedule", the file appears to the far end only partially for the first few seconds. | None. |
| SWEP-8487 | After you scale your RealPresence Desktop application screen down to 720 p, the content sent by your device may be limited. | None. |
| SWEP-7958 | This problem exists for some PCs using Lenovo sound cards only. If you device has only one built-in microphone, changing the microphone volume may not be effective during a call. | This is a driver problem. Update your audio driver. |
| SWEP-7846 | When you are in a call with MusicMode enabled, if both sides talk, the audio quality is poor. | This is the designed behavior. Disable the MusicMode when not using with music applications. |

Known Limitations for Windows 10

The following table lists the known limitations for Windows 10 in this release.

| Issue ID | Description | Workaround |
|-----------|---|------------|
| SWEP-8227 | If you share content, the content borders appear on other virtual desktops instead. | None. |
| SWEP-7802 | When you share Microsoft Edge content, the application icon doesn't appear on the left of the application name in the Share Application section. | None. |

Resolved Issues

The following table lists the resolved issues in this release.

| Issue ID | Description |
|------------|---|
| SWEP-10020 | Polycom RealPresence Desktop activates your laptop camera when the laptop wakes from sleep even though the RealPresence Desktop is minimized. |
| SWEP-10004 | If you switch between your home network and a VPN while the RealPresence Desktop is running, you may get disconnected from the provisioning server. |
| SWEP-9662 | After joining a meeting for several hours, the RealPresence Desktop exits automatically. |
| SWEP-9472 | When exiting, the RealPresence Desktop sends a SIP REGISTER request to Polycom® RealPresence® DMA® system but then exits without waiting for a response from the latter. This causes exceptions in Polycom® RealPresence® DMA® system logs. |
| SWEP-9363 | In case of poor network connection, you may experience severe packet loss and see a green video window in Polycom RealPresence DMA VMR calls. |
| SWEP-9297 | When a RealPresence Desktop is provisioned behind a Polycom RealPresence Access Director, it sends more than 1500 registration requests in 15 minutes. |
| SWEP-9170 | If your PC has Symantec® anti-virus application running, you cannot update the RealPresence Desktop application from version 3.5 to 3.5.1. |
| SWEP-9067 | While using Microsoft Surface Book with an extended display (monitor 2), if you share content on your monitor 1, the content received by your far end always has a horizontal green line in the middle. |
| SWEP-9066 | If you are using Microsoft Surface Book with an extended display, you cannot share content on the extended display. |
| SWEP-9053 | After some time in a call with content shared from a Polycom HDX system, your content window may show patches of green. |
| SWEP-8912 | (Microsoft Surface Pro only) Occasionally, if you share an application and drag the application window to the top of your screen, an upper section of the application is hidden behind a green bar and becomes inaccessible. |
| SWEP-8747 | Polycom RealPresence Desktop application V3.5 or later cannot register with a VBP server that is using a Diffie-Hellman (DH) key smaller than 768 bit. |
| SWEP-8716 | When you place an H.323 point-to-point call from the RealPresence Desktop application, the video protocol shown in the call statistics shows H264SVCHigh. |

Enterprise Scalable Video Coding (SVC) Mode

The Enterprise Scalable Video Coding (SVC) mode is an alternative to the AVC mode that has traditionally been supported. Differences between the two modes are listed in the following table.

SVC and AVC Mode

| SVC Mode | AVC Mode |
|--|--|
| Each participant in the conference call is received by the client as a separate video stream. | The composite video image is determined by the bridge based on administrator configuration. |
| A Caller ID is indicated by text in the appropriate window, which remains on display throughout the call. | Caller ID information is displayed intermittently. |
| Double-clicking or tapping on a participant's video, content video, or local preview expands that video to full screen. Double-clicking or tapping again reverts the display to the composite image. | Layout may be controlled by dialing ** and then selecting a format. Double-clicking or tapping on the remote video, content video, or local preview expands that video to full screen. Double-clicking or tapping again reverts the display to the composite image. |

The SVC mode provides the following features:

- Video sends and receives up to 720p resolution
- Frame rates of 7.5/15/30
- Support for AVC content
- Support for SVC auto layouts for video streams of up to nine far-end participants
Last active speakers, resolution, bandwidth, and number of participants are adjusted based on network bandwidth and processor capabilities.



When using SIP UDP in an SVC call and there is more than 10 percent Packet Loss, the screen layout may display incorrectly. Changing to SIP TLS or TCP is recommended.

- Supported layouts of 1x1 and 1+1 through 1+10
The maximum layout of 1+10 comprises nine remote participants plus one content sharing frame, and one local preview frame
- Support for SAC with at least two quality layers, for example, 48 kbps and 10 kbps
- Support for mixing up to three different audio streams from the MCU
- Support for combining up to nine different SVC video streams (call rate at 1920 kbps) from the MCUs

SVC conference calls currently do not support the following:


- Far-end Camera Control (FECC)
- Recording with RealPresence Capture Server

- H.323 calls



In a poor network connection, sometimes a participant disconnects automatically from an SVC call. This can result in a frozen video stream of the participant. The RealPresence Collaboration Server (RMX) system will clear the frozen stream in 30 minutes.

Access Media Statistics

To access media statistics, click the antenna icon  on the in-call toolbar during a call.

| Value | Description |
|-------------------------------|---|
| Call Type | SIP or H.323 call type. |
| Call Encryption | Indicates whether your call is encrypted. |
| Far Site Name | Name of the far site. |
| Far Site System | Type of video conferencing system at the far end and the software version. |
| Call Speed | Negotiated speed (bandwidth) for the call, which is usually the combined video and audio speeds in the call. |
| Video Protocol | ITU-C video algorithm and annexes used in the current call. The video protocol used depends on the capabilities of the system at the far end as well as on your system's configuration. |
| Video Format | Picture size currently in use. |
| Audio Protocol | Audio algorithm and annexes used in the current call. The audio protocol used depends on the capabilities of the system at the far end as well as on your system's configuration. |
| Audio Rate | Bandwidth specified for the audio portion of the call. The proportion of the audio rate to the video rate depends on the protocol used. |
| Video Rate | Bandwidth specified for the video portion of the call. The proportion of the video rate to the audio rate depends on the protocol used. |
| Video Rate Used | Actual bandwidth being used for the video portion of the call. This is a real-time measurement, which normally fluctuates. |
| Video Frame Rate | Rate your system uses to update the picture seen at the far end. The system can send up to 15 frames per second. If the camera picks up large, continuous, or frequent motions, the software takes longer to assemble the data into video frames, and the frame rate drops. Changes in lighting also reduce the frame rate. |
| Video Packets Loss Percentage | Total video packet loss as a percentage of the total number of video packets transmitted by your system and those transmitted by the far end. |
| Video Jitter | Percentage of variation in the video transmission rate. |
| Audio Packet Lost | Number of audio data packets lost during the call, including transmitted packets and incoming packets. Packet loss indicates congestion or other problems on the network. |
| Audio Packets Loss Percentage | Total audio packet loss as a percentage of the total number of audio packets transmitted by your system and those transmitted by the far end. |
| Audio Jitter | Percentage of variation in the audio transmission rate. |
| Content Protocol | Format used for the recording, compression, and distribution of the content. |
| Content Format | Display resolution of the content. |
| Content Rate | Rate your system uses in content transmission. |

| Value | Description |
|---------------------------------|---|
| Content Rate Used | Actual bandwidth being used for the content transmission. |
| Content Frame Rate | Rate your system uses in content frame transmission. |
| Content Packets Lost | Number of content data packets lost during the call, including transmitted packets and incoming packets. Packet loss indicates congestion or other problems on the network. |
| Content Packets Loss Percentage | Total audio packet loss as a percentage of the total number of content packets transmitted by your system and those transmitted by the far end. |

About AES Encryption

The following are requirements for using AES encryption in calls.

AES Encryption in H.323 Calls

To use AES encryption in H.323 calls, both you and the far end must satisfy the following requirements:

- Enable AES encryption.

When working in the managed mode, the AES encryption of the RealPresence Desktop application is configurable through its provisioning server.

When working in the standalone mode, the AES encryption of the RealPresence Desktop application works as “When available” and is not guaranteed.

- Both you and your far end must support, or be compatible with, the same Key exchange and encryption method (H.235v3 w, or AES 128bit CBC).

AES Encryption in SIP Calls

To use AES encryption in SIP calls, both you and the far end must satisfy the following requirements:

- Enable AES encryption
- Enable TLS for SIP transport
- Support for SDES over TLS key exchange
- Support for AES 128 bit CBC mode over SRTP



When working in the managed mode, the AES encryption of the RealPresence Desktop application is configurable through its provisioning server.

When working in the standalone mode, the AES encryption of the RealPresence Desktop application works as “When available” and is not guaranteed.

Preparing Your Device for Mutual Transport Layer Security

You can establish secure communications using Mutual Transport Layer Security (MTLS) with provisioning servers such as Polycom RealPresence DMA, CMA, or RealPresence Resource Manager systems.

To establish MTLS connections, the client and server need to hold certificates issued from the same Certificate Authority (CA) and the root certificate of this CA.

Generate and Import Your Certificate

To import certificates, you need to generate a Certificate Request (CSR) first by using a computer that has installed the OpenSSL tool.

To generate and import your certificate on a PC:

- 1 Make sure you have OpenSSL installed and configured.
- 2 Open the CMD console window from your PC.

- 3 Generate the private key *client.key*. For example:

```
C:\OpenSSL-Win32\bin> openssl genrsa -out client.key 1024
```

- 4 Generate the certificate request *client.csr*. For example:

```
C:\OpenSSL-Win32\bin> openssl req -new -key client.key -out client.csr
```

```
For som-----
```

```
Country Name (2 letter code) [GB]:cn ---CSR info.
```

```
State or Province Name (full name) [Berkshire]:bj ---CSR info.
```

```
Locality Name (eg, city) [Newbury]:bj ---CSR info.
```

```
Organization Name (eg, company) [My Company Ltd]:plcm ---CSR info.
```

```
Organizational Unit Name (eg, section) []:caqa ---CSR info.
```

```
Common Name (eg, your name or your server's hostname) []:caqa ---CSR info.
```

```
Email Address []:pp@pp.com ---CSR info.
```

Enter the following extra attributes to be sent with your certificate request. Write down the challenge password. You will need it later in the procedure.

```
A challenge password []:1234 -----see [Notel]
```

```
An optional company name []:poly
```

- 5 Submit the certificate request to your CA:

- a View the content of the file *client.csr* using the following command: Select and copy its content (from ---BEGIN CERTIFICATE REQUEST to END CERTIFICATE REQUEST---):

```
C:\OpenSSL-Win32\bin> type client.csr
```

- b Go to your CA's web interface <http://<CA's IP address>/certsrv/>, and then choose **Request a certificate**.

- c Click **Advanced certificate request**.

- d Click **Submit a certificate request by using a base-64-encoded CMC or PKCS #10 file, or Submit a renewal request by using a base-64-encoded PKCS #7 file**.

-
- e Paste the content of the file *client.csr* to the text field in the **Saved Request** text field, and click **Submit**.
 - f Choose **Base 64 encoded** and click **Download certificate**.
The file is saved as *certnew.cer* by default in the **Downloads** folder.
 - 6 Move the generated *certnew.cer* file to your current directory.
 - 7 Convert the file *ccertnew.cer* to a *.p12* file by using the OpenSSL tool. The export password should be the same as the challenge password you set in Step 4. For example:

```
C:\OpenSSL-Win32\bin> openssl pkcs12 -export -in certnew.cer -inkey client.key -out client.p12 -name testp12
```


Enter Export Password:

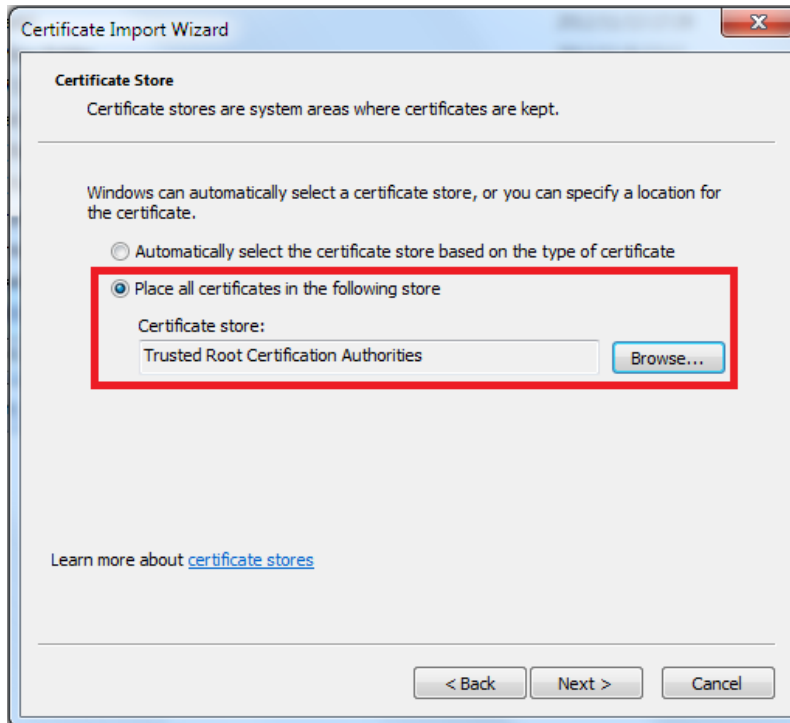
Verifying - Enter Export Password:
 - 8 Encrypt the challenge password you set in Step 4:
 - a Go to **Convert String**.
 - b Enter the challenge password in the text field, and click **Base64 Encode!**.
 - c Copy the encoded text from the following text field, and save it as a *.pwd* file. For example:
client.pwd.
 - 9 Open the RPD appdata folder `%appdata%\RealPresence Desktop\`, and then copy the files *client.p12* and *client.pwd* to the folder.

Import the Root Certificate of Your CA

To establish MTLS connections, the client and server need to hold the root certificate of your CA also.

To import the root certificate of your CA:

- 1 Go to your CA's web address <http://<CA's IP address>/certsrv/>, click **Download a CA certificate, certificate chain, or CRL**.
- 2 Select **Base 64**, and click **Download CA Certificate**.
- 3 Right-click the CA file, and select **Install Certificate**. Follow the Certificate Import Wizard.
Be sure to install it to **Trusted Root Certificate Authorities**.



Get Help

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About Section 508 Accessibility Standards

For information about how RealPresence Desktop conforms to the Section 508 Accessibility Standards, see [Voluntary Product Accessibility Template Reports](#).

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