



Release Notes:

RealPlayer Enterprise and Configuration Tool 2.1.2

Prepared for General Availability
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Table of Contents

1.	What's New	3
1.1	New OS Platform Support.....	3
1.2	Features at a Glance (since 2.0 release).....	3
1.3	Security Updates	4
1.4	Fixes Supplied in 2.1.2 Release	4
2.	Previous Releases	4
2.1	Fixes Supplied in 2.1 Release	4
2.2	Fixes Supplied in 2.0 Release	4
3.	Known Issues	5
3.1	EULA issues.....	5
3.2	Features and Functionality Issues	5
4.	Checksums	7

Version Information

Bundle Filename(s):
rp-ent-bundle-install-2_1_2.zip

Contents

Release: **RealPlayer Enterprise**
Release Status: General Availability

Installer Version: 6.0.12.1810
Build: locplayerall_enterprise-121409-133
File(s): playinst_en-enterprise2_1_2.exe

Release: **RealPlayer Enterprise Configuration Tool**
Release Status: General Availability

Version: 2.1.0.1
Build: entmgr-091708-69
Files: RP-Config-tool.exe

EULA (Needs to be downloaded separately)
File: RPE_2_0_EULA_02012008.pdf

Note: not all files are distributed with all distributions.

1. What's New

1.1 New OS Platform Support

RPE 2.1.2 is now supported on Windows 7 Professional, Enterprise, and Ultimate

1.2 Features at a Glance (since 2.0 release)

Silent install/uninstall

The new RPE 2.0 allows the player to be installed or uninstalled with no input from either user or administrator.

Custom home page

Gives the administrators the ability to set the home-page of player to point to any specified location of their choice.

Lock-able and Pre-configured Settings

Gives the administrators the ability to pre-configure and lock the settings under the RealPlayer "Connection" preferences category (which manages Transport, Bandwidth, Proxy and Exceptions). More specifically this includes: bandwidth setting, network timeout, online status detection/assumption, Internet/Privacy settings (privacy settings and registered location being most important), proxy settings and exceptions, network transport and UDP port specification.

Platform Support

Windows 7 Professional, Enterprise, and Ultimate (Since version 2.1.2)

Windows Vista Enterprise and Ultimate

Windows XP

Windows 2000

Pre-configurable install mode, directory and startup mode

Gives the administrators the ability to pre-configure the install mode (e.g., silent) and the location (the directory) the player will be installed in and additionally the startup-mode such as single screen vs. 3-pane experience.

Pre-configurable and lockable MIME type associations

Gives the administrators the ability to pre-configure and lock the MIME types associated with various media formats.

ACW – WM and QT are not lockable and must also be separately installed. Only WM 10 and QT 7 are currently supported.

Custom Favorites menu items

Gives the administrators the ability to pre-configure the "Favorites" menu-items so that the users can start with key web-sites and locations available at their fingertips.

Custom Help menu items

Gives the administrators the ability to pre-configure the "Help" menu-items so that the users are given the most relevant information or are pointed to specific internal IT helpdesk site to suite the corporate need

Pre-configurable and lockable "hardware" settings

Gives the administrators the ability to pre-configure and lock the hardware settings such as "video-acceleration" to suit the hardware configuration that is deployed within the network.

Windows Media and QuickTime playback and settings

Setting of QuickTime Preferences or Windows Media Preferences is no longer required. This should be done directly from within the QuickTime Player or Windows Media Player. Only WM 10 and QT 7 are supported.

Configuration Tool Version Check

To check the exact version and built, right-click on the RP-Config-Tool.exe file and select Properties. On Vista this information is available under the "Details" tab of the Properties.

1.3 Security Updates

Please review the recent Security Update and Incident Report. The most recent posting can be reviewed by visiting <http://service.real.com/realplayer/security/en/>

1.4 Fixes Supplied in 2.1.2 Release

250527: Embedded playback fails to continue when chosen to resume in stand-alone player. This issue was observed only with Internet Explorer 8. It is now resolved.

2. Previous Releases

2.1 Fixes Supplied in 2.1 Release

217375: Configuration Tool does not seem to set settings for make RPE Universal Media Player

216054: Player requires authorization from Admin to be allowed to run as User on Vista

219374: General preferences page errors out as invalid temp directory "1"

218981: Unable to perform enterprise install of RPE using SYSTEM credentials

219373: File types: RPE set's itself as the default player for all media types even though I set the player to only play Real Media Data Types using the Config Tool

219374 General preferences page errors out as invalid temp directory "1"

223760 Player Configuration changes done by admin user are not permanent

227583 Locked Media Type settings can be modified with the mouse right click

227808 Playback of .swf content is failing

2.2 Fixes Supplied in 2.0 Release

198912: Allow/disallow of data types not honored

210849: Welcome Text for RealPlayer Enterprise Configuration Tool is empty

213818: Make RealPlayer Enterprise my Universal Player is disabled in Preferences

213819: Changes to Universal Player preferences result in RPE crashing

214208: Player copyright information incorrect

214210: Player's copyright date is not updated in License Agreement

2.3 This release supersedes RealPlayer Enterprise v1.x

3. Known Issues

3.1 EULA issues

- In RealPlayer Enterprise License Agreement, point 7[c] mentions that the AutoUpdate is supported. Currently this feature is not supported.
- In RealPlayer Enterprise License Agreement, point 7[d] mentions that the Message Center is used. Currently this feature is not supported.

3.2 Features and Functionality Issues

- The Tools/Crossfade menu tab is currently not working
- With some content seeking forward/backward results in distorted video quality
- Delete key not functioning in RealPlayer Enterprise Configuration Tool
- Invalid drive path in RealPlayer Enterprise Configuration Tool Installation Directory generates a player, however, the player crashes during the installation
- 3GP content is not supported in this version of the RealPlayer Enterprise 2.1. This is by design.
- Playback of AMR content is not supported in this version of the RealPlayer Enterprise 2.1. This is by design.
- Playback of Flash Video (.flv) is not supported in RealPlayer Enterprise 2.1. This is by design.
- Playback of .swf is limited to content created with Flash version 4 and older. This is by-design.
- The version of the RealPlayer Enterprise 2.1+ supports H.263 codec in non-3gp container only. It does require installation of a 3rd party codec. Typical examples of non-3gp content would include QuickTime (MOV files) and DirectShow (AVI files). This is by-design.
- On Windows XP changes made by 'restricted' user to the Player's media type settings are not permanent. This is due to the security structure associated with Windows XP. This issue is not present under Widows Vista.

- Playback of unsupported content does not always generate an error message. The player will simply not play and remain idle.
- Playback of data types which requires QuickTime plugins should result in an appropriate error when QuickTime is not installed on the computer. Instead, the player simply fails to play the content.
- On Vista uninstall does not remove all the associated files. After the install, user-specific files are created, which do not get removed upon uninstall. As a result, the customized setting may be present in subsequent re-installation of the product. The information is stored in DTLocalDB and DTAdditionsDB files. These are hidden system files and can only be seen when the "include non-indexed, hidden and system files" check box is selected in Advanced search. Path for these files is similar to the following: *c:\users\limited\AppData\Local\virtualstore\Program Files\Common Files\Real\Common* where limited is user name. This issue is not present under Windows XP, as such database structure does not exist within it.
- On Windows 7 uninstall does not remove all of the associated files or registry entries. After the install, user-specific files and registry entries are created, which do not get removed upon uninstall. As a result, the customized settings such as Bandwidth may be present in subsequent re-installation of the product. These settings may also appear grayed-out when accessed by a restricted user. Default locations such as C:\Program Files\Common Files, C:\Program Files\, C:\Users\user\AppData\Roaming\ should be checked for presence of RealPlayer Enterprise components.
- The default bandwidth settings in the stand-alone installer are set to Normal with 56Kbps. This may result in degraded playback of content. Pre-configuring the appropriate setting using the Configuration Tool, or post-install by a user with elevated access, resolves this issue.
- Reinstallation over pre-existing Enterprise Player may result in unpredictable change to settings. It is strongly recommended that the prior installation is removed first before proceeding with a new install.
- Setting of QuickTime Preferences is no longer required. This should be done directly from within the QuickTime Player
- Setting of Windows Media Preferences is no longer required. This should be set in the currently available and supported versions of Windows Media Player.

4. Checksums

(Using md5sum utility)

MD5SUM

274551caa832251823a0a58fe3095472
8c46cc3fe61fa785debbc83fc3e34741

File Name

rp-ent-bundle-install-2_1_2.zip
RPE_2_0_EULA_02012008.pdf