Release Notes

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Polycom® RealPresence® Collaboration Server, Virtual Edition, Version 8.2

The Polycom RealPresence Collaboration Server, Virtual Edition, is a high performance, scalable, IP-network (H.323 and SIP) MCU that provides feature-rich and easy-to-use multipoint voice and video conferencing in a VMware environment. The Collaboration Server is easily deployed using an Open Virtualization Format (OVA) file.
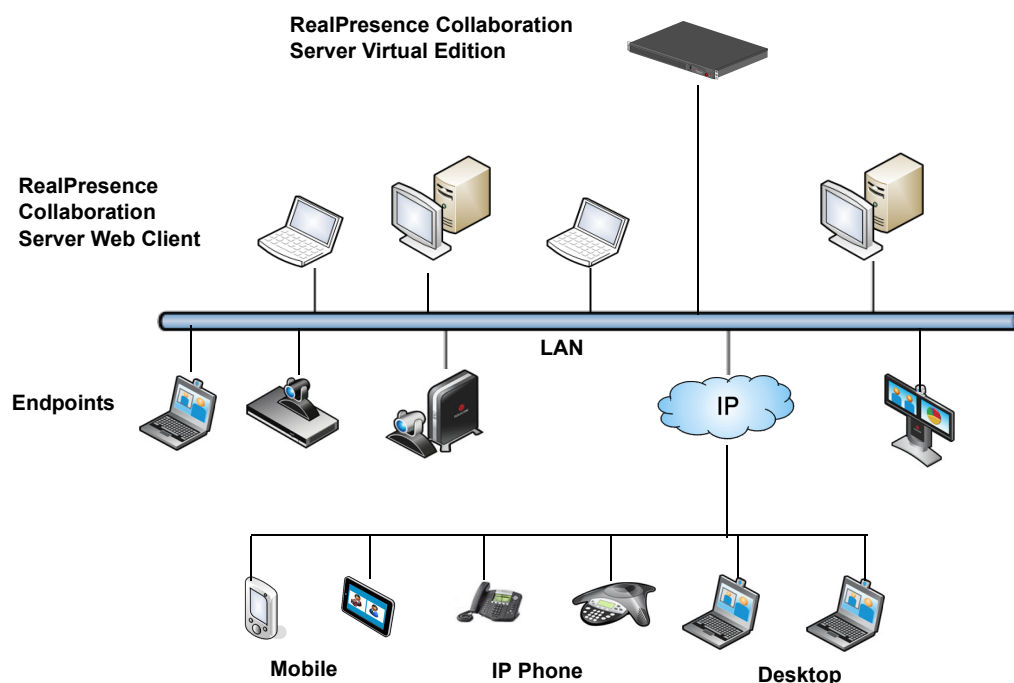

Figure 1-1   *Multipoint Video Conferencing using a Polycom RealPresence Collaboration Server, Virtual Edition*

The Polycom RealPresence Collaboration Server, Virtual Edition can be controlled via the LAN by the *Collaboration Server Web Client* application using Internet Explorer installed on the user's workstation or the RMX Manager application. The RMX Manager can control several MCU units. For more information about the RMX Manager, see *Real Presence Collaboration Server Administrators Guide, "RMX Manager Application"*.

> Only versions of the RMX Manager 8.1 and higher are supported.

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Resources and Feedback

To find support and to report findings, register on the beta web site and use the following resources:

Polycom Support	For support please contact the Polycom Team at support@polycom.com.
Polycom Test Systems	Go to http://www.polycom.com/videotest for a list of worldwide numbers that you can use to test your video conferencing system.

Hardware Benchmarks

Several sample hardware configurations, including two tested platforms, are provided below in order to provide an understanding of the basic requirements for using the product. Actual performance may vary. :

CPU Configuration	Dual Intel E5-2690	Dual Intel E5-2680*	Dual Intel E5-2650*	Dual Intel E5-2620	Dual Intel X5660*
Number of Cores	32 cores	32 cores	32 Cores	24 Cores	24 Cores
CPU Frequency	2.9 Ghz	2.7 Ghz	2.0 Ghz	2.0 Ghz	2.8 Ghz
RAM	16 GB	16 GB	16 GB	16 GB	16 GB
NIC	1 x 1Gb	1 x 1Gb	1 x 1Gb	1 x 1Gb	1 x 1Gb
Hard Disk Storage	100 GB	100 GB	100 GB	100 GB	100 GB
Maximum HD ports	20	15	15	10	10
Number of Licenses Purchased:					
5 ports	8	9	11	12	12
10 ports	16	18	21	22	22
15 ports	24	27	30	NA	NA
20 ports	30	NA	NA	NA	NA
* Sample benchmark machines. The performance numbers are estimates only.					

The MCU is packaged as a Virtual Appliance for VMware vSphere 5.0 or higher.

Only VMware environments are supported.

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The VM must include 16Gb of RAM as a minimum to achieve the required capacity.
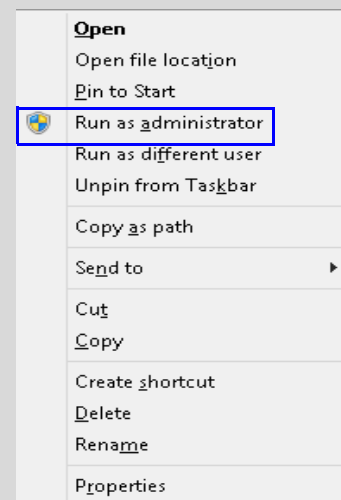
Collaboration Server Web Client

The following table lists the environments (Web Browsers and Operating Systems) with which the Collaboration Server Web Client was tested.

Table 1 *Version 8.2 Environment Interoperability Table*

Web Browser	Operating System
Internet Explorer 7	Windows 7
Internet Explorer 8	Windows 7
Internet Explorer 9	Windows 7
Internet Explorer 10	Windows 8

If you have problems getting the Collaboration Server Web Client to work with Windows 8, it is recommended to run Internet Explorer as an administrator by holding the shift key and right-clicking on the IE icon, and then selecting Run as Administrator.

Open
Open file location
Pin to Start
Run as administrator
Run as different user
Unpin from Taskbar

Copy as path

Send to ▶

Cut
Copy

Create shortcut
Delete
Rename

Properties

It is not recommended to run Collaboration Server Web Client and Polycom CMAD applications simultaneously on the same workstation.

Main Features

Conferencing Modes

The MCU system offers the following Conferencing Modes:

- Transcoding - AVC- CP Conferencing
- Media Relay - SVC Conferencing
- Mixed CP and SVC Conferencing

CP Transcoding - AVC- based Conferencing

A transcoded CP (Continuous Presence) conference is also described as an AVC (Advanced Video Coding) conference. It supports the standard video protocols. In this mode, video is received from all the endpoints using different line rates, different protocols (SIP, H.323, PSTN and ISDN) and video parameters:

- Video protocols: H.261, H.263, H.264 Base and High profile and RTV
- Video Resolutions: from QCIF, CIF and up to 720p
- Frame rates up to 30 fps

All endpoints that do not support the H.264 SVC protocol such as H.263, H.264, or RTV, are considered AVC endpoints.

The MCU processes the received video, transcodes it and send the resulting video streams to the endpoints. The video processing that is required differs according to the video session set for the conference, with all the processing performed by the MCU.

Media Relay - SVC Conferencing

Media Relay SVC Conferencing is based on the SVC (Scalable Video Codec) video protocol and SAC audio protocol. It offers high resolution video conferencing with low end-to-end latency, improved Error Resiliency and higher system capacities.

The Polycom multipoint media server, serves as an integrated media relay engine that provides media streams for displaying conferences at low latency video experience in video conferences.

Mixed CP and SVC Conferencing

This type of conference enables participants with SVC-enabled endpoints and AVC endpoints to participate in the same conference.

Each endpoint connects according to its capabilities. The MCU processes the AVC video streams and converts them into SVC video streams and relays them to the SVC participants that constructs the video layout on the endpoint.

In the same way, the MCU processes the video streams received from the SVC participants, converts them into AVC video and then transcodes all the video streams to compose the video layout that is sent to the AVC endpoints.

Other system capabilities

Other capabilities and functionality:

- Encryption
- CDR
- SVC and AVC conference support:
    - 10 720p30 AVC ports plus 30 SVC ports (up to 720p30)
    - Support for mixed SVC/AVC calls:
    - Support for 20 720p30 AVC only ports
    - Support for 40 SD AVC only ports
    - Support for 60 SVC only ports
- Native Microsoft RTV support
- Direct IP dialing into conferences
- Easy "Off-the-Shelf" setup
- Support for the following audio and video protocols:

Audio	G.711a.u
	G.722, G.722.1, G.722.1C
	G.729A
	Polycom Siren™ 14 (in mono and stereo)
	Polycom Siren 22 (in mono and stereo)
	Polycom Siren 22 LPR
	Polycom SAC LPR
Video	H.263
	H.264
	H.264 High Profile (Constrained Baseline Profile)
	SVC
	RTV

RealPresence Collaboration Server Features List

The following table summarizes the conferencing capabilities available in the different Conferencing Modes.

Table 2   *MCU Conferencing Capabilities in the Different Conferencing Modes*

Feature	CP Only	Mixed CP & SVC	SVC Only
Operator Conferences	✓	✘	✘
Entry Queues	✓*	✓*	✓*
Dial Out	✓	✓ (AVC Only)	✘
Cascading	✓**	✓**	✓**
IVR	✓	✓	✓ Reduced IVR set for SVC endpoints
Permanent Conference	✓	✓	✓
LPR	✓	✓***	✓***
Auto Redial	✓	✓	✘
Content	All Content Settings, All Content Protocols	✓ Graphics Only, H.264 Cascade & SVC Optimized	✓ Graphics Only, H.264 Cascade & SVC Optimized
Presentation Mode	✓	✘	✘
Lecture Mode	✓	✘	✘
Same Layout	✓	✓	✘
Layout Selection	✓	✓ AVC endpoints only	Layout set to Auto Layout and defined on the endpoint
Skins	✓	✓ AVC endpoints only	✘
Encryption	✓	✓	✓
Recording	✓	✓ AVC recording only	✘
Site Names	✓	✓ AVC endpoints only	Managed by the endpoint (not via MCU)

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* Entry Queue & Destination Conference must have the same profile (i.e. SVC only to SVC only, Mixed CP and SVC to Mixed CP and SVC)
** For AVC, the LPR error resiliency is used, however for SVC endpoints new error resiliency methods are also used.

Interoperability

The following table lists the devices with which Version 8.2 was tested.

Table 3   *Version 8.2 Device Interoperability Table*

Device	Version
Gatekeepers/Proxies	
Polycom® CMA* Gatekeeper	6.2.0
Polycom® RealPresence® Resource Manager (XMA)**	8.0.1
Cisco (Tandberg) Gatekeeper	N6.3
Microsoft Lync Server	Microsoft Lync Server 2010- 4.0.7577.216 (CU8)
Microsoft Lync Server W15	Microsoft Lync Server 2013- 5.0.8308.0
Polycom® RealPresence® Access Director™ (RPAD)	3.0
Polycom® PathNavigator	7.0.14
Polycom RMX Gateway	8.2
Polycom SE200	3.00.07
Cisco (Tandberg) VCS	X7.2.2
Recorder	
Polycom® RSS 4000	8.5.1.0-37259
MCUs, Call Managers Network Devices and Add ins	
Polycom® RealPresence® Distributed Media Application (DMA) system	6.0.2.1
Polycom® RealPresence® Collaboration Server (RMX)	8.2

Table 3   *Version 8.2 Device Interoperability Table (continued)*

Device	Version
Acme Packets SBC	ACME Net-Net 3800 Firmware SCX6.4.0 MR-3 GA (Build 298)
Polycom Conferencing Add in for Microsoft Outlook	Polycom Conferencing for Outlook (PCO) 1.4.0
IBM WebSphere Application Server	7.0.0.15 (Network Deployment) plus required WebSphere iFixes.
Siemens Server	V7.00.01.ALL.07_PS0 030.E06
Cisco (Tandberg) Codian 4505 MCU	4.4(3.49)
Endpoints	
Polycom HDX Family	3.1.2-35267
RealPresence Group Series software	4.1.1
Polycom® VSX and V-Series Family	9.0.6.2
Polycom® Viewstation Family	7.5.4 or higher
Polycom® Viewstation FX/EX	6.0.5 or higher
Polycom® CMA Desktop*	5.2.x
Polycom® CMA Desktop for MAC*	5.2.3
Polycom® QDX6000	4.0.3
Polycom® Real Presence® Mobile - iOS	3.0
RealPresence® Mobile - Android	3.0
RealPresence® Desktop for Windows	3.0
Polycom® m100	1.0.6
Polycom® VVX1500	4.0.2
Polycom VVX500	4.1.5
Polycom VVX600	4.1.5
SoundPointIP 650	4.0.4
Polycom Sound Point 601 SIP	3.1.7
Polycom PVX	8.0.16

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Table 3 *Version 8.2 Device Interoperability Table (continued)*

Device	Version
Polycom iPower 9000	6.2.x
Polycom SoundStation IP4000 SIP	3.1.7
Polycom SoundStation IP7000	4.0.4
Polycom HDX Touch Controller	1.8
Polycom Group Series Touch Controller	4.1.1.1
Avaya Voice Phone'	S3.171b
Avaya one-X Communicator	6.1.8.06-SP8-40314
Avaya 1000 series endpoint	4.8.3
Avaya Flare Desktop	1.1.3.14
Avaya ADVD	1_1_2_020002
Avaya Flare Mobile (iOS)	1.1.1.0
LifeSize 200	4.7.22(3)
LifeSize Room and Express	4.7.22(3)
LifeSize Desktop Client	2.0.2.191
LifeSize Express 220	4.11.13(1)
LifeSize Team 220	4.11.13(1)
LifeSize Passport	4.11.13(1)
LifeSize SoftPhone	8.1.12
Cisco (Tandberg) EX90	6.2
Cisco (Tandberg) C Series	6.2
Cisco E20	4.1.2
Radvision SCOPIA XT1000 endpoint	2.5.416
Radvision Scopia XT5000	3.1.1.37
Sony PCS –1	3.42
Sony PCS –G50	2.72
Sony PCS –TL50	2.42
Sony PCS-G90	2.22
Sony PCS-XG80	2.37
Tandberg 1700 MXP	F9.3.1

Table 3   *Version 8.2 Device Interoperability Table (continued)*

Device	Version
Tandberg Edge95 MXP	F9.3.1
CSS Server	1.1.1
CSS Addon client	1.1.1
Microsoft Lync 2013 client	Lync 2013 client 15.0.4517.1504
Microsoft Lync 2010 client	Lync 2010 client 4.0.7577.4392
Siemens Client	V7R1.17.0
Siemens OpenStage Desktop Voice	V3R1 43
IBM DB2 Database Server	9.7
IBM Domino® Enterprise Server	V8.5.2
IBM Notes client	V8.5.2
IBM Sametime Media Manager	V8.5.2 IFR 1
IBM Sametime System Console	V8.5.2 IFR 1
IBM Sametime Community Server	V8.5.2 IFR 1
IBM Sametime Proxy Server	V8.5.2 IFR 1
IBM Sametime Meeting Server	V8.5.2 IFR 1

Known Issues Version 8.2

Table 4   *Version 8.2 Known Issues*

#	Key	Category	Description	Detected in Version	Workaround
1	BRIDGE-8286	Video	In a mixed AVC-SVC 2 mbps conference, two H.323 AVC dial-in participants saw artifacts from a SIP SVC dial-in participant.	V8.2	
2	BRIDGE-8240	Video	After running for 19 hours, a conference with 16 participants, connected via a RealPresence DMA system, 9 participants were dropped and 7 had frozen video.	V8.2	
3	BRIDGE-8236	Video	In an ICE-enabled environment, when a Lync 2010 client registered to a Microsoft Lync server performs Hold and Resume while connected to an encrypted conference running on an RMX, video cannot be received from the MCU and a black screen is displayed.	V8.2	
4	BRIDGE-8226/ BRIDGE-7959	Interoperability	When the RMX dials out from an encrypted conference over SIP to a VVX endpoint, the endpoint connects with a problem.	V8.2	
5	BRIDGE-8207	Video	In an ICE enabled environment, Lync endpoints joining an ad-hoc conference running on an RMX through an entry queue fail to receive content.	V8.2	
6	BRIDGE-8134	Partners - Microsoft	In an ICE enabled environment, a beep is heard at 10 second intervals on Lync client connected to Meeting Room running at a line rate of 3074Kbps with Encryption and a Recording Link enabled.	V8.2	
7	BRIDGE-8132	Content	Content cannot be shared when dialing-out from a CP only conference with content set to H.263 & H.264 to Tandberg Edge95 (MXP) endpoints over H.323.	V8.2	

Table 4   *Version 8.2 Known Issues (continued)*

#	Key	Category	Description	Detected in Version	Workaround
8	BRIDGE-8123	Video	In a CloudAxis solution environment, when a Polycom web client that is connected to an encrypted meeting shares content, the other participants video hangs.	V8.2	
9	BRIDGE-8074/ 7915	Video	Intermittently, lip-sync occurs when content is shared in a mixed CP and SVC conference.	V8.2	
10	BRIDGE-8072	Content	When content sharing was swapped between a RealPresence Mobile iOS client and a RealPresence Mobile Android client more than 3 times during the conference and then was stopped after 10 minutes from the mobile clients, content frozen after 5-10 minutes. In a conference with a DMA and Broadsoft server,	V8.2	
11	BRIDGE-8039	General	In an ICE enabled environment, when dialing out from a conference without encryption to CX500 or CX600 endpoints, the call is disconnected within a few seconds.	V8.2	
12	BRIDGE-8037	Video	In a 1920 kbps conference on an MCU with ICE enabled registered with a Lync server, Lync dial-out endpoints connect with audio only.	V8.2	
13	BRIDGE-8036	Video	Lync 2013 client experiences video freezes during encrypted conference when there is a 3% packet loss on the network.	V8.2	
14	BRIDGE-8033	Audio	RealPresence Mobile, RealPresence Desktop, and Group Series endpoints do not hear roll call messages when dialing into an SVC conference.	V8.2	
15	BRIDGE-8028	Content	HDX endpoint registered to a Lync 2013 FE server cannot share content after dialing in via DMA (registered to Lync FE 2013) to a CP conference with ICE disabled with Send Content to Legacy Endpoints enabled.	V8.2	
16	BRIDGE-8004	General	SIP endpoints may intermittently disconnect after a conference has run for more than 30 minutes.	V8.2	

Table 4   *Version 8.2 Known Issues (continued)*

#	Key	Category	Description	Detected in Version	Workaround
17	BRIDGE-7997	General	The RealPresence Collaboration Server failed to register with the Lync 2013 acting as the SIP server.	V8.2	
18	BRIDGE-7893	Interoperability	Video from a Sony XG80 is not recognized properly by the MCU in a 1920 kbps AVC only conference.	V8.2	
19	BRIDGE-7868	Video	Poor video quality is encountered during a CP conference, when a Lync 2013 endpoint switches to a full screen mode.	V8.1.6, V8.2	
20	BRIDGE-7808	General	SNMP traps could not be configured when using SNMP versions 1 and 2.	V8.2	
21	BRIDGE-7790	Partners - Microsoft	Lync client gets discon800nected after escalation from audio call to video call fails after joining a Meeting Room via and Entry Queue as audio only. Both Entry Queue and meeting room created with Profile having LPR and Encryption enabled.	V8.2	
22	BRIDGE-7685	Interoperability	After successfully dialing-in to a VMR running on a Collaboration Server Virtual Edition, Broadsoft (BTBC) clients using PC, Android, and iOS experience a video delay.	V8.2	This is an endpoint issue.
23	BRIDGE-7468	General	Major alarm "Failed to update IP Network Service: Max number of ports exceed 120" is raised after configuring IP network Services.	V8.1.7	Disable the fixed ports option.
24	BRIDGE-6609	General	TLS Participants connected via DMA in mixed mode (SIP/H.323) conference are displayed in the Welcome Slide but cannot see all other participants in the conference. They are displayed twice in the layouts of other participants.	V8.1.7	
25	BRIDGE-6587	IVR	In the IVR Service after rebooting the Collaboration Server, the "enable welcome message" check box becomes unchecked and the welcome audio message is not played.	V8.1.7	
26	BRIDGE-6556	General	Rarely, MCU Management application cannot be accessed through VPN.	V8.1.7, V8.1.8	

Table 4   *Version 8.2 Known Issues (continued)*

#	Key	Category	Description	Detected in Version	Workaround
27	BRIDGE-6504	General	When SVC and AVC participants connect via DMA to a mixed CP and SVC conference running on Collaboration Server at a line rate of 1920kbps with Encrypt when possible, sometimes the AVC SIP participant appears as a blank cell on the SVC endpoints.	V8.1.7	
28	BRIDGE-6500	General	When AVC participants connect via DMA to a CP conference at a line rate of 1920kbps with Encrypt when possible, sometimes the AVC SIP participant appears as a blank cell on the SVC endpoints.	V8.1.7	
29	BRIDGE-6295	General	In an encrypted mixed AVC-SVC 1920 kbps conference in a high packet loss network, content delivery from a RPD SVC client was delayed by 2-3 minutes, even though the content provider had the content token immediately.	V8.1.6	
30	BRIDGE-6084	General	The insufficient resources alarm activates when 14 ports are being used on a Collaboration Server with a license for 15.	V8.1.6	
31	BRIDGE-5252	General	During a mixed mode (AVC&SVC) conference when an endpoint switches from audio to video and then back again, additional ART resources are used, but later when reverting to audio these video resources remain occupied.	V8.1.4	
32	BRIDGE-4577	General	On first login to Collaboration Server Web Client, all buttons in the *Conference Template* list pane are enabled, while only the "New Template", "Delete Template", "Start" and "Schedule" buttons should be enabled.	V8.1.3	
33	BRIDGE-3929	Interoperability	If the Collaboration Server is registered to a Siemens Server using TCP, after resetting the Collaboration Server the Collaboration Server will display the system alert, "Failed to connect to SIP registrar."	V8.1.2	

Table 4   *Version 8.2 Known Issues (continued)*

#	Key	Category	Description	Detected in Version	Workaround
34	BRIDGE-3300	General	In a 768 kbps conference with Auto-Redial enabled the REDIAL_INTERVAL_IN_SECONDS flag set to 10, the NUMBER_OF_REDIAL set to 3, the ENABLE_IP_REDIAL set to YES, the SEND_SIP_BUSY_UPONRESOURCE_THRESHOLD set to YES, and the audio ports set to the lowest possible value, when an endpoint that is set to non-multiple (it cannot connect to more than one conference at a time) is disconnected and dials out to another endpoint point-to-point, the SoftMCU produces a core dump instead of auto redialing.	V8.1.1	
35	BRIDGE-3239	General	The participant's channel parameters (audio, video, packet loss) when using SVC protocol are not updated in the Collaboration Server Web Client.	V8.1.3	
36	*BRIDGE-2869*	IVR	In an Entry Queue with the IVR slide enabled, a Lync client in the Entry Queue cannot view the slide.	V8.0	
37	*BRIDGE-2812*	General	When the RealPresence Collaboration Server is in a secure mode (https), after the system reboots, you cannot install the RMX Manager application from the Login screen.	V8.0	Do not use secure mode.
38	*BRIDGE-2786*	General	When a Lync client connects as Audio only to a conference and later attempts to escalate to Video, the endpoint's video does not connect.	V8.0	
39	*BRIDGE-2774*	General	During an ongoing conference, Conference Password can be edited in the Conference Properties dialog box.	V8.0	
40	*BRIDGE-2767*	General	When adding a new participant to conference and then saving the participant to the address book, the Collaboration Server Web client freezes and the user is logged out.	V8.0	

Table 4 *Version 8.2 Known Issues (continued)*

#	Key	Category	Description	Detected in Version	Workaround
41	*BRIDGE-2754*	Recording	During a conference, when using a DTMF code to initiate an operation, while pressing the error key identifier (e.g. # and then *1 for pausing the recording), the operation will not be executed unless you wait 10 seconds before entering the required DTMF code (*1).	V8.0	Wait 10 seconds before entering the next DTMF codes.
42	*BRIDGE-2726*	General	On systems with the Microsoft Outlook PCO add-in, Gathering Settings are not available.	V8.0	
43	*BRIDGE-2661*	General	When the "H.264 Cascade and SVC Optimized" option in the conference profile is selected, RPD endpoints cannot send content during an H.323 conference.	V8.0	
44	*BRIDGE-2639*	Encryption	An RPD endpoint fails to connect to a mixed CP and SVC conference, when Encryption is set to "Encrypt when possible".	V8.0	
45	*BRIDGE-2586*	General	When creating a new conference Profile, after selecting SVC only and clicking the *Video Setting* tab, the conferencing mode changed to mixed CP and SVC.	V8.0	
46	*BRIDGE-2572*	Content	When an RPD endpoint that is connected to an SVC conference sends content, it is not reflected in the *Participant Properties - Channel status* dialog box, Content in/out fields.	V8.0	
47	*BRIDGE-2392*	IVR	In the *conference Profile - Advanced* tab, configure the conference "Auto Terminate" to 6 minutes before the end and select "When last participant remains". The conference terminates 6 minutes before the end, however the audio message "End conference Alert" could not be heard when it should.	V8.0	
48	*BRIDGE-2326*	Content	When sending content in a conference set to H.264 HD, Tandberg endpoints cannot view content, as they use H.263 for content sharing.	V8.0	Set the content sharing to H.263 and H.264.

Table 4 *Version 8.2 Known Issues (continued)*

#	Key	Category	Description	Detected in Version	Workaround
49	*BRIDGE-2213*	H.323	Packet Loss value always shows "0" in the *Channel Status - Advanced* dialog box even when there is packet loss.	V8.0	
50	*BRIDGE-2191*	General	When a DNS string is entered in the IP address field of the Ping dialog box (Administration > Tools), an error is displayed stating "Failure Status".	V8.0.0	
51	*BRIDGE-1907*	IP	In IP Service - Fixed Ports, when configuring a number of TCP ports that is lower than the number of UDP ports, no warning message is displayed indicating that this may affect the MCU capacity.	V8.0.0	
52	*BRIDGE-1368*	Interoperability	On the Real Presence Collaboration Server, when the MCU dials-out to an HDX endpoint, the H263+ protocol cannot be negotiated and the call disconnects.	V8.0	

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Windows 7™ Security Settings

If *Windows 7* is installed on the workstation, *Protected Mode* must be disabled before downloading the software to the workstation.
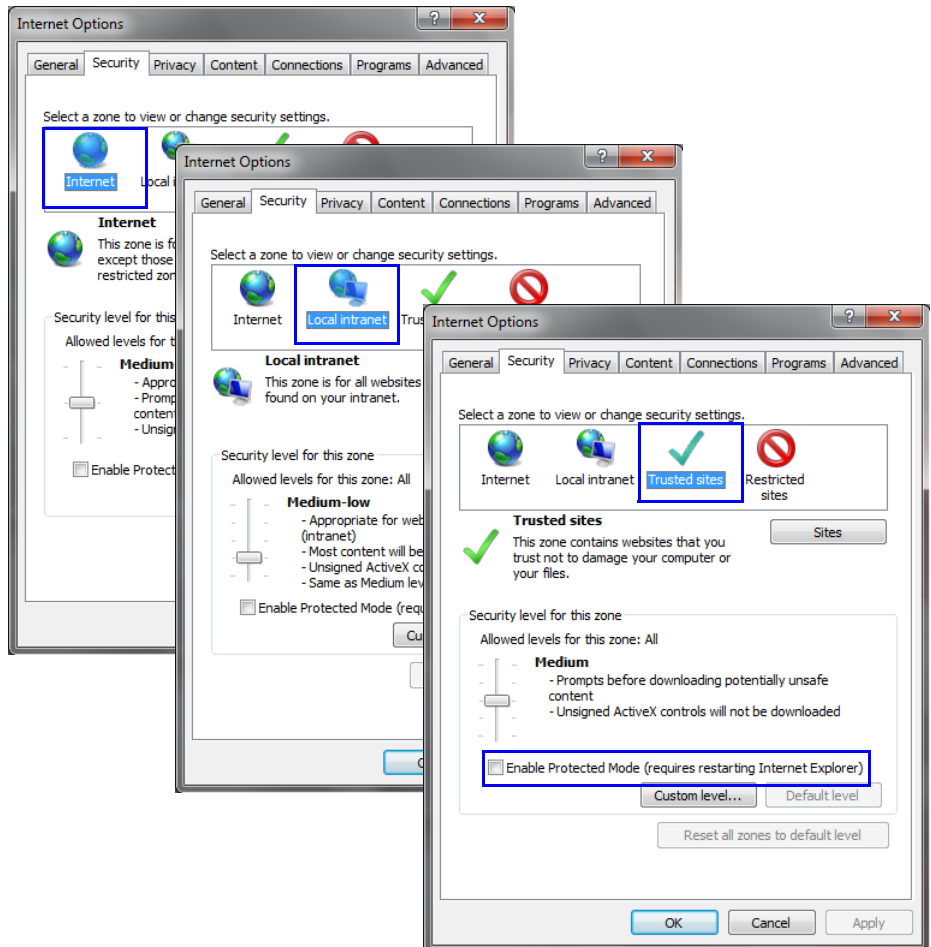
To disable Protected Mode:

1   In the *Internet Options* dialog box, click the **Security** tab.

The **Security** tab is displayed.

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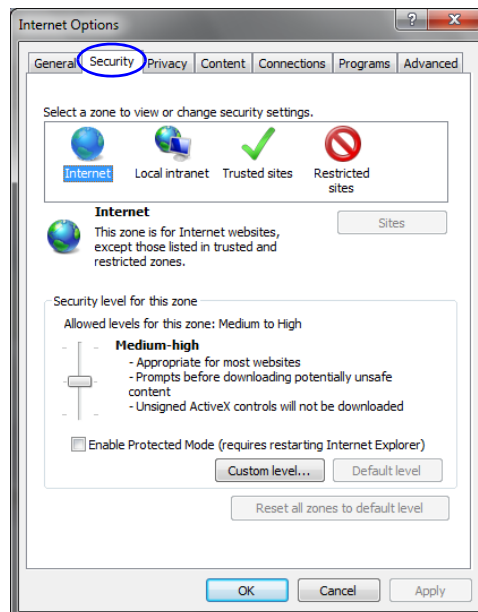
2 Clear the *Enable Protected Mode* check box for each of the following tabs:

– *Internet*
– *Local intranet*
– *Trusted sites*

3 After successful connection to Collaboration Server, the *Enable Protected Mode* check boxes can be selected to enable *Protected Mode* for the following tabs:

– *Internet*
– *Local intranet*

Internet Explorer 8 Configuration

When using *Internet Explorer 8* to run the *RealPresence Collaboration Server Web Client* or *RMX Manager* applications, it is important to configure the browser according to the following procedure.

To configure Internet Explorer 8:

1   Close **all** browsers running on the workstation.

2   Use the *Windows Task Manager* to verify that no *iexplore.exe* processes are running on the workstation. If any processes are found, use the **End Task** button to end them.

3   Open *Internet Explorer* but do **not** connect to the MCU.

4   In the *Internet Explorer* menu bar select **Tools >> Internet Options**.

The *Internet Options* dialog box is displayed with *General* tab open.
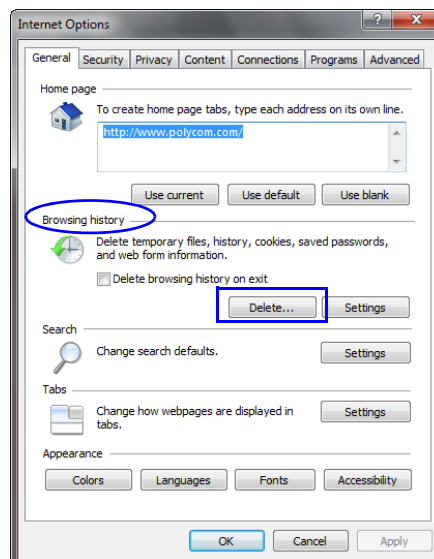
5   In the *Browsing history* section, click the **Delete** button.

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The *Delete Browsing History* dialog box is displayed.
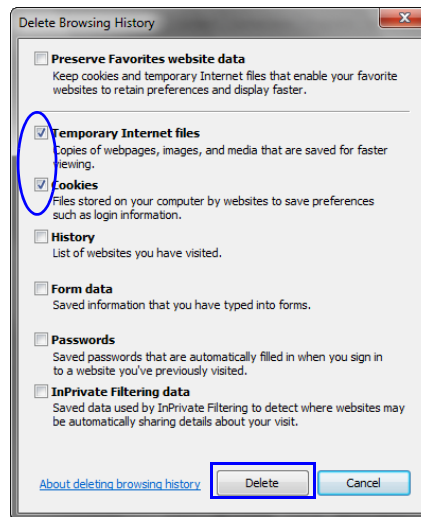
6 Select the **Temporary Internet** files and **Cookies** check boxes.

7 Click the **Delete** button.

8 The *Delete Browsing History* dialog box closes and the files are deleted.

9 In the *Internet Options* dialog box, click the **Settings** button.

The *Temporary Internet Files and History Settings* dialog box is displayed.
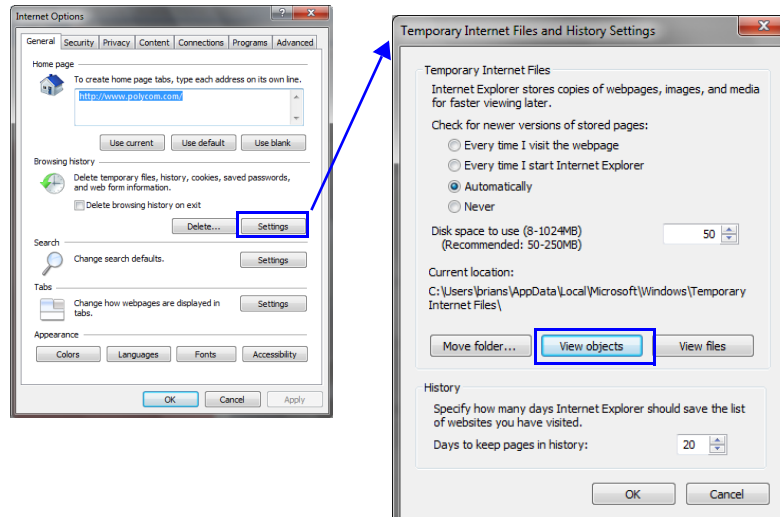
10 Click the **View objects** button.

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The *Downloaded Program Files* folder containing the installed *Program Files* is displayed.
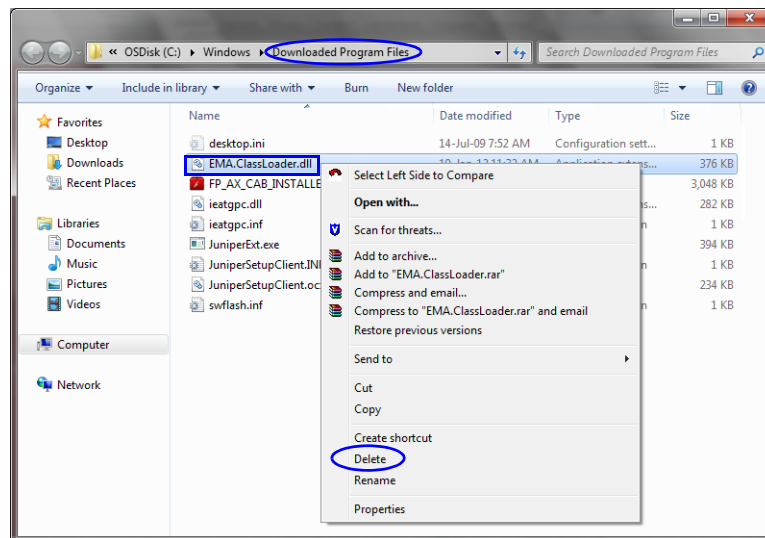
11 Select the **EMAClassLoader.dll** file and press the **Delete** key on the workstation
or right-click the *EMA.ClassLoader.dll* file and then click **Delete**.

12 Close the *Downloaded Program Files* folder and the *Temporary Internet Files and History Settings* dialog box.

13 In the *Internet Options* dialog box, click the **OK** button to save the changes and close the dialog box.

Notices

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