



Global Management System™ 7.0.6 Release Notes December 13, 2006

SUMMARY

Patch 7.0.6 addresses an error in the GMS that resulted in what appeared to be duplicated endpoints in the address book. The GMS was failing to properly propagate endpoint deletions to other endpoints. All endpoints now receive the deletions when they query for GDS changes. In addition, VSX hot fix VSX_HF8_5_2a_28Nov2006 must be installed in conjunction with GMS 7.0.6 to fully resolve all GDS entry issues. The VSX hot fix resolves a problem when VSX endpoints stopped communicating with the Global Address Book. The VSX endpoint did not display an error that communication with the GDS has stopped. After time, the Global Address Book would unregister the VSX endpoint.

Patch 7.0.6 specifically addresses the issue of duplicated endpoints and VSX hot fix VSX_HF8_5_2a_28Nov2006 addresses occurrences of missing endpoint GDS entries; however these patches do not address the following scenarios in which the system is currently working as designed:

- There can be inconsistency between different endpoint directories connected to the same GMS. Each endpoint may display a different number of total endpoints in its GDS list depending on when and if the endpoint was rebooted. For example, if an endpoint is rebooted, when it becomes operational its directory will show the total number of available endpoints minus any turned off endpoints. If an endpoint remained operational during the same timeframe, it may take up to an hour for it to accurately reflect the turned off endpoints. This discrepancy is caused by the current endpoint refresh cycle.
- When the "Saved Global Directory to System" option is enabled and the VSX loses connection to the GDS, the user will still see a GDS directory, because (with this option enabled) a file is created to save the directory entries and this file is used when the VSX loses connection to the GDS. Also, if the user reboots the VSX, the directory is still available until connection is established with the GDS. This option was turned off by default in VSX release 8.5 and later.
- When the "Saved Global Directory to System" option is disabled and the VSX loses connection to the GDS, the user will see a GDS directory because it is kept in the VSX cache. However, if the user reboots the VSX, the directory will not be available.
- The GDS web UI does not accurately reflect the online/offline status of system endpoints; it only reflects the total number of endpoints that have ever been registered to the GDS. System endpoint status should be monitored through an endpoint, not the GDS web UI, to gather accurate system-wide endpoint status.

Note: Patch 7.0.6 was tested in a Windows 2003 SP1 environment.

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1 Prerequisites

System must have base GMS 7.0.x installed. In addition, VSX hotfix VSX_HF8_5_2a_28Nov2006 is required with GMS 7.0.6.

2 Who must apply this patch?

All 7.0.X installations will experience the symptoms described, however the functionality of GMS is not critically affected without this patch.

3 Symptoms

When video endpoints lose connection to the Global Address Book, the deletion was not showing up other endpoints' view of the book. If a deleted endpoint is subsequently restarted, it creates duplicate address book entries in other endpoints (because the original entry was not deleted). Likewise, if a non-deleted endpoint is restarted or its GDS is refreshed, it would not see any endpoints that had been deleted. This resulted in what appeared to be both duplicated and missing endpoints in the address book.

4 Cause and Correction Implemented By This Patch

The GMS was failing to properly propagate endpoint deletions to other endpoints. All endpoints now receive the deletions when they query for GDS changes.

5 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 GMS application
- One of the following:
 - Windows 2003 Server
 - Windows 2000 Server or Advanced Server with Service Pack 3
- 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: Internet Explorer 7.0 is not supported at this time.

Client Console Requirements

- 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: Internet Explorer 7.0 is not supported at this time.

6 Installation

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

1. To install the patch, unzip the self-extracting ZIP archive (the default location is C:\Polycom\GMSHF_7.0.6), and then double-click the setup.exe file.
2. Follow the prompts to update your existing GMS installation.

A patch log file, GMSHF_7.0.6.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.

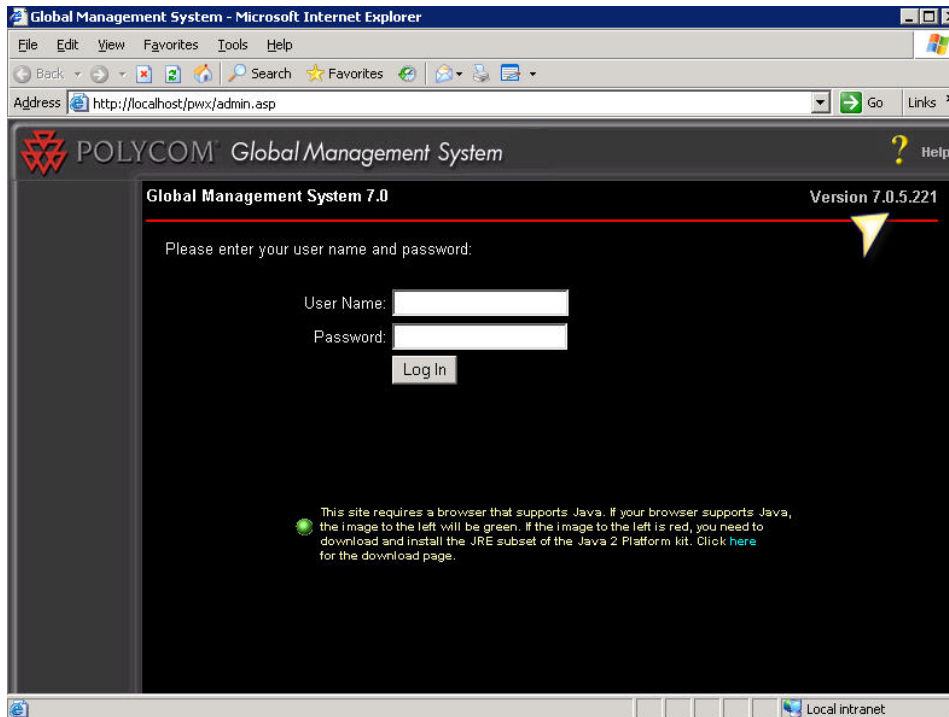
After installing the patch go to C:\Program Files\Polycom\Polycom Datastore\bin and launch dbcleanup.bat. The dbcleanup batch file will shutdown GMS services, remove stale database entries, and restart GMS services.

3. After running the dbcleanup batch file:
 - a. Restart the GMS server.
 - b. Restart registered endpoints.

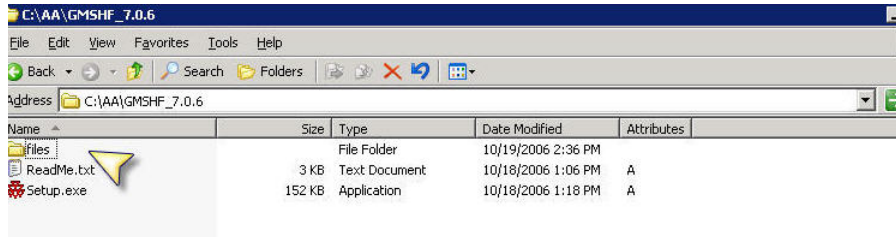
7 Restoring Previous GMS Version after upgrade

Once the GMS is upgraded to Hot Fix Version 7.0.6.222, if for any reason you must revert to the previous version without completely uninstalling, this patch release can be manually reverted to the previous version by the following:

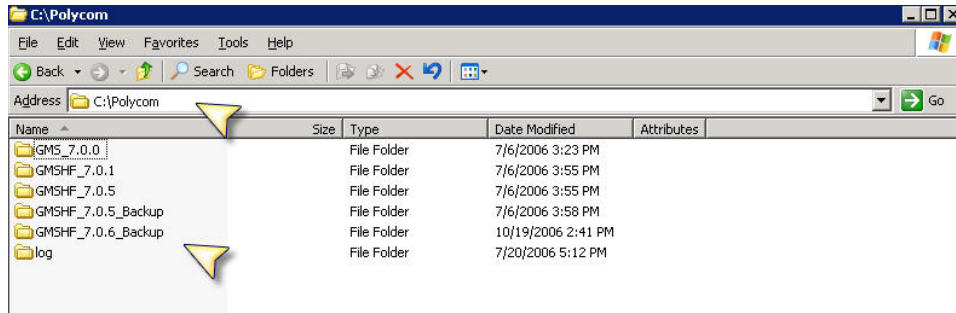
Original GMS version:



The Hot Fix installation files have been copied onto the server:

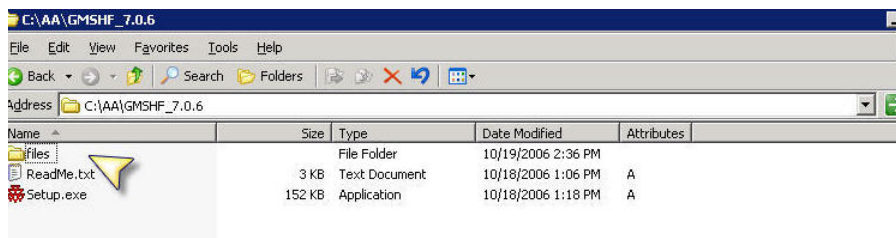


Once the setup.exe is executed the installation takes place. During the installation a folder with a back up of the original version files is created.



Note the folder named GMSHF_7_06_Backup. This folder contains the back up of the original version files.

To revert to the previous GMS version copy all of the files in the GMSHF_7_06_Backup folder to the Files folder in the install directory.



Once the files are copied into the Files folder overwriting the existing run the setup.exe once again.

Upon completion of the setup the GMS server will be at the version prior to the Hot Fix.

8 Previous GMS Patches

ENHANCEMENTS IN 7.0.5

The following enhancement was added in this patch: The VSX3000a endpoint is supported for software update, provisioning, management, and monitoring.

BUGS FIXED FOR 7.0.5

The following issues have been corrected in this patch.

1. Users that configure multiple server-side address books for the Global Directory Server (GDS) see the correctly configured address book appear on endpoints.
2. The GMS server correctly updates the administrative password in user provisioning.

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ENHANCEMENTS IN 7.0.4

The following enhancements were added in this patch.

1. The following endpoints are supported for software update, provisioning, management, and monitoring: VSX5000, VSX6000, VSX7000a, VSX7000e, and QSX.
2. Newer MGC cards are listed correctly in the management interface for the MGCs.
3. Users with PVX version 8 and higher can use the GMS to perform software updates.

BUGS FIXED FOR 7.0.4

The following issues have been corrected in this patch.

1. Users that manage multiple MGCs might experience periodic lockups of the Device Manager Service on GMS. In this case, the application may freeze when the device list is loaded after login.
2. The user interface to add the details of a VTX1000 conference phone was incorrect, which caused incorrect details to be saved.
3. The software update profile editing page has been improved and accurately reflects the current offering of endpoints from Polycom. Users should clearly see which endpoint types and models are supported for software update.
4. A new version of software on the ViewStation endpoints (at least version 7.5.4.5 – December 8, 2005) resolves problems reported in the CDR for ISDN calls using ViewStation products This correction is in addition to the correction made in version GMS 7.0.2 for ViewStation FX endpoints.
5. Some customers with large numbers of endpoints that access Global Address Books in GMS had reported high CPU usage by this service. Refinements in the Global Address Book server have been made to significantly improve the performance of the server in large installations.

BUGS FIXED IN 7.0.3

The following issue was corrected with this patch: If you integrate GMS with the Avaya Network Management System, problems no longer occur when you auto-launch GMS from the Avaya application.

BUGS FIXED IN 7.0.2

The following issue was corrected with this patch: A new version of software on the ViewStation FX (at least version 6.0.5.7, dated November 28, 2005) has corrected problems with endpoints that reported incorrect CDR entries for multi-point ISDN calls.

BUGS FIXED FOR 7.0.1

The following issues have been corrected with this patch:

1. You can upload multiple softupdate files for VSX endpoints (one per model).
2. Passwords to endpoints no longer appear in the browser's status area in device management screens.
3. Recent security patches on endpoints (password protection of the system.xml file) are supported for managed endpoints. Endpoint discovery remains broken for endpoints with password-protected system.xml files (FX 6.0.2 and later, VS 7.5.4, and VSX 7.5.2). In order to add password-protected endpoints, you must supply the password at the same time.
4. A correction to iPower status messages has been made.

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5. Support has been added to better handle invalid characters in Global Address Book entries.
6. When you upload large software update files to the GMS server, errors no longer occur.

9 Known Limitations

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 xxxx."
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 first section, "Installation," and search for the string, "ERROR:".
 - b. Note the path and filename(s) of any DLL(s) that failed to copy.
 - c. 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"
```
 - d. Delete each DLL manually.
 - e. Re-launch the patch installer (ignore errors about missing DLLs).

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.

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GLOBAL DIRECTORY

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 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:

1. 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**.
2. 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`.
3. Click **Add**. Browse to the `SWUpload.dll` file, located in `C:\Program Files\Polycom\pwx\WebApp\isapi\SWUpload.dll`.
4. Click **Open** to select the file. Click **OK** in the **Add File** window.
5. Click **Set extension status** to **Allowed** to enable the changes.
6. Click **OK** in the **New Web Service Extension** window to save your changes.

PROVISIONING

- 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

- 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 GMS 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).

DEVICE TRACING

- Tracing does not work if a Telnet session has already been initiated on any devices that support this feature.

POLYCOM INTEROPERABILITY

- GMS v7.0.6 does not support the Polycom HD series of endpoints. Support for the HD series is included in GMS v7.1.
- 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.

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10 Windows 2003 Server Setup

1. Default IE security setting

The default security setting for IE in Windows 2003 is set to High, which causes security errors when you browse Web pages from the server. Polycom recommends you change the setting to Medium. To change the security setting in IE, go to Tools > Internet Options > Security. Find the correct Web content zone that connects to the Global Management System and click Custom Level, and then change the setting to Medium.

2. Windows 2003 does not include Java components

You must install Java components when the Global Management System is installed on a Windows 2003 Server and you want to browse the Global Management System pages from the server. Note that not having Java components installed does not affect the functionality of the Global Management System when you browse from a remote client machine. The link to install the Java components is on the main page of the Global Management System Login screen. If you see a red ball on this screen, the Java component is not installed. Click this link to go to Sun's Java Web site to download the required components. You only need to install the JRE component on the server. You also need to install the JRE component on a client computer to enable Web page viewing.

3. Adding IIS

Windows 2003 does not have IIS installed by default. You must install IIS for the Global Management System to function correctly. To add IIS, go to Start > Programs > Administrative Tools > Configure Your Server Wizard > Application Server.

Note: You must have a Windows 2003 Server installation CD to install IIS.