

Polycom® RealPresence® Collaboration Server 1800/2000/4000/Virtual Edition

Polycom announces the release of the Polycom® RealPresence® Collaboration Server 8.7.4 software. This document provides the latest information about this release.

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What's New in Release 8.7.4

RealPresence Collaboration Server 8.7.4 includes the features and functionality of previous releases, the issue fixes identified in [Issues Resolved in Version 8.7.4](#), and the following new features:

Feature Name	Description	RMX 2000/4000	RMX 1800	Virtual Edition
System Flag for Reconnecting AVMCU	RealPresence Collaboration Server supports a new system flag to recover the disconnected cascading link between RealPresence Collaboration Server and AVMCU.	Yes	Yes	Yes
Security Features				
Enable or Disable Automatically Send Usage Data	By default, RealPresence Collaboration Server sends your usage data to a Polycom collection point for analysis and user experience improvement. You can disable the Automatically Send Usage Data option on the RealPresence Collaboration Server, Virtual Edition to stop your usage data being sent to a Polycom collection point. RealPresence Collaboration Server (RMX) 1800/2000/4000 will support this feature in future releases.	No	No	Yes
Support OpenSSL1.0.2j and TLS 1.2	RealPresence Collaboration Server now supports OpenSSL1.0.2j and TLS 1.2 additionally.	Yes	Yes	Yes

System Flag for Reconnecting AVMCU

The following is the system flag for reconnecting AVMCU and RealPresence Collaboration Server.

Flag	Description	Manual Add Required?	Reset Required?
AV_MCU_CASCADE_RECONNECT	Default: No. When set to YES, in the case that the cascading link between RealPresence Collaboration Server and AVMCU is disconnected by a Skype for Business user or admin, RealPresence Collaboration Server will attempt to recover the link.	Yes	No

Automatically Send Usage Data

When you accept the End User License Agreement (EULA) for the RealPresence Collaboration Server, Virtual Edition, you can select (default) or clear the **Automatically send usage data** check box. Selecting **Automatically send usage data** enables your system to send various types of usage data to a Polycom collection point (customerusagedatacollection.polycom.com). As this data is used to continually improve the product, Polycom recommends that you keep the setting enabled. See the **Automatically Send Usage Data** section in the *Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition, Administrator Guide* for a description of the type of data your system sends.



RealPresence Collaboration Server (RMX) 1800/2000/4000 will support **Automatically send usage data** in future releases.

Enabling or Disabling Automatically Send Usage Data

The Automatically Send Usage data option can be enabled or disabled using the following options:

- Product Activation screen
- System Configuration screen

Enable or Disable Send Usage Data using Product Activation Screen

You can enable or disable this option using the product activation screen.

To enable or disable automatically send usage data from product activation screen:

- 1 In RMX Manager or RMX Web Client, go to **Setup > Licensing > Product Activation**.
- 2 Select or clear **Automatically Send Usage Data** check box.

Enable or Disable Send Usage Data using System Configuration Screen

You can enable or disable this option using the system configuration screen.

To enable or disable automatically send usage data from system configuration screen:

- 1 In RMX Manager or RMX Web Client, go to **Setup > System Configuration > System Flags > MCMS_PARAMETERS_USER**.
- 2 Manually add **ENABLE_SENDING_ANALYTICS_DATA**, then set it to **YES** or **NO**.

See Automatically Send Usage Data

You can see the usage data via SSH.

To see the data your RealPresence Collaboration Server, Virtual Edition sends to Polycom:

- 1 Connect to the RealPresence Collaboration Server, Virtual Edition via SSH.

2 Change directory to `/var/log/polycom/rpp/`.

In the `/var/log/polycom/rpp/` directory, you will see a file called `analytics.json`.

This file contains the data that your RealPresence Collaboration Server, Virtual Edition sends to Polycom.



If your local DNS server does not resolve customerusagedatacollection.polycom.com, the analytics service in RealPresence Collaboration Server, Virtual Edition will query to Google DNS server (8.8.8.8) to resolve that DNS name.

Security Updates

The RealPresence Collaboration Server product supports OpenSSL1.0.2j and TLS 1.2 in this release.

The following table shows the TLS versions supported for different features:

Function	TLS Version
APACHE	TLS 1.0, TLS 1.1, TLS 1.2
Central signaling and LDAP	TLS 1.0, TLS 1.2
EXCHANGE	TLS 1.2
ICE	TLS 1.2

In addition to TLS 1.0, APACHE, Central signaling, LDAP, EXCHANGE, and ICE (TURN) are able to communicate on TLS 1.1 and TLS 1.2 by default.

System Flags for Changing TLS Version

The following are system flags for setting TLS versions for different functions.

Flag	Description	Manual Add Required?	Reset Required?
ENABLE_TLS_V_1_0	Default: No. When set to YES, central, signaling and LDAP communication will fall back to TLS 1.0. Note: Enabling the flag will not stop TLS 1.2 from working. Initiating communications will be with TLS v1.2 protocol.	Yes	Yes
RMX_MANAGEMENT_SECURITY_PROTOCOL	Default: TLS1_2_TL SV1_1_TL SV1 <ul style="list-style-type: none"> After setting to TLS1_2_TL SV1_1_TL SV1, Apache is able to transmits TLS 1.0, TLS 1.1, and TLS 1.2. After setting to TL SV1_SSLV3, Apache transmits only TLS 1.0. 	No	No

If TLS 1.0 is not enabled, the TCP connection will be broken with the entity that tries to communicate with RealPresence Collaboration Server.

New in Release 8.7.1

Version 8.7.1 included the new features identified below.

Feature Name	Description	RMX 2000/4000	RMX 1800	Virtual Edition
Conferencing Features				
Personal Layout in Lecture Mode	Personal Layout of the operator can be modified in conferences defined to operate in Lecture Mode.	Yes	Yes	Yes
Suppress conference entry tone for operators entering/leaving conferences	A new system flag to suppress entry/exit tone when the operator participant joins or leaves the conference.	Yes	Yes	Yes
Legacy Content in Multiple Content Transcoding	The Send Content to Legacy Endpoints option in the Conference Profile - Video Quality dialog, can be either checked or unchecked when using Multiple Content Resolutions (Content Transcoding).	Yes	Yes	Yes
Lock/Unlock conference	Locking and unlocking conferences can now done via Web GUI, RMX Manager, and XML API, in addition to the previous DTMF code.	Yes	Yes	Yes
Override mute participants	Participants can unmute themselves regardless of the reason they were muted. Enable overriding mute participants function requires system flag setting.	Yes	Yes	Yes
Polycom Labs	Polycom enables customers examining experimental features which might be later incorporated into the Collaboration Server. Each of Polycom Lab features is described in a separate Addendum at the end of this document.	Yes	Yes	Yes
Network and System Features				
New Virtual Edition Hosts and Increased Capacity Limitations	Additional Host platforms (Core types) can be used to deploy RealPresence Collaboration Server, Virtual Edition.	No	No	Yes
Polycom® RealPresence Clariti™ Support	RealPresence Collaboration Server 1800/Virtual Edition is part of the RealPresence Clariti solution.	No	Yes	Yes

Feature Name	Description	RMX 2000/4000	RMX 1800	Virtual Edition
Miscellaneous Features				
NTLMv2 for LDAP connection	Support for NTLMv2 has been added for LDAP connections. The authentication protocol will be negotiated with preference given to NTLMv2.	Yes	Yes	Yes
Dynamic Bandwidth Adaptation	RealPresence Collaboration Server, Virtual Edition can dynamically adapt the bandwidth for the MCU-bridged WebRTC conference according to the congestion level.	No	No	Yes
Configure Timeout between End of Chairperson IVR message and First DTMF Key	Administrator can configure timeout between Chairperson IVR message and first input DTMF digit through system flag.	Yes	Yes	Yes
Modular MCU Features				
Deployment and Monitoring	Deployment of soft blades, and changes in system monitoring.	Yes	Yes	Yes
RDP content	Support for RDP content to Skype for Business endpoints in both direct and Polycom RealConnect calls.	Yes	Yes	Yes
Resource Management and Report	Resource consumption, and separating report for Main MCU and soft blades.	Yes	Yes	Yes
Security Aspects	Open ports on Main MCU and on soft blades.	Yes	Yes	Yes
Logger Functionality	Effects on Logger functionality in multiple machines environment.	Yes	No	Yes
Upgrading	Upgrading Main MCU and soft blades.	Yes	Yes	Yes

Feature Name	Description	RMX 2000/4000	RMX 1800	Virtual Edition
Skype for Business Features				
Support Office365 federation	The Collaboration Server supports federation with Microsoft Office365. This enables customers with Skype for Business, but no Polycom infrastructure, to invite into Skype for Business conferences non-Skype for Business users, where both user types may enjoy complete Skype for Business/Polycom experience, respectively.	Yes	Yes	Yes
Using Skype for Business panoramic layout to send more video streams from standard endpoints	Supports sending Panoramic Layout to AV MCU in a Polycom RealConnect Cascaded Conference.	Yes	Yes	Yes
Add Polycom participants in Skype for Business client conference roster	Including Polycom participants in the general Skype for Business participant list, thus enables Skype for Business users to see list of standard endpoints connected to the conference and disconnect them by Organizer	Yes	Yes	Yes
Skype for Business Audio and Video participants count	In the Polycom RealConnect conference, the total number of Audio/Video participants of Skype for Business and Non-Skype for Business can be counted in the Audio/Video participants indication in the conference layout.	Yes	Yes	Yes
Mute Audience	In the AVMCU conference, originator of the conference can selectively to mute all participants or only mute Skype for Business participants by setting a system flag.	Yes	Yes	Yes

Products Tested with this Release

RealPresence Collaboration Server is tested extensively with a wide range of products. The following table identifies the products that have been tested for compatibility with this release; it is not a complete inventory of compatible equipment.



You are encouraged to upgrade all of your Polycom systems to the latest software before contacting Polycom Support to ensure your issue has not already been addressed by recent software updates. Go to http://support.polycom.com/PolycomService/support/us/support/service_policies.html to find the Current Polycom Interop Matrix.

Device	2000/4000	1800	Virtual Edition
Gatekeepers/Proxies			
Polycom® RealPresence® Resource Manager	10.0.1	10.0.1	10.0.1
Polycom® RealPresence® Collaboration Server (RMX®)	8.7.4	8.7.4	8.7.4
Polycom® RealPresence® DMA® (Hyper-V)	6.4.1	6.4.1	6.4.1
Polycom® RealPresence® Resource Manager (Hyper-V)	10.0.1	10.0.1	10.0.1
Polycom® RealPresence® Collaboration Server 800 (Hyper-V)	-	-	8.7.3
Polycom® RealPresence® DMA® 7000	6.4.1	6.4.1	6.4.1
Polycom® RealPresence® DMA®, Virtual Edition	6.4.1	6.4.1	6.4.1
Polycom® RealPresence® Web Suite Experience Portal	-	-	2.1.2.730-229386
Polycom® RealPresence® Web Suite Services Portal	-	-	2.1.2.265-229348
Polycom® RealPresence® Platform Director™			3.0.0-2987
Polycom® RealPresence® Access Director™	4.2.4_build_23005 3	4.2.4_build_23005 3	4.2.4_build_23005 3
Avaya Scopia® ECS Gatekeeper	8.3.0.103.0	8.3.0.103.0	8.3.0.103.0
Broadsoft Server	R21.sp1_1.551	R21.sp1_1.551	R21.sp1_1.551
Cisco TelePresence ISDN GW 3241	2.2 (1.114)	2.2 (1.114)	2.2 (1.114)
Cisco TelePresence MCU 4505	4.5 (1.85)	4.5 (1.85)	4.5 (1.85)
Cisco 5310 MCU	4.5 (1.85)	4.5 (1.85)	4.5 (1.85)
Microsoft Lync 2010 server	4.0.7577.0	4.0.7577.0	4.0.7577.0

Device	2000/4000	1800	Virtual Edition
Microsoft Lync 2013 server	5.0.8308.956	5.0.8308.956	5.0.8308.956
Microsoft Skype for Business Server 2015 (volume license key installed)	6.0.9319.281	6.0.9319.281	6.0.9319.281
Microsoft Exchange 2010	14.3 (build 123.4)	14.3 (build 123.4)	14.3 (build 123.4)
Microsoft Exchange 2013	CU12 15.00.1178.004	CU12 15.00.1178.004	CU12 15.00.1178.004
Sonus SBC	V05.00.02-R000	V05.00.02-R000	V05.00.02-R000
Recorders			
Polycom® RealPresence® Media Suite	2.8	2.8	2.8
MCUs, Call Managers Network Devices and Add ins			
Polycom RealPresence Collaboration Server (RMX) Conferencing Add-in for Microsoft Outlook	1.4.1	1.4.1	1.4.1
Polycom® ContentConnect™ Server	1.5.2.212	1.5.2.212	1.5.2.212
Polycom® Multipoint Layout Application (MLA)	3.1.5	3.1.5	3.1.5
Avaya Scopia® 100 Gateway P10	5.7.2.0.25	5.7.2.0.25	5.7.2.0.25
Avaya Aura® Session Manager	6.3.4.0.634014	6.3.4.0.634014	6.3.4.0.634014
Avaya Aura® Communication Manager	R016x.03.0.124.0	R016x.03.0.124.0	R016x.03.0.124.0
Cisco Unified Communications Manager	11.5.1	11.5.1	11.5.1
Cisco TelePresence Server	4.2(4.18)		
Cisco TelePresence Video Communication Server	X8.8.1	X8.8.1	
Crestron Control Systems	4.001.1012	4.001.1012	4.001.1012
Crestron Polycom Build	3.1.2-2	3.1.2-2	3.1.2-2
IBM Sametime Server	Sametime 9.0.0 version	Sametime 9.0.0 version	Sametime 9.0.0 version
Virtual Machines for RealPresence Collaboration Server VE Deployment			
VMWare vSphere (vCenter) Client	N/A	N/A	6/6.5
Endpoints			
Polycom® HDX®	3.1.11-53024	3.1.11-53024	3.1.11-53024
Polycom® Group Series	6.1.0.310348	6.1.0.310348	6.1.0.310348
Polycom® RealPresence® Group Series	6.1.0.310348	6.1.0.310348	6.1.0.310348

Device	2000/4000	1800	Virtual Edition
Polycom® CMA® Desktop	5.2.6	5.2.6	5.2.6
Polycom® CMA® Desktop for MAC	5.2.6	5.2.6	5.2.6
Polycom® RealPresence® Mobile for Apple® iOS	3.7	3.7	3.7
Polycom® RealPresence® Mobile for Android™	3.7	3.7	3.7
Polycom® RealPresence® Desktop for Windows®	3.7	3.7	3.7
Polycom® RealPresence® Desktop for Mac®	3.7	3.7	3.7
Polycom® VVX® 1500	5.5.0	5.5.0	5.5.0
Polycom® VVX® 500	5.5.0	5.5.0	5.5.0
Polycom® VVX® 600	5.5.0	5.5.0	5.5.0
Polycom® SoundPoint® IP 650	4.0.7	4.0.7	4.0.7
Polycom® SoundStation® IP 7000	4.0.11	4.0.11	4.0.11
Polycom® Touch Control (for use with HDX)	OS1.17.0-38 / TP1.17.0-58	OS1.17.0-38 / TP1.17.0-58	OS1.17.0-38 / TP1.17.0-58
Polycom® Touch Control (for use with RealPresence Group Series)	OS6.1.0-903 / TP 6.1.0-280932	OS6.1.0-903 / TP 6.1.0-280932	OS6.1.0-903 / TP 6.1.0-280932
Polycom® CMA® Desktop	5.2.6	5.2.6	5.2.6
Avaya Scopia® XT5000	8.3.2.534	8.3.2.534	8.3.2.534
Cisco TelePresence System EX90	7.3.3	7.3.3	7.3.3
Cisco TelePresence Integrator C Series	7.3.3	7.3.3	7.3.3
Cisco TelePresence SX20	ce8.2.1	ce8.2.1	ce8.2.1
Cisco TelePresence System 3010	1.10.15(4)	1.10.15(4)	1.10.10(13)
Cisco TelePresence System 1300	1.10.15(4)	1.10.15(4)	
Cisco TelePresence TX9000	6.1.12(4)	6.1.12(4)	
Cisco DX70 / DX80 / DX650	10-2-5-212	10-2-5-212	10-2-5-212
Cisco Jabber for Windows	11.1	11.1	11.1
Cisco Jabber for Mac	11.1	11.1	11.1
IBM Sametime Connect client	Sametime 9	Sametime 9	Sametime 9
IBM Sametime Lotus client	Sametime 9	Sametime 9	Sametime 9

Device	2000/4000	1800	Virtual Edition
IBM Sametime Web AV client (SVC)	Sametime 9	Sametime 9	Sametime 9
IBM Sametime Web AV client (AVC)	Sametime 9	Sametime 9	Sametime 9
LifeSize Icon 600	2.9.1.(2001)	2.9.1.(2001)	2.9.1.(2001)
LifeSize Express 220	5.0.9(2)	5.0.9(2)	5.0.9(2)
LifeSize Team 220	5.0.9(2)	5.0.9(2)	5.0.9(2)
Microsoft Lync 15 client	15.0.4933.1000	15.0.4933.1000	15.0.4933.1000
Microsoft Lync 2013 client with Skype UI	15.0.4420.1017	15.0.4420.1017	15.0.4420.1017
Sony PCS-XG80	2.46	2.46	2.46
Sony PCS-XG100	1.60	1.60	1.60

RMX Web Client System Requirements

The following table identifies the environments (Web Browsers and Operating Systems) with which the RMX Web Client was tested.

Web Browser	Operating System
Internet Explorer 7	Windows Vista™ and Windows 7*
Internet Explorer 8	Windows 7*
Internet Explorer 9	Windows 7* and Windows 8
Internet Explorer 10	Windows 7* and Windows 8
Internet Explorer 11	Windows 8.1 and above



Windows 7 Note

When using Internet Explorer 8 to run the RMX Web Client application, Protected Mode must be disabled before downloading the software to the workstation. To do this:

- 1 Open an IE browser window and go to **Internet Options > Security tab**.
- 2 Clear the **Enable Protected Mode** check box for each of the following tabs: **Internet, Local intranet, and Trusted sites**.
- 3 When the software is successfully installed, recheck the **Enable Protected Mode** check box for the **Internet and Local intranet**. Leave it disabled for **Trusted sites**.

**Windows 8 Note**

When using Internet Explorer 8 to run the RMX Web Client application, it is important to configure the browser according to the following procedure:

- 1 Close all IE browser windows and verify that no iexplore.exe processes are running on the system.
- 2 Open a new IE browser window and go to **Internet Options > General** tab.
- 3 In the Browsing history section:
 - a Click **Delete**.
 - b From the **Delete Browsing History** dialog box, select the **Temporary Internet files and Cookies** check box.
 - c Click **Delete**.
- 4 In the **Browsing history** section:
 - a Click **Settings**.
 - b In the **Temporary Internet Files and History Settings** dialog box, click **View objects**.
 - c In the **Downloaded Program Files** select the EMAClassLoader.dll file.
 - d Click **Delete**.
- 5 Click **OK**.

**Windows 10 Note**

In Windows 10, you can configure RealPresence Collaboration Server 1800/2000/4000/Virtual Edition only through RMX Manager, and the following preview features are not supported:

- View Participant Sent Video (AVC Only)
- Preview and add Motion slide to IVR services

**Installation Notes**

In specific network conditions when:

- The enterprise-facing interface IP of the firewall (the interface to the Intranet) and the IP address assigned to the RMX media card are in the same subnet
- ICMP redirect is enabled on the default gateway

Use RMX Manager to set up a static route to the TURN server. This ensures that media traffic is always routed through the default gateway, which prevents AVMCU calls from being disconnected.

**Account Note**

If the default POLYCOM user is defined in the RMX Web Client, an Active Alarm is created and the MCU status changes to MAJOR until a new Administrator user replaces the default user.

General Upgrade Information for RealPresence Collaboration Server

The following sections provide important general information about upgrading RealPresence Collaboration Servers to this release.

Upgrade Package Contents

To view the latest Polycom product documentation and software, visit the **Documents & Software** section at [Polycom Support](#).

The version 8.7.4 upgrade package includes:

- RealPresence Collaboration Server (RMX) 1800/2000/4000 V8.7.4 software (*.bin)
- RealPresence Collaboration Server, Virtual Edition 8.7.4 software
 - The *.upg file is for upgrading RealPresence Collaboration Server, Virtual Edition on VMware
 - The *.ova file is for deploying RealPresence Collaboration Server, Virtual Edition on VMware
 - The *.vhd file is for deploying RealPresence Collaboration Server, Virtual Edition on Hyper-V
- RealPresence Collaboration Server (RMX) 1800/2000/4000/Virtual Edition 8.7.4 Soft Blade
 - The *.ova file is for deploying Soft Blades on VMware.
 - Soft Blade upgrade is along with MCU upgrade via MCU upgrade software
 - ◆ *.bin for RMX 1800/2000/4000
 - ◆ *.upg for Virtual Edition
- RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Local Web Client (RMX Manager)
- RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Version 8.7.4 Release Notes

The RMX API Kit Version 8.7.4 includes:

- RealPresence Collaboration Server API Version 8.7.4 Release Notes
- RealPresence Collaboration Server XML API Overview
- RealPresence Collaboration Server XML API Schema Reference Guide
- XML Schemas

Supported Upgrade Paths

The RealPresence Collaboration Server 1800/2000/4000 includes a safety mechanism to ensure that a viable and safe software version installation is selected. It ensures that the current RealPresence Collaboration Server software version and the new software installation match to an internal logic table, and allows or rejects the software installation. When an incorrect or non-viable version upgrade/downgrade path is attempted, an alarm and fault are activated on the RealPresence Collaboration Server.

The following table lists the tested upgrade paths for the RealPresence Collaboration Server 1800/2000/4000/Virtual Edition version 8.7.4.

Software Version	RMX 1800	RMX 2000/4000	Virtual Edition
8.7.3 (Build 46)	Yes	Yes	Yes
8.7.1 (Build 494)	Yes	Yes	Yes
8.6.7 (Build 48))	Yes	Yes	Yes
8.5.12 (Build 39)	Yes	Yes	Yes

Important Upgrade Notes

Please carefully review the following important upgrade notes.

- When upgrading to version 8.7.4, Polycom requires that you upgrade from the latest maintenance release of the version currently running on the system.
- To enable the MMCU function, Polycom recommends that you upgrade the system to version 8.7.4
- Version 8.7.4 does not support MPM, MPM+ or MPMx cards. DO NOT upgrade to version 8.7.4 if MPM, MPM+ or MPMx cards are installed in the RealPresence Collaboration Server (RMX); Polycom also recommends trained people to do the upgrade as mentioned in the Prepare for the Upgrade part.
- You can choose to use the new RealPresence Collaboration Server Soft Blades topology if your deployment requires Microsoft Remote Desktop Protocol (RDP) content support. However, customers who are currently using Polycom ContentConnect for sharing content should continue to use it as it is more full featured at this time.

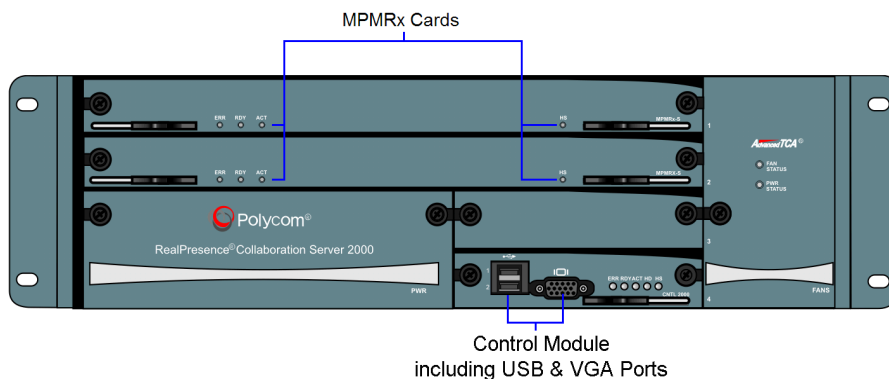
RealPresence Collaboration Server 1800/2000/4000 Upgrade Information

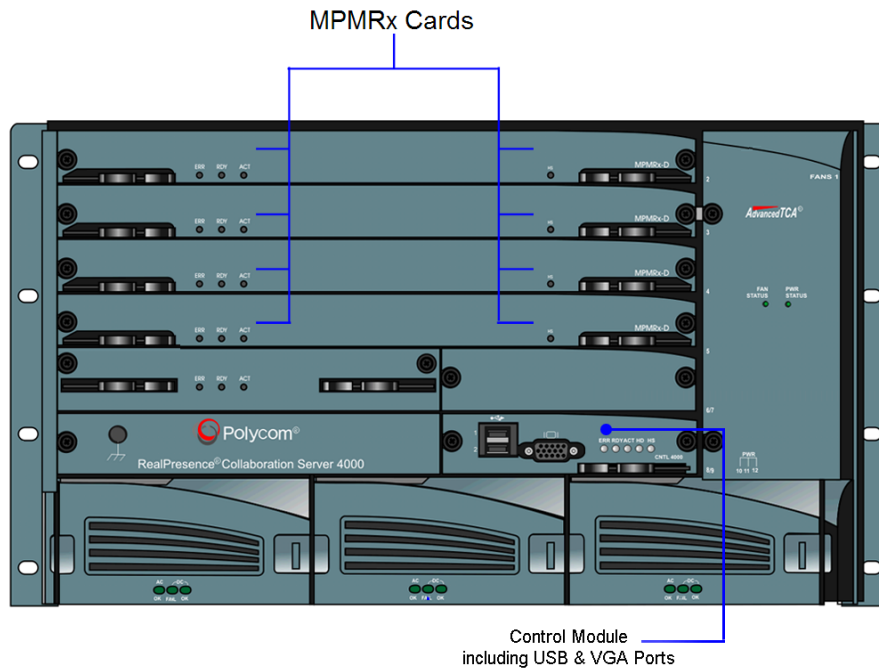
The following upgrade information relates to RealPresence Collaboration Server 1800/2000/4000 models only.

RMX 2000/4000 Hardware and Software Compatibility

The RealPresence Collaboration Server (RMX) 2000/4000 must be used with the correct software version. Both Control Modules BRD2534B-L0/BRD2535B-L0 include USB and VGA ports on the front panel.

RMX 2000 system with CNTL 2000 Module BRD2534B-L0



RMX 4000 system with CNTL 4000 Module BRD2535B-L0

Prepare for the Upgrade

You need to ensure that the following requirements are met before upgrading.

To prepare for the upgrade:

- 1 Ensure that the Control Unit memory size is at least 1024 MB.
 - a To verify the memory size in the RMX Web Client or RMX Manager, go to **Administration > System Information**.
 - b If memory size is 512 MB, DO NOT perform the upgrade procedure. Contact Polycom Support.



To maximize conferencing performance, especially in high bit rate call environments, a 1 GB connection is recommended for each LAN connection.

- 2 If the RealPresence Collaboration Server is used with a RealPresence DMA system, disable the RealPresence DMA system connection to the RealPresence Collaboration Server.
 - a Log into the RealPresence DMA system that handles call transfers for the Collaboration Server.
 - b Select **Network > MCU > MCUs**.
 - c Select the MCU and choose either **Stop Using** or **Busy Out**.
 - d Verify that all conferences, including permanent conferences, are terminated.

- 3 RMX 2000/4000 systems shipped with MPMx media cards are not supported by the 8.7.4 release. If the MCU contains MPM, MPM+, MPMRx media cards:
 - a Make sure that these cards are disabled.
 - b Remove the MPM, MPM+ or MPMx cards from the MCU and replace them with MPMRx cards.
 - c In the **Hardware Monitor** screen, click the reset button to reset the MCU.
- 4 Back up the configurations.
 - a Select **Administration > Software Management > Backup Configuration**.
 - b In the **Backup Configuration** window, click **Browse** to select a backup directory.
 - c Click **Backup**.
- 5 Verify that all conferences, including permanent conferences, are terminated.
- 6 Perform the upgrade as documented for your system.

Upgrade to Version 8.7.4

To upgrade to software version 8.7.4

- 1 Download the .bin file from the Polycom Support Site.
- 2 On the **RMX** menu, click **Administration > Software Management > Software Download**.
- 3 Browse to the location where you saved the .bin file and click **Install**.

If the upgrade is not a supported upgrade path, the system sounds an alarm and an error message appears.



When you acknowledge the error by clicking **OK**, the installation is aborted. Because the unsuccessful upgrade activated Safe Software Version Installation warning, your current browser session will block any new installation attempt. This applies to all software versions, except for version 7.6, which still allows system downgrades.

When you have resolved the software compatibility issues, open a new browser session and attempt the installation again. If all issues have been resolved, the installation should complete.

- 4 When the files have copied successfully, click **OK**.

The upgrade procedure takes approximately 20 minutes. During this time:

- The **Install Software** information box indicates that Software Loading is in progress.
- A series of Active Alarms display, indicating the progress of the upgrade process.
- The **Install Software** information box indicates that IPMC Burning is in progress.
- A further series of Active Alarms display, indicating the progress of the upgrade process.



Sometimes, when updating the Version 8.7.4 license key, the system displays an active alarm. Ignore this Active Alarm and complete this installation procedure.

- 5 If a **Please wait for system reboot** message alert appears, click **Next**.

Connection to the RealPresence Collaboration Server (RMX) 1800/2000/4000 is terminated and you are prompted to reopen the browser.

- 6 Close any open browser windows, wait approximately 10 minutes, and restart the browser.
- 7 Reconnect to the RealPresence Collaboration Server (RMX) 1800/2000/4000 by entering the IP address of the RealPresence Collaboration Server (RMX) 1800/2000/4000 Control Unit into the browser.

The version number in the **Welcome** screen changes to 8.7.4.

- 8 In the **RMX Web Client – Welcome** screen, enter your **User Name** and **Password**, and click **Login**.



If the error **Browser environment error. Please close all the browser sessions** appears, close all the browser sessions, and reconnect to the RealPresence Collaboration Server (RMX) 1800/2000/4000. If the error message appears again, either run the automatic troubleshooter utility or manually perform the suggested troubleshooting procedures.

In the main screen, an MCU state indicator displays a progress indicator showing the time remaining until the system start-up is complete.

- 9 If needed, reestablish the RealPresence Collaboration Server connection to the RealPresence DMA system:
- a Log into the RealPresence DMA system that handles call transfers for the RealPresence Collaboration Server.
 - b Select **Network > MCU > MCUs**.
 - c Select the MCU and choose **Start Using**.
 - d Verify that the version number is updated, signifying that the upgrade is complete.



To use the new features such as Operator Assistance and Gateway Sessions, you must update the IVR Services. For more details, see [Post Upgrade Configuration Changes](#).

Post Upgrade Configuration Changes

After system upgrade, some default configurations changes as following:

- **Permanent Conferences** must be manually re-scheduled.
- **IVR Services** should be checked after upgrading from earlier versions (8.5.x or 8.6.x) to ensure that changed or additional DTMF codes do not conflict with previously defined DTMF codes.
- **Enable Gathering** check box in the **Profile Properties > Gathering Settings** tab is selected by default for pre-existing Profiles.
- **SIP Proxy Registration** is configured in the **Conference Profile > Network Services** dialog beginning with version 7.1.
- **Media Encryption** is enabled by a Conference Profile setting from version V7.6.1, replacing the **ALLOW_NON_ENCRYPT_PARTY_IN_ENCRYPT_CONF** System Flag. Modified the profile to meet your environment's encryption requirements.
- **Automatic Muting of Noisy AVC-based Endpoints** is not automatically enabled in existing Profiles and has to be manually enabled, if required. In new Profiles that are created after the upgrade, auto mute of noisy endpoints option is enabled by default.

- **RealPresence DMA** system in the environment requires that the value of the flag **MAX_CONF_PASSWORD_REPEATED_CHAR** System Flag value be set to 4 system for compatibility from version 7.7.
- **RMX Manager** for the specific version installed should be downloaded and installed. For more information see the RMX Manager Application in the *RealPresence Collaboration Server 1800/2000/4000 Administrator Guide*.

RealPresence Collaboration Server, Virtual Edition Upgrade Information

The following sections provide important information about upgrading your RealPresence Collaboration Server, Virtual Edition system to this release.

RealPresence Collaboration Server, Virtual Edition Hardware Profile

This section provides information on the minimal virtual mmachine host settings and configuration, some of which are manual, required for deploying your RealPresence Collaboration Server, Virtual Edition system.



To maximize audio and video quality, Polycom strongly recommends one dedicated VM server per RealPresence Collaboration Server.

The described configuration is not mandatory; however, failing to follow it might result in degraded video and audio performance. Due to differences between hardware and VM environments, the performance information below is provided for guidance purposes only, and does not represent a guarantee of any kind by Polycom.

Deployment Settings - Minimum / Typical

Component	Minimum Deployment Settings	Typical Deployment Settings
vCPU	25000 MHz Reservation	90000 MHz Reservation
Memory	16 GB Reservation	16 GB Reservation
Network Adapter (NIC)	2 x 1 Gbit	2 x 1 Gbit
Hard Disk (Thin Provision)	30 GB	30 GB
Performance	14 SD ports or 7 HD ports	60 SD ports or 30 HD ports



For Intel CPUs, when Hyperthreading is enabled, the numbers above refer to logical cores (vCores) and not physical ones.



Depending on the environment, the virtual machine might need a Network Interface Card (NIC) from the host dedicated for the virtual machine. For more information, refer to your VMware administrator.

An example for a typical deployment is a 32 logical cores machine at 2.9 GHz

For information on deploying RealPresence Collaboration Server, Virtual Edition, see the *Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Getting Started Guide*.

CPU Reservations for Licenses Purchased

The administrator is required to change the number of cores per socket so that the total number of cores reflects the CPU cores required for the purchased licenses.

The table below demonstrates the more common/likely machines. Other systems might require some experimentation.

Number of Cores Required for Licenses Purchased

Number of Licenses Purchased	CPU Configuration				
	Dual Intel E5-2690 32 cores	Dual Intel E5-2680 32 cores*	Dual Intel E5-2650 32 Cores*	Dual Intel E5-2620 24 Cores	Dual Intel X5660 24 Cores*
5 ports	5	5	7	8	8
10 ports	10	11	14	16	16
15 ports	16	17	21	24	24
20 ports	21	23	29	NA	NA
25 ports	26	29	NA	NA	NA
30 ports	32	NA	NA	NA	NA

* These numbers are estimates only, and may require adjustment.



These numbers assume that hyperthreading is enabled in the physical server's BIOS. If hyperthreading is disabled, the above numbers are approximately halved.



Do not over-allocate cores.

For information on the capacity of RealPresence Collaboration Server, Virtual Edition platforms, see *Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Administrator Guide*, Performance Benchmarks section.

Soft Blade Prerequisites

Installing and upgrading Soft Blade require the following minimal virtual machine host (VMware) settings:

Deployment Settings - Minimum

Component	Minimum Deployment Settings
Number of vCPU	4
Memory	8 GB
Hard Disk (Thin Provision)	60 GB

For more information, see the *Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Administrator Guide*, Appendix-Modular MCU section.

Prepare for the Upgrade

A successful upgrade requires prior preparation. These steps help ensure a smooth upgrade with minimal downtime.

- 1 To maximize conferencing performance, especially in high bit rate call environments, a 1 GB connection is recommended for each LAN connection.
- 2 If the RealPresence Collaboration Server is used with a RealPresence DMA system, disable the RealPresence DMA system connection to the RealPresence Collaboration Server:
 - a Log into the RealPresence DMA system that handles call transfers for the RealPresence Collaboration Server.
 - b Select **Network > MCU > MCUs**.
 - c Select the MCU and choose either **Stop Using** or **Busy Out**.
 - d Verify that all conferences, including permanent conferences, have been terminated.
- 3 Back up the configurations.
 - a Select **Administration > Software Management > Backup Configuration**.
 - b In the **Backup Configuration** window, click **Browse** to select a backup directory.
 - c Click **Backup**.
- 4 Perform the upgrade as documented for your system.

Upgrade to Version 8.7.4 Virtual Edition

Upgrading the RealPresence Collaboration Server, Virtual Edition MCU is similar to upgrading the Appliance Editions. However when upgrading the Virtual Edition, the MCU remains active during the upgrade, and can host conferences until you are required to reboot to complete the upgrade procedure.

To upgrade the Virtual Edition MCU:

- 1 Download the *.upg* file from the Polycom Support Site.
- 2 On the **RMX** menu, click **Administration > Software Management > Software Download**.

- 3 Browse to the Install Path, select the *.upg* file, in the folder where version 8.7.4 is saved, and click **Install**.

The installation of the upgrade proceeds. A progress bar is displayed while the files are copied and the software is installed.

When the installation completes, a dialog prompts the administrator to reset the MCU to complete the upgrade.

- 4 Reset the MCU at your convenience to complete the upgrade. Until you reset the system, the previous version is operational. For more information on resetting the RealPresence Collaboration Server, see the *Polycom RealPresence Collaboration Server Administrator Guide*, Administration and Utilities section.

Known Issues

The following table lists all known issues and suggested workarounds for RealPresence Collaboration Server 8.7.4.



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

Category	Key	Approved Description	Workaround
	BRIDGE-27066	A Skype for Business-registered RealPresence Trio™ joins a conference call but the RPCS status shows the it connected with a problem and its video is not displayed.	
	BRIDGE-27028	A Skype for Business-registered RealPresence Trio™ gets disconnected from a call when the user puts the call on hold.	
	BRIDGE-27029	A Skype for Business-registered RealPresence Trio™ gets disconnected from a call when the user changes its layout.	

Category	Key	Approved Description	Workaround
	BRIDGE-27183	Blade runner core dump is generated and blade turned faulty after a couple of hours.	
	BRIDGE-27174	MCU fails to play the roll call for any participant	
	BRIDGE-27165	On a Skype for Business Client, when the user selects Video Spotlight the wrong layout is displayed on Polycom endpoints.	
	BRIDGE-27067	The video coming from a Skype for Business-registered Android tablet's is getting cropped in a call as it is using an unsupported video resolution.	
	BRIDGE-27053	When a Skype for Business client sends RDP content in conference, the client/participant disappears from the RMX Manager.	
	BRIDGE-27158	When a call is set up with the 1920k line rate VMR template and an internal Skype for Business iOS Phone client joins the call, the SFB client's video cannot be seen and the RealPresence Collaboration Server status shows the client connected with a problem.	

Category	Key	Approved Description	Workaround
Video	BRIDGE-27012	In the RealPresence Clariti RealConnect solution, other Skype for Business participants observe robotic video from the Skype for Business Mac client after 20 minutes.	
Video	BRIDGE-27195	On a Skype for Business Client, when the user selects Mute Audience, the video freezes for 3-5 seconds.	
Video	BRIDGE-27193	On a Skype for Business client, when the user selects Video Spotlight and then selects Mute Audience, the video is not displayed on the client. The audio remains.	
Video	BRIDGE-23466	RealPresence Desktop SVC endpoints receive distorted video from the Polycom HDX AVC endpoint.	
Video	BRIDGE-27055	When a call is set up with the 1920k line rate and Skype for Business clients join the call, video freeze and fast forward videos for remote participants is observed on all the endpoints	
Upgrade Process	BRIDGE-26639	After upgrading a RealPresence Collaboration Server (RMX), the server does not come up. This seems to happen when there are multiple RMX servers configured on the same switch.	

Category	Key	Approved Description	Workaround
Security	BRIDGE-24455	When you dial into a VMR, frozen video of the participants connected to another meeting is seen in the call.	
RMX Manager	BRIDGE-24690	Request to support RMX Manager on Windows 10 and Mac OS	
Resource Capacity	BRIDGE-24158	If the port usage is more that 80%, calls on the RMX 2000 system get disconnected and are not able to connect further.	
Partners - Microsoft	BRIDGE-26706	A RealPresence Group Series client receives blur/poor quality video of a Skype for Business 2015 client from RealPresence Collaboration Server (MPMRx and Virtual Edition) after the Skype for Business 2015 client de-escalates and escalates the call.	
Partners - Microsoft	BRIDGE-24621	After a Skype for Business client inviting RealPresence Group Series endpoints into a CAA Polycom RealConnect conference then muting the AVMCU cascading link, it still can hear RealPresence Group Series once it becomes an active speaker. On-Premise Polycom RealConnect conference does not have such issue.	

Category	Key	Approved Description	Workaround
Partners - Microsoft	BRIDGE-25953	After the Lync Front End server registered RealPresence Trio dials into a RealPresence Collaboration Server (MPMRx) conference (VMR) and puts its call on hold, the other Lync clients can hear the hold music.	
Partners - Microsoft	BRIDGE-24752	At times, if RealPresence Collaboration Server is in the MMCU mode, a Polycom endpoint is not able to receive content after rejoining a Polycom RealConnect conference.	
Partners - Microsoft	BRIDGE-26059	During a Polycom RealConnect call established between AVMCU and RealPresence Collaboration Server (MPMRx), the Skype for Business Mac participants observe frozen video of the Polycom Group Series participants.	
Partners - Microsoft	BRIDGE-24635	In a Polycom RealConnect call, the Skype for Business and Polycom RealPresence Group Series endpoints can hear the hold music from another Lync registered RealPresence Trio endpoint after the RealPresence Trio endpoint putting its call on hold.	

Category	Key	Approved Description	Workaround
Partners - Microsoft	BRIDGE-25493	In a Polycom RealConnect conference, after Skype for Business Front End server registered Skype for Business mobile iOS client joins the AVMCU, the RealPresence Group Series participants observe video delay and are unable to see the video from Skype for Business mobile.	
Partners - Microsoft	BRIDGE-26122	In a Polycom RealConnect conference, after the organizer on online Office365 client enables the Block Attendee Video option and then disables it, the RealPresence Group Series clients connect via RealPresence Collaboration Server, Virtual Edition can not send video to AVMCU while the On-premise Lync clients are able to start the videos.	
Partners - Microsoft	BRIDGE-24103	In a Polycom RealConnect conference, video of Polycom clients freezes on Lync 2010 client. The problem occurs only on the RMX 1800 system with no DSP cards.	
Partners - Microsoft	BRIDGE-25327	In a RealPresence Collaboration Server (MPMRx) conference (VMR), the only Skype for Business iOS (iPad) client is reported as connected with problem and does not receive loopback video when the client sends 720x1280 resolution content.	

Category	Key	Approved Description	Workaround
Partners - Microsoft	BRIDGE-26811	In a RealPresence Collaboration Server, Virtual Edition conference that has Polycom® RealConnect™ Service, after a Lync participant locking and unlocking the video spotlight of the Polycom participants, the Lync participant is unable to see the videos of the Polycom participants.	
Partners - Microsoft	BRIDGE-25345	In the RealPresence Collaboration Server (non-virtual edition) conference (VMR), when escalating the call from audio to video, Skype for Business Front Server registered Skype for Business Android client is reported as connected with problem and its video is not displayed on the RealPresence Group Series endpoints.	
Partners - Microsoft	BRIDGE-24967	Polycom endpoints display green content for about 10 seconds when Skype for Business 2016 client shares content in a Polycom RealConnect conference	
Partners - Microsoft	BRIDGE-24666	RealPresence Collaboration Server crashes when it is cascaded to an AVMCU with MultiView disabled.	

Category	Key	Approved Description	Workaround
Partners - Microsoft	BRIDGE-25044	The AS MCU party is disconnected from the online AVMCU during long AVMCU Polycom RealConnect conference calls.	
Partners - Microsoft	BRIDGE-24463	Video does not display when a Skype for Business Android client escalates the VMR call from Audio to Video.	
IVR	BRIDGE-24711	Sometimes, DTMF does not work after a participant enters password to join a conference.	
IVR	BRIDGE-24253	While moving from a Virtual Entry Queue (VEQ) to a Virtual Meeting Room (VMR), the endpoint receives an invalid conference ID IVR message after dialing the correct conference ID.	
Interop	BRIDGE-24590	A RealPresence Debut endpoint receives black video from RealPresence Group Series endpoint in a SVC conference on the RealPresence Collaboration Server (MPMRx) system.	
Interop	BRIDGE-24099	A RealPresence Debut system may not receive video if it dials into a Prefer TIP VMR after a Cisco DX80.	

Category	Key	Approved Description	Workaround
Interop	BRIDGE-24692	After Cisco TelePresence System 1300 holds and resumes in a Encrypt when Possible VMR call, flicking noise and frozen/bad video are perceived on Cisco TelePresence System 3010, Cisco TelePresence System 1300, and Cisco TelePresence TX9000 Series.	
Interop	BRIDGE-26113	After a RealPresence Debut participant joins RealPresence Collaboration Server, Virtual Edition conference (RealPresence DMA system VMR), all Polycom endpoints observe frozen video and fast forward video.	
Interop	BRIDGE-24588	After an RMX 1800 system dials out an H.323 call and HDX connects to RMX 1800 system with H.263, and RealPresence Group Series endpoint snatches the content from HDX, content freezes on the HDX.	Reboot RealPresence HDX.
Interop	BRIDGE-24634	After an RMX 1800 system without DSP card dials out to a RealPresence Group Series endpoint and a Tandberg MXP endpoint via H.323, bad video displays on the Tandberg MXP endpoint.	

Category	Key	Approved Description	Workaround
Interop	BRIDGE-24402	After holding and resuming the call on the RealPresence Collaboration Server (RMX) 1800 conference (VMR), a RealPresence Group Series endpoint stops receiving the content.	
Interop	BRIDGE-24385	After holding and resuming the call, the RealPresence Group Series participants can not see videos of the RealPresence Web Suite participants and the Lync participants in the bridged WebRTC conference.	
Interop	BRIDGE-23287	During a 6 Mbps AVC conference, when RMX (MPMRx) dials out to a HUAWEI TE40 SIP Videoconferencing endpoint, the HUAWEI TE40 SIP Videoconferencing endpoint connects and remains in IVR Welcome screen but disconnects from conference after one minute. Workaround: Problem does not occur when endpoint dials in to RMX or if conference line rate is reduced to 4 Mbps.	
Interop	BRIDGE-24896	During a RealPresence DMA system VMR and a Polycom RealConnect conference call on a RealPresence Collaboration Server (MPMRx) system, the MMCU is not invoked properly.	

Category	Key	Approved Description	Workaround
Interop	BRIDGE-25048	During a conference call the RealPresence Collaboration Server participant is unable to receive content from the AVMCU when a Polycom endpoint attempts to show content while another endpoint is showing content.	
Interop	BRIDGE-24243	In Soft MCU, when connected to multiple conference through WebRTC client using Chrome on Mac, the user receives a frozen video of other participants in the conference.	
Interop	BRIDGE-24316	In a CP and SVC mixed conference on the RealPresence Collaboration Server, Virtual Edition, a RealPresence Group Series endpoint gets disconnected after performing hold and resume call when another endpoint is sharing content.	
Interop	BRIDGE-26865	In an AVC conference, WebRTC client using Chrome version 58 does not receive other participants' video after the meeting transiting from full-mesh mode to bridged mode.	
Interop	BRIDGE-24283	In an AVC conference, when RMX dials out to the HDX and Avaya 10XX endpoints, the Avaya 10XX endpoint receives poor quality video.	

Category	Key	Approved Description	Workaround
Interop	BRIDGE-26305	In the Prefer TIP RealPresence Collaboration Server (MPMRx) conference (VMR), Polycom and Cisco EX90 endpoints cannot receive content shared by a RealPresence Trio participant. RealPresence Trio endpoints can receive and share content in non-TIP conferences.	
Interop	BRIDGE-26075	In the Prefer TIP VMR, Cisco TelePresence system cannot receive content from RealPresence Debut.	
Interop	BRIDGE-23463	In the SVC conference which consists of RealPresence Mobile endpoints, RealPresence Desktop endpoints and RealPresence Group Series endpoints, a RealPresence Group Series endpoint displays a black cell on other endpoints.	
Interop	BRIDGE-23577	In the SVC conference, a RealPresence Group Series endpoint cannot receive content from other endpoints.	

Category	Key	Approved Description	Workaround
Interop	BRIDGE-25138	Occasionally, after RealPresence Group Series endpoint performs hold and resume in the Encrypt when Possible VEQ to RealPresence Collaboration Server 4000 conference (RealPresence DMA system VMR), it receives no audio and black video on near and far ends.	
Interop	BRIDGE-27003	The RealPresence Collaboration Server is not sending panoramic video to Skype for Business clients in a RealConnect call.	
Interop	BRIDGE-24730	VMR conference calls on a RealPresence DMA system automatically disconnect and cause the Soft MCU to disconnect.	
Interop	BRIDGE-24093	When RealPresence Group Series 700 and RealPresence Debut endpoints share content using RealPresence Desktop paired device, the content sharing does not work properly and some endpoints can not see the RealPresence Debut content in the conference call.	
Interop	BRIDGE-24181	When a Cisco DX80 participant shares the content, all participants see unstable video. Cisco DX 80 loses its video for 5-10 seconds, other participants see frozen videos.	Reboot may resolve the issues of some endpoints.

Category	Key	Approved Description	Workaround
Interop	BRIDGE-24179	When a RealPresence Collaboration Server conference call is on hold and then resumed, the content stream freezes on the last frame sent even if the content sharing is stopped.	
Interop	BRIDGE-24293	When an RMX 1800 system connects to an RMX conference through the Radvision Scopia P10 gateway, it receives poor audio and no video.	
General	BRIDGE-24383	After DNS on the Default IP Service, MMCU RDP and SIP settings are configured on a RealPresence Collaboration Server, Virtual Edition system and the system is rebooted, Skype for Business 2015 Edge sever shows as "Not Available. Workaround: Apply the same DNS configurations of the Default IP Service to the Management Network Service.	
General	BRIDGE-26664	After being registered to the RealPresence DMA system via SIP/H.323, the RealPresence Collaboration Server reports MCCFMnger error for session timer expired. Issue is specific to setup configured with external IVR only.	Reboot the system to eliminate extraneous error messages.

Category	Key	Approved Description	Workaround
General	BRIDGE-27148	Black content and frozen video occur in the CP and SVC mixed meeting hosted on the RealPresence Collaboration Server.	Reboot the system.
General	BRIDGE-23286	During a conference on RMX (MPMRx), all participants get disconnected followed by a card crash. An MCU Internal Problem event is then reported.	
General	BRIDGE-23295	SIP and H.323 endpoints connecting to RealPresence Collaboration Server 1800 through a VMR see the join screen and the welcome prompt but then get disconnected from the call.	
General	BRIDGE-24461	Soft blades get stuck in "Software blade Pending Authentication State" when the soft blades are attached to RMX 1800.	Reboot RMX 1800.
General	BRIDGE-24582	When multiple RealPresence Desktop endpoints dial into VMR, packet losses, frozen video and green patches as the content are observed on RealPresence Collaboration Server.	
Gateway	BRIDGE-24328	Call gets disconnected after an H.323 RealPresence Group Series participant resuming the call in a RealPresence Collaboration Server Gateway conference.	

Category	Key	Approved Description	Workaround
FECC	BRIDGE-24228	Avaya XT700 FECC does not function properly in a multipoint call on RMX1800.	
FECC	BRIDGE-24178	Cisco MX300 FECC does not function properly in a multipoint call.	
FECC	BRIDGE-24239	FECC (Far-end Camera Control) fails with the Huawei TE30 endpoint in an H.323 call connected to RMX.	
FECC	BRIDGE-24019	FECC on Cisco C and SX endpoints fails in the RealPresence Collaboration Server (MPMRx) H.323 conferences.	
FECC	BRIDGE-23432	LifeSize Icon FECC does not function properly in a multipoint call.	
Encryption	BRIDGE-23280	Moving participants between encrypted conferences fails on the RealPresence Collaboration Server, Virtual Edition.	
Content	BRIDGE-24366	After the presenter switches to new content in a bridged conference, previously shared content is still visible for a short period.	
Content	BRIDGE-23581	Content may freeze or disappear if the available bandwidth decreases due to packet loss.	

Category	Key	Approved Description	Workaround
Content	BRIDGE-24522	In a Prefer TIP conference, when a RealPresence Debut system snatches content from endpoints connected to a VMR, the Cisco endpoints receive no content.	
Content	BRIDGE-25391	Participants are unable to see the content shared by the RealPresence Debut participants.	
Content	BRIDGE-24673	Sometimes, after an H.323 RealPresence Desktop making a 512 kbps call to a RealPresence DMA system VMR that is configured with 2048 kbps line rate, the RealPresence Desktop participant fails to share content.	Set the flag ALWAYS_APPLY_CONTENT_THRESHOLD to NO in the RMX flag setting.
Content	BRIDGE-24396	When a RealPresence Group Series participant puts a conference call on "Hold", the content shared by any other participant gets frozen for all the other conference participants. Also no participant can share content afterwards.	
Cascading	BRIDGE-24534	In a cascade environment with the chairperson and participant passwords enabled, the slave participants in the conference get stuck on the welcome page and cannot see the remote participants on entering the conference password.	

Category	Key	Approved Description	Workaround
Cascading	BRIDGE-24145	In a cascade for bandwidth conference, the RealPresence Group Series endpoints are shown as “Connected with Problem”, and then the call gets disconnected.	
Audio	BRIDGE-24458	When Polycom® MusicMode™ and Stereo are enabled on a RealPresence Group Series endpoint, the RealPresence Group Series endpoint receiving the stream displays incorrectly as G.719 instead of G.719 stereo while both the RealPresence Group Series endpoint transmitting the stream and the RealPresence Collaboration Server system receiving/transmitting the stream displays correctly as G.719 stereo.	

Known Limitations



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

The following table lists limitations and suggested workarounds for RealPresence Collaboration Server 8.7.4.

Description	Workaround
<p>If a conference exceeds 150 participants and content is shared, the MCU will appear unresponsive as it renegotiates the rate for all users. The RealPresence DMA system will interpret this unresponsiveness as an MCU outage and begin a fail over sequence.</p>	<p>Polycom recommends that:</p> <ul style="list-style-type: none"> • The default single conference size for an MCU be changed from 180 to 150. • Use Cascading for Size for large conferences.
<p>When using RealPresence Trio version 5.4.4 and RMX 1800 version 8.7.3, you may experience the following video connection issue:</p> <p>When RealPresence Trio dialing in/out to an AVC conference on RMX 1800, no video is seen on RealPresence Trio, if it is set to use 1080p resolution. Instead only splash screen is observed.</p>	
<p>When using Skype for Business 2015 client on a Microsoft Surface (x86) to join a meeting and receive content, your Skype for Business 2015 client may crash.</p>	<p>To fix the issue, install the February 7, 2017, update (KB3141501) for Skype for Business 2016.</p> <p>For more information, see https://support.microsoft.com/en-gb/help/4010281/the-long-term-fix-for-skype-for-business-2016-crashes-when-you-receive-a-content-from-a-third-party-rdp-implementation</p>
<p>When the system configuration flag LAN_REDNDANCY is set to 'YES' for Real Presence Collaboration Server 1800, and every time when the interface reaches more than 10 Mbps, an alarm is raised on the Platform Director informing that "40% of the network capacity has reached". Even maximum speed of interface is 100 Mbps.</p>	

Resolved Issues

The following table lists the issues resolved in this release of the RealPresence Collaboration Server.

Issues Resolved in Version 8.7.4

Category	Key	Tech writer's official doc description
Interop	BRIDGE-26959	SIP dial-out Mac mini endpoint is not able to snatch content from SIP dial-in RealPresence Desktop endpoint in the RealPresence Collaboration Server 1800 conference (RealPresence DMA system VMR).
Interop	BRIDGE-26779	Cisco DX70 endpoint can not receive video in the RealPresence Collaboration Server (MPMRx) conference (VMR) with Prefer TIP setting.
Partners - Microsoft	BRIDGE-26765	When an Immersive Telepresence (ITP) room system dials out via meet now and becomes the active speaker, no audio can be sent or received in the Polycom RealConnect call. The problem does not exist when the RealPresence Collaboration Server (MPMRx) system interacts with RealPresence DMA system 6.4.
Upgrade Process	BRIDGE-26547	The MPMRx-S card is stuck in startup state after installing the new software and the "No usable unit for audio controller" alarm displays.
Interop	BRIDGE-26532	Polycom SIP and H.323 endpoints are unable to dial into RealPresence DMA system VMR with AVC, 1920 Kbps., When possible encryption settings.
Audio	BRIDGE-26430	On the RealPresence Collaboration Server (RMX) 1800 system, the entry or exit of IVR tone bleeds from one conference to another.
General	BRIDGE-26293	The RealPresence Collaboration Server system reboots unexpectedly due to WD policy decision in the ISDN-audio call (RealPresence DMA system VMR).
Interop	BRIDGE-26269	RealPresence Collaboration Server (MPMRx) crashes, generates core files and spontaneously reboots after mostly receiving H.323 audio calls via RealPresence DMA system VMR from Avaya PBX and a few SIP videos calls.
Partners - Microsoft	BRIDGE-26208	If not maximizing the Word or PDF file, Skype for Business /Office 365 client may send crashed content to RealPresence Desktop.
General	BRIDGE-26142	The RealPresence Collaboration Server (RMX) 1800 system reboots unexpectedly, and generates ConfParty core dump file.
SIP	BRIDGE-26139	RealPresence Desktop endpoints are unable to receive encrypted audio or video from SIP secured RealPresence Collaboration Server conference.
Interop	BRIDGE-25880	Cisco TelePresence System (CTS) 500 is not able to hear Roll Call/Notification in the RealPresence Collaboration Server (MPMRx) conference (VMR) with Prefer TIP setting.

Category	Key	Tech writer's official doc description
General	BRIDGE-25851	The RealPresence Collaboration Server (MPMRx) system undergoes high CPU usage, and generates several core dumps. RealPresence DMA system loses communication with RealPresence Collaboration Server and RealPresence Collaboration Server generates system alerts.
Partners - Microsoft	BRIDGE-25807	In the Polycom RealConnect call, video freezes on Skype for Business clients after restoring the maximized gallery view to normal size.
Content	BRIDGE-25793	In a RealPresence Collaboration Server, the request for "trans_party" API gives irregular replies.
Interop	BRIDGE-25792	Outbound SIP calls to the RealPresence DMA system VMR fail to connect and bypass the SIP server, the RealPresence DMA system, and the RealPresence Access Director.
General	BRIDGE-25784	After a conference is launched on the RealPresence Collaboration Server (RMX) 1800 system, dialing out to Polycom endpoints fails and "Insufficient resource" alarm displays.
Partners - Microsoft	BRIDGE-25756	In the Polycom RealConnect deployment with RealPresence Collaboration Server (MPMRx) system, Lync and Skype for Business participants registered to Lync Front server cannot connect to a RealPresence DMA system VMR with settings of Prefer TIP.
Partners - Microsoft	BRIDGE-25751	Mac Lync 2011 participant is not able to receive content during the content snatching between RealPresence Desktop and RealPresence Mobile, and Lync content participant disappears on RealPresence Collaboration Server, Virtual Edition.
Upgrade Process	BRIDGE-25712	On a RealPresence call, Centro 6.0.0 endpoint does not receive content intermittently after the RealPresence Collaboration Server upgrade.
Interop	BRIDGE-25711	When multiple RealPresence Immersive Studio rooms are in the Polycom RealConnect conference, the right most layout is misaligned.
Partners - Microsoft	BRIDGE-25668	When connected to RealPresence DMA system VMR, Mac Skype for Business client is not able to join the call but Windows Skype for Business client is able to join the call.
Partners - Microsoft	BRIDGE-25664	In the Polycom RealConnect call, Skype for Business clients are unable receive videos from RealPresence Collaboration Server (MPMRx).
Interop	BRIDGE-25659	Cisco Telepresence Systems lose audio and video after the hold and resume operation and then drop from the Prefer TIP RealPresence DMA system VMR.
Partners - Microsoft	BRIDGE-25643	The active speaker switching fails in the RealPresence Collaboration Server, Virtual Edition conference (VMR) in the RealConnect deployment.
Partners - Microsoft	BRIDGE-25637	When connected to BFCP over TCP in a Polycom RealConnect conference, the RealPresence Group Series system does not receive content from RMX when it resumes the call after putting on hold.
Partners - Microsoft	BRIDGE-25629	Core dump occurs and RMX 1800 gets rebooted during a Polycom RealConnect call with online AVMCU.

Category	Key	Tech writer's official doc description
Partners - Microsoft	BRIDGE-25611	When the RealPresence Group Series endpoint joins a mixed RealPresence Collaboration Server (MPMRx) call (VMR), CSS plug-in disconnects.
Hardware	BRIDGE-25607	A RealPresence DMA system gets outage due to card failure of a RealPresence Collaboration Server (MPMRx) system, and the other RealPresence Collaboration Server systems that are connected to the same RealPresence DMA system get out of service.
Partners - Microsoft	BRIDGE-25583	After Lync participant making the RealPresence Group Series endpoint as a spotlight, then adjusting the Lync client into medium size, the Lync client receives low quality video.
Partners - Microsoft	BRIDGE-25581	Active speaker switching fails in a RealPresence Collaboration Server, Virtual Edition conference including Polycom HDX endpoints, Mac RealPresence Desktop, and Mac Skype for Business endpoints.
Video	BRIDGE-25576	In a RealPresence Collaboration Server conference, the Cisco 9971 IP phone endpoint receives audio but does not receive video.
RMX Manager	BRIDGE-25568	After a soft reboot, the RealPresence Collaboration Server 1800 starts to ping but immediately gets an error when connected via RMX manager.
Partners - Microsoft	BRIDGE-25545	When the Skype for Business clients point-to-point call is escalated to RealPresence DMA system VMR by a federated Skype for Business client, AS MCU does not join the RealPresence Collaboration Server, Virtual Edition.
Partners - Microsoft	BRIDGE-25530	Mac Skype for Business client is not able to share content after RealPresence Series endpoint stops sharing the content in RealPresence DMA system VMR. The RealPresence Collaboration Server 1800 is in MMCU mode.
Partners - Microsoft	BRIDGE-25526	Mac Skype for Business client is not able to snatch content when RealPresence Series endpoint shares content in RealPresence DMA system VMR. The RealPresence Collaboration Server (MPMRx) is in MMCU mode.
Partners - Microsoft	BRIDGE-25485	In a Lync cascaded conference, the cascade link does not disconnect even if RealPresence Group Series leaves the call.
Partners - Microsoft	BRIDGE-25475	In the Polycom RealConnect deployment, after Lync-registered RealPresence Trio placing a Meet Now call, the RealPresence Trio is not able to see video of RealPresence Group Series.
Partners - Microsoft	BRIDGE-25434	The content snatched by RealPresence Web Suite client from Lync client is not displayed on other end-points in a WebRTC conference bridged by RealPresence Collaboration Server, Virtual Edition.
General	BRIDGE-25426	Connection between the RealPresence DMA system and the RealPresence Collaboration Server (MPMRx) is lost, and H.323 alternate Gatekeeper in the RealPresence Collaboration Server fails.
Interop	BRIDGE-25421	In Chairperson required conference, audio is transmitted even if no chairperson has joined.

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ISDN	BRIDGE-25414	After upgrade, the RealPresence Collaboration Server (MPMRx) shows ISDN fault and ISDN call fails. At the same time, RTM ISDN card is in the Normal status in the Hardware Monitor.
Video	BRIDGE-25407	Layout change of RealPresence Collaboration Server (MPMRx) conference results in video artifacts to connected participants.
Partners - Microsoft	BRIDGE-25389	Content sharing does not work in the Office365 Polycom RealConnect call, if Destination network field contains upper case letter in the RealPresence DMA system VMR.
Partners - Microsoft	BRIDGE-25381	In the Polycom RealConnect conference, online AVMCU cascading link gets disconnected from RealPresence Collaboration Server (MPMRx) for more than 10 minutes.
Interop	BRIDGE-25368	After first participant dialing into a meeting room on RealPresence Collaboration Server, the meeting room does not dial out to rest of the participants automatically.
General	BRIDGE-25358	"H.264 High Profile" is checked by default in CP (Continuous Presence) conference profile unexpectedly.
Partners - Microsoft	BRIDGE-25322	In the Polycom RealConnect conference, RealPresence DMA registered RealPresence Trio is not able to receive content after Skype for Business 2016 client snatched the content.
Interop	BRIDGE-25320	In the single company Polycom and Cisco integrated infrastructure, MFA error indicating MPMRx card with reduced performance displays after RealPresence Collaboration Server is in full load.
Interop	BRIDGE-25318	RealPresence Debut (SIP) disconnects from conference on RMX 1800 after receiving content.
Gateway	BRIDGE-25275	After a short Lync cascaded call hosted by the RealPresence Collaboration Server, Virtual Edition, the RealPresence Desktop and ContentConnect gateway (v1.5.1.185) get disconnected and reconnected repeatedly.
Interop	BRIDGE-25266	In the single company Polycom and Cisco integrated infrastructure, RealPresence Collaboration Server 4000 disconnects Cisco DX Series after some time in a conference.
Content	BRIDGE-25263	The Cisco DX Endpoint does not display any content when joining an ongoing non-TIP conference call with content sharing.
Interop	BRIDGE-25245	Polycom Immersive Telepresence Systems (ITP) endpoint connects to RealPresence Collaboration Sever (RMX) 1800 with problem. After falling back from TIP to SIP, the endpoint is disconnected after approximate 30 seconds.
Interop	BRIDGE-25225	Pressing DTMF code "***" on endpoint does not trigger the presence of click and view menu.
General	BRIDGE-25221	RealPresence Collaboration Server is not able to save more than 61 characters for New Participant > Extension/Identifier string.

Category	Key	Tech writer's official doc description
Partners - Microsoft	BRIDGE-25201	Incorrect From URI is generated when RealPresence Collaboration Sever, Virtual Edition establishing a link to Lync conference.
General	BRIDGE-25200	RealPresence Collaboration Server reboot is required due to unexpected shutdown during video conferencing call.
Audio	BRIDGE-25189	In a Polycom RealConnect conference, no audio is in the encrypted RealPresence DMA system VMR after RealPresence Group Series endpoints stopping the call and rejoining the VMR. The RealPresence Collaboration Server is MPMRx system.
General	BRIDGE-25187	In the CP conference on the RealPresence Collaboration Server (MPMRx) system, Personal Layout option is missing from Participant Properties-Media Sources tab.
MPM Card	BRIDGE-25177	RealPresence Collaboration Server (MPMRx) generates core dump with a MPMRx card power-off issue.
General	BRIDGE-25150	The RealPresence Collaboration Server (MPMRx) reports major alarm of detecting new core file and disconnects all conference.
MPM Card	BRIDGE-25114	"UNIT NOT RESPONDING" alert of MPMRx media card displays during the conference, and all endpoints are disconnected.
Partners - Microsoft	BRIDGE-25107	Core dump file is generated on RealPresence Collaboration Server after multiple Polycom RealConnect calls.
Interop	BRIDGE-25088	ICE Manager Core Dump generates on RealPresence Collaboration Server, Virtual after multiple RealPresence DMA system VMR and Polycom RealConnect calls.
Upgrade Process	BRIDGE-25083	After upgrading, RealPresence Collaboration Server, Virtual Edition reports lots of high CPU utilization alarms.
Audio	BRIDGE-25080	Not all participants get muted while joining a lecturer conference via an entry queue.
General	BRIDGE-25075	When adding new participants into RealPresence Collaboration Server, the Address Book and the Main Group are not visible.
Interop	BRIDGE-25070	Missing entries in the Address Book when participant information got re-imported onto RealPresence Collaboration Server.
Security	BRIDGE-25055	Fails to enable Secured Communication on Management Network, "Failed to update the Management Network Service: Error in certificate file" warning displays.
General	BRIDGE-25004	RealPresence Collaboration Server reboot is required due to unexpected shutdown during video conferencing call.
MPM Card	BRIDGE-24992	Power off problem displays for MPMRx media card.
Interop	BRIDGE-24979	Duplicate entries in the Address Book when participant information got re-imported onto RealPresence Collaboration Server.
Interop	BRIDGE-24954	The audio codec (Siren7) received by the Cisco TIP room systems is not part of supported audio codecs on the Cisco TX9000.

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MPM Card	BRIDGE-24948	MPMRx card failure occurs and RealPresence Collaboration Server (RMX) 4000 reboots.
Partners - Microsoft	BRIDGE-24937	The RMX 1800 cannot dial out Lync client when "Encrypt when possible" is selected.
Interop	BRIDGE-24854	Poor audio quality with no video is seen when RealPresence Trio is connected to a conference on RealPresence Collaboration Server.
General	BRIDGE-24780	RealPresence Collaboration Server (MPMRx) system reboots with message "Internal MCU resetMcmsDaemonMcmsDaemon reset due to WD policy decision: ConfParty Core dump".
Recording	BRIDGE-24757	RealPresence Media Suite recording link when set to private layout in Lecture mode does not show 1x1 lecture picture.
Resource Capacity	BRIDGE-24741	RealPresence Collaboration Server (MPMRx) shows alarm "System has only 2.04 GB free disk space" while the disk space has been used up because of the 5 GB logs at /opt/mcu/var/log/trace of the "/" partition.
Partners - Microsoft	BRIDGE-24679	RealPresence Group Series receives green content when Skype for Business client shares the content in the RealPresence DMA system VMR and Polycom RealConnect call.
Partners - Microsoft	BRIDGE-24675	When the system flag FORCE_1X1_LAYOUT_ON_CASCADED_LINK_CONNECTION is set to NO in a Polycom RealConnect conference, the RealPresence Collaboration Server sends AVMCU input video stream back to the AVMCU. This causes Lync users to see themselves when speaking.
Content	BRIDGE-24661	In a Polycom RealConnect and WebRTC conference, a Mac Lync client is not able to send content after it had received content from others before.
Interop	BRIDGE-24618	Cisco C and SX endpoints display a black video on their content monitors when another Cisco system stops sending content in H.323 conferences.
General	BRIDGE-24604	Core dump occurs when an RMX 1800 system with three DSP cards is under a moderate load for several hours.
Audio	BRIDGE-24596	In a Polycom RealConnect conference, no audio is in the encrypted RealPresence DMA system VMR after RealPresence Group Series endpoints stopping the call and rejoining the VMR. The RealPresence Collaboration Server is MPMRx system.
Interop	BRIDGE-24569	Cisco CTS and TX endpoints are unable to connect to Encrypt when Possible VEQ.
Content	BRIDGE-24543	CTS500 fails to display content when connected to a conference where content is already shared.
Partners - Microsoft	BRIDGE-24516	The RealPresence Collaboration Sever reconnects Polycom RealConnect conference after a reboot causing failures of AVMCU cascade links on other RealPresence Collaboration Servers.

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Interop	BRIDGE-24508	When the Cisco endpoint directly dials the RealPresence Group 700, RealPresence Group 700 cannot immediately join the call until the previous RealPresence Collaboration Server (MPMRx) call has dropped for a couple of minutes.
Video	BRIDGE-24466	Asymmetric video rate for recoding link is established between RMX 2000 and RSS™ 4000.
Recording	BRIDGE-24448	When RealPresence Desktop dials in to VMR with H.323, the H.323 recording link connected to RMX shows blank video for live streaming/downloaded recording.
Partners - Microsoft	BRIDGE-24360	After a Lync client minimizing the shared content of a program in VMR, all participants observe green screen instead of a prompt indicating nothing to see at the moment.
Interop	BRIDGE-24301	Calls to a RealPresence DMA system VMR are rejected by the RealPresence Collaboration Server (MPMRx) system with a "No bandwidth" message.
Video	BRIDGE-24274	When Cisco SX80 endpoints share content with the RMX endpoints in a cascading conference, the display toggles between extended mode and duplicate mode and the Far-End video receives black screen content.
Interop	BRIDGE-24204	When RealPresence Desktop shares content to Cisco Telepresence SX10 in the VMR call, the content is transmitted in people channel for Cisco Telepresence SX 10. Note: A new system flag H264_HD720p5_18K_MBPS_SUPPORT is used for sharing content to Cisco Telepresence SX 10. To share content to Cisco Telepresence SX 10, the value must be YES (default value). When using WebRTC, the system flag should be set to NO. The system flag needs to be manually added, and system reset is required. The system flag is available to virtual edition and appliance edition MCU.
Partners - Microsoft	BRIDGE-24163	Panoramic Layout is not working in CAA Polycom RealConnect call.
Content	BRIDGE-24100	Snatching content between a Polycom endpoint and a Mac Lync 2011 client or stopping sharing content from a Polycom endpoint results in content link being disconnected from the RMX.
Interop	BRIDGE-24046	After holding and resuming the 384/512/768 Kbps call on RMX 1800, RealPresence Group Series 310 is connected in 64 Kbps resulting in layout doesn't show in video on near and far ends.
Audio	BRIDGE-24018	When connected to the RealPresence Collaboration Server (MPMRx) VMR, no audio from the Cisco TelePresence room is heard for the first 18 seconds.
Interop	BRIDGE-23268	Cisco Telepresence IX5000 left and right screens are not shown in the Prefer TIP conference.

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Interop	BRIDGE-23220	In the AVC, AES when available, 4 Mb meeting room, after H.323 RealPresence Group Series client stops sharing content, H.323 Cisco SX client still observers black content instead of reverting to video display.
General	BRIDGE-23199	After a single RealPresence Desktop dialing into the RealPresence Collaboration Server (MPMRx) conference (VMR) via H.323, there is no music.
Content	BRIDGE-22982	When a RealPresence Desktop H.323 client joins an AVC conference, in which Cisco SX80 is sharing content to Cisco C90 and Cisco C40, the RealPresence Desktop application can receive the content, but Cisco C90 and C40 no longer receive the content.

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