

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

Polycom announces the release of the Polycom® RealPresence® Collaboration Server version 8.5.13 software. This document provides the latest information about this release.

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## What's New in this Release

This RealPresence Collaboration Server release is a maintenance release that fixes the issues identified in the [Resolved Issues](#) section.

In addition, this RealPresence Collaboration Server release includes the following feature enhancements:

Enhancement	Description
Increase in the maximum number of conference participants	Previous versions of RealPresence Collaboration Server supported a maximum of 80 conference participants in a call. Starting in this release, RealPresence Collaboration Server supports a maximum of 180 conference participants in a call.
Increase in the maximum number of characters in a message overlay	Previous versions of RealPresence Collaboration Server supported a maximum of 50 Asian language characters in the message overlay for a conference. Starting in this release, RealPresence Collaboration Server supports a maximum of 200 Asian characters in a message overlay.
Add the ability to change the maximum number of conference participants while the conference is in progress through the RealPresence Collaboration Server API	Previous versions of RealPresence Collaboration Server did not support changing the maximum number of conference participants in an active conference through the RealPresence Collaboration Server API. Starting in this release, customers can change the maximum number of conference participants in an active conference through the RealPresence Collaboration Server API.
Send administrator messages to the content stream in addition to the video stream	Previous versions of RealPresence Collaboration Server allowed the administrator to send messages to conference participants through the video stream, but for some endpoint types the message was small and unreadable. Starting in this release, administrator messages are sent through both the video stream and the content stream so it is more readable.
Required supporting software upgrades	This release of the RealPresence Collaboration Server includes the following supporting software upgrades: <ul style="list-style-type: none"> <li>• Apache server upgraded to 2.4.26</li> <li>• OpenSSL upgraded to 1.0.2J</li> <li>• TLSLibrary upgraded to 1.2</li> </ul>
Support for "one free-talking" conference mode	This release enables a free discussion conference mode with an assigned chairperson.

## Products Tested with this Release

The RealPresence Collaboration Server 1800, 2000, 4000, and Virtual Edition are tested extensively with a wide range of products. The following list is not a complete inventory of the compatible equipment. It indicates the products that have been tested for compatibility with this release.

You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by vendor software updates.

Go to <https://support.polycom.com/content/support/service-policies.html> to find the Current Polycom Interoperability Matrix.

**Products Tested with this Release**

<b>Device</b>	<b>1800</b>	<b>2000/4000</b>	<b>Virtual Edition</b>
<b>Gatekeepers/Proxies</b>			
Polycom® RealPresence® Resource Manager	10.3.0	10.3.0	10.3.0
Polycom® RealPresence® DMA® 7000	9.0.1_P1_Build_4771	9.0.1_P1_Build_4771	9.0.1_P1_Build_4771
Polycom® RealPresence® DMA®, Virtual Edition	9.0.1_P1_Build_4771	9.0.1_P1_Build_4771	9.0.1_P1_Build_4771
Polycom® ISDN Gateway	1.0.0-77	1.0.0-77	1.0.0-77
Polycom® RealPresence® Access™ Director	4.2.5_P1_Build_241637	4.2.5_P1_Build_241637	4.2.5_P1_Build_241637
Microsoft Skype for Business Server 2015 (volume license key installed)	6.0.9319.281	6.0.9319.281	6.0.9319.281
Microsoft Exchange 2016	15.1(Build-845.34)	15.1(Build-845.34)	15.1(Build-845.34)
<b>Recorders</b>			
Polycom® RealPresence® Media Suite, Virtual Edition	2.8.2.0_32109	2.8.2.0_32109	2.8.2.0_32109
<b>MCUs, Call Managers, Network Devices, and Add-ins</b>			
Polycom® ContentConnect™ Server	1.6.1.378	1.6.1.378	1.6.1.378
Polycom® Multi Layout Application (MLA)	3.1.5.0	3.1.5.0	3.1.5.0
Cisco Unified Communications Manager	11.5.1.10000-6	11.5.1.10000-6	11.5.1.10000-6
Cisco TelePresence System	1.8.1	1.8.1	1.8.1
<b>Virtual Machines for RealPresence Collaboration Server, Virtual Edition Deployment</b>			
VMware vSphere (vCenter) Client	6.0	6.0	6.0
<b>Endpoints</b>			
Polycom® HDX®	3.1.11.53024	3.1.11.53024	3.1.11.53024
Polycom® RealPresence® Group Series	6.2	6.2	6.2
Polycom® RealPresence® Mobile for Apple® iOS	3.9.0	3.9.0	3.9.0

Device	1800	2000/4000	Virtual Edition
Polycom® RealPresence® Mobile for Android™	3.9.0	3.9.0	3.9.0
Polycom® RealPresence® Desktop for Windows®	3.9.0	3.9.0	3.9.0
Polycom® RealPresence® Desktop for Mac®	3.9.0	3.9.0	3.9.0
Polycom® VVX® 1500	4.0.1.13681	4.0.1.13681	4.0.1.13681
Polycom® RealPresence Debut™	1.3.1	1.3.1	1.3.1
Polycom® Trio™ 8800	5.5.2	5.5.2	5.5.2
Polycom Unified Communications (UC) Software	5.6	5.6	5.6
Polycom® CX5500	1.3	1.3	1.3
Microsoft Lync 2013 client with Skype UI	15.0.5023.1000	15.0.5023.1000	15.0.5023.1000
Microsoft Skype for Business 2016	16.0.8625.2121	16.0.8625.2121	16.0.8625.2121
Microsoft Skype for Business 2015/Lync 1013	15.0.4981.1000	15.0.4981.1000	15.0.4981.1000
Microsoft Skype for Business MAC client	16.13.182	16.13.182	16.13.182
Microsoft Skype for Business client (Android)	6.19.0.0	6.19.0.0	6.19.0.0
Microsoft Skype for Business Mobile Client (iOS)	11.1.2	11.1.2	11.1.2
Microsoft Skype for Business Mobile Client (iOS-Tablet)	6.17.0.1	6.17.0.1	6.17.0.1
Microsoft Lync Mac Client	16.9.37	16.9.37	16.9.37

## System Upgrade Information

The following sections provide important information about upgrading RealPresence 1800, 2000, 4000, and Virtual Edition systems to this release.

### ***Important Upgrade Notes***

Please carefully review the following important upgrade notes.

- If the upgrade process includes upgrading the media cards, refer to the *RealPresence Collaboration Server 1500/1800/2000/4000 MPMx Migration Procedure* documentation.

- It is essential you use the Backup Configuration function prior to upgrading your MCU. For more information, see *RealPresence Collaboration Server 1500/1800/2000/4000 Administrator's Guide, Software Management*.
- When upgrading, we recommend that you upgrade from the latest maintenance release of the version that you currently have.
- Ensure that the Control Unit memory size is at least 1024MB. To check this, in the RMX Web Client or RMX Manager, go to **Administration > System Information**. If the memory size is 512MB, DO NOT perform the upgrade procedure. Contact Polycom Support.
- On Windows 7 systems, you must disable Protected Mode before downloading the software. For information on how to do this, go to [Products Tested with this Release](#).



Upgrade for Virtual Edition is not supported. For new deployment of Virtual Edition, make sure to use the .ova file (plcm-caxis-mcu-8.5.x.x.ova).

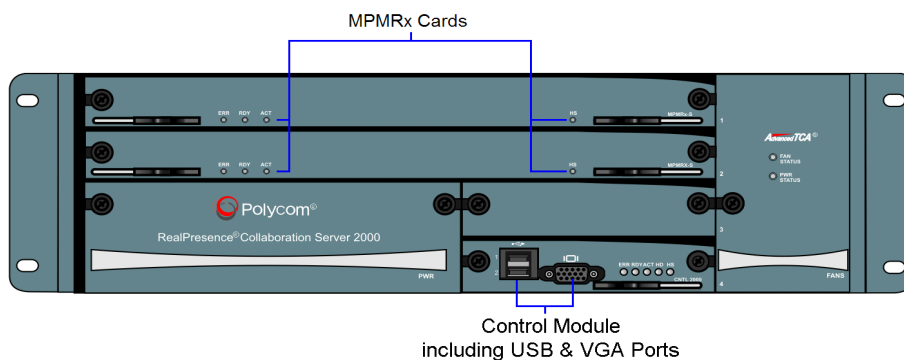
## RealPresence Collaboration Server 2000/4000 Hardware and Software Compatibility

Only install this release of RealPresence Collaboration Server software on compatible RealPresence Collaboration Server 2000 or 4000 hardware. Compatibility is identified based on the media cards installed in the system.

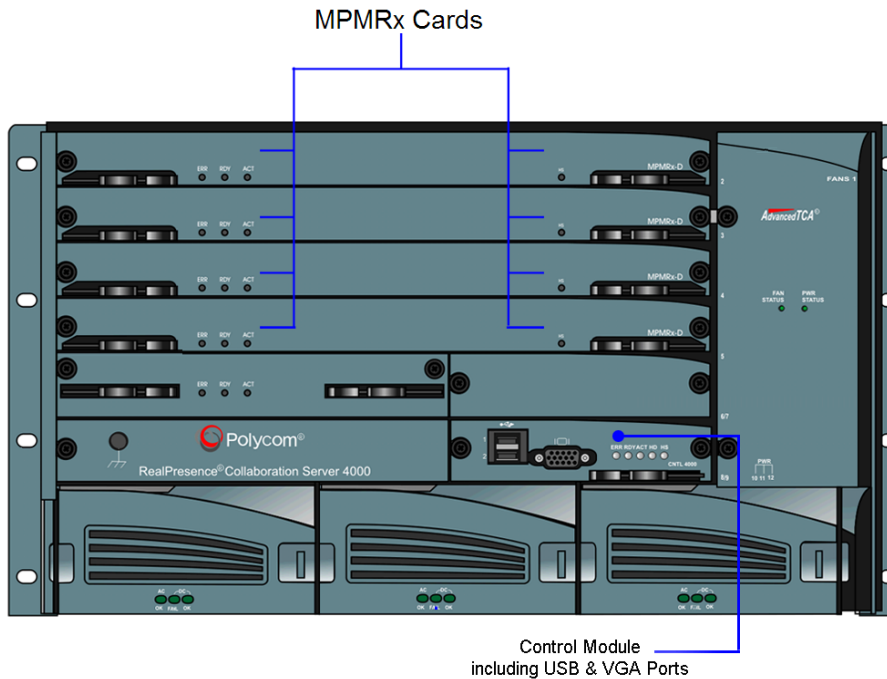
RealPresence Collaboration Server 2000 shipped with MPMRx media cards and CNTL 2000 Module BRD2534B-L0, and RealPresence Collaboration Server 4000 shipped with MPMRx media cards and CNTL 4000 Module BRD2535B-L0. **These cards do not support software versions preceding version 8.3.**

Both the Control Modules BRD2534B-L0/BRD2535B-L0 include USB and VGA ports on the front panel.

### RealPresence Collaboration Server 2000 with CNTL 2000 Module BRD2534B-L0



**RealPresence Collaboration Server 4000 with CNTL 4000 Module BRD2535B-L0**



## Supported Upgrade Paths

The RealPresence Collaboration Server includes a safety mechanism that ensures the installer chooses only a viable and safe software version for installation. It ensures that the current MCU software version and the new software installation are compatible and enables or rejects the software installation as required. When an incorrect or non-viable version upgrade/downgrade path is attempted, an alarm is activated on the MCU.

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

When you acknowledge the error, the installation aborts, and because the Safe Software Version Installation warning has been activated, your current browser session blocks 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 you have resolved all issues, the installation completes.

The following table lists the RealPresence Collaboration Server software versions that are approved for upgrade to version 8.5.13.

Software Version	RMX 1800	RMX 2000/4000	Virtual Edition	Upgrade/Downgrade
8.5.12.39	Yes	Yes	No	Both
8.4.2.54	Yes	Yes	No	Both

For new deployment of Virtual Edition, make sure to use the .ova file (plcm-caxis-mcu-8.5.x.x.ova).

## Upgrade Package Contents

The RealPresence Collaboration Server version 8.5.13 upgrade package includes the following components:

- lan.cfg file
- LanConfigUtility.exe
- RealPresence Collaboration Server documentation
  - RealPresence Collaboration Server 1500/1800/2000/4000 v8.5 Release Notes
  - RealPresence Collaboration Server 1500/1800/2000/4000 v8.5 Getting Started Guide
  - RealPresence Collaboration Server 1500/1800/2000/4000 v8.5 Administrator's Guide
  - RealPresence Collaboration Server 1500/1800/2000/4000 v8.5 Hardware Guide
  - Installation Quick Start Guide for RealPresence Collaboration Server 1500/1800/2000/4000 v8.5
  - RealPresence Collaboration Server Open Source Licenses
- External DB Tools
  - RealPresence Collaboration Server 1500/1800/2000/4000 External Database API Programmer's Guide
  - Sample Scripts
- RealPresence Collaboration Server XML API Kit Version 8.5
  - RealPresence Collaboration Server 1500/1800/2000/4000 XML API v8.5 Release Notes
  - RealPresence Collaboration Server 1500/1800/2000/4000 API Overview
  - RealPresence Collaboration Server 1500/1800/2000/4000 API Schema Reference Guide
  - MGC to RealPresence Collaboration Server XML API Conferencing Comparison
  - Polycom XML Tracer User's Guide
  - XML Schemas
  - Polycom XML Tracer application

To view the latest Polycom product documentation, visit the DOCUMENTS & SOFTWARE section of the Polycom website at <http://support.polycom.com>.

## Prepare for the Upgrade

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

### To prepare for the upgrade:

- 1 If you use the RealPresence Collaboration Server 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.

- 2 If the MCU contains MPM or MPM+ cards, do the following:
  - a Make sure the cards are disabled.
  - b Remove the MPM or MPM+ cards from the MCU and replace them with MPMRx cards.
  - c In the **Hardware Monitor** screen, click the **Reset** button to reset the MCU.
- 3 Perform the upgrade as documented for your system.

## Upgrading to Version 8.5.13

You can upgrade to RealPresence Collaboration Server version 8.5.13 by performing the following procedure.

### To upgrade to software version 8.5.13:

- 1 Download the Version 8.5.x.x.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 Version 8.5.x.x.bin file and click **Install**.  
At the end of the Copying Files process, the system displays an indication that the software copying procedure is **Done**.
- 4 When you receive notification that the system has finished copying the software, 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 8.5 license key, the system displays an active alarm. Ignore this Active Alarm and complete this installation procedure.

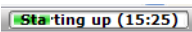
- 5 If a message alert appears saying **Please wait for system reboot**, click **Next**.  
The system terminates the connection to the RealPresence Collaboration Server and prompts you to reopen the browser.
- 6 Close any open browser windows, wait approximately 10 minutes, and restart the browser.
- 7 Reconnect to the RealPresence Collaboration Server by entering the IP address of the RMX Control Unit into the browser.  
The version number in the **Welcome** screen changes to 8.5.



- 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. 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 you use RealPresence Collaboration Server with a RealPresence DMA system, enable the RealPresence DMA system functionality:
- 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.

## Post Upgrade Configuration Procedures

Upgrading the system can result in changes to the following default configurations or system behaviors:

- You must manually reschedule **Permanent Conferences**.
- Check **IVR Services** after upgrading from earlier versions to make sure that changed or additional DTMF codes don't conflict with previously defined DTMF codes.
- The system doesn't enable the **Enable Gathering** check box in the **Profile Properties > Gathering Settings** tab 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 you must manually enable it, if required. In new Profiles that are created after the upgrade, auto mute of noisy endpoints option is enabled by default.
- **RealPresence DMA** in the environment requires that you set the flag **MAX\_CONF\_PASSWORD\_REPEATED\_CHAR** System Flag value to 4 system for compatibility from version 7.7.
- Download and install **RMX Manager** for the specific version of your RealPresence Collaboration Server software. For more information, see the *RealPresence Collaboration Server 1500/1800/2000/4000 Administrator Guide*.

## Known Issues

The following table lists the known issues and suggested workarounds for this and previous releases of RealPresence Collaboration Server.

### Known Issues

Issue ID	Category	Description	Found in Version	Workaround
EN-85261	Audio	RealPresence Collaboration Server 2000 (MPMRx) rejects new SIP/H.323 calls with a message fault "TB_MSG_OPEN_PORT_REQ" after running at massive load for 16 hours.	8.5.13	
EN-76526	Audio	At times, during a non-TIP VMR call, the CTS500 endpoint gets disconnected while dialing into a conference with RealPresence Platform Director.	8.5.13	
BRIDGE-6345	Audio	AVC participant Content audio is also muted by microphone mute setting when dialing into SVC/AVC Mixed mode conference.	8.1	
BRIDGE-18482	Audio	Cut audio when ENABLE_SELECTIVE_MIXING system flag is set to YES.	8.5	Set ENABLE_SELECTIVE_MIXING system flag value to NO.
BRIDGE-16529	Audio	G.722.1 1K audio codec fails negotiation over H.323 but not over SIP.	8.5	
BRIDGE-16334	Audio	When enabling NoiseBlock feature, audio cuts is always noticed. NoiseBlock option is disabled to avoid business interruption, by setting flag ENABLE_SELECTIVE_MIXING to NO.	8.5	
BRIDGE-16310	Audio	Distorted audio from Cisco TX9000 endpoint to RPIS endpoint, in a Prefer-TIP Conference.	8.5	
BRIDGE-15529	Audio	Cluttered audio in conference, using default video profile, on RealPresence Collaboration Server 4000 with MPMRx media cards, following ISDN dial-out over H.320 to LifeSize Team220 and Express220 endpoints.	8.5	
BRIDGE-16334	Audio	The NoiseBlock feature malfunctions during audio cuts.	8.5	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-17309	Audio	On dialing-in to a VMR from a VVX phone and then transferring the call to an HDX, the participant can listen to the conference but other participants are unable to hear the HDX audio.	7.8.0	
BRIDGE-17165	Audio	Audio from EX90 endpoint ceases after session refresh (15 minutes after connection). Endpoint is registered to VCS and connects to VMR through external IVR VEQ.	8.3.2	
BRIDGE-478	Capacity	When there are more than one conference configured to "Video Quality Optimized" or H.323 running simultaneously, some dial-out participants cannot connect to a conference, receiving a "resource deficiency - 0" in the Call Disconnection Cause field in the endpoint Properties box.	7.8.0	
BRIDGE-17352 / BRIDGE-16105	Capacity	In a Video Switching Conference on RealPresence Collaboration Server 1800, each video endpoint consumes one HD port irrespective of the Conference Line Rate.	8.5	
BRIDGE-16108	Capacity	At times, RealPresence Collaboration Server 2000 with MPMx media cards disconnects participants from a mixed-mode conference, following full-load conditions, with 90 SVC endpoints at 1.5M bitrate and above, which caused high CPU usage.	8.5	
BRIDGE-15894	Capacity	After creating four conferences on RealPresence Collaboration Server 4000 running an MPMR-x card, some endpoints always fail to connect and the RealPresence Collaboration Server fails to reach full capacity.	8.5	
BRIDGE-15627	Capacity	While the RealPresence Collaboration Server 1800 is at full capacity, Cisco endpoints disconnect when media is not received from them for more than 20 seconds. Conference Profile: 'Prefer TIP', AVC-CP, 4Mbs, 'Encrypt when possible'. Connection: Virtual Meeting Room.	8.5	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-14393	Capacity	Resource Capacity report for Lync/ICE participants in SD/CIF resolutions is not accurate. Resource Capacity report does not reflect that Lync/ICE SD and CIF consume 2 CIF (2/3 HD) resources.	8.4	
BRIDGE-13788	Capacity	Failure to connect more than 193 HD AVC endpoints in a conference dialing in to two Virtual Meeting Rooms through RealPresence DMA.	8.4	
EN-69909	Cascading	At times, the RealPresence Desktop fails to share content in a meeting room in a 1-level cascade conference.	8.5.13	
BRIDGE-16005	Cascading	In a mixed AVC/SVC call through RealPresence DMA to a Virtual Meeting Room, the cascade link always experiences a problem and as a result, no media is sent.	8.5	
BRIDGE-15176	Cascading	With MPMx media cards in a RealPresence DMA environment, conferences configured for Call Forward When Busy (CFB) fail due to being divided amongst RealPresence Collaboration Servers.	8.5	
BRIDGE-442	Cascading	During a cascaded conference, the cascaded link sometimes send a "need help" message to participants.	7.8.0	
BRIDGE-20810	Conferencing	Registration to RealPresence DMA and Lync Server is lost intermittently on RealPresence Collaboration Server 2000 (MPMx).	8.5.3	Reboot RealPresence Collaboration Server to restore services.
EN-84816	Content	The message overlay restarts on the content stream when sharing content for the first time.	8.5.13	
EN-77632	Content	Polycom endpoints experience distorted content when the AVMCU clients try to snatch the content during a manual cascade conference call.	8.5.13	
EN-77019	Content	Polycom endpoints experience distorted participant count in a gathering mode after the tenth participant joins the conference.	8.5.13	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
EN-76848	Content	Content freezing observed on Polycom endpoints in portrait mode when an iPad tries to join the conference.	8.5.13	
EN-76791	Content	Polycom endpoints experience delay or distorted content for 3-4 seconds when shared content is snatched by a third participant in a conference.	8.5.13	
EN-68693	Content	RealPresence Collaboration Server (MPMx) participants experience frozen content during a MR cascade conference.	8.5.13	
BRIDGE-23951	Content	Content fails to show up if the number of participants on the call reaches more than 150.	8.5.10	
BRIDGE-9814	Content	A RealPresence Mobile client running on iOS connecting using SIP to an AVC only conference with the content profile set to H.264 Cascade and SVC Optimized cannot receive content.	8.3	
BRIDGE-7884/ BRIDGE-17297	Content	During a CP conference, Radvision Scopia XT1000 & XT5000 endpoints registered to the RealPresence DMA and connected through SIP, share content over the video channel instead of the content channel.	8.2, 8.5	
BRIDGE-6519/ BRIDGE-17065	Content	On a conference set to LPR and content, the CSS clients send content to the RealPresence Desktop endpoint at 380 Kbps, however the RealPresence Desktop negotiated content line rate settings should be set to 192 Kbps.	8.1.7	
BRIDGE-20655	Content	Tandberg unable to share content after advertising baseline H.264 content in SDP.	8.5.2	
BRIDGE-16312	Content	A Cisco single-screen TelePresence endpoint fails to share content in a Prefer-TIP conference, with RealPresence Collaboration Server 1800 registered to RealPresence DMA trunked to a CUCM (Cisco MCU). Other endpoints can share content normally.	8.5	
BRIDGE-13342	Content	On RealPresence Collaboration Server, Virtual Edition, Content is not seen on Cisco H.323 endpoints registered with CUCM when working in TIP Video + Content Mode.	8.4	Use Prefer TIP Mode.

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-18091 BRIDGE-22709	Diagnostics	At times, web access to MCU is blocked due to antivirus policy.	8.5.2	Log in through RMX Manager (though prevents Diagnostic mode).
BRIDGE-7540	Diagnostics	Diagnostic does not work when the system is not in Ultra Secure Mode. By design, Diagnostics Mode does not function when the RealPresence Collaboration Server is in Ultra Secure Mode.	8.2	
BRIDGE-15263	FECC	Failure to implement Far-End Camera Control between two Cisco endpoints connected (over H.323) to CP conference on RealPresence Collaboration Server 1800.	8.5	
EN-75727	General	During a RealConnect conference, the site names for few of the participants don't contain a background color.	8.5.13	
EN-68676	General	Unable to delete a participant or group of participants from the Address Book.	8.5.13	
EN-68675	General	During a MeetNow conference on a RealPresence Collaboration Server, black border is observed on Lync clients where the Polycom active speaker is seen.	8.5.13	
BRIDGE-23746	General	In SVC conferences, endpoints are getting disconnected as the card gets power reset due to high CPU usage.	8.5.11	
BRIDGE-6483	General	When PCM is enabled, after entering DTMF code *78, the PCM Password screen does not appear.	8.1.7	
BRIDGE-626	General	When trying to control the conference using PCM through a virtual remote control, some of the PCM options cannot be selected.	7.8.0	
BRIDGE-591	General	When selecting one of the last three colors from the Message Overlay color drop down menu, the color selection is not implemented during the conference.	7.8.0	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-556	General	When the RealPresence Collaboration Server is registered with the Broadsoft server, a SIP to H.323 gateway call fails when dialing directly to the destination endpoint.	7.8.0	Use the Gateway IVR routing method.
BRIDGE-538	General	A Sony PCS-G90 is unable to connect over H.323 to an encrypted conference running on RealPresence Collaboration Server 1500.	7.8.0	
BRIDGE-16115	General	In a CP conference with default video settings, the lecturer/auto-scan setting cannot be updated because the field is grayed out.	8.5	
BRIDGE-15933	General	Rarely, with MPMRx media cards, SIP endpoint disconnects after being moved from 1 Mbps CP conference to 384 Kbps CP conference.	8.5	
BRIDGE-15910	General	When using MPMRx media cards, running a 2 Mbps conference, in AVC mode, using the Move to Conference feature might result in endpoints being disconnected.	8.5	
BRIDGE-13704	General	Video freezes and audio fails when concurrently uploading a large file (more than 100 MB).	8.2	
BRIDGE-1176	General	QCIF resolution option is not listed in the Profiles, Video Quality, Maximum Resolution menu.	7.8.0	
BRIDGE-1027	General	No CS baseline in the Comlog problems during RealPresence Collaboration Server startup.	7.8.0	
BRIDGE-9253	General	Site name displays (when it should not) on OTX and RPX endpoints when Telepresence mode is set to Auto and ITP_CERTIFICATION flag is set to true.	8.2	
BRIDGE-16736	General	Only when new version installed on the CF card or SSD, several resets occur until the MCU is UP.	8.5	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-17311	General	After upgrading the RealPresence Collaboration Server 4000 to version 7.7 and installing certificates, they do not appear in the Certification Repository page. A RealPresence Collaboration Server reset is required to update the Certification Repository page.	7.8.0	
BRIDGE-10488	General	Audio and video in motion conference at 4 Mbps on RealPresence Collaboration Server 1800 are more than five seconds out of sync on dial-in RealPresence Mobile and RealPresence Desktop endpoints.	8.3	
BRIDGE-16736/ BRIDGE-16043	Hardware	New image installed on either the CF or SSD cards result in repeated system resets before reaching normal state.	8.5	
BRIDGE-10139	Hardware	Control board fails to boot, and requires reset, due to failure in recognition by some hardware elements following boot.	8.1.7	Hard-reset the system twice.
EN-74596	Interoperability	In a SVC conference, the central signaling assert receives a high rate notification request about conference status change leading to Siptask termination.	8.5.13	
BRIDGE-23591	Interoperability	In the Prefer TIP VMR, Cisco TelePresence system cannot receive content from RealPresence Debut.	8.6.3, 8.5.12	
BRIDGE-23919	Interoperability	RealPresence Group Series and HDX endpoints cannot connect to a RealPresence DMA VMR with settings of Secure when possible and Prefer TIP.	8.5.11, 8.5.12	
BRIDGE-17296	Interoperability	During a CP conference running at a line rate of 4MB, Tandberg 1700 (MXP) endpoints registered to a RealPresence DMA fail to receive content from a Tandberg Edge95 (MXP) endpoint.	8.2	
BRIDGE-9253/ BRIDGE-7454	Interoperability	Site name displays (when it should not) on OTX and RPX endpoints when Telepresence mode is set to Auto and ITP_CERTIFICATION flag is set to TRUE.	8.2	



**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-793	Interoperability	When CTS 3000 connects as dial in through RealPresence DMA system, the Gathering Slide on CTS 3000 endpoint flickers and displays artifacts. Conference is CP, gathering enabled, TIP; Video &Content at 2560 Kbps, 1080p resolution with No Encryption.	7.8.0	
BRIDGE-7885	Interoperability	During a CP conference running at a line rate of 4MB, Tandberg 1700 (MXP) endpoints registered to a RealPresence DMA fail to receive content from a Tandberg Edge95 (MXP) endpoint.	8.2	
BRIDGE-327	Interoperability	RSS 2000 Connection H.323 Link Status pane, E.164 column displays RealPresence Collaboration Server Conference ID instead of E.164 data when recording RealPresence Collaboration Server conference that is enabled to start recording immediately.	7.8.0	
BRIDGE-18317	Interoperability	Media Traffic Shaping malfunctions in RealPresence Collaboration Server 2000 with MPMx media card, and H.239 enabled in an HDX 6000 endpoint.	8.5	
BRIDGE-16670	Interoperability	Bad quality video is exhibited for 2 seconds on CTS1300 endpoint following Halt/Resume cycle.	8.5	
BRIDGE-16402	Interoperability	In a 2M mixed-mode, encrypt-when-possible conference (H.323), an RealPresence Mobile iOS endpoint disconnects after entering the conference through an IVR. However, SIP calls do not reproduce this issue.	8.5	
BRIDGE-16306	Interoperability	On RealPresence Collaboration Server 1800 and RealPresence Collaboration Server with MPMRx, RealPresence Group Series/HDX endpoints are not able to join RealPresence DMA hosted Virtual Meeting Room call.	8.5	
BRIDGE-16293	Interoperability	At times, a TX9000 endpoint is unexpectedly disconnected from a CP, Prefer-TIP, conference on RealPresence Collaboration Server 1800, with 8 dial-in Cisco CUCM and endpoints and Polycom RealPresence DMA and endpoints.	8.5	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-16134	Interoperability	SIP call disconnects 1 minute after dialing-out to a RadVision XT endpoint from RealPresence Collaboration Server 1800.	8.5	
BRIDGE-13773	Interoperability	Video on the HDX endpoint freezes for a few seconds, occasionally, in a SIP call from Cisco IP Phone CP-9971 through CUCM and AcmePacket SBC.	8.3, 8.5	Hold/Unhold Cisco Phone unfreezes the video
BRIDGE-13638/ BRIDGE-13131	Interoperability	Radvision Scopia XT5000 client fails to connect through dial-out to a Meeting Room on RealPresence Collaboration Server 1800.	8.4	Use dial-in
BRIDGE-10488	Interoperability	Unsynchronized audio and video in motion conference at 4 Mbps on RealPresence Collaboration Server 1800 in dial-in RealPresence Mobile and RealPresence Desktop endpoints.	8.3	
BRIDGE-16312	Interoperability	On RealPresence Collaboration Server 1800 single screen Cisco TelePresence systems cannot send content in Prefer TIP Conference.	8.5	
BRIDGE-15935	Interoperability	Video on Lync 2013 clients using RealPresence Collaboration Server, Virtual Edition freezes in calls to a VMR when a Lync Room System endpoint joins the VMR.	8.5	
BRIDGE-15929	Interoperability	When using MPMRx media cards, Polycom VVX600 business media phone registered to CUCM connects with 'Connected With Problem' status to RealPresence Collaboration Server conference with 'Prefer TIP' selected in the Profile. Polycom VVX 600 business media phones registered with RealPresence DMA connects successfully.	8.5	
BRIDGE-17196	Interoperability	The Polycom CX500 and CX600 IP phones disconnect after joining a call through dial out from a meeting room created on RealPresence Collaboration Server 1800.	8.4	
BRIDGE-17126	Interoperability	CTS endpoint disconnects from the conference after the performing hold and resume while the conference was locked/ secured by the conference chairperson.	8.1.6	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-17122	Interoperability	RealPresence Collaboration Server 1800, Virtual Edition connects with problems when dialing-in or dialing-out of a CP conference over H.323 to Cisco C series endpoints.	8.5	
BRIDGE-15627	Interoperability	While the RealPresence Collaboration Server 1800 is at full capacity, Cisco endpoints disconnect when media is not received from them for more than 20 seconds. Conference Profile: 'Prefer TIP', AVC-CP, 4Mbs, 'Encrypt when possible'. Connection: Virtual Meeting Room.	8.5	
BRIDGE-410	IP	VVX phones dial in participant's IP Address/Phone field in Participants List field is listed as 0.0.0.0 instead of the VVX phones actual IP Address or phone number.	7.8.0	
EN-77018	ISDN	Participants experience a connection problem while placing a RealPresence DMA VMR call through ISDN over a cascaded link.	8.5.13	
BRIDGE-15931	ISDN	When using RealPresence Collaboration Server 1800, Dial-out Cisco SX20 ISDN endpoint's status is always 'Connected With Problem' if the conference Profile is set to be 'Encryption Off'. SX20 endpoints receive audio and video, but are not seen in the Video Layout of the other participants.	8.5	
BRIDGE-14391	ISDN	ISDN endpoint cannot connect using G.722.1 16K audio protocol.	8.4	
BRIDGE-14258	ISDN	RealPresence Collaboration Server using MPMx cards cannot dial out to an H.261 ISDN endpoint at bit rate exceeding 320 Kbps.	8.4	
BRIDGE-13620	ISDN	When placing a call from ISDN to RealPresence DMA VMR through S4GW and RealPresence Collaboration Server Gateway, which translates from H.323 to SIP, calls might not connect the first time.	8.4	Reconnect.
BRIDGE-24869	IVR	In a RealPresence Collaboration Server conference call with SIP and H.323 endpoints, the IVR audio is heard but no video slide is displayed.	8.6.4HF 1	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-976	IVR	When two Avaya 1XC Softphone endpoints join a conference, the IVR Service "first to join conference" music continues to play as if there is just one person in the conference.	7.8.0	
BRIDGE-387	IVR	In the IVR Services when replacing/changing a music file and clicking on Play, the music file does not start.	7.8.0	
BRIDGE-329	IVR	When DTMF codes have been entered by the participants, the volume of the IVR Message might be suppressed or the message might be cut.	7.8.0	
BRIDGE-17039	IVR	In the IVR Service after rebooting a RealPresence Collaboration Server, Virtual Edition, the "enable welcome message" check box becomes unchecked and the welcome audio message is not played.	8.1.7	
EN-82888	MPM Card	After an endurance test of 350 K encrypted audio/video calls, the RealPresence Collaboration Server 4000 media card occasionally reboots with a message: ConfParty core dump and McmsDaemon reset due to WD policy.	8.5.13	
EN-83503	MPM Card	Media card 2 reboot and media card 3 crash observed after four days during an AVC conference for RealPresence Collaboration Server 4000 while dial-in or dial-out.	8.5.13	
EN-76960	MPM Card	When in an idle state, multiple media card reboot is observed for RealPresence Collaboration Server.	8.5.13	
BRIDGE-447	MPM card	Two VSW conferences each with participants are all located on one MPMx card, when it is expected that each conference and its participants should be located on separate MPMx cards.	7.8.0	
BRIDGE-18183	MPM Card	MPMRx media card fails to come up following a RealPresence Collaboration Server 2000, with 1 KW power supply, reset by pressing Turn Off and Turn On immediately.	8.5.2	Wait at least 3 seconds between Turn Off and Turn On.
BRIDGE-15593	MPM Card	After an upgrade, the MPMx card on a system registered to Microsoft Lync 2010 with ICE might get stuck on startup.	8.5	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-14474	MPM Card	MPMRx card fails to startup when using generic RTM IP2000 card in RealPresence Collaboration Server 2000.	8.4	Perform system hard reset.
BRIDGE-13130	MPM Card	“Card voltage problem” alarm resulting from removal of MPMRx media card with Normal status from RealPresence Collaboration Server 2000 is not cleared when the media card is reinserted.	8.3, 8.3 Inc	Restart system clears the alarm.
BRIDGE-16323	MPM Card	The maximum number of SVC participants per conference a single MPMRx card might handle is limited to 5 (60 conferences*5 participants).	8.5	
BRIDGE-16895	MPM Card	At times, RealPresence Collaboration Server 2000 with MPMx media cards disconnects participants from a mixed-mode conference, following full-load conditions, with 90 SVC endpoints at 1.5M bit rate and above, which caused high CPU usage. Full faults list contains the message “Card in slot 2 rebooted successfully”	8.5	
BRIDGE-17198	MPM Card	“Card voltage problem” alarm resulting from removal of MPMRx media card with Normal status from RealPresence Collaboration Server 2000 is not cleared when the media card is reinserted.	8.3 Inc 1, 8.3	Restart system clears the alarm.
BRIDGE-948	Multilingual	The RMX Time menu option was not properly translated in Russian. The user interface in Russian displays the menu item for RMX Time, which does not contain the word, "RMX", although it is included for other languages,	7.8.0	
BRIDGE-644	Multilingual	A number of fields in the RMX Manager and RMX Web Client are not translated into Traditional Chinese.	7.8.0	
BRIDGE-1609	Multilingual	Information Collector, when interrupted, displays Collection Info Status message in English in the Russian User Interface.	7.8.0	
BRIDGE-1593	Multilingual	In the <b>Profile Properties &gt; Gathering Settings</b> dialog box, some fields are displayed in English in the Russian User Interface.	7.8.0	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-1490	Multilingual	In Hardware Monitor, Location Header and Card Location data are displayed in English in the Russian User Interface.	7.8.0	
BRIDGE-11461/ BRIDGE-16853	Multilingual	When the alert, "SSH is enabled" was translated into Chinese, the Chinese equivalent was, "Music file failed."	8.3	
BRIDGE-2340	Network	Failed to remove first IP address on a list of NT server addresses.	8.0	
BRIDGE-25617	Partners - Microsoft	In the Lync direct call, Lync mobile client is stuck in "Connected with problem" state when joining VMR.	8.5.12	
BRIDGE-2201	Partners - Microsoft	Call Admission Control (CAC) calls from HDX get disconnected after approximately 1 hour when both SIP_TCP_PORT_ADDR_STRATEGY and MS_KEEP_ALIVE_ENABLE System Flags are set to NO.	7.8.0	Set both flags SIP_TCP_PORT_ADDR_STRATEGY and MS_KEEP_ALIVE_ENABLE to YES.
BRIDGE-16271	Partners - Microsoft	Video artifacts observed when Lync client connects through Lync 2010 in Lync 2013 environment with packet loss set to 5%.	8.5	Connect directly through Lync 2013
BRIDGE-16238	Partners - Microsoft	Video appears with artifacts in a Lync 2010 client connected in a Lync 2013 environment through a Virtual Meeting Room (VMR) to a cascading conference (Polycom and Microsoft AVMCU), with Lost Packet Recovery (LPR) threshold set to 5%.	8.5	
BRIDGE-1560	Partners - Microsoft	When a Lync client dials in using TCP only, the <b>Channel Status &gt; Advanced</b> tab in the <b>Participant Properties</b> window shows it is connecting using UDP instead, even though in actuality connected using TCP.	7.8.0	
BRIDGE-15593	Partners - Microsoft	Lync conferences disconnect following upgrade of RealPresence Collaboration Server 2000, with MPMx media cards, and registration to Lync 2010.	8.5	Perform hard reset
BRIDGE-14043	Partners - Microsoft	Video is not received by any endpoints when connecting a large amount of RTV participants (Lync 2010 or Lync 2013 without RealPresence DMA) to the same call.	8.5	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-13934	Partners - Microsoft	The number of video Lync ICE participants is limited to 100. Beyond 100, participants are connected as audio-only.	8.4	
BRIDGE-17174	Partners - Microsoft	Number of video Lync ICE participants is limited to 100. Beyond 100, participants will be connected as audio only participants.	8.4	
BRIDGE-15272	Partners - Microsoft	When both Polycom HDX systems and RealPresence Group Series systems registered to Lync attend a conference held on Polycom RealConnect using the content gateway, users might not be able to see shared content.	8.5	
BRIDGE-20446	Partners - Microsoft	RealConnect calls show two RealPresence Collaboration Server (MPM+) participants on the AVMCU: One for the RealConnect Cascade; one for the CSS.	7.2.2	
BRIDGE-24958	Partners-Microsoft	In the direct call, after de-escalating to video, the Skype for Business 2016 client connects to RealPresence Collaboration Server with problem.	8.5.12	
BRIDGE-25183	Partners-Microsoft	At times in the RealConnect call, when a Polycom endpoint is the active speaker, video freezes on the Lync Mac and Lync 2010 clients.	8.5.12	
BRIDGE-25257	Partners-Microsoft	In the RealConnect Call, after muting and unmuting a Lync client, the client is no longer the active speaker.	8.5.12	
BRIDGE-16637	Partners-Microsoft	Sometimes, no video received from Lync on iPad/iPhone when connected to a virtual meeting room on the RealPresence Collaboration Server through a Lync Edge server.	8.5	
BRIDGE-15768	Partners-Microsoft	When the ICE environment is changed to Microsoft in IP Network Services, RealPresence Collaboration Server generates core dumps following reboot.	8.5	
BRIDGE-9637	Security	With RealPresence Collaboration Server 1800, TLS Calls to Radvision Scopia XT5000 room system initially connect but then disconnect after a few seconds.	V8.3	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-5937	SIP	SIP registration fails in a RealPresence Collaboration Server conference running in ultra-secure mode, in auto configuration for IPv6 with OCSP on, and the IPv6 global responder URL specified.	8.1.4, 8.3	
BRIDGE-15433	SIP	At times, following registration of the RealPresence Collaboration Server 2000 or 4000 to SIP proxy, the MCU does not properly restart following reset.	8.5	
BRIDGE-17295	SIP	SIP endpoints might intermittently disconnect after a conference has run for more than 30 minutes.	8.2	
BRIDGE-17269	SIP	A RealPresence Mobile client running on iOS connecting using SIP to an AVC only conference with the content profile set to H.264 Cascade and SVC Optimized cannot receive content.	8.3	
BRIDGE-670/ BRIDGE-16815	Software Version	Manual connection can take up to 30 seconds to begin in 2048 Kbps conference, with manual dial out to over 80 participants.	7.8.0	
BRIDGE-16374	Software Version	After upgrade, RealPresence Collaboration Server version 8.5 might spontaneously reboot.	8.5	
BRIDGE-14475	Software Version	Invalid System Configuration alarm is raised when downgrading from V8.4.0.383 to V8.2 and earlier versions.	8.4	
BRIDGE-14010	Software Version	Downgrading from V8.4 to V7.6.1C might result in a media card in a Major alarm state.	8.4	Soft reset.
BRIDGE-17224	Software Version	On RealPresence Collaboration Server 1800, DTMF Codes (Enable Roll Call, Disable Roll Call, Roll Call Review Names, Roll Call Stop Review Names, Invite Participant, Disconnect Invited Participant, Override Mute All) are missing from DTMF Codes dialog following upgrade from 8.1 to 8.4.	8.1.8	
BRIDGE-15880	SVC	On RealPresence Collaboration Server 1800, in SVC only mode, endpoint video freezes and audio ceases after extended period during an ongoing conference.	8.5	



**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-12768	TCP	In a SVC Mode conference, RealPresence Group Series and RealPresence Desktop endpoints dialing directly to an "Encrypt when Possible" VMR are connected Non-encrypted. When dialing through a Virtual Entry Queue they are erroneously connected Encrypted. Occurs when SIP Transport type is TCP.	8.4	
BRIDGE-16318	TIP	Frozen video in both TelePresence endpoints following hard reset performed right after joining a Prefer-TIP unsecured Virtual Meeting Room from a Virtual Entry Queue.	8.5	
BRIDGE-13890	TIP	When TIP compatibility is set to "Video & Content", RP Immersive Studio does not receive video on its primary (center) screen.	8.4	Use "Prefer TIP".
BRIDGE-13629	TIP	On a call set to TIP Video & Content mode some H.323 endpoints might not receive content.	8.4	Use "Prefer TIP".
EN-68689	Upgrade	Unable to log in to the RealPresence Collaboration Server after downgrading from 8.7.1.65 to 8.5.11.8.	8.5.13	
BRIDGE-467	Upgrade	After upgrading from version 7.6.1.136 to 7.7.0.41, an activation key is not requested.	7.8.0	
EN-80389	Video	After upgrading CSS to 1.6.1.378, video is missing for one of the Skype for Business client on VTC endpoints when content is shared or stopped done from Skype client.	8.5.13	
EN-68720	Video	Jerky or frozen content is observed during a RealConnect conference, when the video spotlight of Polycom client is locked by any Lync client.	8.5.13	
EN-68712	Video	During a RealConnect call, the Skype for Business video does not get displayed on Polycom endpoints.	8.5.13	
EN-68702	Video	When a Lync client or Skype for Business participant shares and stops the content, a message overlay on the video stream reappears on Polycom Trio endpoints.	8.5.13	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
EN-68696	Video	The Cisco Telepresence System 500 does not display any content when joining a non-TIP VMR conference call.	8.5.13	
BRIDGE-24957	Video	In a Lync conference call with Polycom endpoints when the video of an active speaker is restarted after a pause, no active speaker video with border is displayed.	8.5.12	
BRIDGE-9369	Video	In a 4096 Kbps conference with site names and message overlay enabled, and whose Video Quality is set to Motion, the next on an HDX using 4CIF resolution saw stretched text while endpoints using other resolutions received correctly proportioned text.	8.1.5	
BRIDGE-925	Video	When the TelePresence Mode is enabled in the Conference Profile, conferences are able to start even though the flag: "ITP_CERTIFICATION" is set to NO. This flag should disable Telepresence features in the Conference Profile.	7.8.0	
BRIDGE-440	Video	Auto Scan does not work when Same Layout is active.	7.8.0	
BRIDGE-16114	Video	In encrypted conferences, video from the Polycom QDX endpoints might freeze.	8.5	Restart the Polycom QDX and dial in again.
BRIDGE-15876	Video	With MPMx media cards, HDX video freezes on Radvison Scopia XT5000 endpoint. All endpoints and RealPresence Collaboration Server are registered to the gatekeeper for AVC HD1080p conference, with Encryption and Motion selected. Problem does not occur when Sharpness is selected or when using MPMRx media cards.	8.5	
BRIDGE-15625	Video	While the RealPresence Collaboration Server 1800 is operating under high load, green artifacts are exhibited in the layout cell of any endpoint connected to the conference on Cisco endpoint when the endpoint does not send video.	8.5	
BRIDGE-15549	Video	With MPMx media cards, bad quality video is exhibited for 2 seconds on CTS1300 endpoint following Halt/Resume cycle.	8.5	

**Known Issues**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>	<b>Found in Version</b>	<b>Workaround</b>
BRIDGE-15537	Video	LifeSize Team 220 and Express 220 endpoints fail to receive video in a live conference running on RealPresence Collaboration Server 1800 over H.320.	8.5	
BRIDGE-15307	Video	Distorted video of Gateway Series (GS) endpoints is viewed in RealPresence Collaboration Server DMA virtual meeting room, when GS endpoints are connected through Sonus SBC (centralized SIP policy management).	8.5	
BRIDGE-14043	Video	Video not received by any endpoints when connecting a large amount of RTV participants (Lync 2010 or Lync 2013 without RealPresence DMA) to the same call.	8.5	
BRIDGE-14021	Video	With RealPresence Collaboration Server 1800, video out is occasionally lost in Mixed or SVC conferences. H.264 AVC endpoints display skin background. SVC endpoints display a black screen. Audio is good on both AVC and SVC endpoints.	8.5	
BRIDGE-17276	Video	In a 4096 Kbps conference with site names and message overlay enabled whose Video Quality is set to Motion, the next on an HDX using 4CIF resolution saw stretched text while endpoints using other resolutions received correctly proportioned text.	8.1.5	
BRIDGE-17266	Video	VSX receives no video in SIP call registered to RealPresence Collaboration Server DMA.	8.3	
BRIDGE-23599	Video	When connecting to RealPresence Collaboration Server (Rx) with CIF, HDX with video protocol H.263 shows people video with pillar box, that is a black bar on the left and right side.	8.5.11	

## Resolved Issues

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

### Resolved Issues

Issue ID	Category	Description
BRIDGE-24262	Audio	Chairperson conference mute and unmute codes works only for a new participant and not an existing one.
BRIDGE-24299	Audio	Calls to a RealPresence DMA system virtual meeting room (VMR) are rejected by RealPresence Collaboration Server with a "No bandwidth" message.
BRIDGE-24659	Audio	Automatic muting of noisy based AVC-endpoints is not automatically enabled in the existing Profiles.
BRIDGE-24789	Audio	RealConnect calls on RealPresence Collaboration Server periodically experience no audio from RealPresence Collaboration Server to the AVMCU.
BRIDGE-25079	Audio	Not all participants get muted while joining a lecturer conference through an entry queue.
BRIDGE-25855	Audio	At times, no audio can be heard between Polycom clients and Skype for Business participants during a RealConnect conference.
BRIDGE-26285	Audio	On the RealPresence Collaboration Server, the entry or exit IVR tones bleed from one conference to another.
BRIDGE-26992	Audio	During RealConnect calls, two units of RealPresence Collaboration Server 4000 are unable to pass audio.
BRIDGE-27289	Audio	During a RealConnect call, no audio can be sent or received between RealPresence Collaboration Server and AVMCU participants.
EN-68949	Audio	While sharing content, IBM Sametime participants are unable to hear other participants connected to the conference.
BRIDGE-24638	Cascading	RealPresence Collaboration Server 4000 cannot negotiate as 720p 50 with RealPresence Collaboration Server 1800 (version 8.5.11).
BRIDGE-28017	Cascading	A RealPresence Collaboration Server cascade link cannot negotiate as 720p 50 when the conference uses 720p motion resolution.
BRIDGE-24471	Content	In a cascaded RealPresence Collaboration Server conference with 1920 Kbps line rate, RealPresence Web Suite client shares content inconsistently.
BRIDGE-24987	Content	Following a 90% load on RealPresence Collaboration Server 4000 (2MPMRx cards) after 12 hours, multiple MIPS and software asserts are displayed along with multiple call disconnection.
BRIDGE-25219	Content	Undocumented extension size limitation for a dialing number is affecting customer operations.

**Resolved Issues**

Issue ID	Category	Description
BRIDGE-25598	Content	During a RealConnect call, no video or audio is displayed on RealPresence Group Series endpoint.
BRIDGE-25810	Content	The string "###_AM_THE_CONTENT_DECODER" message is displayed on the sitename when the active participant shares content.
BRIDGE-26324	Content	In AVC conference mode, the Cisco SX20 endpoint stops sharing content and a blank screen gets displayed.
BRIDGE-26810	Content	The channel status for RealPresence Collaboration Server shows "0" when trying to connect to audio/video-on in packet loss/packet column while connecting with RealPresence Desktop version 3.6 or 3.7.
BRIDGE-26829	Content	During RealConnect calls, the RealPresence Collaboration Server 8.6.7.48 intermittently fails to send content to AVMCU participants.
BRIDGE-27696	Content	Muting the RealPresence Group Series and HDX endpoints will suppress the microphone and audio content during a bridged conference using RealPresence Collaboration Server 4000. point-to-point calls remain unaffected.
EN-68931	Content	At times, Polycom endpoints fail to share the content unexpectedly, and need to reshare the content,
EN-68943	Content	The content fails to show up when the number of participants in a conference reaches more than 150 sites.
EN-68962	Content	Unable to share SIP content after RealPresence Group Series and HDX endpoints dial out during a meeting with RealPresence Collaboration Server 1800.
EN-69182	Content	During a RealPresence DMA VMR call, the Cisco endpoints get disconnected from RealPresence Collaboration Server and unable to share content.
EN-69242	Content	Participants are unable to share SIP content during a RealPresence DMA call with RealPresence Collaboration Server 4000.
EN-70842	Content	Participants are unable to share SIP content during a RealPresence DMA VMR call when the RealPresence Collaboration Server is set as the cascade meeting link.
BRIDGE-24763	Gateway	While in VEQ, a Segmentation Fault in ConfParty process occurs and core dump is created.
BRIDGE-24940	Gateway	During a conference call using RealPresence Collaboration Server 1800, two Polycom HDX 7000 endpoints get disconnected unexpectedly with MCU INTERNAL PROBLEM message alert
BRIDGE-24265	General	Room systems were not able to call into a conference on RealPresence Collaboration Server 4000 until the MCU was rebooted. The system posted a "Did not receive ACK for opcode: "TB_MSG_OPEN_PORT_REQ" alert.

**Resolved Issues**

Issue ID	Category	Description
BRIDGE-24778	General	RealPresence Collaboration Server (MPMRx) system reboots with the message "Internal MCU restMcmsDaemon reset due to WD policy decision "ConfParty Core dump".
BRIDGE-25002	General	RealPresence Collaboration Server reboot is required due to unexpected shutdown during video conferencing call.
BRIDGE-25073	General	When adding new participants into RealPresence Collaboration Server (MPMRx), the Address Book and the Main Group are not visible.
BRIDGE-25148	General	The RealPresence Collaboration Server (MPMRx) reports major alarm of detecting new core file and disconnects all conference.
BRIDGE-25185	General	In the CP conference on RealPresence Collaboration Server (MPMRx) system, Personal Layout option is missing from Participant Properties-Media Sources tab.
BRIDGE-25198	General	The RealPresence Collaboration Server reboots unexpectedly during a video conferencing call.
BRIDGE-25279	General	Connection between RealPresence DMA and RealPresence Collaboration Server (MPMRx) is lost, and H.323 alternate Gatekeeper in RealPresence Collaboration Server fails.
BRIDGE-25356	General	H.264 High Profile is checked by default in CP (Continuous Presence) conference profile unexpectedly.
BRIDGE-25386	General	Core Dump file generated on RealPresence Collaboration Server (RMX). There was no reboot or call interference.
BRIDGE-25731	General	The RealPresence Collaboration Server drops all calls and a new Confparty core dump is generated.
BRIDGE-25782	General	The RealPresence Collaboration Server 1800 call failed and 'Insufficient resource' alarm is displayed.
BRIDGE-25797	General	Able to upload the SHA2 Certificate Authority file on other Polycom devices except RealPresence Collaboration Server.
BRIDGE-25849	General	The RealPresence Collaboration Server (MPMRx) undergoes high CPU usage, and generates several core dumps. The RealPresence DMA system loses communication with RealPresence Collaboration Server and the RealPresence Collaboration Server generates system alerts.
BRIDGE-25904	General	Participant Status is "Disconnecting" in the Conference List, and the conference cannot be deleted when using RealPresence Collaboration Server 2000 with MPMx media cards.
BRIDGE-26160	General	Unable to connect to online AVMCU participants and failure to recover SIPtask for RealPresence Collaboration Server 1800.
BRIDGE-26249	General	RealPresence Collaboration Server (MPMRx) reports "No media resources are available" even with sufficient resources license.

**Resolved Issues**

Issue ID	Category	Description
BRIDGE-26291	General	The RealPresence Collaboration Server reboots unexpectedly due to WD policy decision in the ISDN audio call (RealPresence DMA VMR).
BRIDGE-26298	General	When endpoints dial-in, RealPresence Collaboration Server 1800 creates a new participant although there is a predefined dial-in with the same SIP address in the conference.
BRIDGE-26441	General	RealPresence Collaboration Server rebooted unexpectedly during an ongoing conference and core dump was generated.
BRIDGE-26512	General	SIP Participants display 'Segmentation Fault' in logs and get disconnected from the RealPresence Collaboration Server conference.
BRIDGE-26513	General	Segmentation fault caused termination of the RealPresence Collaboration Server 4000 conference.
BRIDGE-26541	General	DTMF is not played during a AVC VMR conference for dial-out participants with an extension.
BRIDGE-26554	General	No serial or activation number is displayed by RealPresence Collaboration Server after being added as a managed device to RealPresence Resource Manager.
BRIDGE-26590	General	RealPresence Collaboration Server using MPMRx media card reboots with a message 'Internal MCU resetMcmsDaemonMcmsDaemon reset due to WD policy decision: Process failed [0:0] : ConfParty'.
BRIDGE-26591	General	RealPresence Collaboration Server using MPMRx media card reboots with a message 'Internal MCU resetMcmsDaemonMcmsDaemon reset due to WD policy decision: Process failed [0:0] : ConfParty'.
BRIDGE-26653	General	RealPresence Collaboration Server 1500 rebooted unexpectedly due to WD policy decision and ConfParty core dump was created.
BRIDGE-26755	General	Multiple MIPs are generated with 'ACK not receivedConfPartyMcuInternalProblem' message alert.
BRIDGE-26787	General	MAJOR alarm not clear after restoring all the power supplies.
BRIDGE-26816	General	AVMCU participants are unable to join the conference when an initial attempt to launch a RealConnect conference is being made.
BRIDGE-26859	General	ICe stack failure for RealPresence Collaboration Server 1800 along with high CPU utilization an core dump is generated,
BRIDGE-26984	General	Some participants got disconnected during an ongoing conference and did not receive the ACK for opcode 'TB_MSG_CLOSE_PORT_REQ' with multiple MCU Internal Problem message alert.
BRIDGE-27041	General	During a RealPresence DMA conference, the RealPresence Collaboration Server connects to Polycom RSS, however the recording link needs to triggered manually.

**Resolved Issues**

Issue ID	Category	Description
BRIDGE-27051	General	MCU Internal Problem alert during an ongoing conference on RealPresence Collaboration Server causes endpoints to get disconnected.
BRIDGE-27115	General	RealPresence Collaboration Server, Virtual Edition reset while handling McmsDaemon.
BRIDGE-27129	General	At times, during a ongoing conference, the RealPresence Collaboration Server 4000 with MPMx-D reboots resulting in endpoint disconnection
BRIDGE-27166	General	During a Meet Now conference using Skype for Business client, the RealPresence Collaboration Server is unable to fully connect to AVMCU participants and throws a bunch of exceptions at the ConfParty.
BRIDGE-27201	General	The RealPresence Collaboration Server reboots unexpectedly and generates a ConfParty core dump file.
BRIDGE-27207	General	The RealPresence Collaboration Server reboots unexpectedly during a meeting due to WD policy decision. Core dump is generated.
BRIDGE-27330	General	During a RealPresence DMA VMR call, the MPMRx card undergoes an unexpected power off problem and no software assert is generated thereby causing the RealPresence Collaboration Server to reboot.
BRIDGE-27524	General	RealPresence Collaboration Server 4000 reboots unexpectedly during a call.
BRIDGE-27547	General	During an ongoing conference, a scheduled meeting with a same conference ID fails to launch on time.
BRIDGE-27614	General	The RealPresence Collaboration Server does not receive ACK when the ConfPartyMcuInternalProblem alert is recorded on the full faults list.
BRIDGE-27653	General	The RealPresence Collaboration Server unexpectedly got rebooted during an ongoing conference.
BRIDGE-27918	General	To know the root cause of CPU startup, print CPU reset register content at startup, which shall be captured by the serial logger.
BRIDGE-28047	General	Unable to connect SIP/H.323 endpoints through CG with RealPresence Collaboration Server 4000 thereby displaying a MCU Internal Problem message alert.
EN-68918	General	Calls fail during a RealPresence Collaboration Server 1800 bridged conference and core dump is generated.
EN-68927	General	In a RealPresence Collaboration Server 4000 conference with RealPresence DMA VMR, only about 40 participants are allowed to join even though the limit for the number of participants allowed is 200.
EN-69008	General	At times, after a soft reboot, the RealPresence Collaboration Server does not come up due to changing configuration and running load duration loads.



**Resolved Issues**

Issue ID	Category	Description
EN-69164	General	During a RealPresence DMA VMR call using Skype for Business client, Polycom ContentConnect joins the meeting directly without prompting for a meeting password.
EN-69204	General	Up to 21CIF endpoints can connect to the conference simultaneously for RealPresence Collaboration Server 1500Q 7HD/25CIF v8.5.12.39.
EN-83067	General	Insufficient resources for maximum capacity stated in the license causes socket disconnection.
BRIDGE-26249	General	RealPresence Collaboration Server (MPMRx) reports "No media resources are available" with sufficient resources license.
BRIDGE-25608	Hardware	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.
EN-68909	Hardware	Some of the conference got disconnected when the RealPresence Collaboration Server 4000 media card crashed with a 'No link between FSM 4000 and card in slot 1' error message.
BRIDGE-24047	Interoperability	After holding and resuming the call on RealPresence Collaboration Server 1800, RealPresence Group Series 310 is connected in 64 Kbps resulting in layout not displaying video on the near and far ends.
BRIDGE-24240	Interoperability	All ongoing conferences get forcibly disconnected following a RealPresence Collaboration Server 4000 crash and reboot.
BRIDGE-24506	Interoperability	When the Cisco endpoint directly dials RealPresence Group 700 system, the RealPresence Group 700 system cannot immediately join the call until the previous RealPresence Collaboration Server (MPMRx) call has dropped for a couple of minutes.
BRIDGE-24801	Interoperability	Unable to release resources and connect to endpoints in a new conference after all the RealPresence Collaboration Server 2000 resources got deleted from the conference.
BRIDGE-24853	Interoperability	Poor audio quality with no video is seen when RealPresence Trio is connected to a conference on RealPresence Collaboration Server.
BRIDGE-24951	Interoperability	The audio codec (Siren7) received at the TIP room systems is not a part of the supported audio codecs on Cisco TX9000.
BRIDGE-24977	Interoperability	Duplicate entries in the Address Book when participant information got reimported onto RealPresence Collaboration Server.
BRIDGE-25010	Interoperability	Calls failover from RealPresence Collaboration Server 2000 to RealPresence Collaboration Server 1800 fail and the calls are indicated as duplicated conferences when connecting to RealPresence Collaboration Server 1800.
BRIDGE-25068	Interoperability	Missing entries in the Address Book when participant information got reimported onto RealPresence Collaboration Server.

**Resolved Issues**

Issue ID	Category	Description
BRIDGE-25739	Interoperability	In a RealPresence Collaboration Server (MPMRx) registered with RealPresence DMA conference and various endpoints, card failure with power-off alert affects ongoing calls and prevents new call connections.
BRIDGE-25754	Interoperability	In a RealPresence Collaboration Server conference during the IVR playback requesting to press a digit to join the conference, dial-out participants can hear the exit and entry IVR tones as well as playback tones of other participants joining or leaving the conference.
BRIDGE-25790	Interoperability	Outbound SIP calls to RealPresence DMA using RealPresence VMR fail to connect and bypass the SIP Server, RealPresence DMA, and RealPresence Access Director.
BRIDGE-25835	Interoperability	RealPresence DMA registered Polycom ITP and standalone endpoints connect to Prefer TIP VMR with problem or immediately disconnect from the VMR.
BRIDGE-26071	Interoperability	Polycom SIP and H.323 endpoints are unable to dial into RealPresence DMA VMR system with AVC, 1920 Kbps.
BRIDGE-26267	Interoperability	RealPresence Collaboration Server (MPMRx) crashes, generates core files and spontaneously reboots after receiving H.323 audio calls through RealPresence DMA VMR from Avaya PBX and a few SIP video calls.
BRIDGE-28064	Interoperability	All participants are seen as partially connected and unable to join the conference when the profile is set to 'Motion Auto' for RealPresence Collaboration Server 2000.
EN-69052	Interoperability	In a RealPresence Collaboration Server conference, Cisco Jabber application keeps sharing content, after few seconds it automatically shut downs its content and the Polycom endpoint can see a frozen content.
EN-69009	Interoperability	RealPresence Experience or TPX ITP room containing Polycom HDX endpoint as the last participant is not automatically terminated from the conference on RealPresence Collaboration Server (RMX) 2000 when using RMX with MPMx or MPMRx media cards.
BRIDGE-25411	ISDN	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.
BRIDGE-22414	IVR	DTMF in calls to a Virtual Entry Queue are not received by RealPresence Collaboration Server.
BRIDGE-25026	IVR	Incomplete Welcome message set up on RealPresence Collaboration Server gateway profiles can be heard when calling through the ISDN gateway.
BRIDGE-25761	IVR	Sometimes, a new IVR service does not get created in the Video Services tab after the RealPresence Collaboration Server, Virtual Edition is upgraded.

**Resolved Issues**

Issue ID	Category	Description
BRIDGE-26666	IVR	No IVR can be heard on the Lync FE when a recording is initiated from Polycom endpoints.
BRIDGE-27110	IVR	The RealPresence Collaboration Server Gateway IVR plays a fast busy tone and disallows repeated attempts when dialing an incorrect number.
BRIDGE-25175	MPM Card	The RealPresence Collaboration Server (MPMRx) generated core dump with a MPMRx card power-off issue.
BRIDGE-25477	MPM Card	Unable to create a new conference on RealPresence Collaboration Server while one of the cards is being rescued.
BRIDGE-25839	MPM Card	Core dump file is generated on RealPresence Collaboration Server using MPMRx after multiple iterations of RealPresence DMA VMR calls.
BRIDGE-25843	MPM Card	TLS handshake failure' alarm resulting from installation of MPMRx media card with Set MCU Transport type as "TLS" from RealPresence Collaboration Server 1500 when it is in a conference with Polycom HDX, Polycom RealPresence Desktop, and Polycom RealPresence Group Series endpoints.
BRIDGE-25945	MPM Card	Media card failure occurs and undergoes unexpected power off problem.
BRIDGE-26294	MPM Card	The RealPresence Collaboration Server media card crashed and rebooted with a faulty message.
BRIDGE-27123	MPM Card	The RealPresence Collaboration Server crashed and rebooted with a message 'McmsDaemon reset due to WD policy decision'. ConfParty core dump is created thereby causing all calls to drop.
BRIDGE-27143	MPM Card	The media card was rebooted by shelf manager on detecting watchdog timeout after the media card became unresponsive.
BRIDGE-27602	MPM Card	The MPMRx media card reported a message alert 'API EmbError VAPGeneralMcmsCommonH Failed'. The control board was rebooted for recovery.
BRIDGE-28067	MPM Card	'Media is recovering' alert is displayed on the RealPresence Collaboration Server during a RealConnect conference and all participants get disconnected.
EN-68925	MPM Card	RealPresence Collaboration Server media card in slot 2 automatically reboots during an ongoing conference, thereby impacting more than 20 conferences.
EN-68930	MPM Card	The media card reboots during a conference thereby dropping participants from the conference.
EN-68970	MPM Card	Moving the DSP card into an erroneous state, affects the card temporarily. This triggers a reset and is displayed as Netra Struck in the fault files/alarm list.
EN-69018	MPM Card	Conference is highly impacted due to frequent media recovery for RealPresence Collaboration Server 1800.

**Resolved Issues**

Issue ID	Category	Description
EN-69171	MPM Card	Media card (MPMRx) disconnection for RealPresence Collaboration Server 4000 causes call drop.
EN-78970	MPM Card	During an ongoing conference, the MPMRx card in slot 3 for RealPresence Collaboration Server reboots unexpectedly.
EN-81951	MPM Card	MPMRx-D media card reboot during an ongoing conference results in RealPresence Collaboration Server 4000 reboot.
BRIDGE-24515	Partners - Microsoft	The RealPresence Collaboration Server reconnects Polycom RealConnect conference after a reboot causing failure of the AVMCU cascade links on other RealPresence Collaboration Servers.
BRIDGE-24784	Partners - Microsoft	In the RealConnect conference, standards-based endpoints on the RealPresence Collaboration Server are able to see all endpoints, but Skype for Business endpoints are not able to see the standards-based endpoints.
BRIDGE-25635	Partners - Microsoft	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.
BRIDGE-25667	Partners - Microsoft	When connected to RealPresence DMA 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.
BRIDGE-26051	Partners - Microsoft	In two simultaneous RealConnect conferences with encrypted RealPresence Group Series and HDX endpoints registered with RealPresence DMA, the second conference gets disconnected.
BRIDGE-24674	Partners-Microsoft	When the system flag FORCE_1X1_LAYOUT_ON_CASCADED_LINK_CONNECTION is set to NO in a RealConnect conference, the RealPresence Collaboration Server sends AVMCU input video stream back to the AVMCU. This causes Lync users to see themselves when speaking.
BRIDGE-25105	Partners-Microsoft	Core dump file is generated on RealPresence Collaboration Server after multiple Polycom RealConnect calls.
BRIDGE-26089	Partners-Microsoft	While connecting to a conference from Skype for Business client, the display shows question marks instead of a Russian name.
BRIDGE-24756	Recording	RealPresence Media Suite recording link when set to private layout in Lecture mode does not show 1x1 lecture picture.
BRIDGE-25551	Recording	Start recording a RealConnect conference by the Polycom RealPresence Group Series remote control fails.
BRIDGE-25894	Reservation	An attempt to change an existing scheduled RealPresence Collaboration Server reservation results in a message that an ISDN dial-in number is already assigned to another conference.

**Resolved Issues**

Issue ID	Category	Description
BRIDGE-25927	Reservations	Reservations created with duration crossing midnight and manually dragged and dropped in the Reservation panel to start immediately, end earlier than expected.
BRIDGE-27360	Reservations	RealPresence Collaboration Server 2000 fails to launch a scheduled meeting on time.
BRIDGE-25728	Resource Capacity	RealPresence Collaboration Server (MPMRx) reports "No media resources are available" even with sufficient resources license.
BRIDGE-25565	RMX Manager	After a soft reboot, the RealPresence Collaboration Server 1800 starts to ping but immediately gets an error when connected through RMX Manager.
BRIDGE-24131	Security	Multiple vulnerabilities exist in NTP versions older than 4.2.8p4.
BRIDGE-26519	SIP	SIP calls to RealPresence Collaboration Server versions 8.6.4.117 and above generate inaccurate latency statistics in endpoint logs.
BRIDGE-24425	Software	After upgrading RealPresence Collaboration Server, Virtual Edition to version 8.6.3.29, all calls failed with the major alarm "Media is Recovering".
BRIDGE-26358	Upgrade Process	The MPMRx card is stuck in startup state after installing the new software and the 'No useable unit for audio controller' alarm displays.
BRIDGE-26375	Upgrade Process	After upgrading to RealPresence Collaboration Server 8.5.11.51, the statistics for packet number and packet loss is always 0 for the user participant properties.
BRIDGE-26482	Upgrade Process	The MPMRx-S card is stuck up in a startup state after installing the new software and the "No useable unit for audio controller" alarm displays.
BRIDGE-26573	Upgrade Process	After upgrading to 8.7.1, the RealPresence Collaboration Server 1800 reports a high CPU utilization alarm.
BRIDGE-12922	Video	Video appears with artifacts when the endpoint connects to a VMR on RealPresence Collaboration Server 2000.
BRIDGE-24268	Video	When Cisco SX80 endpoints share content with the RealPresence Collaboration Server endpoints in a cascading conference, the display toggles between extended mode and duplicate mode, and the far-end video receives black screen content.
BRIDGE-24465	Video	Asymmetric video rate for recoding link is established between RealPresence Collaboration Server 2000 and Polycom RSS 4000.
BRIDGE-24640	Video	At times, video participants connected to a 3-level cascade conference experience frozen video.
BRIDGE-24848	Video	Video lost and SIP session refresh when the available bandwidth decreases due to packet loss.

**Resolved Issues**

Issue ID	Category	Description
BRIDGE-25268	Video	RealPresence Group Series endpoints display poor video resolution during a RealPresence DMA VMR call from RealPresence Collaboration Server, Virtual Edition.
BRIDGE-25405	Video	Layout change of RealPresence Collaboration Server (MPMRx) conference results in video artifacts to connected participants.
BRIDGE-25575	Video	In a RealPresence Collaboration Server conference, the Cisco 9971 IP phone endpoint receives audio but does not receive video.
BRIDGE-25670	Video	During a RealConnect conference between Lync participants and Polycom endpoints, Lync participants are unable to receive video shared by Polycom endpoints.
BRIDGE-27825	Video	After a prolonged usage of RealPresence Collaboration Server, sometimes new SIP endpoints are unable to receive any video from RealPresence Collaboration Server, leading to a no video experience for users.
BRIDGE-28126	Video	During a RealPresence DMA VMR call, participants observe black video with clear audio on RealPresence Collaboration Server.
EN-69238	Video	The RealPresence Collaboration Server does not provide 720p line rate resolution with 512 Kbps call rate when the video resolution configuration is set to 'Video Quality optimized'.

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