



Global Management System™ 7.1.3 Release Notes

September 17, 2007

SUMMARY

Global Management System™ patch 7.1.3 addresses a Global Address Book entry alphabetic ordering issue with FX and VSX video endpoints which results in inaccurate GABs for those endpoint types.

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1 Prerequisites

System must have base Global Management System 7.1.0 or greater installed.

2 Who must apply this patch?

All Global Management System 7.1.x customers seeing the symptoms described as follows.

3 Symptoms

The Global Address Book on ViewStation and ViewStation FX video endpoints registered to Global Management System will not display all registered endpoints when viewed through the endpoint UI.

4 System Requirements

Minimum Server Requirements

- ❑ 650MHz Intel® Pentium® III or compatible
- ❑ 128MB RAM minimum, 256MB recommended
- ❑ At least 300MB free hard-drive space required for Global Management System application
- ❑ One of the following:
 - Windows 2003 Server SP1
 - Windows 2000 Server or Advanced Server with SP3
- ❑ Microsoft Internet Information Services 4.0
- ❑ Microsoft Active Directory (if using the LDAP directory services option)
- ❑ Internet Explorer 6.0.x with Service Pack 1

Note: Microsoft Vista and Internet Explorer 7.0 are not supported at this time.

Client Console Requirements and Supported Versions

- ❑ One of the following:
 - Windows XP
 - Windows 2000 (Professional or Server)
 - Windows 98
 - Windows NT 4.0 (Workstation or Server)
- ❑ Internet Explorer 6.0x

Note: Microsoft Vista and Internet Explorer 7.0 are not supported at this time.

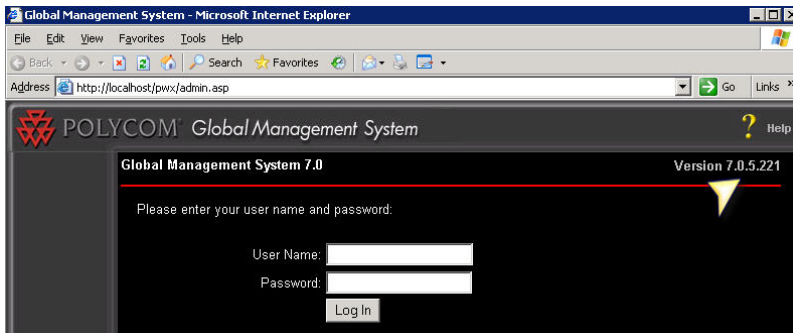
This release was tested on the Microsoft Windows 2000 with SP4 and Windows 2003 with SP2, MSDE 8.00.2039 and MDAC version 2.81 (KB884525). All current Microsoft Security Patches applied as of 22 August 2007 are supported by Polycom. This includes KB935840.

5 Installation

Note: Use the Global Management System Backup Utility to back up the system databases before you apply this patch.

To install the patch:

1. Record the current Global Management System version number from the Global Management System login page, as shown in the example below.



2. Unzip the self-extracting ZIP archive (the default location is C:\Polycom\GMSHF_7.1.3), and then double-click the setup.exe file.
3. Follow the prompts to update your existing Global Management System installation.

A patch log file, GMSHF_7.1.3.log, is stored in your user TEMP folder (to wherever your system's "%TEMP%" environment variable points). Any error or success messages are written to the log file.

After installing the patch go to C:\Program Files\Polycom\Polycom Datastore\bin and launch dbcleanup.bat. The dbcleanup batch file will shutdown Global Management System services, remove stale database entries, and restart Global Management System services.

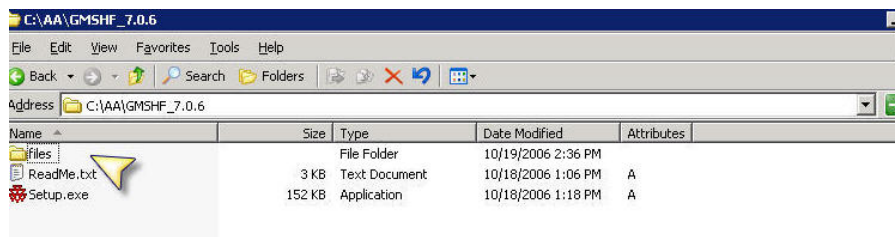
4. After running the dbcleanup batch file, restart the Global Management System server and restart the registered endpoints.

6 Restoring Previous Global Management System Version after upgrade

When the Global Management System 7.1.3 patch is installed, a folder with a back up of the previous Global Management System version is created. If for any reason you must revert to that previous Global Management System version, you must manually revert to that version.

To manually revert to the previous version:

1. In the installation directory (by default C:\Polycom), note the folder named GMSHF_7_13_Backup. This folder contains the back up of the original version files.
2. Copy all of the files in the GMSHF_7_13_Backup folder to the Files folder in the installation directory.



3. Once the files are copied into the Files folder overwriting the existing run the setup.exe once again.
4. Upon completion of the setup the Global Management System server will be at the version prior to the Hot Fix.

7 Previous GMS Patches

The following GMS 7.1.x patch fixes are also included in 7.1.3.

BUGS FIXED FOR 7.1.1

The following issue was corrected in this patch.

1. Issue found when provisioning HD-series devices (i.e., When provisioning the monitor page for an HD-series device, the provisioning always returns a failure indication).

BUGS FIXED FOR 7.1.2

The following issue was corrected in this patch.

1. Issue caused by GMS's use of the WinInet DLL, which is a client-side DLL that limits the number of connections that can be open at the same time. GMS fails when many client browsers are connected to the system. The event log reports the following error:

ISAPI 'C:\WINDOWS\system32\inetsrv\asp.dll' reported itself as unhealthy for the following reason:
'ASP unhealthy because 66% of executing requests are hung and 71% of the request queue is full.

8 Known Limitations

The following sections describe the known limitations of the Global Management System 7.1.3 release. Many of these limitations existed in Global Management System 7.0 as well.

INSTALLATION

Occasionally, the currently installed Device or DeviceCollection DLLs do not unregister in time, which causes a failure when the patch installer tries to overwrite the DLL. If you receive any errors related to copying or overwriting files, do the following:

1. Manually stop all Polycom services.
2. From the Start menu, go to **Control Panel > Administrative Tools > Services**.
3. Scroll down to **Polycom xxxxx**.
4. Right-click each Polycom service and click **Stop**.
5. Re-launch the patch installer.
6. If the second attempt still fails, repeat steps 1 through 5 and then:
 - a. Open the patch log file mentioned in the "Installation" section and search for the string "ERROR:".
 - b. Note the path and filename(s) of any DLL(s) that failed to copy.
 - a. Manually un-register each DLL using the following command:

```
regsvr32 /u "PATH\DLL_NAME"
```

Example:

For the FXDevice.dll, the command would be

```
regsvr32 /u "C:\Program Files\Polycom\pwx\gms\FXDevice.dll"
```

- b. Delete each DLL manually.
- c. Re-launch the patch installer (ignore errors about missing DLLs).

DEVICE MANAGEMENT

- ❑ When you place a SIP call on a HD, V-series, or PVX device, the call type displayed in the General tab is H.323.
- ❑ In the General tab, HD-series devices always return the Global Management System Offset as (-12.00) hours from GMT in the system.xml regardless how the EP is set in the UI. Thus all of the HD devices show the same time in Global Management System but not the real system time.

DATABASE

- ❑ Unlike passwords stored in the MS Access database, the passwords stored in MSDE are not masked.
- ❑ The database may take several minutes to start if more than 2000 entries are in the Global Address Book. If you access the Global Address Book from the endpoint during the Global Management System start-up period, global entries do not appear in the Global Directory.
- ❑ When iPower devices are registered to a gatekeeper and have been provided with an E.164 number by the gatekeeper, the IP address is displayed in the Global Address Book, instead of its E.164 number.
- ❑ When dynamic endpoints are deleted from the Global Directory and an endpoint re-registers with the Global Directory, it takes two minutes or more to re-register with the Global Directory. A faster way to register is to reboot the endpoint.

SYSTEM MANAGEMENT

- ❑ If you use Windows 2003, ViaVideo does not send call status events to the Global Management System.
- ❑ When a VTX1000 device is registered with Global Management System and you click the address tab in the System Management page, the arrow appears to indicate that the addresses were sorted when in fact they aren't sorted and the system displays a Java applet error.
- ❑ In Java Environment 6, version 1.6.0_01-b06, Global Management System has display problems when one switches from the System Management page to the Global Directory page and then back to the System Management page. On returning to the System Management page, 'All Devices' is selected but none of the endpoint entries are visible. If a Device type group is selected (e.g., V-Series) then the endpoint entries are displayed. This happens on Microsoft Windows XP systems with Microsoft Internet Explorer 6 SP2 and IE7. (SSGGMS-116) This issue is addressed with Java 1.6 build 2 (build 1.6.0_02-b06).

GLOBAL DIRECTORY

- ❑ When importing an address book into Global Management System, the destination has to have the same name as the originating address book, if they are different the window closes as if it worked, but none of the imported addresses appear in the desired address book. They all instead appear in the original address book. For example, If you export your main address book. then create a new address book, and try to import the export file from the main book, no addresses appear in the new address book, but will appear in the main. address book.

- ❑ When a password is added to the Global Management System to protect the GDS, a user must add the correct password to connect to the GDS. Currently that password is included in the registry.
- ❑ The V-series endpoints function by caching all Global Directory listings. Because of this change, an end user may experience the following:
 - Changes made to the Global Directory take 10 minutes to appear in the V-series Global Address Book.
 - The V-series endpoints take up to 10 minutes to register with the Global Directory.
 - If the password on the Global Directory has been changed and the password entered on a V-series endpoint (version 5.x) was not updated to the new password, old cached Global Address entries still appear. Rebooting the endpoint clears the cache and updates the V-series Global Directory password.
 - The GDS Web user interface may display endpoints that were registered to the GDS but have been turned off for more than 30 minutes.

SOFTWARE UPDATE

- ❑ The Clear Status button on the Software Update page does not clear status.
- ❑ In some circumstances, on the Software Update page when the Device Type shows HD-Series all devices may be displayed
- ❑ The iPower does not update the Global Management System to indicate the software update was successful. As a result, after a software update for an iPower has finished, the software update status for the Global Management System shows as failed, although it may have been successful.
- ❑ If the software update file requires a key file, the key file must not have any spaces in its name. If spaces are included, a network error message occurs.
- ❑ A “Page cannot be displayed” message appeared when a user tried to upload an iPower.exe file in a softupdate configuration in Windows 2003.

To enable softupdate for an iPower on Windows 2003:

- a. From the Start menu, go to Control Panel > Administrative Tools > Internet Information Services (IIS) Manager. In the left-hand panel, expand the branch with your server's name, and click Web Service Extensions.
- b. From the Action menu, click Add a new Web Service Extension to open the New Web Service Extension window. In the Extension Name field, type iPower SoftUpdate.
- c. Click Add. Browse to the SWUpload.dll file, located in C:\Program Files\Polycom\pwx\WebApp\isapi\SWUpload.dll.
- d. Click Open to select the file. Click OK in the Add File window.
- e. Click Set extension status to Allowed to enable the changes.
- f. Click OK in the New Web Service Extension window to save your changes.

PROVISIONING

- ❑ The Clear Status button on the Provisioning page does not clear status.
- ❑ In VSX 7000 version 5.1.1, you cannot provision the admin password, meeting password, and date and time fields.

- ❑ VSX3000 and V500 version 5.X software does not support provisioning. If you try to provision endpoints with this software, the following message appears in Status Details:

An error occurred during the last provision attempt.

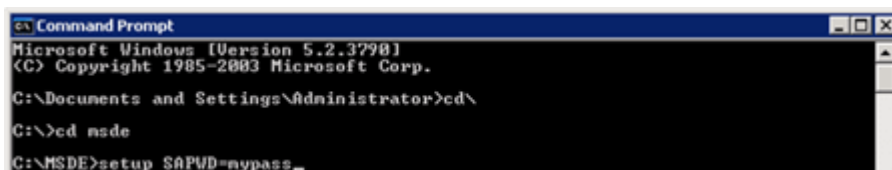
CALL DETAIL REPORT

- ❑ CDR shows wrong ISDN on VSX when HDX makes a multipoint calls.
- ❑ Currently, the PVX does not correctly mark CDRs with the correct call type. All other endpoint types should be correct.
- ❑ If the Call Detail Record database is large (> 8 MB), requesting a Call Detail Record with all options selected results in reduced performance, caused by maximum CPU usage and a script timeout error.
- ❑ ViewStation version 7.5.1 and lower and ViewStation FX version 6.0 and lower do not provide the date and time to CDRs after CDR synchronization.
- ❑ If you enable CDR synchronization, then the ISDN channel information may not appear in the Global Management System CDR for ViewStation and VSX endpoints.
- ❑ The bandwidth is not recorded in the CDR for ViaVideo.
- ❑ CDR maintenance does not archive the cause code and the reason.
- ❑ ViewStation endpoints do not send cause or reason columns in the CDR for IP and ISDN calls.
- ❑ ViewStation and FX endpoints only record the requested call speed for IP calls in the CDR. If the call is up or down-speeded, the change is not listed in the CDR.
- ❑ The ViewStation and FX endpoints send account numbers, which are recorded in the CDR, although they did not originate the call or have account validation enabled.
- ❑ With the ViewStation or FX, CDR synchronization does not work correctly when endpoints are in a call. Invalid data can be written to the CDRlog.mdb file (for example, an IP address is written for the account number instead of the actual account number).

ACCOUNT MANAGEMENT

When adding an account, you may receive an error message that states “AccountValidate service is unavailable.” In this case, you must add the local user to the DCOM permissions list for the account validation component. To do this:

1. Extract the Global Management System installation files to a folder.
2. Browse to %InstallDir%\InstallFiles\PolycomDatastore\resource\MSDE\
3. Run **setup.exe** to install MSDE with the sa password as mypass. You can do this using the following command in DOS (pointing to the correct directory)



```
Microsoft Windows [Version 5.2.3798]
(C) Copyright 1985-2003 Microsoft Corp.

C:\Documents and Settings\Administrator>cd\
C:\>cd msde
C:\MSDE>setup SAPVD=mypass_
```

4. Once the MSDE install has finished, restart the server.

IMPORTANT: You will not be prompted to restart the server, but if you do not restart the server the rest of the install will fail.

5. Next browse to %InstallDir%\InstallFiles

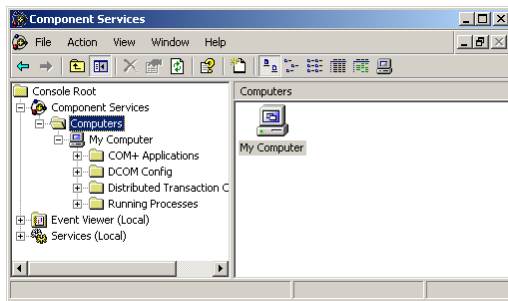
6. Run **setup.exe** to bypasses the normal Global Management System install procedure and go directly to installing the Polycom data store.
7. When asked, give the sa password mypass.

This will install the Microsoft JET ODBC drivers. It's best to have the server able to contact the Microsoft pages so it can download the files directly from Microsoft.

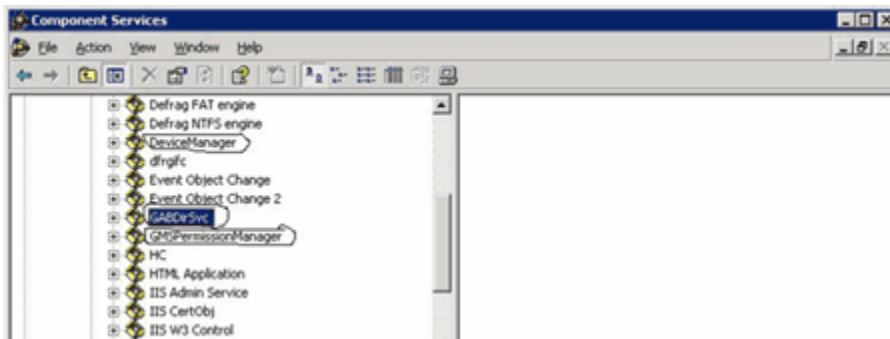
The rest of the Global Management System install proceeds as you would expect. Asking for keycodes etc.

After the install is finished you will not be able to get the Global Management System webpage to display properly. The error message will say "unable to display pages because Global Management System device manager failed to start".

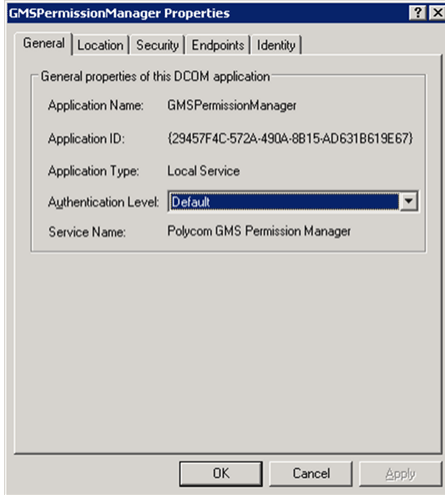
8. Go to **Start > Programs > Administration Tools > Component Services**
9. Expand the Component Services node, Computers node, and My Computer node.



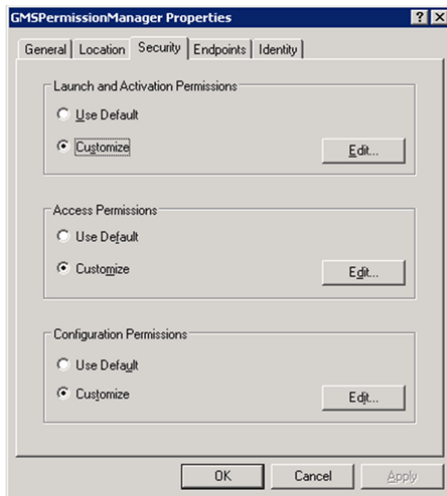
10. Select DCOM config and look for the "DeviceManager" GABDirsv" and "GMSPermissionManager" components.
11. Highlight each in turn and select properties.



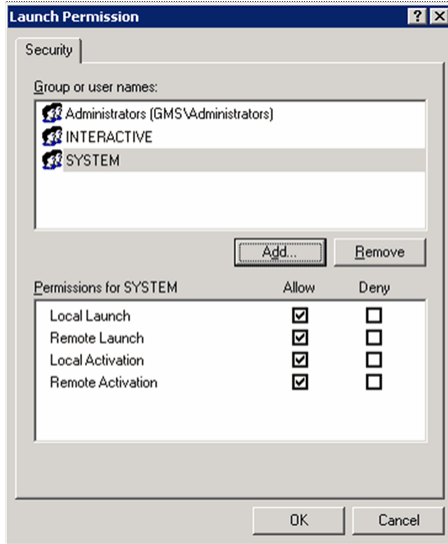
12. Select Security.



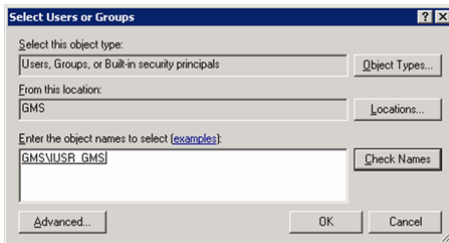
13. Click **Customize** and then edit on launch and activation properties.



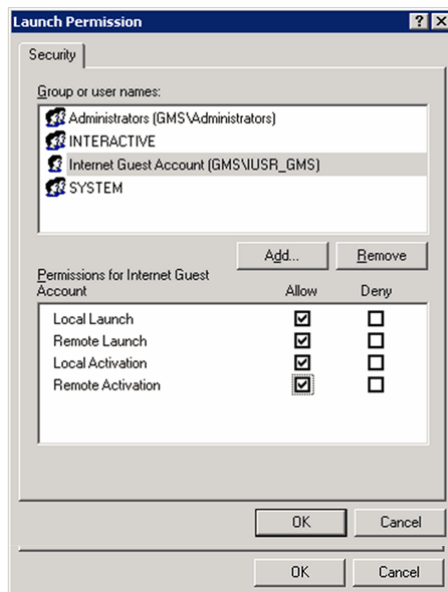
14. Click **Add** and then put in the IUSR_<PCNAME> (internet guest user account) See below for details.



15. Click **Check Names**, the user name you have specified should underline if it is valid. Select **OK**.



16. Give this user permissions shown below.



17. Do the same for the ISUR in the access permission section.

18. Repeat the above steps for all three services relating to Global Management System.

19. Restart the Global Management System server.

DEVICE TRACING

- ❑ When security (safe mode) is turned ON for an HD-series or V-series device, device tracing from Global Management System will not work. Currently there is no workaround other than to disable security (safe mode) on the endpoint.
- ❑ Tracing does not work if a Telnet session has already been initiated on any devices that support this feature.

POLYCOM INTEROPERABILITY

- ❑ When you place a SIP call on a HD, V-series, or PVX device, the call type displayed in the General tab is H.323.
- ❑ The Polycom Data Store portion of the installation fails if WebCommander was previously installed, because of a port conflict between the Global Management MSDE and the existing MSDE installed by WebCommander. Polycom recommends that you install WebCommander and the Global Management System on separate servers.
- ❑ The VSX Web UI shows all end points including the offline endpoints, and there is no indication of their offline status.
- ❑ There is a known but unresolved issue that some VSX endpoints seem to stop requesting GDS updates. The errant endpoint is dropped from the GDS, other endpoints will receive the deletion and the errant endpoint will no longer maintain a current view of the GDS. Polycom is still trying to recreate this failure scenario in testing to better understand the issue for possible resolution. If a customer encounters this error, please communicate the issue immediately to Polycom via Polycom Global Services.

BACKUP AND RESTORE

- ❑ The restore utility restores all endpoints that were backed up, including deleted endpoints. To remove these deleted endpoints, run the dbcleanup.bat batch file, located in the %InstallDir%\Polycom\Polycom Datastore\bin directory.
- ❑ With the V-series, an upgrade does not keep the V-series provisioning profile settings. The profile name gets restored; however, the settings for the profile are not retained.