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# iPower System Software Release Bulletin and Installation Instructions

Version 5.3.0

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# iPower System Software Release Bulletin and Installation Instructions

Version 5.3.0

This Polycom® iPower™ multimedia conferencing system software release bulletin provides information about software Version 5.0.0. This document includes the following topics:

- [Product Description](#)
- [Maintenance Update 5.3.0](#)
- [Enhancements in This Release](#)
- [Compatible Communications Products](#)
- [Restrictions and Recommendations](#)
- [Additional Information](#)
- [Installing Version 5.0 Software on the iPower Systems](#)
- [Installing Maintenance Update 5.2.0 on the iPower Systems](#)

## Product Description

The iPower system is a state-of-the-art multimedia conferencing system incorporating the Polycom iPower architecture. This architecture offers unique capabilities that simplify the inclusion of information in a meeting and make it easier to manage both the system and the network it runs on. The iPower system performs as a multi-purpose conferencing system that can be used both on and off a call. For more information, go to [www.polycom.com](http://www.polycom.com).

## Maintenance Update 5.3.0

If you are currently using version 5.0.0, 5.1.0 or 5.2.0 software, Polycom recommends that you install update 5.3.0. This maintenance update contains the following improvements:

- Improved interoperability with VSX 7000.
- Improved robustness on startup. Previously, the UI would sometimes fail to launch on startup or would display black video in the main window.
- Support for configuring NAT on systems running languages other than - English. Previously, one could configure a NAT address on one of these systems but could not remove it.
- Improved interoperability in H.323 calls with TeamStation.
- Improved interoperability with Vtel Galaxy v2.1. (Note: iPower already worked with Galaxy v2.2)
- Improved robustness in ISDN calls. Previously, the system could experience an internal system error if it received but did not answer two incoming calls in rapid succession.
- Improved VCR recording/playback of Content in calls with systems that do not support People and Content. Under some circumstances, iPower would send an image too large for the far end system's display, with the result that would get cropped.
- iPower can send send events to a Global Management System running in a Windows 2003 Server environment. Previously, iPower support GMS running on other operating systems (such as Windows 2000) but not Windows 2003 Server.
- Improved robustness in V.35/RS449 calls. Previously, the system would sometimes not recover from a failed call.
- Improvements to the iPower Control Protocol. See *iPower Control Protocol Programmer's Guide* for details.

5.3.0 also includes the enhancements that were previously provided in software version 5.2.0:

- Improved stability of VGA sources in iPower 9000 systems.
- Improved reliability when logging off the system.
- Support for using an aux camera as a People source while in a call.

5.2.0 also includes the enhancements that were previously provided in software version 5.1.0:

- Improved interoperability with other Polycom products, especially Polycom EX/FX v5.x, Polycom MGC v5.x and Polycom ViaVideo v5.x.
- Support for the Global Address Book in Global Management System version 5.1.
- Support for ViaVideo version 2.2 endpoints in multipoint calls hosted on an iPower system.
- Improved reliability in gateway calls.

- Automatic microphone muting when sending DTMF tones: This provides cleaner input to systems (such as gateways) that use DTMF.
- Improved robustness of H.320 calls when network errors occur.
- Support for viewing Content locally in a voice-only call
- Improved support for editing a recorded conference.
- Support for streaming the Windows desktop outside of a call.
- Resolution for an intermittent problem where UI elements (such as the Make a Call button) on iPower 900 systems could become corrupted with purple or pink lines. While this problem did not disrupt the operation of the system, it was distracting and unsightly.
- Reliable local video display on startup. Previously, the system would occasionally display black video on startup. Switching to the full screen view and back restored normal video.
- Additional call status information for iPower Control Protocol clients.

## Enhancements in This Release

Version 5.0 enhancements include better video quality, tighter integration of video and collaboration, and expanded features, including People+Content™ Streaming and optional Digital Conference Recording. This release also offers the industry's first videoconferencing and Web collaboration integration. Enhancements include:

- [People+Content Streaming and Digital Conference Recording](#)
- [Expanded integration with the Web](#)
- [Calling enhancements](#)
- [IP network enhancement](#)
- [Additional system controls for users](#)
- [Enhanced user interface](#)
- [Administrator customization options](#)
- [Hardware enhancements](#)
- [Enhanced system management](#)

### People+Content Streaming and Digital Conference Recording

- All iPower systems now support streaming the entire conference, including People video, People audio, and Content. Remote users can see and hear the conference using any standard web browser. Administrators can configure the system to offer the stream directly from the iPower system or use an external streaming server to deliver the stream.
- Digital Conference Recording (Optional) lets you record any conference on the iPower system and store it on the iPower system itself or on external storage media. No additional software is required.

- Calls made through the Polycom MGC-25, Polycom MGC-50, and Polycom MGC-100 multipoint servers can now include People+Content, Siren 14 audio, and Pro-Motion video.

## Expanded Integration with the Web

- The integrated WebOffice client and administrator-configurable server functions allow iPower users to share Content with all participating sites, whether they use video systems or web browsers to access the conference.
- Users can now dial from the iPower system with a single click on a web page link. Clicking the "CallTo" HTML hot spot initiates a call at the default rate for which the iPower system is configured.

## Calling Enhancements

- iPower 9000 systems now support the H.264\* video algorithm for sharper People video at half of the bandwidth requirement. This algorithm is the default for all H.320 and H.323 calls at 512 kbps or lower. Calls above 512 kbps use Pro-Motion™ interlaced video. Both H.264\* and Pro-Motion video are also supported by the MGC version 5.0.
- The iPower 600 system now supports data rates up to 2 Mbps. The iPower 600 system can also transmit and receive Pro-Motion interlaced video.
- A set of Polycom video test numbers is now pre-loaded in the Local Directory of all new systems.
- Internal Multipoint includes several enhancements:
  - 12-site multipoint option is now supported on all iPower systems.
  - Internal Multipoint calls support full People+Content and Dual Images
  - Pro-Motion is supported for all iPower sites in the call
  - Users can now store information about multiple sites as a single entry in the Directory.
  - Users can choose multiple sites from the Directory using a point and click interface.
- iPower systems now support Conference on Demand with H.320/ISDN connection to MGC using PathNavigator v5.0.
- H.320 calls include these enhancements:
  - H.243 Chair control functions, including allowing the Chair controller to choose the broadcaster, allowing users to request the floor, and browsing capability.
  - SureConnect™ Downspeeding on the first B-channel of the first BRI line

## IP Network Enhancements

- Network Address Translation (NAT) is now supported on iPower systems for calling behind a firewall. The system supports both auto-discovery and manual assignment.

- This version includes the following additional IP/H.323 network enhancements:
  - Automatic Gatekeeper discovery
  - Configurable TCP/UDP port ranges
  - Configurable IP QoS settings (IP Precedence, DiffServ, RSVP)
  - Asymmetric call support for ADSL connectivity
  - Lockable LAN/H.323 network settings
  - The iPower system now allows the Administrator to check for updated iPower software with a single click in AdminTools.
- The iPower system now supports secured calls via Virtual Private Network (VPN) with standard third party VPN software clients.
- iPower systems support dual IP connectivity for environments configured to route video calls over a specified video network and data/web traffic over a separate network. Note that an additional NIC is required for this enhancement.

## Additional System Controls for Users

- Users can now set preferences that let them:
  - Specify whether the system should answer calls automatically
  - Choose a default dialing directory
  - Change the PIP position for the second monitor
  - Choose whether to hide the cursor after a specified time
- Users can specify a time during which the system refuses incoming calls (“Do Not Disturb” mode).
- Users can access Conference Statistics, Operating Statistics, and System Information directly from the Options menu. In addition, statistics are now available for Dual Images and Multipoint calls.

## Enhanced User Interface

- The Options Menu has been updated for more efficient access to conferencing tasks.
- The user interface includes new icons for communicating system status:
  - People+Content Streaming icons
  - Digital Conference Recording icons
- The iPower 600 and 900 systems now include these new on-screen icons:
  - Keyboard status indicators in the System Tray
  - Full-screen button
  - Mute and automatic camera pointing status indicators
  - Local or Far end control indicator

## Administrator Customization Options

- AdminTools automatically coordinates shutdown of the iPower collaboration application. Administrators no longer need to shut down the iPower application before starting AdminTools.
- Administrators can add a custom logo to the main collaboration window. To do this:
  1. Make sure your graphic is 140x30 pixels in size.
  2. Rename it "custom.bmp".
  3. Save it in C:\Program Files\Picturetel\VCS.
- Administrators can add up to four application shortcuts to the Options menu, including *WebOffice*, File Transfer, and any two other applications. See AdminTools help for information about configuring this option.
- Administrators can add up to four additional shortcuts to the People and Content list, including Whiteboard, Chat, and any two other applications. See AdminTools help for information about configuring this option.
- The iPower system's home web page can now be customized to include a custom graphic, information about the location of the system, and other information for users accessing the system from a web browser. See AdminTools help for information about configuring this option.

## Hardware enhancements

- The iPower 600 and 900 systems now support the new wireless keyboard and remote control. For more information about using the new keyboard and remote, see the *iPower Collaboration System Quick Tips Sheet*, available on the *iPower Documentation Library* CD.
- The iPower 9000 systems now support use of the iPower 80 camera.

## Enhanced System Management

- The iPower system now supports these Global Management System version 5.0 features:
  - The iPower system can register with the Global Directory. Users can browse the Global Directory.
  - The administrator can configure (provision) multiple iPower systems.
  - The administrator can update iPower system software as a scheduled task or as an as-needed task.
  - The iPower systems can send Readiness messages to the administrator.
- WebRemote supports SSL secure connections.
- A user logged into an account with User privileges can now operate the iPower system.

# Compatible Communications Products

The iPower multimedia conferencing system is tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment; it simply indicates the products that have been tested for compatibility with this release.

**Note:** Visual collaboration systems use a variety of algorithms to compress audio and video. In a call between two systems, each end transmits audio and video using algorithms supported by the other end. In some cases, a system may transmit a different algorithm than it receives. This process occurs because each system independently selects the algorithms it considers best for a particular call. At times, different products make different (though reasonable) choices. This process should not affect the quality of the call.

## Compatible Conferencing Equipment

- Avaya™ (Lucent™) MCU Version 7.0
  - Calls placed with an Avaya MCU do not support T.120.
  - Conferences hosted by an Avaya MCU do not support the Browse function. (PRDbg17986)
- Cisco® Multimedia Conference Manager Version 12.2
  - Multimedia Conference Manager includes the MCM Gatekeeper.
  - The MCM proxy feature of the Multimedia Conference Manager blocks several iPower capabilities including Dual Images, G.722.1, and Siren™ 14 audio. Polycom recommends that you disable the MCM proxy feature if you use it only to provide Quality of Service (QoS). Note that the iPower RSVP feature provides QoS functionality for iPower systems.
- Intel TeamStation™ Version 5.0a
- iPower 600 and 900 Collaboration System Versions 3.1.0 and 4.0.8
- iPower 900 Collaboration System Version 2.0.5
- iPower 9000 Collaboration System Version 4.2.5
- Microsoft NetMeeting Version 3.01
  - Under most circumstances, the system will negotiate to QCIF for calls to NetMeeting systems.
- Polycom PathNavigator Versions 1.10 and 5.0
- Polycom MGC-25™ version 5.5
- Polycom MGC-50™ and MGC-100™ Multipoint Conferencing Unit (MCU) Versions 4.6 and 5.0
  - The Polycom Version 4.0 MGC-50 and MGC-100 MCUs do not support far-end camera control or browsing.
  - *DO NOT* attempt to run versions of the Polycom MGC-100 MCU *lower*

*than 2.2* with iPower Multimedia conferencing systems.

- You may experience poor quality when sending Content in a LAN call using a Polycom MGC-50 or MGC-100 MCU running Version 4.00 or lower. To address this issue, use version 4.01 of the Polycom MGC-50 or MGC-100 MCU.
- You may experience problems with application sharing in a conference using a Polycom MGC-50 or MGC-100 MCU running Version 4.00 or lower. To address this issue, use version 4.01 of the Polycom MGC-50 or MGC-100 MCU.
- iPower's Far End Camera camera does not work with MGC's Dynamic FECC. Configure FECC statically instead.
- When you use iPower Control Protocol to make calls from a LAN system to an ISDN system:
  - o All prefixes and suffixes required by the gateway must be configured through AdminTools
  - o The iCP Command must set the Calltype to Gateway
- Polycom ViaVideo™ Versions 3.0 and 5.0
- PolycomViewStation 512 Version 7.2
- Polycom ViewStation 4000/FX Versions 4.2 and 5.0
- Polycom ViewStation EX Version 5.0
- Polycom ViewStation MP Version 7.2
- RADVISION ViaIP ECS Gatekeeper Version 2.0
- RADVISION BRI/PRI Gatekeeper NGK 100/200 Revision 2.0
  - RADVISION gatekeepers configured for H.245 gatekeeper-routed signaling do not support calls from iPower systems. The gatekeeper must be configured for direct signaling or for gatekeeper-routed Q.931 signaling.
- RADVISION BRI/PRI On-LAN L2W-323 Gateway Revision 2.2
  - Calls through a RADVISION gateway at 2x64 kbps must include an asterisk (\*) suffix to the number dialed. Without this suffix, the call connects to the far end at 1x64 kbps.
- Tandberg 6000 Versions B4.3 and 6.1

## Internal Multipoint Option Compatible Products

Internal Multipoint compatibility has been tested and found to be interoperable with the following products:

- iPower 600 and 900 Collaboration Systems Versions 3.1 and 4.0.0
- iPower 9000 Collaboration System Version 4.2.0
- Polycom PathNavigator Versions 1.10 and 5.0
- Polycom ViaVideo™ Version 3.0 and 5.0
- Polycom ViewStation 512 Version 7.2
- Polycom ViewStation 4000/FX Versions 4.2 and 5.0

- Polycom ViewStation EX Version 5.0
- Polycom ViewStation MP Version 7.2
- RADVISION ViaIP ECS Gatekeeper Version 2.0
- RADVISION BRI/PRI Gatekeeper

## Compatible Network Interface Equipment

This section contains information on terminal adapter compatibility. The following products are compatible with this release of the iPower multimedia conferencing system:

- Lucent/Ascend VSX Version +4.5Cp15+
- Promptus/DICA Hotlink Version 1.50V4
- Madge 20™ Version 5.20.1.17

## Restrictions and Recommendations

This section lists the current restrictions in the following areas:

- [General](#)
- [Security](#)
- [Global Management System](#)
- [PathNavigator Call Processing Server](#)
- [Software Configuration](#)
- [Logging On and Logging Off](#)
- [Audio](#)
- [Video](#)
- [VCR](#)
- [Calling](#)
- [Internal Multipoint Option](#)
- [WebRemote](#)
- [Hardware](#)
- [iPower Applications](#)
- [Third-Party Applications](#)
- [Localization](#)
- [Data Collaboration](#)

### General

- iPower cannot receive a snapshot (still image graphic) in a call that supports People and Content.

- The iPower 9000 system does not support Windows Standby mode, even though it is listed as an option in the Windows Shutdown menu.
- Use the Shutdown menu to power off the iPower 9000 system. Do not press the front panel power button to perform a shutdown.
- In order to upgrade the system, you must be logged in with the account “Administrator”. The upgrade will fail if you log in with any other account, even if it has administrator privileges.
- If you set a password for accessing a streamed conference and then click the **Set** button to view or alter conference settings, the password is deleted. Users can then access the stream without supplying a password. To avoid this, be sure to reset the password after you open the Stream to Web dialog box.
- Names for streamed conferences cannot include special characters other than @, ! or \_ (underscore). If you use special characters in a streamed conference’s name, remote users who use a web browser to view the conference see the embedded media player with no video.
- Recorded streams can quickly take up large amounts of hard disk space. When you record streams to the system’s C drive, monitor the available hard disk space to ensure that the system has adequate free disk space for proper operation.
- If you change the screen resolution while the iPower application is running, the system experiences a “blue screen” crash.

## Security

- Starting in version 5.0, only Integrated Windows Authentication is enabled on the WebRemote web server by default. Basic Authentication is not enabled in the default configuration. Note that this is a change from previous software versions, which enabled both Basic Authentication and Integrated Authentication security levels by default.

Using Windows Integrated Windows Authentication provides greater security than Basic Authentication, but it prevents browsers other than Internet Explorer from using WebRemote. Using Integrated Windows Authentication may prevent logging into WebRemote if the network does not provide appropriate support. For more information on configuring WebRemote's security options, see *Configuring Web Remote Security*, available in the Security Center at [www.polycom.com](http://www.polycom.com).
- You should ensure the security of your system by taking the following precautions:
  - Make sure that all accounts use effective passwords, especially those with administrative privileges.
  - Install, update, and use anti-virus software.
  - Install the latest security updates for Windows and for any applications you install.
  - Activate auditing for Windows events and monitor the audit log.
  - Restrict anonymous logins.
  - Conduct periodic reviews of your system. The Microsoft Baseline Security Analyzer (available free at

<http://www.microsoft.com/technet/security/tools/tools.asp>) can aid you in this review.

- Check with your network administrator for security procedures.
- Based on the Windows features used by the iPower software, Polycom strongly recommends that you install the following service packs
  - Windows 2000 Professional Service Pack 3
  - Internet Explorer 6 Service Pack 1 or Internet Explorer 5.5 Service Pack 2
- In addition, Polycom strongly recommends that you install the following security patches:

This bulletin:	Available at:	Fixes this problem:	Factory-installed on these systems:			
			4.0.0	4.2.0	5.0.0	5.2.0
MS01-029	<a href="http://www.microsoft.com/technet/security/bulletin/MS01-029.asp">http://www.microsoft.com/technet/security/bulletin/MS01-029.asp</a>	Windows Media Player .ASX Processor Contains Unchecked Buffer	Yes	Yes	Yes	Yes
MS02-008	<a href="http://www.microsoft.com/technet/security/bulletin/MS02-008.asp">http://www.microsoft.com/technet/security/bulletin/MS02-008.asp</a>	XMLHTTP Control Can Allow Access to Local Files	No	Yes	Yes	Yes
MS02-032	<a href="http://www.microsoft.com/technet/security/bulletin/MS02-032.asp">http://www.microsoft.com/technet/security/bulletin/MS02-032.asp</a>	26 June 2002 Cumulative Patch for Windows Media Player (Q320920)	No	Yes	Yes	Yes
MS02-042	<a href="http://www.microsoft.com/technet/security/bulletin/MS02-042.asp">http://www.microsoft.com/technet/security/bulletin/MS02-042.asp</a>	Flaw in Network Connection Manager Could Enable Privilege Elevation (Q326886)	No	Yes	Yes	Yes
MS02-045	<a href="http://www.microsoft.com/technet/security/bulletin/MS02-045.asp">http://www.microsoft.com/technet/security/bulletin/MS02-045.asp</a>	Unchecked Buffer in Network Share Provider Can Lead to Denial of Service (Q326830)	No	Yes	Yes	Yes
MS02-048	<a href="http://www.microsoft.com/technet/security/bulletin/MS02-048.asp">http://www.microsoft.com/technet/security/bulletin/MS02-048.asp</a>	Flaw in Certificate Enrollment Control Could Allow Deletion of Digital Certificates (Q323172)	No	Yes	Yes	Yes
MS02-050	<a href="http://www.microsoft.com/technet/security/bulletin/MS02-050.asp">http://www.microsoft.com/technet/security/bulletin/MS02-050.asp</a>	Certificate Validation Flaw Could Enable Identity Spoofing (Q328145)	No	Yes	Yes	Yes
MS02-055	<a href="http://www.microsoft.com/technet/security/bulletin/MS02-055.asp">http://www.microsoft.com/technet/security/bulletin/MS02-055.asp</a>	Unchecked Buffer in Windows Help Facility Could Enable Code Execution (Q323255)	No	No	Yes	Yes
MS02-062	<a href="http://www.microsoft.com/technet/security/bulletin/MS02-062.asp">http://www.microsoft.com/technet/security/bulletin/MS02-062.asp</a>	Cumulative Patch for Internet Information Service (Q327696)	No	No	Yes	Yes
MS02-063	<a href="http://www.microsoft.com/technet/security/bulletin/MS02-063.asp">http://www.microsoft.com/technet/security/bulletin/MS02-063.asp</a>	Unchecked Buffer in PPTP Implementation Could Enable Denial of Service Attacks (Q329834)	No	No	No	Yes
MS02-065	<a href="http://www.microsoft.com/technet/security/bulletin/MS02-065.asp">http://www.microsoft.com/technet/security/bulletin/MS02-065.asp</a>	Buffer Overrun in Microsoft Data Access Components Could Lead to Code Execution (Q329414)	No	No	Yes	Yes
MS02-070	<a href="http://www.microsoft.com/technet/security/bulletin/MS02-070.asp">http://www.microsoft.com/technet/security/bulletin/MS02-070.asp</a>	Flaw in SMB Signing Could Enable Group Policy to be Modified (309376)	No	No	Yes	Yes

This bulletin:	Available at:	Fixes this problem:	Factory-installed on these systems:			
			4.0.0	4.2.0	5.0.0	5.2.0
MS03-008	<a href="http://www.microsoft.com/technet/security/bulletin/MS03-008.asp">http://www.microsoft.com/technet/security/bulletin/MS03-008.asp</a>	Flaw in Windows Script Engine Could Allow Code Execution (814078)	No	No	No	Yes
MS03-010	<a href="http://www.microsoft.com/technet/security/bulletin/MS03-010.asp">http://www.microsoft.com/technet/security/bulletin/MS03-010.asp</a>	Flaw in RPC Endpoint Mapper Could Allow Denial of Service Attacks (331953)	No	No	No	Yes
MS03-011	<a href="http://www.microsoft.com/technet/security/bulletin/MS03-011.asp">http://www.microsoft.com/technet/security/bulletin/MS03-011.asp</a>	Flaw in Microsoft VM Could Enable System Compromise (816093)	No	No	No	Yes
MS03-013	<a href="http://www.microsoft.com/technet/security/bulletin/MS03-013.asp">http://www.microsoft.com/technet/security/bulletin/MS03-013.asp</a>	Buffer Overrun in Windows Kernel Message Handling could Lead to Elevated Privileges (811493)	No	No	No	Yes
MS03-017	<a href="http://www.microsoft.com/technet/security/bulletin/MS03-017.asp">http://www.microsoft.com/technet/security/bulletin/MS03-017.asp</a>	Flaw in Windows Media Player Skins Downloading could allow Code Execution (817787)	No	No	No	Yes
MS03-023	<a href="http://www.microsoft.com/technet/security/bulletin/MS03-023.asp">http://www.microsoft.com/technet/security/bulletin/MS03-023.asp</a>	Buffer Overrun In HTML Converter Could Allow Code Execution (823559)	No	No	No	Yes
MS03-024	<a href="http://www.microsoft.com/technet/security/bulletin/MS03-024.asp">http://www.microsoft.com/technet/security/bulletin/MS03-024.asp</a>	Buffer Overrun in Windows Could Lead to Data Corruption (817606)	No	No	No	Yes
MS03-025	<a href="http://www.microsoft.com/technet/security/bulletin/MS03-025.asp">http://www.microsoft.com/technet/security/bulletin/MS03-025.asp</a>	Flaw in Windows Message Handling through Utility Manager Could Enable Privilege Elevation (822679)	No	No	No	Yes
MS03-030	<a href="http://www.microsoft.com/technet/security/bulletin/MS03-030.asp">http://www.microsoft.com/technet/security/bulletin/MS03-030.asp</a>	Unchecked Buffer in DirectX Could Enable System Compromise (819696)	No	No	No	Yes
MS03-033	<a href="http://www.microsoft.com/technet/security/Bulletin/MS03-033.asp">http://www.microsoft.com/technet/security/Bulletin/MS03-033.asp</a>	Unchecked Buffer in MDAC Function Could Enable System Compromise (823718)	No	No	No	No
MS03-039	<a href="http://www.microsoft.com/technet/security/Bulletin/MS03-039.asp">http://www.microsoft.com/technet/security/Bulletin/MS03-039.asp</a>	Buffer Overrun In RPCSS Service Could Allow Code Execution (824146)	No	No	No	No
MS03-041	<a href="http://www.microsoft.com/technet/security/Bulletin/MS03-041.asp">http://www.microsoft.com/technet/security/Bulletin/MS03-041.asp</a>	Vulnerability in Authenticode Verification Could Allow Remote Code Execution (823182)	No	No	No	No
MS03-042	<a href="http://www.microsoft.com/technet/security/Bulletin/MS03-042.asp">http://www.microsoft.com/technet/security/Bulletin/MS03-042.asp</a>	Buffer Overflow in Windows Troubleshooter ActiveX Control Could Allow Code Execution (826232)	No	No	No	No
MS03-044	<a href="http://www.microsoft.com/technet/security/Bulletin/MS03-044.asp">http://www.microsoft.com/technet/security/Bulletin/MS03-044.asp</a>	Buffer Overrun in Windows Help and Support Center Could Lead to System Compromise (825119)	No	No	No	No
MS03-045	<a href="http://www.microsoft.com/technet/security/Bulletin/MS03-045.asp">http://www.microsoft.com/technet/security/Bulletin/MS03-045.asp</a>	Buffer Overrun in the ListBox and in the ComboBox Control Could Allow Code Execution (824141)	No	No	No	No

This bulletin:	Available at:	Fixes this problem:	Factory-installed on these systems:			
			4.0.0	4.2.0	5.0.0	5.2.0
MS03-048	<a href="http://www.microsoft.com/technet/security/Bulletin/MS03-048.asp">http://www.microsoft.com/technet/security/Bulletin/MS03-048.asp</a>	Cumulative Security Update for Internet Explorer (824145)	No	No	No	No
MS03-049	<a href="http://www.microsoft.com/technet/security/Bulletin/MS03-049.asp">http://www.microsoft.com/technet/security/Bulletin/MS03-049.asp</a>	Buffer Overrun in the Workstation Service Could Allow Code Execution (828749)	No	No	No	No

**Note:** iPower systems use the multi-language version of Windows 2000 Professional. When you download language-specific Microsoft patches, always use the English-language version even if you run your system in another language.

For up-to-date information about security issues that affect iPower products, go to the Polycom Security Center at [www.polycom.com](http://www.polycom.com).

## Global Management System

The Global Management System uses the serial number as a unique key to identify the system. When iPower systems are managed by a Global Management System, their serial numbers must be properly configured.


- Make sure that no two systems are configured to use the same serial number. The serial number is printed on the back of the iPower system computer unit. Enter the serial number in the Setup Wizard as indicated during the installation process.
- You must restart the iPower system if you change the serial number (for example, if you originally entered an invalid serial number). Otherwise, you cannot use the Page System Administrator feature, and the Call Status indicator does not display on the Global Management System server.

## PathNavigator Call Processing Server

- If you make a configuration change on PathNavigator (such as enabling Conference on Demand), you must restart the iPower system for the new setting to take effect.
- The default profile as defined in PathNavigator Conference on Demand includes the line rate, the T.120 rate, and video session information. In this release, you cannot modify this information.

## Configuring the iPower system to use PathNavigator Conference on Demand

To configure PathNavigator Conference on Demand, do the following:

1. Start AdminTools and click  LAN.
2. Click the Gatekeeper Setup tab.
3. Check the **Use a gatekeeper** check box.
4. In the **Gatekeeper DNS name** or **IP address field**, enter the PathNavigator gatekeeper DNS name or IP address.
5. Enter the video call alias and voice call alias in the appropriate fields, and click **Apply**.  
Note that the video call and voice call aliases must be unique.
6. The **Use ISDN to initiate multipoint calls from this system** check box appears.  
Check this box if you want to enable ISDN Callback. This feature allows the system initiating the Conference on Demand call to connect to the conference using ISDN.
7. Click OK.
8. Configure PathNavigator for Conference on Demand. For details, see the PathNavigator documentation.

## Placing a call using PathNavigator Conference on Demand

To place a call using PathNavigator Conference on Demand, do the following:


1. From the iPower collaboration application, click the **Make a Call** button and then click **Directory**.
2. Check the box next to each number that you want to dial.  
The numbers appear in the Selected names field at the bottom of the screen. You can select as many numbers as your bridge supports.
3. Click **OK** to place the call.  
If you are placing a multipoint call and have enabled ISDN Callback, you receive a message from the system indicating that the current call will be disconnected. Click **OK** when you receive this message. The system then places calls to all of the designated conference participants (including yourself). Answer this call to start the multipoint videoconference.  
If you have not enabled ISDN Callback, the call connects as a regular multipoint call, based on the configuration settings. For more information, refer to the iPower collaboration application online help.

## Software Configuration

- If the Port Ranges are set incorrectly, the iPower system will crash. For information on setting the Port Ranges, start AdminTools and access the online help topic *Configuring the Adaptor/NAT/Port Range*.
- Make sure that iPower is connected to the network before selecting the option "Automatically discover the NAT address". If iPower is disconnected from the network, it may experience an internal system error.
- In this version, systems behind a NAT cannot make multipoint calls using the Internal Multipoint feature.
- If QoS is enabled, calls through a D-Link NAT (model DI-704P) may not work.
- If the system is configured with an incorrect NAT address, LAN calls have no video.
- If you have upgraded to iPower version 5.0 software from a previous release, you must install Microsoft's QoS Packet Scheduler in order for the iPower system's QoS features to work properly. Note that the QoS Packet Scheduler has already been installed on systems pre-installed with version 5.0 software.

To install QoS Packet Scheduler:


1. Click Start and then choose Settings > Network and Dial-up Connections > Local Area Connection.
  2. Click **Properties**.
  3. Select Internet Protocol (TCP/IP) and click **Install**.
  4. Select Service and click **Install**.
  5. Select QoS Packet Scheduler, and click **OK**.
- When you use AdminTools to configure the system for a Maximum Bandwidth, the setting does not take effect until the system is restarted.
  - When you create a WebOffice, your first attempt to log on will be unsuccessful. You should be able to log on successfully with subsequent attempts.
  - When an iPower system configured to run on an asymmetric network and then is reconfigured not to run on an asymmetric network, the maximum incoming bandwidths are changed. Reconfigure these items to values appropriate for your environment.
  - After you exit the iPower collaboration application, either wait several seconds before starting AdminTools (in order to allow the application time to complete its shutdown procedure), or launch AdminTools while the application is still running. (AdminTools automatically coordinates shutdown of the iPower collaboration application.)

- In AdminTools, changes to incoming call bandwidth can cause the iPower system to lose its gatekeeper settings.  
To address this issue, do the following:
  1. Start AdminTools and click  LAN.
  2. Click the LAN Bandwidth tab.
  3. Change the incoming call bandwidth, and click Apply.
  4. To force AdminTools to save the change, click the Gatekeeper Setup tab, and then click the LAN Bandwidth tab.
  5. Click OK.
- Do not enable Internet Connection Sharing in the Windows Network and Dial-up Connection settings.
- The default audio algorithm for Internal Multipoint calls is G.722. Since calls to endpoints that do not support G.722 fail, you must change the audio algorithm to G.711 if there are NetMeeting or ProShare<sup>®</sup> systems on the network. Change the audio algorithm for Internal Multipoint calls in AdminTools>Internal Multipoint.
- You cannot change the community string for SNMP to a blank value. If you do, the previous value is restored when you restart the system.
- The iPower system registers properly with an ILS server running Windows NT, but does not register with an ILS server running Windows 2000.
- To disable RAS on an ISDN line previously configured for RAS, first uncheck the **Use this line for network management via RAS** check box in the ISDN Bandwidth tab in AdminTools, and then select None.  
If you do not do this first, RAS remains enabled even though the field is grayed out. The system may continue to reserve the line for RAS and it will not be available for video calls.
- When you register the system to a RADVISION gatekeeper, you may receive a message that says "Failed to Ping the gatekeeper." Ignore this message.
- This release supports the Auto ISDN feature for systems in North America. Since not all network equipment supports Auto ISDN, you should manually configure your system if Auto ISDN cannot determine the network configuration.
- If the system is configured to allow users to redial numbers, it retains the last number dialed until you log off. If you do not want to save the last number dialed, use AdminTools to disable this feature.
- You must restart the system after you change the IMUX call mode using AdminTools.
- Systems configured for V.35/RS-449 do not publish their information to the Central Directory. The system administrator must add this information manually.
- iPower and TeamStation systems use different formats for their local directories. You cannot copy a directory file from a TeamStation to an iPower system or from an iPower system to a TeamStation.

## Logging On and Logging Off

- You may experience problems if you change the Auto Logon user information on a system that is already set up for Auto Logon. To modify Auto Logon user information, configure the system to use Standard Windows Logon. Then, configure the system to use Auto Logon again.
- Make sure you allow the iPower system time to complete its normal shutdown procedure. Do not click the End Now button on the Ending Application dialog box while the application is still running.

## Audio

- The mixer panel for the virtual audio driver on iPower 9000 systems does not include a master volume control. You must enable the master volume control on the mixer panel. Do the following:
  1. Click the  Speaker icon in the System Tray and select Open Volume Controls.
  2. Select Options > Properties.
  3. Select the Playback option.
  4. Check the **Volume Control** check box. The Master Volume Control appears in the mixer panel.
- For best results, always use **Automatic** as the preferred Audio Algorithm.

## Video

- Avoid changing laptop screen resolution while it is the active Content source.
- For best results, always use **Automatic** as the preferred Video Algorithm.
- When you change the video display resolution, shut down the iPower collaboration application, change the resolution setting, and then restart the iPower system.
- The supported resolutions for main display of the iPower system are 800x600 and 1024x768 pixels.
- To use the 32-inch XGA monitor at 1024x768 pixels, set the display to 60 Hz.
- When using a laptop or PC as a Content source, the following modes display valid video if the laptop or PC conforms to VESA standards:
 

640x480, 60 Hz	800x600, 56 Hz	800x600, 75 Hz
640x480, 72 Hz	800x600, 60 Hz	1024x768, 60 Hz
640x480, 75 Hz	800x600, 72 Hz	1024x768, 75 Hz

If the setting does not conform to VESA standards, the image may not display. Note that some unsupported modes may display on the laptop thumbnail if they approximate a supported VESA standard.

## VCR

- When you record a meeting:
  - All audio is recorded.
  - On systems using a single monitor, everything on the monitor is recorded (both People and Content).
  - On systems using dual monitors, if a Content source is being shown, it is recorded. If no Content is being shown, far-end video is recorded.
- The system may not display VCR video while fast-forwarding a tape.
- Some VCRs may not appear on the People and Content list unless they are playing a tape. You can use AdminTools to configure the system to include the VCR on the People and Content list, even if no signal is detected.

## Calling

- When the iPower system is showing Content in a non-Dual Images call, the iPower system cannot adjust its People camera. The iPower system can only control a camera that is displaying video.
- In this software version, you cannot make 2x64 non-dialed (DCE-signaled or DCE-dedicated) calls. To address this issue, place 1x128 calls instead.
- In a multipoint call that includes the ViewStation FX, the iPower system cannot control the presenter's camera
- During a call, you may experience substantial delays in T.120 activities when the far end takes control.
- To make a loopback call, select a rate less than or equal to the number of ISDN lines connected.
- When you are in a loopback call, the system does not allow you to select the Content source.
- Conference Statistics and Operating Statistics may report a video error when you add or remove Content from a videoconference. This does not affect the quality of the call.
- The iPower system does not transmit video in an H.263 ISDN QCIF call to a PictureTel Concorde•4500. To address this issue, set the resolution on the Concorde to CIF.
- If an iPower system receives a still-image graphic from another type of system, the iPower system displays the graphic until the end of the call.
- If an iPower system receives a still-image graphic from another type of system and you switch the image from the main video window to the PIP, the PIP displays a black screen.
- Use a voice alias or E.164 address when placing Voice over IP (VoIP) calls. Encourage callers to do the same. Otherwise, the system may treat an incoming or outgoing call as a video call (for example, it may automatically answer the call if you configured auto-answer for video calls).

- If a call is sent through a gateway or MCU that does not support People and Content, the Content video quality is reduced, even if both endpoints support People and Content.
- Configure a gatekeeper before attempting to make gateway calls.
- In a PathNavigator Conference on Demand call, only the local system is included in the Conference Sites list. To include all sites, enable Chair Control on the MCU.
- Conferences hosted by an Avaya MCU do not support the Browse function. If you select Remote Control > Far-End Camera and turn off Picture-in-Picture (PIP) from the iPower collaboration application Options menu, you are unable to switch to near-end camera control.
- When using an Ezenia! H.323 MCU, the call does not connect when dialed with an E.164 address that starts with the digit "1".
- When you use the on-screen Camera Controls, you cannot use the on-screen cursor for functions outside of the Camera Controls, such as muting. You can use the buttons on the remote control or a keyboard shortcut.
- A call must be at least 112 kbps to send Content. The system does not send Content in a 56 kbps or 64 kbps call.
- If you attach V.35/RS-449 cables to the system when it is powered on, the system may interpret any signal changes as an incoming call. To address this issue, power off the system before connecting the cables.
- In a V.35 DCE-Signal call to a Concorde•4500 system, the iPower system may hang up the call and not reconnect. To address this issue, configure the iPower system for DCE-Dedicated calls when placing or receiving non- dialed calls from a Concorde system.
- In V.35 DCE-Signal calls, a Montage system does not disconnect properly from the iPower system. To address this issue, configure the iPower system for DCE-Dedicated calls.
- Use the following encryption type settings with the call modes listed below. All other settings are invalid:

<b>Encryption Type</b>	<b>Call Mode</b>
KG-194	DCE-Signal DCE-Dedicated
KIV-7	Dialed
None	Dialed DCE-Signal DCE-Dedicated

- If you are using encryption in a DCE-Dedicated call, the call may take up to one minute to completely disconnect from the system.
- iPower does not support these types of 2x64 calls:

- 2x64 calls where both channels are dialed simultaneously
- Non-dialed (DCE-signaled or DCE-dedicated) 2x64 calls
- Dialed V.35/RS-449 2x64 calls may take up to 20 seconds to receive remote video.
- On 900 or 9000 systems (V.35 or RS-449) using a Lucent/Ascend IMUX in Dialed mode, the IMUX may sometimes get into a state where it cannot place or receive 2x64 kbps or 2x56 kbps calls. If this occurs, access the IMUX through its console and force it to disconnect its second port. For information on how to do this, refer to the IMUX documentation.
- Note the following when using a PT-235 adapter:
  - A V.35/RS-449 system operating with a PT-235 adapter that is configured for KIV-7 compatibility may experience delays or problems when disconnecting from a call. Configure the PT-235 adapter to hang up the call if it loses synchronization for a specified time period. Refer to the PT-235 documentation for information.
  - The iPower system does not support restricted call rates when using a PT-235 adapter.
  - The iPower system does not support constant-carrier V.35/RS-449 (DCE-Dedicated) calls to Montage when using a PT-235 adapter.
  - The iPower system does not support connecting a Quad-BRI to both a PT-235 adapter and a network/PBX ISDN line. For this reason, you cannot use the fourth ISDN BRI line when the system is connected to a PT-235 adapter.
  - If you are placing a call through a PT-235 adapter, perform the following steps to ensure that the call profile matches the call profile in the IMUX.
    1. From the iPower collaboration application, click Make a Call.
    2. Enter the appropriate setting for your IMUX type:

IMUX	Setting	Example
Promptus	#Call Profile**Video Number	#60**95551731 (384 kbps call with a call profile of 60)
Lucent	#Call Profile Video Number	#01095556789 (384 kbps call with a call profile of 010)


3. If you need to select the call rate, click **Advanced**.
  - The iPower system is pre-configured with IMUX call modes that are used to dial common rates with the Lucent Multiband IMUX or the DICA Oasis IMUX. If you request a rate that is not configured, the system dials the next lowest rate. To dial at a rate that is not pre-configured, you can either provide the information when you dial the call, or set the IMUX type to Other in AdminTools, then configure the rates to support.
  - When you use iPower Control Protocol to make calls from a LAN system to an ISDN system:

- All prefixes and suffixes required by the gateway must be configured through AdminTools
- The iCP Command must set the Calltype to Gateway.

## Internal Multipoint Option

- In this version, systems behind a NAT cannot make multipoint calls using the Internal Multipoint feature.
- The Internal Multipoint option uses several features that most gateways do not implement, such as flow control. As a result, Internal Multipoint calls through a gateway may fail to connect or may experience various problems, such as black video.

**Note:** Internal Multipoint calls through gateways do not support Continuous Presence.

- All participants in an Internal Multipoint conference must support G.722. If any do not, you must change this algorithm to G.711 using AdminTools. Do the following:
  1. Start AdminTools and click  **Internal Multipoint**.
  2. In the **Audio Algorithm** field, select G.711.
- You must restart the system after you activate the 12-site Internal Multipoint option.
- You cannot make an Internal Multipoint call using ISDN. If you try to do so, you receive an error message. To place an ISDN call, make sure the Allow additional video sites check box is unchecked.
- When a site that does not support People and Content joins or leaves a call, other sites that support People and Content may briefly receive black video while People and Content is being enabled or disabled.
- The Polycom ViewStation briefly displays distorted video when an iPower system leaves a videoconference.

## Using a RADVISION Gatekeeper on an iPower System with Internal Multipoint

In order to use a RADVISION gatekeeper on an iPower system with Internal Multipoint, you must register the iPower system with the gatekeeper. Do the following:

1. Use AdminTools to register the iPower system with the gatekeeper.
2. On the gatekeeper, use the following configuration tools to locate the entry for the iPower system:
  - o Use OnLAN on the L2W-323.
  - o Use the web browser on the ECS to access the administrator page.

3. On the gatekeeper, specify that the iPower system is Predefined, and save your change.
4. Add a predefined endpoint on the gatekeeper with the following properties:

Set this property:	To this value:
Type	MCU
Registration IP	IP address of the iPower system
Forward to	Leave blank
Port	1701
Type	Use the default setting
Alias	Conference@name of the iPower system
Alias Type	Name
Allowed Services	All services allowed

**Note:** After registering the system with the gatekeeper, wait several minutes before making calls with the iPower system.

## WebRemote

- You cannot use WebRemote to place an Internal Multipoint call.
- When you use AdminTools to disable WebRemote and then re-enable WebRemote, you must restart the system before you can use WebRemote.
- After making changes to the Network Management settings, you must either restart the iPower system or uncheck and check the Allow management via SNMP check box to force the system to save the changes immediately.
- To display WebRemote statistics charts, configure SNMP with a community string of public.
- If you are using WebRemote, you will not see any changes made to the system configuration using AdminTools during your WebRemote session. You must exit and restart WebRemote to see the changes.
- If you use WebRemote on a Chinese or Japanese system, and you select a language other than Chinese, Japanese, or English, some WebRemote pages (such as those with accented characters) may not display properly.
- Use Internet Explorer 5.0 (or higher) or Netscape® Navigator 4.06 (or higher) when using WebRemote.
- To view the Alarms and Statistics pages, you must configure your web browser to use Microsoft Java runtime. Perform the following steps:
  1. From the web browser, select Tools > Internet Options and click Advanced.
  2. Uncheck the check boxes for any other Java plug-ins.

**Note:** Netscape Navigator 6.0 does not display the Alarms and Statistics pages.

- You cannot save system configuration changes made using WebRemote if Auto Logon is enabled and the Auto Logon password is blank. You must change the Auto Logon name and enter a password.

## Hardware

The iPower system is tested extensively with the hardware configuration supplied as standard with this system. Polycom cannot warrant the operation of the system if you replace or add your own hardware. Unless a separate maintenance contract is in place, our technical support personnel may request that you replace the original hardware to be able to effectively isolate any problem. Please note that the software supplied to install the operating system and the iPower collaboration software will not reflect any user-installed hardware.

- When you power on an iPower 9000 system with an iPower 70 camera, the camera may take a few minutes to fully initialize. During this time, you may see a camera readiness message. You do not need to take any action. After the start-up period, the message disappears and the system is ready to use.
- The DVD drive in the iPower 9000 system reads CDs and data DVDs, but it does not play video DVDs. If you try to install the software required to play video DVDs, it may conflict with the iPower system's video drivers. To address this issue, connect an external DVD player to the iPower 9000 system just as you would connect a VCR.
- On the iPower 9000 system, the VGA monitor connector labeled Monitor 3 (the second VGA output) is not supported.
- When using a Hitachi™ CMP307XU or other native XGA display device, change the resolution of the iPower system to 1024x768 for better display quality.
- If you are using any USB device, you must obtain and install the latest Windows 2000 drivers from the manufacturer's web site.
- If you ordered the iPower system with PN 370-1214-02 V.35/RS-449 board, make sure that you use the correct jumper settings and the appropriate cable.
  - This board supports both V.35 and RS-449, depending on how you set the J3 jumper.

<b>If you use:</b>	<b>Set jumper J3 to:</b>	<b>Use this cable:</b>
V.35	Pins 2 and 3	180-0339-01
RS-449	Pins 1 and 2	180-0340-02

- This board also ships with support for the KG-194 encryption device enabled. To enable support for the KIV-7 encryption device, set the J2 jumper setting as shown in the table below.

<b>If you use:</b>	<b>Set jumper J2 to:</b>
KG-194 encryption	Pins 1 and 2
KIV-7 encryption	Pins 2 and 3

- The new iPower 9000 remote control and keyboard use infrared (IR) signals that operate at a frequency of 38.4 kHz and a wavelength of 940 nm. The iPower 600/900 remote control uses IR signals that operate at a frequency of 38 kHz, 880 nm. The older iPower 600/900 keyboard and trackball use IR signals that operate at 56 kHz, 950 nm. On rare occasions, room lighting may interfere with these signals, which could reduce the range of the devices or render them inoperable. If you encounter this situation, do one or more of the following:
  - Decrease the room lighting.
  - Change lighting and ballasts to a frequency outside of the range used for the Polycom devices.
  - Use a hard-wired or radio-frequency (RF) keyboard.

## iPower Applications

- The following objects in the iPower SNMP MIB do not implement the Write operation, even though the MIB specifies them as Read-Write:
  - ptConfSysDescription
  - ptConfSysNotificationMode
  - ptConfSysName
  - ptConfSYSOID
  - ptConfSysUpTime
  - Objects in the Advanced Configuration

Write operations against these objects appear to complete successfully but do not actually change anything.

In addition, the MIB-II object ptConfSysName does not implement the Write operation. Write operations against it appear to complete successfully but do not actually change anything.
- After you restart the system, you may see an error message the first time you access the iPower collaboration application online help. Click Yes to continue.
- You must restart the iPower system after running the Hardware Diagnostics application.

## Third-Party Applications

The iPower system is tested extensively with third-party software. Polycom attempts to address compatibility issues with all third-party applications for

which the operating system, CPU, and memory are appropriate. However, incompatibilities may arise due to the complex nature of a multimedia collaboration system. In the event that an incompatibility issue arises, Polycom technical support may request that you uninstall a third-party application in order to isolate the problem.

The following applications are pre-installed on the iPower system:

- Microsoft Internet Explorer (IE) Version 6.0 with Service Pack 1
- Microsoft Word Viewer 97
- Microsoft Excel Viewer 97 Version 8.0
- Microsoft PowerPoint Viewer 97 Version 8.0
- Microsoft NetMeeting Version 3.01
- Adobe Acrobat Reader Version 5.0

Version 5.0.0 of the iPower system has been tested and found compatible with the following third-party applications.

- Microsoft Office XP
- McAfee VirusScan Version 4.5.1
- PCAnywhere Version 10 (configured for Legacy video mode)
- WinZip Version 8
- Adobe Acrobat Version 5.0

**Note:** This list is not a complete inventory of compatible applications; it simply indicates the applications that have been tested for compatibility with this release.

Be aware of the following application-related restrictions in this release:

- Do not use Windows Update to update the drivers for the Savage video chipset. Polycom provides a customized video driver. Replacing the Polycom video driver may cause problems with iPower system video.
- If you use NetMeeting Chat to send a message in a T.120 call, the NetMeeting Chat window does not pop up on the system receiving the message. You must maximize the window manually.
- You must close the iPower collaboration application when running applications that utilize DirectDraw resources (for example, certain screen savers and video applications such as streaming viewers).
- iPower 900 systems running Windows Media Player version 9.0B may experience system crashes when playing .AVI files. If this happens, follow these steps:
  1. From Windows Media Player, choose Tools > Options and then click the **Performance** tab.
  2. Move the **Video Acceleration** slider to the None position.

## Localization

The translation for the [Near/Far] button on the Japanese-language versions of the iPower 9000 remote control and keyboard is inaccurate. The translation should read [こちら側/相手側], instead of [拡大/縮小]. This will be corrected in future versions of the remote control and keyboard.

For information about the availability of the Japanese-language versions of the iPower 9000 remote control and keyboard, contact your Polycom service provider. For information about using the Near/Far button, see the iPower System help.

日本語版 iPower 9000 のワイヤレスキーボードとリモコンに印刷されている翻訳に間違いがあるのでご注意ください。現バージョンのキーボードとリモコンの [拡大/縮小] ボタンは、[こちら側/相手側] ボタンの間違いです。この問題は、今後発売されるキーボード/リモコンバージョンで訂正される予定です。

日本語版 iPower 9000 のワイヤレスキーボードとリモコンの在庫情報および入手については、Polycom 製品をお買い上げになった販売店にお問い合わせください。また、[こちら側/相手側] ボタンの使い方については、iPower システムのヘルプを参照してください。

## Data Collaboration

- When sharing applications in an iPower conference, annotations from the SMART Board™ interactive whiteboard can be written from both sites. From the remote site, these annotations can take several seconds to update back to the host site. This differential depends on the speed of your data connection. To address this issue, SMART Technologies Inc. implemented a Remote Local Update feature in the SMART Board driver. Remote Local Update allows remote sites to annotate and see the annotations instantly on their boards. Although these annotations are seen instantly at the remote sites, it actually takes them a few seconds to appear at the host site. The benefit of this feature is that the remote-site annotations appear to be updated instantly.
- Calls placed with an Avaya, PictureTel Montage, or Ezenia! H.320 MCU do not support T.120.

**Note:** T.120 works reliably in calls with a Polycom H.320 MCU, Version 3.00 or higher.

- T.120 is not supported in ISDN multipoint calls using PathNavigator Conference on Demand.
- Data sharing is not available for calls made through a gateway to a PictureTel 330 MCU.

- T.120 may not function properly in calls made through a gateway from a LAN system to an ISDN system.
- Application sharing is significantly slower in ISDN calls than in LAN calls. If you do not need to allow the far-end to modify your document, you can address this issue by sharing your document as video using the ImageShare device, or by sharing the iPower system Windows Desktop.
- An iPower system running software lower than Version 3.0 (or any other system that uses NetMeeting Version 2.11 as its data collaboration engine) cannot collaborate on applications that are shared by an iPower system running Version 3.0 software or higher.
- When a far-end site stops sharing an application via T.120, the sharing window may remain on the screen and hide the far-end window. To address this issue, minimize the application-sharing window to bring the iPower collaboration application and video to the foreground.
- Sharing an Adobe® Acrobat® file may cause the system to freeze if the far end tries to take control. To address this issue, hang up the call and redial.
- To ensure that all participants see the same region of a shared application, set up all systems with the same resolution whenever possible.
- If you change the system's configuration to allow T.120 calling, you must reboot the system before the change takes affect before you can make calls to a ViewStation or ViewStation FX.

## Additional Information

If you need further assistance with your system, you can refer to these resources:

- For help with ordering ISDN or with setting up your LAN for collaboration, see *Preparing Your Network for Collaboration*, available on the iPower Documentation CD or from the Polycom web site at [www.polycom.com](http://www.polycom.com).
- For help with administrator tasks, see the AdminTools online help or refer to the *iPower Collaboration System Tips and Troubleshooting Guide*, available on the iPower Documentation CD or from the Polycom web site at [www.polycom.com](http://www.polycom.com).
- For the latest information and updates, use your web browser to go to [www.polycom.com](http://www.polycom.com).
- When sending error log files to Polycom, compress them with the WinZip application. To download the most current evaluation copy of this software, go to [www.winzip.com](http://www.winzip.com). You may also order a full copy of WinZip at this site.

# Installing Version 5.0 Software on the iPower Systems

This section describes how to upgrade or reinstall the 5.0.0 software on the iPower 600, 900, and 9000 systems.

After upgrading or installing 5.0.0 software, Polycom recommends that you go to [www.polycom.com](http://www.polycom.com) for any 5.x maintenance updates.

## Installing Version 5.0 Software on the iPower 600 System

For iPower Release 5.0, you can upgrade the iPower 600 system software by downloading iPower\_5\_0\_0\_Update.exe from the Polycom Web site ([www.polycom.com](http://www.polycom.com)).

You can apply iPower Version 5.0 software to your system only if it is running software Version 4.x. If your system is running an earlier version, upgrade it to 4.x before you begin.

### Before You Upgrade the iPower Software

Before you upgrade the iPower software to Version 5.0, make sure you do the following:

1. Log on to the system as the Administrator.  
Log into the local account *Administrator*. If you select another account, you may experience installation problems, even if the account has administrative rights.  
If your system is set up for Auto Logon, use AdminTools to configure the system to use Standard Windows® Logon, and restart the system. See the *iPower Collaboration System Tips and Troubleshooting Guide* for details.
2. Download the software from the Polycom Web site ([www.polycom.com](http://www.polycom.com)) to your local drive. On an iPower 600 system, you must download the software to the D: drive.  
**Note:** If your iPower 600 system has access to a USB CD-ROM drive or a network CD-ROM drive, you can choose to upgrade using a CD (part number 5151-50789-001/A).
3. Ensure that you have at least 195 MB of free space on both the C: and D: drives.  
To free up space on these drives, consider the following measures:
  - Delete Temporary Internet Files:

- To display these files, from Windows Explorer, choose Tools>Folder Options. Click the View tab and select Show Hidden Files and Folders.
  - To delete these files, start Internet Explorer and select Tools>Internet Options. In the Temporary Internet Files section, click Delete Files. You can delete these files for each system user. The files are stored in C:\Documents and Settings\\Local Settings\Temporary Internet Files.
  - Delete files in the C:\Documents and Settings\ <username>\Local Settings\Temp directories.
  - If you have installed any Win2K service packs, do the following:
    - From Windows Explorer, choose Tools>Folder Options. Click the View tab and select Show Hidden Files and Folders.
    - Delete or move to the D: drive any folders under C:\WINNT that have a name starting with \$NtUninstall followed by several additional characters. This could free up 7 to 8 MB.
  - Delete any large .dmp files from C:\Documents and Settings\All Users\Documents\DrWatson\.
  - Reduce the size of the paging file on the C: drive. To do this:
    - From the Windows Desktop, right-click My Computer, then click Properties.
    - Click the Advanced tab.
    - Click Performance Options.
    - Click Change...
    - For the C: drive, set the initial and maximum size to 8 MB.
    - Click OK until the computer reboots.
  - If any of these files are large, you can delete them to free significant space:
    - C:\iPower\_install.txt
    - C:\iPower\_install.log
    - C:\sapi\_install\_log.txt
    - C:\DpProcessor0.txt, C:\DpProcessor1.txt, C:\DpProcessor2.txt, C:\DpProcessor3.txt
    - "C:\winnt\Windows Update Setup Files" and all files and subfolders
  - Empty the Recycle Bin.
4. Close all Windows applications, including any anti-virus software.

## Upgrading the iPower 600 System Software

This section contains information about upgrading your iPower 600 system software to Version 5.0.

1. Double-click iPower\_5\_0\_0\_Update.exe to start the upgrade, and then follow the instructions on the screen.
2. When the Digital Signature Not Found dialog box appears, click **Yes** to continue.
3. When the second Digital Signature Not Found dialog box appears, click **Yes** again.
4. Restart the system to complete the upgrade.
5. Polycom recommends that you go to [www.polycom.com](http://www.polycom.com) to check for any 5.x maintenance updates.

## Installing Version 5.0 Software on the iPower 900 or iPower 9000 System

For iPower Release 5.0, you can upgrade or reinstall the iPower 900 or 9000 system software in one of these ways:

- To upgrade, do one of the following:
  - Use the CD-ROM with part number 5151-50789-001/A (model number 2200-51030-001).
  - Download iPower\_5\_0\_0\_Update.exe from the Polycom Web site ([www.polycom.com](http://www.polycom.com)).

**Note:** You can upgrade to iPower Version 5.0 software only if your system is running software Version 4.x. If your system is running version 3.x, you must first upgrade to version 4.x and then upgrade to 5.0. If you have version 2.x or earlier (which uses Windows NT as its operating system), you must reinstall the iPower software since Version 5.0 uses Windows 2000 as its operating system. See the section “Reinstalling the iPower 900 or 9000 System Software” for more information.

- To reinstall the iPower 900 system software, use the boot floppy and the two-CD set with part numbers 5151-50783-001/A and 5151-50784-001/A (model number 2200-51032-001).
- To reinstall the iPower 9000 system software, use the two-CD set with part numbers 5151-50356-001/A and 5151-50357-001/A (model number 2200-51033-001).

### Before You Upgrade the iPower Software

Before you upgrade the iPower software to Version 5.0, make sure you do the following:

1. Log on to the system as the Administrator.  
Log into the local account *Administrator*. If you select another account, you may experience installation problems, even if the account has administrative rights.  
If your system is set up for Auto Logon, use AdminTools to configure

the system to use Standard Windows Logon, and restart the system. See the *iPower Collaboration System Tips and Troubleshooting Guide* for details.

2. If you are obtaining the software from the Polycom Web site ([www.polycom.com](http://www.polycom.com)), download the software to your local drive.
3. Ensure that you have at least 195 MB of free space on the C: drive.
4. Close all Windows applications, including any anti-virus software.

## Upgrading the iPower 900 or 9000 System Software

This section contains information about upgrading your iPower 9000 or 900 system software to Version 5.0.

### To upgrade iPower 900 or 9000 system software

1. If you are upgrading from a CD, insert the CD into the CD-ROM drive.
2. Double-click `iPower_5_0_0_Update.exe` to start the upgrade, and then follow the instructions on the screen.
3. When the Digital Signature Not Found dialog box appears, click **Yes** to continue.
4. For iPower 900 systems, a second Digital Signature Not Found dialog box appears. When it does, click **Yes** again.
5. Restart the system to complete the upgrade.

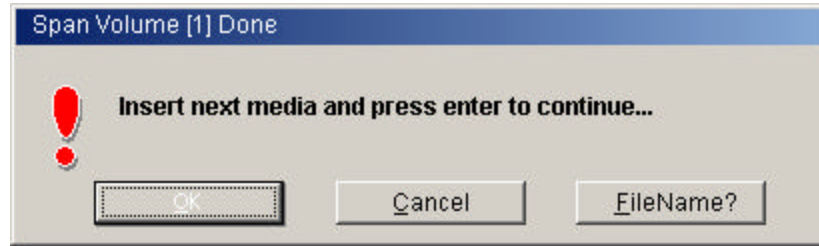
## Reinstalling the iPower 900 or 9000 System Software

When you reinstall the iPower Version 5.0 system software, all of your system settings, Directory entries, and other user files are overwritten.

1. Back up local directory data.  
Save your Local Directory data by copying  
`C:\Program Files\PictureTel\vcs\tsdir.ini` to external media.
2. Record configuration settings.  
Make a record of your configuration settings by running the Polycom Operating Statistics utility. On the Configuration Summary page, click **Save As** to save the `iPowerSysConfigLog.txt` file to external media. You can use this information to help reconfigure the system after the upgrade.
3. Make sure you have the iPower 9000 or 900 system serial number and your LAN and ISDN settings.
4. For iPower 900 systems only, insert the boot diskette for the Version 5.0 upgrade into the diskette drive.
5. Insert the CD marked Disk 1 of 2 into the CD-ROM drive, and then power on the system.

A warning screen appears. Press **Enter** to continue.

6. Insert the CD marked Disk 2 of 2 when you see this dialog box:



Press Enter after you insert the second CD.

7. Follow the instructions on the screen, and restart the system to complete the upgrade.  
If the system does not restart automatically after completing the upgrade, you must restart it manually.  
During installation, a "0x0B Read Default" error message may appear, along with **Abort** and **Retry** buttons. Since the mouse is inactive at this point, press **Enter** to continue the installation process.
8. After installing 5.0.0 software, check [www.polycom.com](http://www.polycom.com) for any 5.0.x maintenance updates.

## Installing the Driver for the V.35/RS-449 Board

If you reinstall iPower software and your system has a V.35 board installed, you may notice that **Disable ISDN or IMUX calls on this system** is selected and grayed out. To address this issue, exit the Setup Wizard and install the driver for the V.35/RS-449 board. To do this, perform the following steps:

1. From the Windows Desktop, right-click **My Computer**, then click **Properties** and select the Hardware tab.
2. Click **Device Manager**. In the list, select **System Devices**, then double-click **PictureTel PCI DDM Card**.
3. Select the Driver tab, click **Update Driver**, and then click **Next**.
4. Select **Search for a suitable driver for my device (recommended)** and click **Next**.
5. Select **Specify a Location** and click **Next**.
6. In the **Copy manufacturer's files from** drop-down list, enter C:\WINNT\inf, click **OK**, and click **Next**.
7. The message "The wizard found a driver for this device" appears. Click **Next**.
8. The Insert Disk popup box appears. Click **OK**.
9. When the Files Needed screen appears, click **Browse**. Specify the path C:\winnt\system32\drivers.
10. Click **OK** and then click **Finish** to complete driver installation.

11. Reboot and rerun the Setup Wizard.

## Installing Maintenance Update 5.3.0 on the iPower Systems

To install 5.3.0 on a system running software version 5.x, follow the steps given below. If your system is running version 4.x or earlier software, you must first upgrade to 5.0.0.

1. To verify that you are running version 5.0.0 FCS, 5.1.0 or 5.2.0 software, click Options and choose Properties > About. Click **Info**. The software version should be 5.0.0.415, 5.1.0.724 or 5.2.0.828.
2. Log on to the system using an account with administrative privileges.
  - If your system is set up for Auto Logon, use AdminTools to configure the system to use Standard Windows Logon, and restart the system. See the AdminTools online help for details.
3. Go to [www.polycom.com](http://www.polycom.com) and download iPower\_5\_3\_0\_FastUpdate.exe to the local hard drive.
4. Close all Windows applications, particularly any anti-virus software.
5. Double-click on iPower\_5\_3\_0\_FastUpdate.exe to start the update.
6. Follow the instructions on the screen, and restart the system to complete the update. The version given in the About box should be 5.3.0.1202.

**Note:** After upgrading an iPower 9000 system to 5.3.0 from 5.1.0 or earlier software, you are prompted to reboot the system again. Be sure to perform the requested reboot. You will need to do this for locally-applied updates as well as for updates performed via WebRemote or the Global Management Server.

This “extra” reboot occurs the first time a system updates from 5.1.0 or earlier software to 5.2.0 or later software; it will not be required for future updates.