RELEASE NOTES Software EVO 4.2.4| December 2023

HARMAN Media Suite

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Introduction to the HARMAN Media Suite EVO

The Media Suite integrates with AWS Transcribe service to provide the transcription (speech-to-text) feature on all the newly recorded videos in the system once the necessary configurations are done to access the AWS service. The Transcription text is currently available for 37 languages, which include the popular languages such as English, French, German, Italian, Spanish, Japanese, Chinese, and Hindi.

In addition to the spoken text, the system will also display the speaker's identity along with the time stamp.

To get the latest HARMAN product documentation, please email to HARMAN Support.

What's in EVO Release 4.2.4

The HARMAN Media Suite EVO 4.2.4 includes the features and functionality of previous releases and the new features listed in the subsequent sections.

- It is strongly recommended for admin users to access the Admin Portal over HTTPS only.
- If the admin user accesses the Admin Portal over HTTP, it is advised to close the browser after logging out or after being logged-out due to session-timeout.
- If the admin user wants to switch between HTTPS to HTTP or vice-versa, the admin user must first logout and close the browser used over one protocol, and then reopen the browser for accessing the Admin Portal over other protocol.

Basic Features

- Supports Media Encryption at Rest utilizing a new ZFS file system and symmetric encryption algorithm AES-256-GCM
- Seamless migration from VE to EVO version

Notification

HARMAN Media Suite will stop new product releases on Virtual Edition version effective October 01, 2023 and customers should migrate to the EVO Version.

Release History

This following table shows the release history of the HARMAN Media Suite:

Release History

Release	*Release Date*	*Features*
3.0	February 2018	Feature release
3.1	September 2018	Feature release
3.2	January 2019	Feature release
3.3	June 2019	Feature release
3.4	August 2019	Feature release
3.4.1	September 2019	Feature release
3.4.3	November 2019	Feature release
3.4.4	December 2019	**Features**: • Offload Logs to External Storage • Multi-tiered Authentication for AD user • Appearance Customization – allow changing the color of the Menu bar and Logo bar **Enhancement**: • Security Enhancement – Username Allowed in Password
3.5	February 2020	**Features:** • LMS Integration (LTI v1.3, Deep Linking v2) • Third-Party Conference Recording Support – Zoom MCU dial in **Enhancement**: • Reporting enhancements
3.5.1	April 2020	**Enhancement**: • Reporting Enhancements • Security Enhancement – HTTP Strict Transport Security • LMS Enhancement – Deep Link • Update ActiveMQ configuration file • Update OpenSSL • Disable TSL v1.0 for nginx 1.17 • Update Easy Capture

Release	*Release Date*	*Features*
3.6	June 2020	**Features:** • Manage streams over RTMP/RTSP from IP Cameras • Media Suite companion Android Mobile App **Enhancements:** LMS Channel Management
3.6.1	July 2020	**Features:** • Media Suite companion iOS Mobile App (iOS version 12.4 or higher) • Captcha code entry at the time of user login, which can be controlled through the Admin Portal **Enhancements:** • Reporting enhancements • Manage Streams from RTMP/RTSP Encoders – Enhancements
3.7.1	December 2020	**Features:** • Supports live streaming through mobile Apps • Supports ad hoc live streaming and recording through IP Camera • Supports archive search based on the photo of the person present in them **Enhancements:** • Water mark time stamp on VoDs as per the chosen time zone • Search archives which are created during a time range • Reporting enhancements • In addition to days, now you can choose 1 hour as the Automatic Media Backup frequency
3.8.0	February 2021	**Features:** • Multicast feature support on multiple browsers (Chrome / Edge / Firefox) **Enhancements:** • Support for VoD playback on mobile apps via HTTPS Protocol • Report to identify which user has got access to which channel

Release	*Release Date*	*Features*
3.8.1	March 2021	**Enhancements:** • Publish the IP camera recording to a specific channel • Streaming session count when connecting through NGINX proxy
3.8.2	April 2021	**Features:** • Video Analytics – Specific target profiles search in IP Camera Live Streams and manage notifications **Enhancements:** • Manage continuous recordings for IP Camera events
3.8.3	June 2021	**Features:** • REST API to provide information to external applications about the provided target user profiles (maximum 5), which have been detected on the IP camera live streams. • Video Analytics – Archive search based on the photo of the person present in them.
3.8.4	August 2021	**Enhancement:** • Supports SIP and H323 calls in an IPv6 network environment (IPv4 only, IPv4 & IPv6)
3.9.0	October 2021	**Features:** • Supports IPv6 network (except SMTP, SNMP which will be supported in a future release) **Enhancement:** • Handling of code 302 (Moved Temporarily) for SIP/H323 calls
3.9.1	December 2021	**Features:** • Video Analytics: Get the notifications of target user profiles as well as strangers when they appear in the purview of selected IP camera(s). **Enhancement:** • Shows the first occurrence of a target user profile in an archive and playback can be done from this relative time position
3.9.2	January 2022	**Enhancement:** • **IP Camera Recording Split:** Supports the configurable value (4-12 hours) for IP camera recording split.

Release	*Release Date*	*Features*
4.0.0	March 2022	**Features:** • Supports the publishing of conference live event streaming to social media platforms (YouTube, Mudu)
4.0.1	April 2022	**Enhancement:** • Supports the export of face detection notifications to an Excel sheet
4.0.2	June 2022	**Enhancements:** • Configurable settings for 'Preview in Mobile', Get Link' and 'Get embedded link' • Increased threshold for Media Storage warning between 10 GB and 500 GB • Timestamp watermarking is in sync with the actual time when pause / resume is performed during a recording • Public APIs for live streaming push to Social Media platforms (Mudu, YouTube)
4.1.0	July 2022	**Enhancements:** • Ability to choose playback preference for any archive playback • Configure default downloadable setting when a new archive is created in the system • Few select screens compliant with Web Content Accessibility Guidelines (WCAG) 2.
4.1.1	August 2022	**Enhancement:** • The support for TLSv1.1 has been disabled.
4.1.2	October 2022	**Enhancement:** • Question and Answers function is enabled for Encoder ad hoc live event.
4.2.0	December 2022	**Feature:** • SAML2.0 Authentication support **Enhancements:** • Scheduling of an Encoder live event • Reports and statistics include data for Encoder and IP Camera events.

Release	*Release Date*	*Features*
4.2.1	February 2023	**Enhancements:** • Enhanced Recording and Streaming ports capacity without any hardware change in the existing server configuration. • Improve the automatic log deletion mechanism.
EVO 4.2.1	March 2023	**Features:** • AI Based Transcription • System Version Management • Remove Upgrade and Fallback function
EVO 4.2.2	June 2023	**Features:** • Delayed Live Streaming • Advanced Video Search - Exact keyword match as well as contextual search • Support the system level setting for Quick Code playback preference • Preserve the Watermark in the edited media files • Combined Graph under System Report for peak concurrent usage for a given duration • Account the usage of ports for IP camera and RTMP Encoder events **Enhancements:** • Transcription - Enable the support for multiple languages • System and Logs enhancements • Support iso6 brand of mp4 in Transcoding
EVO 4.2.3	September 2023	**Enhancements:** • Ability to manually generate the transcript for an archive • Show the connection status of AI Based Services - Transcription & Advanced Search • Ability to download the transcript of an archive in PDF and SRT format • SAML user management

Release	*Release Date*	*Features*
EVO 4.2.4	December 2023	**Features:** • Supports Media Encryption at Rest utilizing a new ZFS file system and symmetric encryption algorithm AES-256-GCM • Seamless migration from VE to EVO version **Enhancements:** • Transcription - Optimize the logic of transcripts segmentation • Encoder / IP Camera generated archives don't support Media Auto Archive/ Media Backup.

License Control

All current users who upgrade to the HARMAN Media Suite EVO 4.2.4 are entitled to the basic license. A Pro License and Platinum license can be added to provide additional functionality. Based on the size of deployment, a Scalability Mode license may also be available.

To activate the HARMAN Media Suite EVO 4.2.4, the system uses an Activation Key obtained from HARMAN.

ESXi Server Hardware Requirements

The following hardware requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

ESXi Server Hardware Requirements for Virtual Edition

Simultaneous Recording Ports	*Live Stream*	*Virtual Core*	*CPU*	*Minimum RAM*	*Minimum Accessible Storage*	*Software Requirements*
2	1	4[1]	2.67GHz (Intel® Xeon® CPU x5650@ 2.67GHz or better) CPU 2.90GHz (Intel® Xeon® CPU E5-2690 @ 2.90GHz or better) CPU	16GB	80GB[3]	VMWare vSphere 6.7/7.0
6	3	8		16GB		
12	6	12		16GB		
18	9	24[2]		32GB		
40	0	16		32GB		

1: For 2/1 model deployment on VMware, requires eight virtual cores for OVA installation. You can change the CPU virtual core to four after the software installation is done.

2: HARMAN recommends increasing the virtual CPU cores to 24 to better experience the new functionalities of the User Portal.

3: Only for system storage. Additional storage would also be needed for media files (recordings) storage depending upon your requirements (e.g. 1 TB or more).

4: Any scalable configuration must use a minimum of 24 virtual CPU cores and 32 GB RAM for each VM.

5: The Media Suite docker version supports VMware vSphere version 6.7 and version 7.0.

PC Hardware Requirement for HARMAN Easy Capture

Component	*Description*
Operating System	Windows 7/8/10 (32 bit or 64bit)
CPU	Intel Core i5, 2.5GHz or higher
Memory	4GB or higher
Free Hard Disk	500MB or above
Camera	Integrated or external
Microphone	Integrated or external
Monitor	Resolution 1280x720 or above

Software Requirements

The following software requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

Supported Media Player

The following table lists the supported media players.

Supported Media Player

Operating System	*Browsers*	*Media Player Name*	*MP4*	*WMV*	Multicast
Windows	Chrome v87	HTML 5 Player	Supported	Not supported	Supported
	Firefox v84	HTML 5 Player	Supported	Not supported	Supported
	Edge v88	HTML 5 Player	Supported	Not supported	Supported
Mac OS	Safari 12.1.1	HTML5 Player	Supported	Not supported	Not supported
	Chrome v87	HTML5 Player	Supported	Not supported	Not supported
	Firefox v84	HTML5 Player	Supported	Not supported	Not supported
iOS14.0	Safari	HTML5 Player	Supported	Not supported	Not supported
Android10.0	Chrome	HTML5 Player	Supported	Not supported	Not supported

Multicast for Chrome/Firefox/Edge browsers is supported on Windows 10 only. Edge must have the version (88.0.705.56 or later) based on Chromium.

Flash Player was EOL from Jan 12th, 2021 according the announcement of Adobe. Part of end users may still use it by installing Flash Player.

Supported External Media Servers

The HARMAN Media Suite can stream up to 50,000 concurrent streams on its own. Additionally, the HARMAN Media Suite supports the optional use of external third-party media servers.

The following table lists supported external media servers.

Supported External Media Servers

Server Name	*Version*	*Default Port*	*Live Steaming*	*VoD*
Wowza Media Server	4.4.1	1935	Yes, supported Windows, Mac OS, iOS, and Android OS (higher than 4.3)	Yes, supported Windows, Mac OS, iOS, and Android OS (higher than 4.3)
AKAMAI	-	1935	Yes, supported Windows, Mac OS, iOS, and Android OS (higher than 4.3)	-
Edgecast	-	80	Yes, supported Windows, Mac OS, iOS, and Android OS (higher than 4.3)	-

Supported Web Browsers

The following table lists the supported web browsers

Supported Browsers

Operating System	*Browser Name*	*Version*
PC (Windows 7, Windows 8/8.1, and Windows 10)	Edge	88
	Firefox	84
	Chrome	87
MAC OS Mojave (10.14.5)	Safari	12.1.1
	Firefox	84
	Chrome	87
iOS	Safari	12
Android, phone, and tablet	Android browser	8.0

*Microsoft has announced that the Internet Explorer (IE) 11 which was the last major version will no longer be supported from June 15, 2022. Hence, all users have been advised / encouraged to move to Microsoft Edge browser. While the Media Suite will continue to work on IE on as is basis, any issue reported on IE browser will not be supported.

Clean web browser cache before using User Portal for the first time, or the system may display incorrect results.

Products Tested with this Release

The HARMAN Media Suite EVO 4.2.4 system is tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

Video conferencing 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 optimum algorithms for a call, and different products may make different selections. This process should not affect the quality of the call.

Interoperate with Poly Products (H.323)

The following table shows the interoperability between the HARMAN Media Suite and other Poly products when H.323 calls are recorded.

Interoperability with Poly Products (H.323)

Type	*Product*	*Version*
Gatekeepers, Gateways, and MCUs	Poly DMA 7000	6.4.1
	Poly RealPresence DMA	Clariti Core 10.3
	Poly RMX 1000/500	2.1.2
	Poly RMX 1000C/500C	2.4.2
	Poly RMX 1800/2000/4000	8.7.4
	Poly RMX 1500/2000/4000 with MPMx	8.5.11
	Poly RealPresence Collaboration Server (RMX), Virtual Edition	8.10.0.4939
Endpoints	Poly Group Series	6.1.2
	Poly RealPresence Debut	1.3
	Poly HDX Series	3.1.11
	Poly VSX Series	9.0.6.2
	Poly QDX Series	4.0.3
	Poly VVX	5.5.0
	Poly RealPresence Desktop	3.7
	Poly RealPresence Mobile (iPad, iPhone4s)	3.7
	Poly RealPresence Mobile (Android)	3.7

Type	*Product*	*Version*
Network traversal	Poly RPAD	4.2.3
	Poly VBP 7301	14.7.1

Interoperate with Other Products (H.323)

The following table shows the interoperability between the HARMAN Media Suite and non-Poly products when H.323 calls are recorded.

Interoperability with Third-Party Products (H.323)

Type	*Product*	*Version*
Gatekeepers, Gateways, and MCUs	Codian MCU 4505	4.5 (1.45)
	Cisco VCS	X8.2.1, 8.5, 8.6
	Cisco CMS	3.2
	Pexip Infinity Conferencing Platform	Version 26.2, Build 62420.0.0
	Avaya Meetings	9.1.14
Endpoints	RadVision Scopia XT1000	2.5.416
	Tandberg Edge95 MXP	F9.3.4
	Cisco Room Kit Plus	ce 9.13.0 990355df13a 2020-06-12
	Cisco Webex Desk Pro	ce10.1.1.2.bd0d2b72f94
	Cisco EX90	7.1.4
	Cisco SX80	8.0.1
	SONY PCS-G50	2.72
	SONY PCS-XG80	2.72
	Sony PCS –1	3.42
	Tandberg MXP 770	FC7.3.1
	Tandberg C20	TC2.1.2

Interoperate with Poly Products (SIP)

The following table shows the interoperability between the HARMAN Media Suite and other Poly products when SIP calls are recorded.

Interoperability with Poly Products (SIP)

Type	*Product*	*Version*
Gatekeepers, Gateways, and MCUs	Poly DMA 7000	6.4.1
	Poly RealPresence DMA	Clariti Core 10.3
	Poly RMX 1000/500	2.1.2
	Poly RMX 1000C/500C	2.4.2
	Poly RMX1800/2000/4000	8.7.4
	Poly RMX 1500/2000/4000 with MPMx	8.5.11
	Poly RealPresence Collaboration Server (RMX), Virtual Edition	8.10.0.4939
Endpoints	Poly HDX Series	3.1.11
	Poly VVX	5.5.0
	Poly Group Series	6.1.2
	Poly RealPresence Trio	5.4.5
	Poly RealPresence Debut	1.3
	Poly RealPresence Desktop	3.7
	Poly RealPresence Mobile (iPad, iPhone4s)	3.7
	Poly RealPresence Mobile (Android)	3.7
Network traversal	Poly RPAD	4.2.3.1
	Poly VBP 7301	14.7.1

Interoperate with Third-Party Products (SIP)

The following table shows the interoperability between the HARMAN Media Suite and third-party products when SIP calls are recorded.

Interoperability with Third-Party Products (SIP)

Type	*Product*	*Version*
	Cordian MCU 4505	4.5 (1.45)

Type	*Product*	*Version*
SIP Server, Gateways, and MCUs	Cisco VCS	X8.2.1
	Cisco CMS	3.2
	Pexip Infinity Conferencing Platform (only TCP)	Version 26.2, Build 62420.0.0
	Avaya Meetings (only TCP)	9.1.14
Endpoints	SONY PCS-G50	2.72
	SONY PCS-XG80	2.72
	Cisco Room Kit Plus	ce 9.13.0 990355df13a 2020-06-12
	Cisco Webex Desk Pro	ce10.1.1.2.bd0d2b72f94
	Cisco EX90	7.1.4
	Cisco SX80	8.0.1
	Tandberg Edge95 MXP	F9.3.4
	LifeSize Team 220	4.12.3 (4)
	RadVision Scopia XT1000	2.5.416

Interoperate with third-party CVI services for Microsoft Teams

The HARMAN Media Suite interoperates with Microsoft Teams certified partners Pexip and BlueJeans CVI (Cloud Video Interoperability) services to join Microsoft Teams meetings.

Interoperate with third-party CVI services for Google Meet

The HARMAN Media Suite interoperates (SIP-TCP) with Pexip Gateway to enable joining Google Meet.

Products tested with this release for IPv6

Interoperate with Poly Products (SIP / H.323)

Type	*Product*	*Version*
Gatekeepers, Gateways, and MCUs	Poly RealPresence DMA	Clariti Core 10.3
	Poly RealPresence Collaboration Server (RMX), Virtual Edition	8.10.0.4939
Endpoints	Poly Group Series 500/700	6.2.1-540239

Type	*Product*	*Version*
	Poly Group Series 7500	2.0.0-206130

System Constraints and Limitations

The following capabilities, protocols, and ports are supported for the HARMAN Media Suite EVO 4.2.4.

Protocols

The following protocols are supported in this release of the HARMAN Media Suite.

Protocol Specification

Content		*Protocols*	
File formats/codecs for UGC		MP4, MOV, RAW video	H.264, H.264 HP
		MP4, MOV, RAW audio, M4A	AAC
		WMV	WVC1
		WMA	WMA V7/V8/V9
Video Call	Video codecs	H.264, H.264 HP, H.263, H.263+, H.261, VC1	
	Audio codecs	G.711, G.722, G.722.1 and G.722.1C., G722_64, G.729A, Siren 14 (mono and stereo), Siren 22(mono, stereo), Siren LPR (stereo and mono)	
	Content	H.239 in H.323 call BFCP (over TCP or UDP) in SIP call Content could be up to 1080p30	
	Bitrate range	Up to 4M If the bitrate is less than 128K, it is an audio call.	
	Resolution	Up to 1080p30	
Streaming	Video/audio codec	MP4 video	H.264, H.264 HP
		MP4 audio	AAC
		WMV video	VC1
		WMV audio	WMA
	Streaming protocol	Player	RTSP, RTMP, HLS
		Third party server/CDN	RTSP, RTMP

Content		*Protocols*	
Security	Transport Layer Security	TLS v1.2, v1.3	

Multi-user Login Capacity

The maximum number of Admin Portal login is 200.

Ports

The following table lists the port usage in this release of standalone HARMAN Media Suite or Media Suite Center in Scalability Mode.

Port Usage for Standalone and Center

Usage Type	*Protocol*	*Port*	*Direction*	*Description*
http, UGC upload/archive download port (http), Log	TCP	80 (for IPv4 Only), 8080	in	User and Admin Portal HTTP access, UGC, and Log
https, UGC upload/archive download port (https), Log	TCP	443 (for IPv4 Only), 8443	in	User and Admin Portal HTTPS access, UGC, and Log
Active Directory	TCP	389	out	LDAP Between the Media Suite and the Active Director server.
	TCP	636	out	LDAP SSL
	TCP	3268	out	LDAP GC (Global Catalog)
	TCP	3269	out	LDAP GC SSL
FTP	TCP	20, 21	out	Between the Media Suite and the FTP server
SNMP	TCP	40161	out	For SNMP
DNS	TCP, UDP	53	out	Between the Media Suite and the DNS server
NTP	UDP	123	out	Between the Media Suite and a Network Time Protocol server

Usage	*Type*	*Protocol*	*Port*	*Direction*	*Description*
NFS		TCP/UDP	111, 1110	out	Network File Share
SSH		TCP	22	in	For SSH access to restricted shell
ActiveMQ		TCP	61616	in	Active MQ
Trace (for technical support usage)		UDP	60001		Traceroute
Ping		ICMP	-	out	Ping
SMTP		TCP	25	out	Between the Media Suite and the SMTP server
Streaming (RTSP, HLS, RTMP, MMS)		TCP	1640 (configurable)	in	TCP video streaming (RTSP, HLS, RTMP, MMS)
Live Streaming to Social Media		TCP	1935	out	TCP video streaming to YouTube, Mudu, etc. (RTMP)
Multicast		UDP	1641	in	Multicast video streaming
Signaling/Media		RAS	UDP	1719	in	H.225 RAS
		Q.931 Socket	TCP	1720	in	H.225 Signaling
		H.245 Socket	TCP	10000 – 10600 (configurable)	in	H.245
		SIP	TCP	5060	in	SIP Signaling
			UDP	5060	in	
			TLS	5061	in	SIP TLS Signaling
		SIP BFCP	TCP	10000 – 10600 (configurable)	in and out	SIP BFCP
			UDP	21601 – 21800 (configurable)	in and out	
		Audio / Video / Data	UDP	20000 – 21600 (configurable)	in and out	Media
		Wowza		1935	in	Communicate with Wowza

Usage Type	*Protocol*	*Port*	*Direction*	*Description*
External media server	AKAMAI	1935	in	Communicate with AKAMAI
	EdgeCast	80	in	Communicate with Edgecast

The following table lists the port usage in this release of Media Node in Scalability Mode.

Port Usage for Media Node

Protocol		*Port*	*Direction*	*Description*
Streaming (RTSP, HLS, RTMP, MMS)	TCP	554	in	Streaming
	TCP	1640 (configurable)	in	
	UDP	6970	in	
	UDP	6971	in	
Center	TCP	27017	in and out	If the Media Node with portal server enabled is deployed outside the network which Media Suite Center is deployed in, the port should be opened at firewall.
RAS	UDP	1729	in	H.225 RAS
Q.931 Socket	TCP	1730	in	H.225 Signaling
H.245 Socket	TCP	10000 – 10600 (configurable)	in and out	H.245
SIP	TCP	5080	in	SIP Signaling
	UDP	5080	in	
	TLS	5081	in	SIP TLS Signaling
SIP BFCP	TCP	10000 – 10600 (configurable)	in and out	SIP BFCP
	UDP	21601 – 21800 (configurable)	in and out	
MS file system	TCP	40001	in	Media Suite File System

Protocol		*Port*	*Direction*	*Description*
ActiveMQ	TCP	61616	in	Active MQ
Audio / Video / Data	UDP	20000 – 21600 (configurable)	in	Media

System Installation and Upgrade Notes

Software Installation

If you have purchased a new HARMAN Media Suite, see the section Getting Started with HARMAN Media Suite in Admin Guide for instructions on how to install and license your product. Note that installation of the new HARMAN Media Suite is managed through HARMAN Support. For more information, contact your HARMAN representative or write to HARMAN Support at HCS-CustomerSupport@harman.com.

This release only supports VMware ESXi 6.7 or higher. The installation should be done with VMware web UI.

Please note, you can also install the HARMAN Media Suite on Azure and AWS.

Software Upgrade

Upgrade from previous EVO versions

The HARMAN Media Suite EVO 4.2.4 supports upgrade from any lower HARMAN Media Suite EVO version by provided **.tar.gz** file which can be obtained from **HARMAN Media Suite Product Support Team**. Please refer to **System Version Management** section in **HARMAN Media Suite Admin Guide EVO 4.2.4**.

This EVO (Evolution) version has the CentOS 7.0 as the underlying platform.

Effective, 01-Oct-2023, only the EVO version will be available for the deployment and only this version will be supported.

Migration from Virtual Edition

The HARMAN Media Suite EVO 4.2.4 supports migration from Virtual Edition directly. Please follow the Migration feature procedure as described in **HARMAN Media Suite Admin Guide EVO 4.2.4**.

Upgrade from Docker Edition

Any existing Docker version is required to be upgraded to 4.2.2/4.2.3 Docker version first, then upgrade to the EVO 4.2.3 version by provided **.pkg** file and then to EVO 4.2.4 as described above in the ***Upgrade from previous EVO versions*** section.

Follow the upgrade policy according to your current Media Suite Docker version.

1. **Docker v1.0 bundle with HARMAN Media Suite v3.4.0 or above**: In this case, on Admin Portal, the System Disk Usage under Hardware Status will be ~53 GB.
    a. Export your media
        i. Go to **Admin Portal** > **Admin** > **Device** > **Device Manager**
        ii. Tick the check box for Media Suite Center
        iii. Select **Actions** > **Export Media**
        iv. Follow the process as described in the Admin Guide
    b. Install HARMAN Media Suite Docker v2.0 bundle with v3.4.0 in a new VM
    c. Import your media
        i. Go to Admin **Portal** > **Admin** > **Device** > **Device Manager**
        ii. Tick the check box for Media Suite Center
        iii. Select **Actions** > **Import Media**
        iv. Follow the process as described in the Admin Guide
    d. Reconfigure the new Media Suite system manually to the same settings as the old one (prior to the upgrade)
    e. Now follow the upgrade path as defined in the section **Docker v2.0 bundle with HARMAN Media Suite v3.4.0 or above** below**.**
2. **Docker v2.0 bundle with HARMAN Media Suite v3.4.0 or above**: In this case, on Admin Portal, the System Disk Usage under Hardware Status will be ~78 GB.
    a. HARMAN Media Suite current version earlier than or equal to v3.6.0, follow the upgrade path:
        i. Current version > v4.1.2 docker > v4.2.2/v4.2.4 docker > EVO 4.2.4
    b. HARMAN Media Suite current version greater than v3.6.0, follow the upgrade path:
        i. Current version > v4.2.2/v4.2.4 docker > EVO 4.2.4

After upgrading to the Media Suite EVO v4.2.4, HARMAN recommends doing the following:

➢ Please login to the system through SSH (default console username and password are harman\harman) and set a new console password.

➢ The backup configuration files can be used only by the version it was backed up on. For example, the 3.4.4 configuration backup file can only be used on the 3.4.4 system. Once the system is upgraded, back up the configuration file and media data.

➢ Download and install the latest HARMAN Media Suite Easy Capture from the User Portal if the older version cannot sign in or upgrade properly.

➢ Make sure the Native Client on page chrome://flags is disabled (Chrome set it as disabled by default).

➢ If required, you can reconfigure the slider to the one that was prior to the upgrade.

Known Issues

The following table lists known issues in all releases of the HARMAN Media Suite.

These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly affect customers with standard voice and video conferencing environments may not be included. In addition, the information in this release notes is provided as-is at the time of release and is subject to change without notice.

Known Issues

Category	*Issue No.*	*Description*	*Workaround*
AKAMAI	EXTMS5-1668	The start time of AKAMAI live streaming always, begin from 20:22:55.	-
Backup and Restore	EXTMS5-1738	The configuration under **System Setting** in the User Portal **Admin** menu cannot be restored.	Restore the configuration manually.
Device Management	EXTMS5-1734	When add a Media Node to the Media Suite Center, the Media Node status is maintenance, the Local Disk cannot be listed when edit Media Storage of the Media Node.	Edit the device configuration of the Media Node to make the status from maintenance to normal.

Category	*Issue No.*	*Description*	*Workaround*
Device Management	EXTMS5-1745	A virtual deployment of Media Suite requires both the VMware's environment and the Media Suite to be tied to accurate and consistent UTC time servers through NTP. Time variances between devices that exceed one minute may affect OVA deployments using DHCP.	Make VMware host time consistent with NTP server "time.nist.gov" before deploying OVA.
Interoperation	EXTMS5-410	IVR notifications cannot work after doing hold and resume in Group Series.	Do not hold and resume during the recording.
Interoperation	EXTMS5-1420	When Media Suite dials out to Sony XG80 by SIP, people video is dark.	From Sony XG80, dial into Media Suite to start recording.
Interoperation	EXTMS5-1590	Sometimes after you deployed the Media Suite using EDU, you cannot access the Media Suite administrator or user portal.	Manually restart the Media Suite VM instance.
Log	EXTMS5-1556	Rarely happens, no log files are displayed on System Logs page on Admin Portal.	Wait until system log recovery or restart the Media Suite Center server.
Playback	EXTMS5-832	When play back video recorded by Poly VVX to meeting, few seconds scrambled video appears.	The scrambled video will disappear automatically.
Recording	EXTMS5-870	Call is disconnected after doing hold resume on Cisco EX90 or Group Series in a VRR Call.	Do not hold and resume during recording.
Recording	EXTMS5-1600	If one Group Series calls another Group Series with call rate more than 3,072 kbps through SIP, and start recording through H.323, the recording falls back to audio only (M4A).	Set **Preferred Speed for Placed Calls** equal or lower than 3,072 kbps from **Group Series > Admin Settings > Dialing Preference** or start recording through SIP.

Category	*Issue No.*	*Description*	*Workaround*
Scalability Mode	EXTMS5-1464	System prompts wrong message when reactive Media Suite with active Media Nodes from Scalability Mode to standalone mode.	Remove all slaves before activating Media Suite to standalone mode.
Site	EXTMS5-1675	If you change the site setting, the configuration will take serval minutes to take effect, and during the period, all site related operations will follow the old settings.	After changing the site setting, wait for several minutes to allow configuration to take effect.

Resolved Issues

The following table lists the resolved issues in the HARMAN Media Suite EVO 4.2.4 release.

Resolved Issues

Issue No.	*Category*	*Description*
EXTMSEN-11012	User Portal	[CC] The upload closed caption page has no response if user tries to upload several closed captions continuously.
EXTMSEN-11566	Center	[Cluster][RTSP/RTMP][Port] Number of streaming/recording ports are not released after making an Encoder call and then not enough live ports to make IP camera call.
EXTMSEN-12374	Center	[Elisa Videra] Media Suite - Incomplete recording.
EXTMSEN-12626	Admin Portal	[Firefox] Cannot upload xml files in SSO via SAML.
EXTMSEN-5417	Center	[IP Camera] transcoding template is transcoded twice.
EXTMSEN-12730	Center	[lecom.edu] Not seeing all the LDAP groups (only displays 1000 Group Records).
EXTMSEN-12718	Center	[License] Live Permission is missed for default administrator with Basic license mode.
EXTMSEN-11475	Center	[Lock] The user could login user portal successfully and account becomes active even after locked in Admin Portal.

Issue No.	*Category*	*Description*
EXTMSEN-10514	Center	[NewEraTech/MoJ] Export All Archives Report under the QuickCode Playbackinfo is listing out QuickCode playback and also recordings when it should not.
EXTMSEN-10536	Admin Portal	[China Merchants Group] [Admin Portal] Unable to add groups using Chinese.
EXTMSEN-12115	Center	[RTSP/RTMP][Port] Number of streaming/recording ports not released after making an IP camera event error.
EXTMSEN-12556	Center	[SOMC] Unable to login via iOS Mobile App.
EXTMSEN-12544	Transcoding Server	[Transcoding]Transcode failed for raw file whose video resolution is 1600x1200 (from Pexip EP).
EXTMSEN-12614	Transcoding Server	[Transcoding]Transcoding failed if the timestamps are abnormal many times in raw file.
EXTMSEN-11024	User Portal	[UI/UX] Publish to channels performs inconsistence in "Start Recording" and "Live Now".
EXTMSEN-9687	User Portal	[UI] Recording tab title display improperly when "Call Preference on User Portal " set "SIP only" in call setting of admin portal.
EXTMSEN-8791	User Portal	[UI] The default value of "Video size" drop list should not be empty.
EXTMSEN-10386	User Portal	[UI] The header of Survey&Test displays improperly.
EXTMSEN-9589	User Portal	[UI] The text is not fully display if the archive name is too long.
EXTMSEN-12031	Center	[Unicom Infotel] | RTMP Encoder live streaming event is not getting stopped through Stop Event.
EXTMSEN-12779	Vulnerability	[vulnerabilities] | [NCONTR] | ActiveMQ vulnerability CVE-2023-46604
EXTMSEN-12554	User Portal	[WebSSO] The WebSSO function is not working while the Anonymous function is disabled.
EXTMSEN-12245	Center	[Kilchenmann AG] After the upgrade to 4.2.3 from 4.2.2, download speed is slower compared to previous version.
EXTMSEN-12405	Center	[SFR] Web SSO is working one time on two. Needs to reload the page to connect.

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Customer support

You can obtain technical support by contacting Customer Support by telephone or e-mail. We are available 24/7/365.

Please send an e-mail to: HCS-CustomerSupport@harman.com OR

Call us at +1 214 396 0493 or US Toll Free Number +1 855 394 1543

Before contacting Harman International support

Please gather the following information and have it ready. This will help us service your request immediately:

- Harman Media Suite Product Activation page screenshot
- Details about the problem
- Sequence of events leading to the issue
- Error messages / alarms received along with the time and date
- Environment details (CPU type of VMware host, vCPU and RAM assigned to Media Suite, Gatekeeper name with version, SIP server name with version, VMware version on which Media Suite is installed, number of endpoints involved, etc.)
- Screenshots of errors and relevant Media Suite settings

- Relevant Media Suite logs, Browser Console and Browser Network logs, recording mp4/raw file