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# **Polycom Endpoint PowerPack Release Notes**

Version 101

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## Overview

Version 101 of the *Polycom Endpoint PowerPack* includes updates to several Dynamic Applications to address known issues.

- **Minimum Required Platform Version:** 7.8.0
- **Support Status:** GA

This document describes:

- [Pre-install or pre-upgrade information](#)
- [The installation and upgrade process for the PowerPack](#)
- [The features included in version 101](#)
- [The enhancements and issues addressed in version 101](#)
- [The known issues that affect version 101](#)

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## Before You Install or Upgrade

Ensure that you are running version 7.8.0 or later of the ScienceLogic platform before installing the *Polycom Endpoint PowerPack* version 101.

**NOTE:** For details on upgrading the ScienceLogic platform, see the appropriate ScienceLogic Release Notes.

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## Installing or Upgrading to Polycom Endpoint PowerPack version 101

To install the *Polycom Endpoint PowerPack* for the first time or to upgrade from a previous version, perform the following steps:

**TIP:** By default, installing a new version of a PowerPack will overwrite all content in that PowerPack that has already been installed on the target system. You can use the **Enable Selective PowerPack Field Protection** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent the new version of the PowerPack from overwriting local changes for some commonly customized fields.

**NOTE:** If you are currently using the Dynamic Applications in the *Polycom Endpoint PowerPack* to monitor devices, collection errors might occur for one or two polling cycles during the installation of a new version. To prevent collection errors during an upgrade, you can optionally disable collection for monitored devices before performing the following steps and re-enable collection after the upgrade.

1. Familiarize yourself with the [Known Issues](#) for this release.
2. See the [Before You Install or Upgrade](#) section. If you have not done so already, upgrade your system to the 7.8.0 or later release.
3. Download version 101 of the *Polycom Endpoint PowerPack* from the Customer Portal to a local computer.
4. Go to the **PowerPack Manager** page (System > Manage > PowerPacks). Click the **[Actions]** menu and choose *Import PowerPack*. When prompted, import version 101 of the *Polycom Endpoint PowerPack*.
5. After importing the PowerPack, you will be prompted to install the PowerPack. Click the **[Install]** button to install the PowerPack.
6. See the manual *Monitoring Video Devices* for instructions on using the new PowerPack.

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## Features

*Polycom Endpoint PowerPack* version 101 includes the following features:

- Dynamic Applications (13) that collect information about Polycom endpoint devices
- Event Policies (150) that are triggered when Polycom endpoint devices meet certain status criteria
- Device Classes (5) for each type of Polycom endpoint device monitored
- Sample credentials (5) for discovering Polycom endpoint devices

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## Enhancements and Issues Addressed

The following enhancements and addressed issues are included in version 101 of the *Polycom Endpoint PowerPack*:

- Updated the "Polycom: Call Detail Records" Dynamic Application to retrieve accurate timezone information for call detail records.
- Updated the log messaging in the "Polycom GS: Call Quality" and "Polycom: Call Quality Statistics" Dynamic Applications to change "TX" and "RX" to "Tx" and "Rx" for all applicable alert object registries.
- Addressed an issue that was causing the "Polycom: Call Details Records" Dynamic Application to open web sessions that would not close after pulling data.
- Ensured that the "Polycom GS: Peripheral Touch Controller Status" event/alert displays the controller status.

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## Known Issues

The following are known issues that affect version 101 of the *Polycom Endpoint PowerPack* that will be addressed in a future release:

- For the Dynamic Applications in the *Polycom Endpoint PowerPack* to work properly, the aligned credential must have a **Timeout** value greater than 0 (zero).
- The time in the call detail records will be off by one hour during daylight saving time for U.S. Eastern and Mountain time zones when *Auto Adjust for Daylight Saving Time* is enabled on the Polycom device.

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