Poly Studio USB Upgrade Processes

Documentation: <u>Studio Software</u>

Release Notes

Companion Application

Support Page:

- 1 Introduction
 - o 1.1 Upgrading using the Companion Application
 - 1.1.1 Installing the Companion Applications
 - 1.1.2 Download the Latest Studio USB Software
 - 1.1.3 <u>Running the Companion Application</u>
 - 1.1.4 <u>Connecting the Poly Studio</u>
 - 1.1.5 <u>Updating the Software</u>
 - 1.2 Upgrade From RPRM (RealPresence Resource Manager)
 - 1.2.1 Option 1 Manually add the RPRM address via Provisioning Server
 - 1.2.2 Option 2 Automatic Provisioning Mode
 - 1.2.3 <u>Software:</u>
 - 1.3 Upgrade From PDMS-E

Poly Studio - The USB video bar built for small rooms



Introduction

The Studio USB can be upgraded three different ways

- 1. From the Companion Application that can be downloaded from the Poly Support Site
- 2. PDMS-E
- 3. RPRM (RealPresence Resource Manager)

Upgrading using the Companion Application

Installing the Companion Applications

• Go to Polycom Support Site and download the Companion Application Software. You can find the latest build here \rightarrow

https://support.polycom.com/content/support/northamerica/usa/en/support/video/companion/companion.html

• Install the Companion Application on to your local PC or Laptop

Download the Latest Studio USB Software

• Go to Polycom Support Site and download the Companion Application Software. You can find the latest build here \rightarrow

https://support.polycom.com/content/support/northamerica/usa/en/support/peripherals/polycom-studio.html

Running the Companion Application

- Run the Companion Application.
- Verify the version of Companion Application Software. Make sure it is the latest build.
- Click on the Computer logo in the upper left-hand corner and select About



• The latest build I am using us 1.5.0.14741



Connecting the Poly Studio

- Connect the USB Cable from the Poly Studio to the PC or Laptop.
- Verify that the Companion Software sees the Poly Studio as shown below:



- If the device is not shown on the Polycom Companion software, check the following:
 - Verify the Poly Studio is powered on and the front LED is lit
 - $\circ~$ On the PC, go to Device Manager and see if the camera is recognized under Cameras
- After the Polycom Studio USB video bar connects, the application checks for a new software version from the server automatically. If the app detects a new version, the app displays a red dot on the Firmware Update tab as a reminder.

Updating the Software

• Click the "Firmware Update" tab. The application will show the current and the new version if available

💀 Polycom 🕈 Campe	nian	Envise Latings	Province i System		- 0	×
Malor sure your Con	npanion is the latest w	mion to gain access to m	ore device management features. Sug	port Site		×
Polycom Stu	dio				¢	
	Polycom Stu Current Version: New Version:	dio 1.1.2.000570 1.3.0.000735	Update from local file	Update		
-	Polycom Rer Current Versioni	99		Up-To-Dat Option	•	

- Click "Update" to update a Polycom Studio USB video bar or a remote control in active mode
- Enter the admin password to start the update (the default password is Polycom12#\$).

Note:

Do not disconnect the Polycom Studio USB video bar while installing the update. If the Polycom Studio USB video bar disconnects unexpectedly, you must finish the update immediately after reconnecting the Polycom Studio USB video bar.

Polycom * Companion	Example Example A		- 0	×
Make sure your Companion is the latest version	to gain access to more device management features.	Support Site		×
Polycom Studio			ø	
Polycom Studio	12%	Instaling.		
Polycom Remot Current Version: 9	e	Up-To-Dat	ie.	

• Application shows the new version number after the update installs.

Upgrade From RPRM (RealPresence Resource Manager)

Poly added support for the Studio in RPRM 10.6.

Simply open the Poly Companion app (for password questions check => here <=), and ensure the Poly Studio is connected to a WiFi Network which can reach the Poly Resource Manager.

Option 1 - Manually add the RPRM address via Provisioning Server

Companion App > Admin Settings > Provisioning Server:

- **Provisioning Mode**: manual
- Server Type Polycom Provisioning Service
- Server Address: The FQDN or IP of the RPRM with /ucservice/
- Username: PlcmSpIp or the changed username set withing RPRM Endpoint > UC Management > UC Management Settings > Provisioning Account Configuration
- **Password**: PlcmSpIp or see above

☆ Dashboard				
ut Conference	Endpoint > Monitor View			
		MORE-		
Monitor View	Status	🔶 Mode 🔶 End	dpoint Name	Model
Endpoint Groups	○ ▶ ⊘ -		ycomStudio8g19184d8f9cf9	Polycom Studio
Peripherals View	Polycom Companion	_		
> Auto Generate Rule	\odot	Device Settings	Firmware Update	
 Dynamic Management 	PolycomStudio8g1918	Provisioning Server		
 Scheduled Management 	A Carbon			
 UC Management 	U Status	Provisioning Mode:	Manual	~
Calendar Connector	🔹 User Settings	Server Type:	Polycom Provisioning Service	~
Network Device	🛠 Admin Settings	Server Address:	10.252.122.65/ucservice	
Network Topology	General Settings	Username:	PlcmSplp	
	Camera Tracking	Password:	PlcmSplp	
A User	Wi-Fi Settings	Savo		
Eicense	Bluetooth	Jave		
	Password Settings			
A AND	Provisioning Server			

Option 2 - Automatic Provisioning Mode

Companion App > Admin Settings > Provisioning Server:

• **Provisioning Mode** : Auto

Setup a DHCP Option 66 and use the following string

• https://Username:Password@FQDN_or_IP_of_RPRM/ucservice/

Example https://PlcmSpIp:PlcmSpIp@10.252.122.65/ucservice/

The default Username and Password can be found within RPRM Endpoint > UC Management > UC Management Settings > Provisioning Account Configuration

			-	
👰 DHCP	Option Name	Vendor	Value	
	🕵 066 Boot Server Host Name	Standard	https://PlcmSplp:PlcmS	plp@10.252.122.65/ucservice
△ Address Pool Address Leases ▲ Reservations	Reservation Options General Advanced Available Options 049 X Window System Display 0 64 NIS+ Domain Name 064 NIS+ Domain Name		Description ^ Array of X W The name o	
Cope Options	☐ 065 NIS+ Servers <u>066 Boot Server Host Na</u> < Ⅲ Data entry String value: https://PlcmSplp:PlcmSpl	me p@10.252.122.65/u	A list of IP a TFTP boot { ~ >	2 - 1102 (Sector Sector 11.00) 5 - 5.000 5 - 6.00 (S. 10.00-12.000) 8 - 10.00 (S. 10.00-12.000) 8 - 10.00 (S. 10.00-12.000)

```
bootp
No.
        Time
              Source Destination
                                                              Protocol Leng
     984 48.932697
                    0.0.0.0
                                          255.255.255.255
                                                               DHCP
                                                                         30
     985 48.933053 10.252.149.120
                                          255.255.255.255
                                                               DHCP
                                                                         39
     987 48.950689
                    0.0.0.0
                                          255.255.255.255
                                                               DHCP
                                                                         3
     988 48.951124
                    10.252.149.120
                                          255.255.255.255
                                                               DHCP
                                                                         3
Frame 988: 392 bytes on wire (3136 bits), 392 bytes captured (3136 bits) c
Ethernet II, Src: Vmware_21:e6:a4 (00:0c:29:21:e6:a4), Dst: Broadcast (ff:
Internet Protocol Version 4, Src: 10.252.149.120, Dst: 255.255.255.255
User Datagram Protocol, Src Port: 67, Dst Port: 68

△ Dynamic Host Configuration Protocol (ACK)

     Message type: Boot Reply (2)
     Hardware type: Ethernet (0x01)
     Hardware address length: 6
     Hops: 0
     Transaction ID: 0x7b8e8ca1
     Seconds elapsed: 0
   Bootp flags: 0x0000 (Unicast)
     Client IP address: 0.0.0.0
     Your (client) IP address: 10.252.149.61
     Next server IP address: 0.0.0.0
     Relay agent IP address: 0.0.0.0
     Client MAC address: Viavideo 4d:8f:9c (00:e0:db:4d:8f:9c)
     Client hardware address padding: 0000000000000000000
     Server host name not given
     Boot file name not given
     Magic cookie: DHCP
   Option: (53) DHCP Message Type (ACK)
   Option: (58) Renewal Time Value
   Option: (59) Rebinding Time Value
   Option: (51) IP Address Lease Time
   Doption: (54) DHCP Server Identifier (10.252.149.120)
   Doption: (1) Subnet Mask (255.255.255.0)
   Option: (3) Router
   Option: (6) Domain Name Server
   △ Option: (66) TFTP Server Name
        Length: 50
        TFTP Server Name: https://PlcmSpIp:PlcmSpIp@10.252.122.65/ucservice
   Option: (255) End
```

Software:

Browse to Endpoint > UC Management > Upload Software Updates and select the Polycom Studio from the Endpoint type:

🏠 Dashboard						
🖇 Conference	Endpoint > OC Management > Opload Software Opdates					
Endpoint						
Monitor View	Endpoint Type: RealPresence Group Series					
Endpoint Groups	RealPresence Group Series					
Peripherals View	G Series					
Auto Generate Rule	Group Series Polycom Studio					
 Dynamic Management 	Count: 1 Polycom Phone					
 Scheduled Management 	EagleEye Cube					
 UC Management 						
Profiles Deployment						
Configuration Profiles						
Upload Software Updates						

Choose the Software file downloaded from the Poly support page and create a new configuration profile based on the software version:

	File Name				Version
0	polyc	om-studio-ota_1.1.2_000570			polycom studio-1.1.2-000570
Co	unt: 1	Upload Software Update			
		Software Update File:	Choo	se File	No File Chosen
		Description:			
		Attach to Configuration Profile	0	Do not attach to a co	nfiguration profile
			۲	Create a new configu	ration profile based on software version

Add a meaningful description

Globally Upgrade all devices:

Go to Endpoint > UC Management > Profiles Deployment > Endpoint models and select the Polycom Studio

En	Endpoint > UC Management > Profiles Deployment					
Glo	bal User Groups	Users/Rooms	Endpoint Groups	Endpoint Models		
Ð						
	Endpoint Model Name					
0	<u>Trio 8500</u>					
0	<u>Trio 8300</u>					
0	<u>CX 5500</u>					
0	<u>CX 5100</u>					
0	<u>G7500</u>					
0	Studio X50					
0	Studio X30					
۲	Polycom Studio					

Edit the Endpoint Model and assign the newly added Software

Ð	/			С
	Endpoi	Edit Configuration Profile Ass	sociation for Device Models	
0	Sounds			
0	Trio 88	Configuration Profile Association	Configuration Profile Association	
0	Trio Vis		2	
0	<u>Trio 85(</u>		studiol]
0	<u>Trio 83(</u>		polycom-studio-ota_1.2.0_000686	

Remove any older Firmware assigned

The same steps would be applicable for an individual Test Endpoint via Endpoint > Monitor View > Select the Endpoint in question > Edit > Configuration Profile association

Upgrade From PDMS-E

- Download the Polycom Companion on your PC and connect to the Polycom Studio using a USB Type C connection.
- Configure the Polycom Studio to connect to your WIFI network.

E Po	olycom@ Companion		×
\odot		Device Settings	Firmware Update
▣	PolycomStudio8g1914	Wi-Fi Settings	
0	Status	Wi-Fi Status:	On On
\$	User Settings		Connected 10 1.0. i0.108
*	Admin Settings	Wi-Fi Name:	
	General Settings	Autoconnect:	On On
	Wi-Fi Settings		Join Other Network
	Bluetooth		Manage Known Networks
	Password Settings		
	Provisioning Server		
	System Restart		
	Factory Reset		
	Configuration		
æ	Diagnostics		

• Under the Provisioning Server, set the Provisioning Server Mode to manual and provide your PDMS-E instance details as below.

E Po	olycom® Companion	_		×
0		Device Settings	Ermane Update	
₽	Polycom Studio	Provisioning Server		
0	Status	Provisioning Mode:	Manual	
\$	User Settings	Server Type:	Polycom Provisioning Service 🗸	
*	Admin Settings	Server Address:	1.pdms.plcm.cloud	
	General Settings	Username:	PicmSpip	
	Wi-Fi Settings	Password:	•••••	
	Bluetooth			
	Password Settings	(Save)		
	Provisioning Server			
	System Restart	5		
	Factory Reset			
	Configuration			
2	Diagnostics			

The Provisioning Service Address, User name and Password is set on PDMS-E:

≡	ροly Cloud Serv	ices PDMS-E Lynczone
$\textcircled{\baselinetwidth}$	Dashboard	Provisioning Settings
	Device Monitor	Provisioning Service Address Provisioning Account Download Path Update Schema
**	Device Groups	Provisioning Service Address
ľ	Profile Configuration	
Ð	Profile Deployment	Address.
٥	Resource Files	Change Address
•	Software License	
0	Provisioning Settings	

The default Username and Password are PlcmSpIp and can be changed:

Provisioning Settings

Provisioning Service Address	Provisioning Account	Download Path	Update Schema
Polycom Device Provision	ing Account		
*Account:			PlcmSplp
*Password:			
*Confirm Password:			
Save			

• Once the Polycom Studio connects to the PDMS-E Cloud instance, you should see a green icon next to the provisioning URL.



• On PDMS-E console, you should see the Polycom Studio Device under Device Monitor as below.

0	Dashboard	Dev	vice	Mo	nito	r																	
=	Device Monitor	01	Refresi	16	+ Add	1	mport De	rices 🛓	Expor	t Devices									Q	Searching			Y Filter
÷	Device Groups			Stat	us			Device Nar	ne			Model	Serial Nu	mber	MAC		Public IP	Private IP	SIP URI	Site Name	Softwar	e Versio	n
ß	Profile Configuration	8	0	14	0 0	1		PLC'	1EO	223		VVX 410	000	3	00	1023	2.45, .163	0.1		Crawley	5.9.1.0	615	
Ð	Profile Deployment	8	0	94	00	%		PLC	1	780		RealPresence Trio 8800	00^****	-~~0	00	80	1 .45163	1(C (D1		Crawley	5.9.0.1	0869	
~	Deserves Files	8	0	54	0 0	%		PLC	F/	AFA.		RealPresence Trio 8800	001	'sfa	00	AFA	{ 41.1 5.136	101 11 102		Feltham	5.7.2.3	205	
U	Resource Files	8	0	14	00	\$		PLC	85	BF2		RealPresence Trio 8500	64	18f2	64	3F2	3.242.1 2.5	1052.1 5.91		A r w	5.5.2.1	1217	
9	Software License	8	0	84	-			PolycomSt	ludiol		all	Polycom Studio	1.2	`c8af9	00E	C8A	1 1.242.012.5	10 30 0.108		san	1.0.1.0	00373	
۱۲ ۲۲	Provisioning Settings Management Agent																						

0	Dashboard	Dev	vice In	nages	Add Device	Images to Management Agents	
=	Device Monitor	A	labla Da				
**	Device Groups	Avai	lable De	vice images			
ľì	Profile Configuration		Status	Image Type	Image Version	File	Download URL
Ð	Profile Deployment	0	0	Polycom Phone	5.7.2.3123	Polycom_UC_Software_5_7_2_3123_AA_Trio8500_release	/swupdate/UCS/Polycom_UC_Software_5_7_2_3123_A
0	Resource Files		0	Polycom	6.3.0.14929	UC_Software_6_3_0_release_sig_split	/swupdate/UCS/UC_Software_6_3_0_release_sig_split
Ŷ	Software License			Phone			
0	Provisioning Settings	•	0	Polycom Studio	studio-1.3.0- 000735	polycom-studio-ota_1.3.0_000735.tar.gz	/swupdate/UTOPIA/polycom-studio-ota_1.3.0_000735
Tr	Management Agent		Θ	Polycom Phone	5.7.2.3257	Polycom_UC_Software_5_7_2_3257_AD_Trio8800_release	/swupdate/UCS/Polycom_UC_Software_5_7_2_3257_A
1	Monitor View		0	Polycom	5.9.2.7552	Poly UC Software 5 9 2 7552 AA Trio8300 release	/swupdate/UCS/Poly UC Software 5 9 2 7552 AA Tr
1	PIN Code			Phone			
-	Scheduled Tasks	0	0	Polycom	5.7.1.4133	Polycom_UC_Software_5_7_1_4133_AB_Trio8800_release	/swupdate/UCS/Polycom_UC_Software_5_7_1_4133_A
1	Device Images)					
	Sites		Save	Atum			

• Add device image to Management Agents

• Add Configuration Profile

	Dashboard	Profile Configuration > Add Configuration Profile
	Device Monitor	General Information
***	Device Groups	* Profile Mode: Polycom Phone Provisioning 🗸
C	Profile Configuration	* Profile Name: STUDIO_1.3.1
Ð	Profile Deployment	* Profile Type: UserDefined
٥	Resource Files	Description: Studio 1.3.1 SW
P	Software License	Configuration Attributes
0	Provisioning Settings	Software: Polycom Studio
	Management Agent	Standard Fields Custom Fields Import from File Paste Configuration XML
		Search for attributes to add by typing an attribute name.
		Select or search attribute in the list
		No matching record data

• Apply Configuration Profile Association to Polycom Studio device model

	Dashboard	Profile Deployment
≡	Device Monitor	The following tabs sequence is ordered by priority of the conditions from the highest to the lowest.
**	Device Groups	Device > Site > Device Model > Device Group > Global
۵	Profile Configuration	Device Site Device Model Device Group Global
Ð	Profile Deployment	2 Refresh
٥	Resource Files	Device Model Name
P	Software License	COX 700
0	Provisioning Settings	<u>CX 5100</u>
0	rionalaning octainge	<u>CX 5500</u>
77	Management Agent	EagleEyo Cube
	Citer	Polycom Studio
	Sites	RealPresence Trio 8503
		RealPresence Trio 8800
		RealPresence Trio Visual+
		SoundPoint IP 321
		SoundPoint IP 331
		SoundPoint IP 335

>	Polycom Studio	
ſ	Profile	
	Configuration Profile Association	
	STUDIO_1.3.1	- Add
	AUTO_GEN_SW_PROFILE_polycom-studio-ota_1.3.0_000735.tar Studio	
	Studio_1.0.1	
	STUER_1.3.1	
	Studio	
	Update Return	

• Select Execute the task Now or schedule a future time to apply the software upgrade

This ch	ange could impac	t 9 device(s).	You can app	ly the chan	ge now and reboot
the dev change	take effect at the	, or you can s next provisio	ning interval	ication now	and wait for the
Exec	ute the Task Now				
OExec	ute the Task at a f	uture Time			
07-0	7-2020	18	× 06	~	