



ReadiManager LX100 Release Notes Update

February 4, 2005

This document provides complementary or late-breaking information about the ReadiManager LX100 that is not available in the documentation or online Help. Check the Polycom web site (<http://www.polycom.com>) for the latest information.

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Client Requirements

- Intel Pentium II-class processor or higher
- 30 MB free space
- 64 MB RAM. 128 MB RAM is recommended for better performance
- Microsoft Internet Explorer 5.5 or greater with Active X control permission and Java-enabled. Also, the browser must be set to “allow per-session cookie” in the Security setting of the Internet Options of the browser.
- For the Microsoft Outlook component, Microsoft Outlook 2000 SR-1 or later, Outlook 2003, or Microsoft Outlook XP must be installed.
- For the Lotus Notes component, Lotus Notes version 6.0.1 or higher must be installed.

Connecting ReadiManager LX100 to the network

ReadiManager LX100 is shipped with a private address. To change this address to your internal network address, refer to instructions in the Getting Started Guide booklet that is shipped with the unit.

User Account Requirements

Client: You must have a least Power Users privileges to install and uninstall Outlook or Lotus Notes components on a client PC.

Endpoint Requirements

V-Series Software

- All software versions are supported

VTX Software

- VTX 1.30 software or greater

ViewStation Software

- ViewStation, SP, SP384 6.0 software or greater
- ViewStation FX/EX 5.0 software or greater

ViaVideo Software

- ViaVideo 5.0 software or greater

iPower Software

- iPower 5.0 software or greater

PathNavigator

- PathNavigator version 1.0 or greater

MGC

- MGC version 5.0 or greater

WebCommander

- WebCommander Version 3.01 or greater

Network Requirements

Please note the following network connectivity requirements. Proxy servers, web-caches and firewalls can prevent ReadManager LX100 from operating correctly.

- The ReadManager LX100 server must have a direct IP connection to the managed device on the following port:
 - ViewStation and V-Series: TCP port 80 (HTTP) and TCP port 21 and 24 (FTP)
 - ViaVideo: TCP port 3603
 - WebCommander: TCP port 80 (HTTP)
 - iPower: TCP port 80 (HTTP)
 - Other Devices on the port specified when the device is added. If these ports are blocked by a firewall, cached or proxied, ReadManager LX100 will not be able to manage the systems.
- The ViewStation, V Series, ViaVideo, or iPower must have direct IP access to the server on TCP port 80 (HTTP) in order to post real-time status updates. If this port is blocked, cached or proxied, ReadManager LX100 will not receive status updates from the system – this will prevent many features of ReadManager LX100 from working correctly.
- In order for the endpoints to register to the Global Directory, the following port on the firewall must be opened:
 - ViewStation and V-Series: TCP on port 3601
 - iPower: TCP on port 3601
 - ViaVideo: TCP on port 3601

- ReadManager LX100 will tolerate a nominal amount of network latency (less than 5000 milliseconds). Higher network latency between the ReadManager LX100 server and the managed nodes may cause status updates to be dropped or queries to fail.

Before installing ReadManager LX100, consult with your IT administrator to verify that your LAN meets the above requirements and identify any needed configuration changes. Please refer to the Appendix of the User Guides for more detailed information.

Installing the Outlook component

For each user who wants to install the Outlook component, on his/her computer, log on to ReadManager LX100, go to Support > Downloads link, and select Outlook Plug In link.

Run the executable on a PC that has Outlook 2000 SR-1, Outlook 2003, or Outlook XP. Outlook component will not install if Outlook is not detected on the client machine. Before installing, close Outlook and then follow the screen instructions to enter the user account, password, domain, and server information. Local user with Power Users privilege is all that is required to install the component.

Note: If ReadManager LX100 server is configured to use LDAP User Administration, users who want to schedule a videoconference through Outlook must access the ReadManager LX100 web site at least once in order for their account to be created.

Installing the Notes component

For each user who wants to install the Lotus Notes component, on his/her computer, log on to ReadManager LX100, go to Support > Downloads link, and select Lotus Notes Plug In link.

Run the executable on a PC that has Lotus Notes 6.0.3 or higher. The local user privilege must be at least a Power Users in order to install the plug in. Refer to the Notes Scheduling Guide.PDF for further instructions on setting up Notes plug in.

Note: If ReadManager LX100 server is configured to use LDAP User Administration, users who want to schedule a videoconference through Lotus Notes must access the ReadManager LX100 web site at least once in order for their account to be created.

Tips

When working in the ReadManager LX100 Web View

- If a user remains at one screen for some time without taking any action, the user's session with ReadManager LX100 automatically times out. In this case, it may appear that ReadManager LX100 is not working. To continue work, close the browser and log on again.
- If any unusual error messages appear, the Internet Explorer connection to the server has been compromised. Simply **CLOSE ALL** open Internet Explorer windows restart Internet Explorer and login as normal.
- Allow the web pages to fully load before clicking on any controls, Back button or Home icon in ReadManager LX100. This will reduce the chances of unexpected browser behavior.
- When using ReadManager LX100, only one session should be opened at one time from a computer. This includes having:
 1. One browser with the ReadManager LX100 opened at one time OR.
 2. One Scheduling window opened in Outlook at one time.
- It is highly recommended not to have a Scheduling window through Outlook or Notes and a browser opened with the ReadManager LX100 at the same time.
- In some cases it may be necessary to remove ReadManager LX100 ActiveX controls and load new ones. Use the steps below to remove these files:
 - Close all browsers
 - Using Windows Explorer, go to *c:\windows\downloaded program files*
 - Delete all files in this folder
 - When the web scheduling page is accessed, new controls will be loaded automatically.

Known Issues and Limitations

1. When a meeting that is part of a recurring meeting is modified, deleting the recurring meetings as a series does not delete the modified meeting.
2. The scheduling user interface allows a conference to be created at 128K with People+Content although the minimum required speed is 192K.
3. Using Manage Conference, creating a new connection to an on-going conference doesn't connect the new participant to the conference.
4. In XP client where the regional setting is Bulgaria, scheduling or managing conference results in run-time error.
5. Certain foreign language characters, such as French characters çàè"éù, are not recognized in the Conference Name, Ref ID, or Guest edit field.
6. When the Outlook component is uninstalled from a machine, the "VideoMeeting" drop down option still exists in Calendar Properties > General Tab. This option must be changed to display "Appointments". If "VideoMeeting" is still selected after uninstalling, errors will occur when scheduling appointments.
7. Refrain from scheduling meetings and managing conferences concurrently as this will result in performance issues. An example of this would be having the Appointment window opened at the same time a Manage Conference window is opened.
8. Currently, users who have the "request only" user profile are allowed to schedule conferences that start "Now". The application does not warn the user that this is not an allowed action. The consequences of users being able to schedule "Now" will result in conferences that remain unapproved after the scheduled time.
9. Multipoint conference cannot currently be scheduled using Polycom iPower as an internal MCU.
10. If the "Quick_Login_Via_Entry_Queue" parameter in the Greet and Guide/IVR section is set to NO on the system.cfg of the MGC, reserving a conference from ReadManager would get a

STATUS ILLEGAL EQ NAME LENGTH error. Changing the parameter to YES corrects the reservation problem.

11. In some cases when configuring the LX100 for the first time, during the scheduling of a multipoint conference involving an MCU, an error comes up indicating that cascading MCU is necessary. This error comes up even though an MCU resource is available. A work around is to delete the MCU resource and create a new one.
12. A conference is not automatically saved on Lotus Notes calendar if the conference was scheduled using New>VideoMeeting or Schedule Meeting>VideoMeeting. To put conference on calendar, use Update Calendar or schedule a meeting by clicking directly on the calendar.
13. ViaVideo does not send call status events to ReadManager LX100 when using Windows 2003.
14. The following issues apply to the Global Directory:
 - When iPowers are registered to a gatekeeper and have been provided with an E.164 number by the gatekeeper, the IP address will be 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 2 minutes or more to re-register with the Global Directory. A faster way to register is to reboot the endpoint.
 - The V-Series endpoints now functions by caching all of the Global Directory listings. Because of this change in functionality, an end user may experience the following:
 - 1) Changes made to the Global Directory will take 10 minutes to be reflected in the V-Series Global Address Book.
 - 2) The V-Series endpoints will take up to 10 minutes when registering 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 will still be shown. Rebooting the endpoint clears the cache and updates the V-Series Global Directory password.
15. The following issues apply to Software Update:
 - The iPower does not update ReadManager LX100 that its software update was successful. Therefore, after completing a software update for an iPower, ReadManager LX100 will show that the iPower's software update status even though it may have been successful.
 - If the software update file requires a key file, the key file must not have any spaces in the name of key file, or you will see a network error message.
 - "Page cannot be displayed" message when trying to upload an iPower.exe in software update configuration when using a Windows 2003 machine. To enable software update for an iPower on Windows 2003:
 - 1) Start→Control Panels→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 within the ReadManager LX100 installation directory:
 - 4) C:\Program Files\Polycom\pwx\WebApp\isapi\SWUpload.dll.
 - 5) Click "Open" to select the file. Click "OK" in the "Add File" window.
 - 6) Click "Set extension status to Allowed" so that the changes are enabled.
 - 7) Click "OK" in the "New Web Service Extension" window to save your changes.
16. The following issues apply to Provisioning:
 - In VSX 7000 version 5.1.1, the following fields cannot be provisioned: admin password, meeting password and 'date and time'.
 - VSX3000 and V500 version 5.X software does not support provisioning. If you try to provision endpoints with this software, you will see in the 'Status Details' the message, "An error occurred during the last provision attempt".

17. The following issues apply to Call Detail Record:
- If the Call Detail Record database is large (i.e., >8 MB), performing a Call Detail Record with all options selected results in hampered performance due to maximum CPU usage and a script timeout error.
 - ViewStation version 7.5.1 and below and ViewStation FX version 6.0 and below do not report the date/time to CDR reports after CDR synchronization.
 - The bandwidth is not recorded in the CDR for ViaVideo.
 - CDR Maintenance will not archive the cause code and the reason.
 - The ViewStation and FX endpoint will send account numbers, which will be recorded in CDR, even though it did not originate the call or it did not have Account Validation enabled.
 - With the ViewStation or FX, CDR synchronization does not synchronize properly when endpoints are in a call. Invalid data can be written to the CDRlog.mdb (Ex. An IP address is written for the account number instead of an actual account number).
18. Telnet tracing will not work if there is already a Telnet session created on any of the devices that support this feature.
19. Web Remote Desktop does not work because ReadiManager LX100 does not have the Remote Desktop Client Active X control to enable Web Remote Desktop. This control is normally downloaded and run by the browser when it encounters a web page with the embedded Remote Desktop ActiveX control. The object code can be added manually as a workaround; as follows.
- 1) Type "https://LX100 IP Address:admin port/", e.g., https://123.45.78.9:8080
 - 2) Accept the security alert warning.
 - 3) Enter the Windows administrator login of ReadiManager LX100.
 - 4) When the browser window changes to Welcome page of the Web User Interface for Windows Server administration, click on Maintenance > Remote Desktop. A new browser window appears. The ActiveX control will be downloaded to the client browser. This control is called "Microsoft RDP Client Control" and will reside under the "\windows\downloaded\program files" of the client machine.
 - 5) When the Windows login appears again, login as usual.
 - 6) If the login is validated, the Windows desktop will appear.
 - 7) Now that the control is resided on the client, remote desktop via web connection can be accessed by typing the URL in step 1 or through ReadiManager LX100 > System Configuration>Advanced Setup page.

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