



Release Notes:

RealPlayer Enterprise and Manager 1.13

Prepared for General Availability
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Version Information

Release: RealPlayer Enterprise

Installer Version: 7.0.0.3511

Build: entinst-110407-2516

Release Status: General Availability

Products: RealPlayer Enterprise

Files: entinst_1_13.exe

Release: RealPlayer Enterprise Manager

Version: 6.0.9.2846

Build: riainst-111107-2108

Release Status: General Availability

Products: RealPlayer Enterprise Manager

Files:

rp-ent-mgr-install-1_13.exe

rp-ent-mgr-install-1_13-linux-2_0-libc6-i386.bin

rp-ent-mgr-install-1_13-sunos-5_7-sparc.bin

Note: not all files are distributed with all distributions.

1. What's New

1.1 Security Updates

Please review the recent Security Update and Incident Report. Contents of recent updates are relevant to release version 1.7 and older.

The most recent posting can be reviewed by visiting <http://service.real.com/realplayer/security/en/>

1.2 Fixes Supplied in this Release

191237 Pause fails to resume when accessing URL's that contain start/end times

RPE did not resume normal playback after hitting pause when accessing content that contains start and stop times in the URL. Example URL: `rtsp://streaming.media.server.com/path/file.rm?start="time"`. RPE now resumes playback normally.

202243 Playback of content via the embedded RPE does not work

Embedded RPE clients would remain in a seeking state instead of initiating and starting normal playback. RPE will now playback content correctly via the embedded player.

204566 General errors occur when playing ram/rpm files via SSL links with the embedded player.

Embedded RPE client would generate a general error when accessing content via SSL links. RPE embedded clients will now correctly playback content accessed via SSL links.

2. Previous Releases

2.1 Fixes Supplied in 1.12 Release

183449 RPEM Upgrade over Previous Version halts during Uninstall

When upgrading RPEM from a previous version to a newer version the installation process will halt.

The above-described condition has been corrected. During the install process if an earlier version is detected, the RPEM will display an error message "Previous version detected, please uninstall and re-run the installer."

189359 Embedded RPE clients fail to authenticate against secure content

When protected/secured content is accessed via an Embedded RPE client, the credentials are prompted repeatedly in spite of providing the correct username/password. RPE 1.12 embedded clients now correctly authenticate when accessing secure content.

195242 RPE bypasses PAC/proxy when content is listed in the RAM file

During a particular setup where a PAC file is involved, the player does not attempt to access a stream through the proxy, but instead connects to the server directly. The issue is observed with on-demand content only.

Explanation: This behavior is by design. It is not a bug.

2.2 Fixes Supplied in 1.11 Release

181898 RPE stops playback with Live Broadcast, then resumes playing with BackChannel Multicast

When using RPE build 1759 or 1801 with any v11 Helix Server and BackChannel Multicast enabled, the playback will work fine for 2:54, then stops and resets timer and continues playback with 2 seconds pause. This is a continuous pattern and repeats over and over again.

Explanation: The issue is server-related and does not occur with Helix server version 11.1.3 and above.

188752 RPE will not connect to scalable multicast when PNA multicast option is not selected

RealPlayer Enterprise 6.0.11 (Built from RPEM 1.10) running on Windows XP will not connect to a Scalable

Multicast from the Helix Server 11, unless the "Connect to Multicast" Preference Setting is set for both RTSP and PNA Protocols. If only RTSP is set, and PNA is not set, then the RPE will not connect to the Scalable Multicast. The above-described condition has been corrected. Since the PNA protocol is no longer supported by the Helix Server, the PNA settings are no longer required in the RealPlayer Enterprise. The Player now connects to the scalable multicast as expected.

188752 RPE crashes upon opening when executed on an OS configured for a non-Unicode language
When Windows XP is configured for non-Unicode program support for the Korean, German, Japanese and Uzbek languages, the RealPlayer Enterprise crashes unexpectedly with a chia3260.dll error message.
Explanation: The RealPlayer Enterprise is not supported on machines configured for a non-Unicode language. If an attempt is being made to the contrary, the Player will display a message indicating a requirement to run it on an English-configured OS.

2.3 Fixes Supplied in 1.10 Release

168387 RPEM version string from command line shows Real Server information

When starting the RPEM from the command line, it identifies itself as a RealServer and prints out RealServer version string. The server version is legacy information based on the fact that the Manager is derived from the server components.

The above-described condition has been corrected. The RPE Manger now correctly displays its version.

168694 RPEM Admin page fails to display all available player preferences

The admin webpage fails to display all the available Player Preference sets under the "Player Preference" listbox (list boxes) after a edit->rename->save functions have been performed. In effect, the admin user will not be able to choose those hidden preferences for creating a new installer due to the fact that these are not visible. The PCF files are still available under the "prefs" folder. But since the admin can't see it, these can't be used to create a new installer.

Example and explanation: Starting off with the default preference, edit it and rename it to create a new PCF file, hence creating a new preference set. It will still be possible to create an installer using this new preference list. Upon refreshing the admin webpage however, the "default" list will no longer be visible. The edit->rename->save is not the recommended way to create a new preference set. Fortunately, the "copy" operation works fine. It is therefore suggested to "copy" and rename/edit the preference set instead of following the example mentioned above.

177186 New RPE players are generated with expired evaluation licenses

Generating a RealPlayer Enterprise using evaluation license, results in software installer that returns a "Player expired" error message upon launch. The actual evaluation license file used for this task is valid.

The above-described condition has been corrected. Resulting player will function for the duration of the evaluation license, plus fourteen days. At the end of the duration the player will display a message "This copy of Real Player Enterprise has expired."

2.4 Fixes Supplied in 1.9 Release

94484 Some specific JavaScript callbacks not being supported

Some of the web sites with the embedded player use callbacks to display messages to the user. Using the Enterprise Player these messages are not being seen by the user.

The above-described condition has been corrected. The JavaScript messages are now properly displayed to the end user.

112449 Suggested value button missing from Enterprise Player preferences

The suggested value button is missing for some of the preferences. As a result user is unable to load values suggested by administrator. Preferences for which suggested value button is missing are:

1. Preferences->General->clip cache
2. Preferences->Playback Settings->TurboPlay
3. Preferences->hardware->sound card compatibility.

The above-described condition has been corrected. The suggested preferences button is now present in the aforementioned locations.

113542 Open stream statistics exceed allotted display space under Statistics viewing screen

When streaming a file from the Helix Server 9 the information displayed in the Enterprise Player client under "Tools/Playback Stats/Streams" is too long to fit in the space provided.

The above-described condition has been corrected. The text for the displayed statistics has been changed. It is now properly displayed on the Statistics screen.

153129 SMIL window does not refresh during background change

While playing a SMIL presentation which changes the background, the new image which is loaded appears to be displayed incorrectly.

The above-described condition has been corrected. The background updates with the presentation changes as expected.

159152 HTTP Proxy exception is being ignored when custom proxy is used

When configuring the Real player Enterprise to use a custom HTTP proxy, the proxy exceptions are ignored which means the HTTP proxy is used when the player attempts to get the ICF file from the RPEM. Due to this, the Proxy server caches the ICF file which means any change on the RPEM is not filtered through to the Real player Enterprise client as they pull an older cached version from the HTTP proxy server.

The above-described condition has been corrected. The player no longer ignores proxy exception settings.

160771 Real Player Enterprise displays enigmatic error message when attempting to play a presentation comprising of an unsupported version of Flash

The Real player Enterprise does not support Flash version 5 and above. Attempting to play content created with the unsupported version results in message "Unknown error code 21477458251."

The corrected behavior consists of a new message ""Unsupported file version. Flash files of version greater than 4.0 could not be played."

162001 RealPlayer Enterprise fails to play content from a secure server

The Player fails to play content from a secure site. Resulting error indicates denied access to the stream.

The above-described condition has been corrected. The RealPlayer Enterprise is now able to play content from a secured site.

163817 Content displayed in full screen fails to maintain proper aspect ratio

Attempting to play content in full screen, results in the image being stretched out of proportion.

The above-described condition has been corrected. The Player now properly resizes the content being displayed in a full screen mode.

3. Known Issues

3.1 RPE and OS configured for Non-Unicode languages

The RealPlayer Enterprise is not supported on machines configured for a non-Unicode language. If an attempt is being made to the contrary, the Player will display a message indicating a requirement to run it on an English-configured OS. Under the same circumstances, releases prior to 1.11 experience application errors and crashes. This has been corrected in the 1.11 release. The above-described message is now being displayed.

3.2 Playback Issues

Playing a three-pane presentation with RPE build 6.0.11 the video first appears in the center and then adjusts itself to the left of the player. Initially it seems that it disappeared, however, it does not vanish altogether but gets displayed in middle and then shifts toward the left edge.

Authoring a three-pane presentation using URL parameters, the RPE ignores the contextheight/contentwidth parameters making the window not appear at a desired size.

Playing content in standalone mode without a web page pane viewable, RealPlayer Enterprise assumes the full screen width of your desktop display. It should resize to the size of the media clip being played, (i.e. 352x288, 640x480, 768x576) as opposed to full screen width and media height (e.g. 1400x288, 1400x480, 1400x576).

When playing content protected by username/password from the Helix Server, the RPE pops up a prompt box and if the correct details are entered the content is played. However, if that same link is embedded into a web page then playback fails with the client appearing to lose the server information.

3.3 Installation and Migration Issues

RealPlayer Enterprise Manager will not fully install on a system that has an existing copy of RealSystem Server 8 installed. Installation of RDM does appear to progress, but after completion only a few folders and files are found in the RealPlayer Enterprise Manager folder.

When upgrading from an older version the previous version is detected and the user is prompted to uninstall. During the uninstall process, the process will appear to uninstall and then install the latest version. However the only folders created are: adm_b_db, and Plugins. The files are: default.cfg and rdm.cfg.

RPEM does not maintain the media type preferences from the previously installed RealOne Player.

RPEM does not launch the web pages imported as favorites from the previously installed RealOne Player. It appears that the bookmarks created in RealOne player are imported, but RPE does not load the bookmarked web pages and displays an error message.

3.4 Logging Issues

The rmemerror.log on RPEM 1.10 shows incorrect process name. The content of the log displays "rmserver (process ID)" rather than a "computer name (process ID)."

Log rolling feature does not working in RealPlayer Enterprise Manager 1.10

3.5 Settings, Configuration, and Interface Issues

The default RPE bandwidth settings for "normal" and "maximum" cause poor user experience.

TurboPlay->SuggestedValue button should be grayed out when playback settings are locked by RPEM.

Double-clicking the window title-bar of the Player does not toggle (maximize/restore) the window size.

Navigation across top-level menu items (File, View, Play, Tools and Help) does not work with left and right arrow keys.

4. Checksums

(Using md5sum utility)

| | |
|----------------------------------|--|
| 2bc3e7e1c762a2f8b7928d4aa73d4065 | entinst_1_13.exe |
| e82c687ca23f6054932daa77f81502c4 | rp-ent-mgr-install-1_13.exe |
| 2ede9df8cd407f1bf552ca136d58579a | rp-ent-mgr-install-1_13-linux-2_0-libc6-i386.bin |
| 8af2dc86a844d947883b1d86f7e20a4c | rp-ent-mgr-install-1_13-sunos-5_7-sparc.bin |