

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

Polycom announces the release of the Polycom RealPresence® Collaboration Server 1800/2000/4000/Virtual Edition version 8.7.3 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.

For customers upgrading from releases before 8.7.3, see the following sections for more information about the new and changed features in this software branch.

# RealPresence® Collaboration Server 8.7.1

## New Features

The following table lists the new feature in Collaboration Server 8.7.1.

### Version 8.7.1 - New Features

Feature Name	Description	RMX 2000/4000	RMX 1800	Virtual Edition
<b>Conferencing Features</b>				
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
<b>Network and System Features</b>				
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

**Version 8.7.1 - New Features**

Feature Name	Description	RMX 2000/4000	RMX 1800	Virtual Edition
<b>Miscellaneous Features</b>				
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
<b>Modular MCU Features</b>				
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 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

**Version 8.7.1 - New Features**

<b>Feature Name</b>	<b>Description</b>	<b>RMX 2000/4000</b>	<b>RMX 1800</b>	<b>Virtual Edition</b>
<b>Skype for Business Features</b>				
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 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 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 1800/2000/4000/Virtual Edition systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.



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

Go to [http://support.polycom.com/PolycomService/support/us/support/service\\_policies.html](http://support.polycom.com/PolycomService/support/us/support/service_policies.html) to find the Current Polycom Interoperability Matrix.

Device	RMX 2000/4000	RMX1800	Virtual Edition
<b>Gatekeepers/Proxies</b>			
Polycom® RealPresence® Resource Manager	10.0.1	10.0.1	10.0.1
Polycom® RealPresence® Collaboration Server	8.7.3	8.7.3	8.7.3
Polycom® RealPresence® DMA® System	6.4.1	6.4.1	6.4.1
Polycom® RealPresence® Web Suite Experience Portal			2.1.2
Polycom® RealPresence® Web Suite Services Portal			2.1.2
Video Border Proxy (VBP)	V11.2.13RC2	V11.2.13RC2	V11.2.13RC2
Polycom® RealPresence® Access Director™			4.2.4_230053
Avaya Scopia® ECS Gatekeeper	8.3.0.103.0	8.3.0.103.0	8.3.0.103.0
BroadWorks	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 2013 server	5.0.8308.956	5.0.8308.956	5.0.8308.956

Device	RMX 2000/4000	RMX1800	Virtual Edition
Microsoft Skype for Business Server 2015 (volume license key installed)	6.0.9319.235/ 6.0.9319.259	6.0.9319.235/ 6.0.9319.259	6.0.9319.235/ 6.0.9319.259
Microsoft Exchange 2013	CU12 15.00.1178.004	CU12 15.00.1178.004	CU12 15.00.1178.004
Sonus SBC			V05.00.02-R000
Unify OpenScape Session Border Controller (SBC)	V8 R1.12.00	V8 R1.12.00	V8 R1.12.00
Unify OpenScape Voice Server	V8R1.47.1	V8R1.47.1	V8R1.47.1
Unify OpenScape Unified Communications (UC)	V7 R3.0.11	V7 R3.0.11	V7 R3.0.11
Unify OpenScape Branch	V8 R1.02.00	V8 R1.02.00	V8 R1.02.00
<b>Recorders</b>			
Polycom® RealPresence® Media Suite	2.7	2.7	2.7
<b>MCUs, Call Managers Network Devices and Add ins</b>			
Polycom® ContentConnect™ Server	1.5.2.212	1.5.2.212	1.5.2.212
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	X8.8.1
<b>Virtual Machines for RealPresence Collaboration Server, Virtual Edition Deployment</b>			
VMWare vSphere (vCenter) Client	N/A	N/A	6.0
<b>Endpoints</b>			
Polycom® HDX®	3.1.11	3.1.11	3.1.11
Polycom® Group Series	6.0.0-280932	6.0.0-280932	6.0.0-280932

Device	RMX 2000/4000	RMX1800	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® Debut	1.2.0	1.2.0	1.2.0
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 RealPresence Trio 8800	5.4.4	5.4.4	5.4.4
Polycom® VVX® 1500	5.5.0	5.5.0	5.5.0
Polycom® VVX® 300/400	5.5.0	5.5.0	5.5.0
Polycom® VVX® 500/600	5.7.0.18267	5.7.0.18267	5.7.0.18267
Polycom® VVX® 501/601	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)	OS6.0.0-903 / TP 6.0.0-280932	OS6.0.0-903 / TP 6.0.0-280932	OS6.0.0-903 / TP 6.0.0-280932
Polycom RealPresence Touch	OS 2.0.0-193 TP6.0.0-280932	OS 2.0.0-193 TP6.0.0-280932	OS 2.0.0-193 TP6.0.0-280932
Polycom® CX500 / CX600	4.0.7577.4512	4.0.7577.4512	4.0.7577.4512
Polycom CX5500	1.2.0-70232	1.2.0-70232	1.2.0-70232
Polycom CX8000	1.00.11.066	1.00.11.066	1.00.11.066
Avaya Scopia XT1000	2.5.416	2.5.416	2.5.416
Avaya Scopia® XT5000	8.3.2.534	8.3.2.534	8.3.2.534
Avaya Scopia® XT7000	8.3.2.225	8.3.2.225	8.3.2.225

Device	RMX 2000/4000	RMX1800	Virtual Edition
Avaya one-X® Deskphone	S3.171b	S3.171b	S3.171b
Avaya one-X® 1000 Communicator	6.2.10.03-FP10	6.2.10.03-FP10	6.2.10.03-FP10
Avaya 1000 Series Video Conferencing Systems	4.8.3(23)	4.8.3(23)	4.8.3(23)
Avaya Desktop Video Device	1_1_2_020002	1_1_2_020002	1_1_2_020002
Avaya Flare® Experience for iPad Devices	2.0.6	2.0.6	2.0.6
BroadTouch Business Communicator for Desktop			21.5.1.1179
BroadTouch Business Communicator for iOS			22.0.1.5873(Tablet) 22.0.1.5871(Mobile)
BroadTouch Business Communicator for Android			21.2.4.5513(Tablet) 21.5.4.5513(Mobile)
Cisco TelePresence System EX90	7.3.6	7.3.6	7.3.6
Cisco TelePresence Integrator C20	7.3.6	7.3.6	7.3.6
Cisco TelePresence System C40	7.3.6	7.3.6	7.3.6
Cisco TelePresence System C90	7.3.6	7.3.6	7.3.6
Cisco TelePresence SX10	8.2.1	8.2.1	8.2.1
Cisco TelePresence SX20	8.2.1	8.2.1	8.2.1
Cisco TelePresence SX80	8.2.1	8.2.1	8.2.1
Cisco MX300 G2	8.2.1	8.2.1	8.2.1
Cisco TelePresence System 3010	1.10.15(4)	1.10.15(4)	
Cisco TelePresence System 1300	1.10.15(4)	1.10.15(4)	
Cisco TelePresence TX9000	6.1.12(4)	6.1.12(4)	
Cisco TelePresence TX1310	6.1.12(4)	6.1.12(4)	
Cisco TelePresence System 500-37	6.1.12(4)	6.1.12(4)	



Device	RMX 2000/4000	RMX1800	Virtual Edition
Cisco TelePresence System 500-32	1.10.15(4)	1.10.15(4)	1.10.15(4)
Cisco TelePresence IX5000	8.1.2(12)	8.1.2(12)	
Cisco DX70 /DX650	10-2-5-212	10-2-5-212	10-2-5-212
Cisco DX80	ce8.2.1	ce8.2.1	
Cisco Jabber for Windows	11.1	11.1	11.1
Cisco Jabber for Mac	11.1	11.1	11.1
Cisco TelePresence System 1700 MXP	F9.3.4	F9.3.4	F9.3.4
Cisco TelePresence System Edge 95 MXP	F9.3.4	F9.3.4	F9.3.4
Huawei TE30	2.0.200	2.0.200	2.0.200
Huawei TE40	2.0.200	2.0.200	2.0.200
LifeSize Icon 600	2.9.1.(2001)	2.9.1.(2001)	2.9.1.(2001)
IBM Same time	9.0	9.0	9.0
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 Skype for Business 2016	16.0.4318.1000/ 16.0.7127.1021	16.0.4318.1000/ 16.0.7127.1021	16.0.4318.1000/ 16.0.7127.1021
Microsoft Skype for Business 2015/Lync 2013	15.0.4809.1000	15.0.4809.1000	15.0.4809.1000
Microsoft Lync 2010 client	4.0.7577.4504	4.0.7577.4504	4.0.7577.4504
Microsoft Lync MAC Client	14.3.3	14.3.3	14.3.3
Microsoft Skype for Business Client (Android)	6.9.0.1	6.9.0.1	6.9.0.1
Microsoft Skype for Business Mobile Client (iOS)	6.9.0.313	6.9.0.313	6.9.0.313
Sony PCS-XG80	2.46	2.46	2.46
Sony PCS-XG100	1.60	1.60	1.60
Unify Openstage 80	V3 R4.10.0 SIP 160728	V3 R4.10.0 SIP 160728	V3 R4.10.0 SIP 160728
Unify Openscape UC client	V7 R1.46.18 (70.1.46.0018)	V7 R1.46.18 (70.1.46.0018)	V7 R1.46.18 (70.1.46.0018)

# RMX Web Client System Requirements

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

Web Browser	Operating System
Internet Explorer 7	Windows Vista™
	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:
  - ▲ Click Delete.
  - ▲ From the Delete Browsing History dialog box, select the Temporary Internet files and Cookies check boxes,
  - ▲ Click Delete.
- 4 In the Browsing history section:
  - ▲ Click Settings.
  - ▲ In the Temporary Internet Files and History Settings dialog box, click View objects.
  - ▲ In the Downloaded Program Files select the EMAClassLoader.dll file.
  - ▲ Click Delete.
- 5 Click OK.

**Windows 10 Note**

Only RMX Manager can be used with Windows 10, and following preview features are not supported through RMX Manager:

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

**Installation Notes**

In specific network conditions; that is, when:

- The enterprise-facing interface IP of the firewall (that is, the interface to the Intranet) and the IP address assigned to the RMX media card are in the same subnet AND
- 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.

## Upgrade Package Contents

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

The version 8.7.3 upgrade package includes:

- RealPresence Collaboration Server (RMX) 1800/2000/4000 V8.7.3 Software (\*.bin)
- RealPresence Collaboration Server, Virtual Edition 8.7.3 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 V8.7.3 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 Release Notes Version 8.7.3

# RealPresence® Collaboration Server (RMX®) 1800/2000/4000 Upgrade Information

The following sections provide important information about upgrading RealPresence Collaboration Server, (RMX) 1800/2000/4000 systems to this release.

## ***Important Upgrade Notes***

Please carefully review the following important upgrade notes.

- When upgrading to version 8.7.3 from versions 7.8, 8.1, 8.2, and 8.3, it is essential that you upgrade from the following maintenance releases (or later) of the version currently installed:

7.8 - RMX\_7.8.0.246.131

8.1.7 - RMX\_8.1.7.37.033

8.2 - RMX\_8.2.0.85.007

8.3 - RMX\_8.3.0.148

If these maintenance releases (or later) are not installed, an upgrade to the latest maintenance release must be performed before upgrading to version 8.7.3. This is of particular importance for systems with 1024MB of memory.

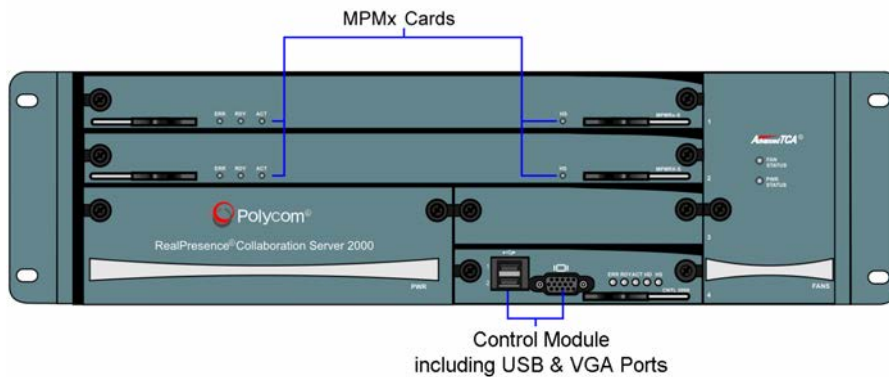
- When upgrading to version 8.7.3, we recommend you upgrade the system to version 8.5 or version 8.6 first.
- When upgrading to version 8.7.3, we recommend that you upgrade from the latest maintenance release of the version currently running on the system.
- Version 8.7.3 does not support MPM, MPM+ or MPMx cards. DO NOT upgrade to version 8.7.3 if MPM, MPM+ or MPMx cards are installed in the RMX; instead contact Polycom Support.
- Customers can choose to use the new RPCS “Soft Blades” topology if Microsoft RDP content support is required. However, customers who are currently using Polycom ContentConnect for sharing content should continue to use Polycom ContentConnect for content sharing as it is more full featured at this time.

## RMX 2000/4000 Hardware and Software Compatibility

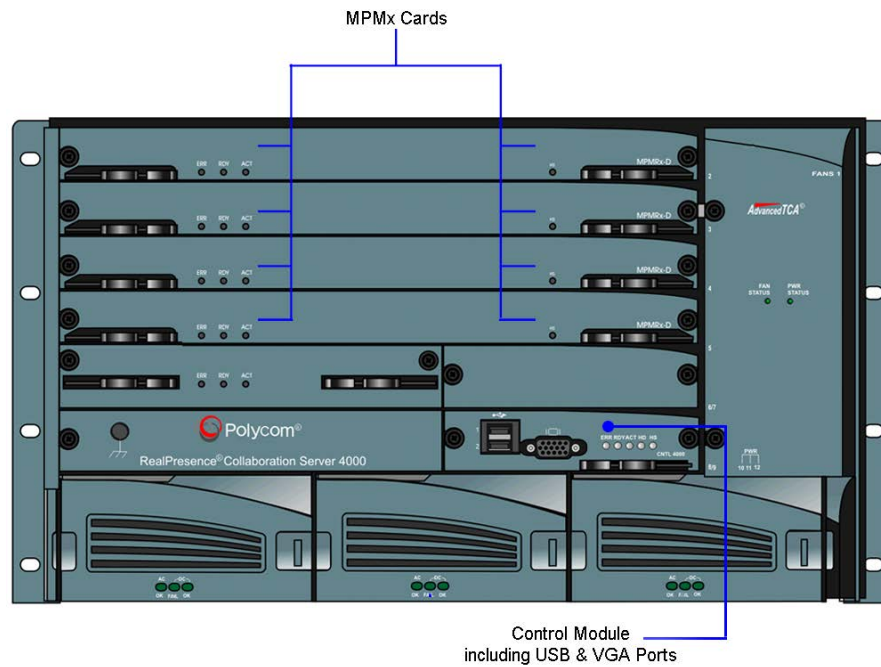
The Collaboration Server (RMX) 2000/4000 must be used with the correct software version:

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 BRD2534B-L0



## Supported Upgrade Paths

The RMX includes a safety mechanism to ensure that a viable and safe software version installation is selected on an RMX. It ensures that the current RMX software version and the new software installation are matched to an internal logic table, and enables 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 RMX.

The following table lists the software versions that are approved for upgrade by Safe Upgrade process for version 8.7.3.

Software Version	RMX 1800	RMX 2000	RMX 4000
8.6	Yes	Yes	Yes
8.5	Yes	Yes	Yes
8.4	Yes	Yes	Yes
8.3	Yes	Yes	Yes
8.2		Yes	Yes
8.1.8	Yes	No	No
8.1.5	Yes	No	No
8.1		Yes	Yes
7.8		Yes	Yes
7.7		Yes	Yes
7.6/7.6.1		Yes	Yes
7.5.0J/7.5.1J		Yes	Yes
7.2/7.2.x		Yes	Yes
7.1		Yes	Yes
7.0.x/7.0.2C		Yes	Yes
7.0		No	No
6.x		No	No
5.x		No	No
4.7.2		Yes	Yes

## ***Prepare for the Upgrade***

### **To prepare for the upgrade:**

- 1** 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 memory size is 512MB, DO NOT perform the upgrade procedure. Contact Polycom Support.
- 2** To maximize conferencing performance, especially in high bit rate call environments, a 1 GB connection is recommended for each LAN connection.
- 3** If the Collaboration Server is used with a RealPresence DMA system, disable the RealPresence DMA system connection to the Collaboration Server:
  - a** Log into the 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, have been terminated.
- 4** RMX 2000/4000 systems shipped with MPMx media cards are not supported from software versions 8.6 and on. 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.
- 5** 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.
- 6** Verify that all conferences, including permanent conferences, have been terminated.
- 7** Perform the upgrade as documented for your system.



## Upgrade from Version 8.3 / 8.4 to Version 8.7.3

### To upgrade to software version 8.7.3

- 1 Download the Version 8.7.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 the Version 8.7.x.x.bin file was saved and click Install.

The **Install Software** information box indicates the file **Copying files is In progress**.

At the end of the Copying Files process the system displays an indication that the software copying procedure is **Done**.



If the upgrade is not a supported upgrade path, the system will sound an alarm and an error message will appear.



When you acknowledge the error, the installation is aborted, and because the Safe Software Version Installation warning has been activated, your current browser session will block any new installation attempt. This applies to all software versions, except for version 7.6 which will still allow 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 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 are displayed 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 are displayed indicating the progress of the upgrade process.



Sometimes, when updating the Version 8.7.3 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.

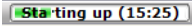
Connection to the RMX is terminated and you are prompted to reopen the browser.

- 6 Close any open browser windows, wait approximately 10 minutes, and restart the browser.
- 7 Reconnect to the RMX by enter the IP address of the RMX Control Unit into the browser.  
The version number in the **Welcome** screen has changed to 8.7.3.

- 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 RMX. 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.

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

- 9 As needed, reestablish the Collaboration Server connection to the RealPresence DMA system:
- a Log into the DMA system that handles call transfers for the 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 default configurations system behaviors:

- **Permanent Conferences** must be manually re-scheduled.
- **IVR Services** should be checked after upgrading from earlier versions (V4.0 / V6.0 / V7.x / V7.6.1) 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 not 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** 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 [RMX Manager Application](#) in the *RealPresence Collaboration Server (RMX) 1800/2000/4000 Administrator Guide*.

# RealPresence® Collaboration Server, Virtual Edition Upgrade Information

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

## *RealPresence® Collaboration Server, Virtual Edition Hardware Profile*

This section provides information on the minimal Virtual Machine host settings and configuration, some of which are manual, required for the deployment of RealPresence Collaboration Server, Virtual Edition.



**Note: Dedicated VM Server**

To maximize audio and video quality Polycom strongly recommends a dedicated VM server per 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 1Gbit	2 x 1Gbit
Hard Disk (Thin Provision)	30 GB	30 GB
Performance	14 SD ports or 7 HD ports	60 SD ports or 30 HD ports



**Note: vCPU**

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



**Note: Network Interface Card**

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 2.9GHz.

For information on deploying RealPresence Collaboration Server, Virtual Edition, see *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.



#### NOTE: Hyperthreading

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



#### NOTE: Over-allocation of Cores

Do not over-allocate cores.

For information on 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 minimal virtual machine host (VMware) settings:

4 vCPU, 8GB RAM, 60 GB HDD.

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

## ***Prepare for 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 Collaboration Server is used with a RealPresence DMA system, disable the RealPresence DMA system connection to the Collaboration Server:
  - a Log into the 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, 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 from Version 8.5 and On to Version 8.7.3***

The method of upgrading the Virtual Edition MCU is similar in look and feel to that of its hardware based counterparts.

In addition the MCU remains active during the upgrade, and can host conferences, until the reboot required 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, select **Administration > Software Management > Software Download**.
- 3 Browse to the Install Path, selecting the *.upg* file for upgrade, in the folder where version 8.7.3 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 reset, the previous version is operational). For more information on Collaboration Server reset, see *RealPresence Collaboration Server Administrator Guide*, Administration and Utilities section.

## ***Upgrade from a Version Earlier than 8.5 to Version 8.7.3***

You need to install RealPresence Collaboration Server, Virtual Edition from scratch when upgrading from a version earlier than 8.5.

### **To upgrade to version 8.7.3 from a version earlier than 8.5:**

- 1 Install RealPresence Resource Manager.
- 2 Backup configuration files of RealPresence Collaboration Server, Virtual Edition.
  - a Select **Administration > Software Management > Backup Configuration**.
  - b In the **Backup Configuration** window, click **Browse** to select a backup directory.
  - c Click **Backup** to back all configurations in the directory.
- 3 Install RealPresence Collaboration Server, Virtual Edition from scratch (.OVA file).
- 4 Reboot the machine.



**Note: Collaboration Server Requires Licensing to Work**

The Collaboration Server stops working at this point, and must be added to the RealPresence Resource Manager.

- 5 License via the RealPresence Resource Manager.
- 6 Restore previous configuration files of RealPresence Collaboration Server, Virtual Edition.
  - a Select **Administration > Software Management > Restore Configuration**.
  - b In the **Restore Configuration** window, click **Browse** to select the backed up configuration file.
  - c Click **Restore**.
- 7 If the Collaboration Server is used with a DMA system, enable the DMA system functionality:
  - a Log into the DMA system that handles call control for the Collaboration Server.
  - b Select **Network > MCU > MCUs**.
  - c Select the MCU and choose **Start Using**.
- 8 Verify that the version number is updated signifying that the upgrade is complete.

## Known Issues

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

### Known Issues

Issue ID	Category	Description	Found in Version	Workaround
BRIDGE-24458	Audio	When Music Mode and Stereo are enabled on Group Series, the Group Series receiving the stream displays incorrectly as G.719 instead of G.719 stereo while both the Group Series transmitting the stream and the RealPresence Collaboration Server receiving/transmitting the stream displays correctly as G.719 stereo.	8.7.1	
BRIDGE-24596	Audio	In a RealConnect conference, no audio is in the encrypted RealPresence DMA system VMR after Group Series endpoints stopping the call and rejoining the VMR. The RealPresence Collaboration Server is MPMRx system.	8.7.1, 8.7.3	
BRIDGE-23540	Audio	Rarely in a WebRTC conference, Audio bleed is observed from one conference to another after long conferences, over two hours.	8.6.3	Set ENABLE_SIRE NLPR to NO.
BRIDGE-23787	Cascading	After a single participant leaves a meeting room, participants in another meeting room can hear music (that is the music plays when a single participant stays in a conference) over the cascading link.	8.6.3	
BRIDGE-24145	Cascading	In a cascade for bandwidth conference, Group Series endpoints are shown as "Connected with Problem" and then the call gets disconnected.	8.7.1	
BRIDGE-24534	Cascading	In a cascade environment with chairperson's password and participant's password enabled, the Slave participants in the conference get stuck on the welcome page and cannot see the remote participants view on entering the conference password.	8.7.1	
BRIDGE-23804/ BRIDGE-23581	Content	Content may freeze or disappear if the available bandwidth decreases due to packet loss.	8.7.1	
BRIDGE-24366	Content	When switching to new content in a bridged conference, previously shared content is still visible for a short period.	8.7.1	
BRIDGE-24410	Content	WebRTC clients are able to snatch content when the RealPresence endpoint is set as the Content Token Owner on RMX Manager.	8.7.1	

**Known Issues**

Issue ID	Category	Description	Found in Version	Workaround
BRIDGE-24543	Content	CTS fails to display content when connected to a conference in which content is already shared.	8.7.1	
BRIDGE-24522	Content	When RealPresence Debut snatches content from endpoints connected to a VMR, but no content found at Cisco endpoint in the Prefer TIP conference.	8.7.1	
BRIDGE-24545	Content	OTX300 fails to start sharing content when connected with a DMA system through TIP VMR from both endpoints.	8.7.1	
BRIDGE-22123	Content	In a conference, H.323/SIP endpoints cannot snatch content token from ISDN endpoint currently sharing content, and vice versa.	8.6	Stop sharing content by one endpoint before trying to share content by another endpoint.
BRIDGE-8132	Content	Content cannot be shared when dialing-out from a CP only conference with content set to H.263 & H.264 to Tandberg Edge95 (MXP) endpoints over H.323.	8.2	
BRIDGE-22982	Content	When RealPresence Desktop H.323 client joins an AVC conference, in which Cisco SX80 is sharing content to Cisco C90 and Cisco C40, the RDP can receive the content, but Cisco C90 and C40 no longer receive the content.	8.7.1	Stop and start the content on Cisco SX 80
BRIDGE-24100	Content	Snatching content between Polycom endpoint and Mac Lync 2011 client or stopping sharing content from Polycom endpoint results in content link get disconnected from RMX.	8.7.1	
BRIDGE-24661	Content	In the RealConnect and WebRTC conference, MAC Lync client is not able to send content after it had received content from others before.	8.7.1	
BRIDGE-18609	Diagnostics	At times Web access to MCU is blocked due to anti-virus policy.	8.5.2	Log in though RMX Manager (though prevents Diagnostic mode).
BRIDGE-24019	FECC	FECC (Far-end Camera Control) on Cisco C and SX endpoints fails in the RealPresence Collaboration Server (MPMRx) H.323 conference.	8.6.4, 8.7.3	
BRIDGE-24228	FECC	Avaya XT700 FECC does not functioning properly in a multipoint call on RMX1800.	8.7.1	



**Known Issues**

Issue ID	Category	Description	Found in Version	Workaround
BRIDGE-23432	FECC	LifeSize Icon endpoint FECC does not function properly in a multipoint call.	8.6.4, 8.7.1	
BRIDGE-24178	FECC	Cisco MX300 FECC does not functioning properly in a multipoint call.	8.7.1	
BRIDGE-24239	FECC	The FECC fails with the Huawei TE30 in H323 call connected to RMX.	8.7.1	
BRIDGE-23280	Encryption	Moving participants between encrypted conferences fails on Virtual MCU.	8.7.1	
BRIDGE-24894	General	After the RMA replacement, the ERR LED behavior on the CNTL board is not proper, the ERR LED is blinking.	8.7.1	
BRIDGE-24725	General	Following MIB OIDs are not responded with correct values or the OIDs are invalid on RealPresence Collaboration Server, Virtual Edition: serviceConferenceServerTotalVoicePorts, serviceConferenceServerTotalVoicePortsUsed. serviceConferenceServerTotalPortsUsed, hardwareOverallStatus.	8.7.1	
BRIDGE-24461	General	Soft blades get stuck in “Software blade Pending Authentication State” when the soft blades are attached to RMX 1800.	8.7.1	Reboot RMX 1800.
BRIDGE-23295	General	SIP and H.323 endpoints connecting to RMX 1800 through a VMR were able to see the join screen and hear the welcome prompt but then they get disconnected from the call.	8.7.1	
BRIDGE-24484	General	When participant joins or leaves the conference, displaying participant site name with Red background is alarming.	8.7.1	
BRIDGE-24632	General	RealPresence Collaboration Server (MPMRx) crashes in the secure when available VEQ.	8.7.1	
BRIDGE-24604	General	Core dump occurs when RMX 1800 with three DSP cards system is under a moderate load for several hours.	8.7.1	
BRIDGE-13704	General	Video freezes and audio fails when concurrently uploading a large file (more than 100MB).	8.2	
BRIDGE-18142	General	When an RMX 2000 is configured for “Separate Management Network” and is also configured to use 802.1X authentication on its IP Network Service interface, the status reported in the LAN List in the Hardware Monitoring pane may be inaccurate, showing the 802.1X Status as “Not Configured” and the 802.1X Method as “Off” even though 802.1X is configured.	8.6	802.1X status can be determined by examining the status of the port at the 802.1X server.

**Known Issues**

Issue ID	Category	Description	Found in Version	Workaround
BRIDGE-23007	General	During a CP conference running at a line rate of 4MB, Tandberg 1700 (MXP), endpoints registered to a DMA system fail to receive content from a Tandberg Edge95 (MXP) endpoint.	8.2	
BRIDGE-23286	General	During conference on RMX (MPMRx) all participants disconnected followed by a card crash. A MCU Internal Problem event is then reported.	8.7.1	
BRIDGE-22216	General	During a CP conference, Radvision Scopia XT1000 & XT5000 endpoints registered to a DMA system and connected via SIP share content via the video channel and not the content channel.	8.5	
BRIDGE-24230	Interoperability	Content sharing from Cisco MX300 does not work when conference template is set to use H.264 High Profile content	8.7.1	Do not check High Profile content in the conference template.
BRIDGE-24217	Interoperability	Cisco MX300 endpoint is unable to join in H.323 encrypted AVC VMR - This happens if the encryption key selected is 2048	8.7.1	Set MX300 Encryption KeySize to Max1024bit in the endpoint's System Configuration page.
BRIDGE-24570	Interoperability	When dialing from Secure VMR through Secure VEQ, Cisco CTS and TX endpoints get disconnected.	8.7.1	
BRIDGE-24906	Interoperability	Cisco TIP-enabled endpoints can't hear IVR messages for 10-15 seconds after dialing to VEQ or VMRs.	8.7.1	
BRIDGE-24570	Interoperability	Cisco CTS and TX endpoints are unable to join conferences through secure or secure when possible VEQ.	8.7.1	
BRIDGE-24692	Interoperability	After Cisco TelePresence System 1300 performs hold and resume in the Encryption when possible VMR call, flicking noise and frozen/bad video is on Cisco TelePresence System 3010, Cisco TelePresence System 1300 and Cisco TelePresence TX9000 Series.	8.7.1	
BRIDGE-24243	Interoperability	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.	8.7.1	

**Known Issues**

Issue ID	Category	Description	Found in Version	Workaround
BRIDGE-24283	Interoperability	In an AVC conference, when RMX dials out to HDX and Avaya 10XX, the Avaya 10XX endpoint receives poor quality video.	8.7.1	
BRIDGE-24409	Interoperability	The RealPresence Web Suite endpoints cannot connect through iPad/ Android tablets in a mixed conference.	8.7.1	
BRIDGE-23253	Interoperability	In the WebRTC conference, Chrome participant observes other participants' video lagging 3 seconds to audio and other participants observe Chrome participant with frozen and broken up video. If WebRTC client uses Firefox, there is no such problem.	8.7.1	
BRIDGE-23795	Interoperability	Failed to add RealPresence Collaboration Server instance to RealPresence Resource Manager when certificate validation is enabled.	8.6	
BRIDGE-24046	Interoperability	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 does not show in video on near and far ends.	8.6.3	
BRIDGE-24093	Interoperability	When RealPresence Group Series 700 and RealPresence Debut endpoints share content using RealPresence Desktop paired device, the content sharing doesn't work properly and RealPresence Debut content is not displayed to some endpoints in the conference call.	8.7.1	
BRIDGE-24179	Interoperability	When RPCS conference call is placed on Hold and then resumed it results in the content stream to freeze on the last frame sent even if the content sharing is stopped.	8.7.1	
BRIDGE-24181	Interoperability	When Content Sharing is initiated from any endpoint in the VMR; the overall video stability of the call is affected and the transmitting video is lost from the system that initiates content. Endpoints also sometimes experienced permanent video freezing and loss of system functionality.	8.7.1	
BRIDGE-24569	Interoperability	Cisco CTS and TX endpoints are unable to connect to Secure when possible VEQ.	8.7.1, 8.7.3	
BRIDGE-24588	Interoperability	After RMX 1800 dialing out an H.323 call and HDX connecting to RMX 1800 with H.263, then RealPresence Group Series snatching the content from RealPresence HDX, content freezes on the RealPresence HDX.	8.7.1	Reboot RealPresence HDX.
BRIDGE-24591	Interoperability	When sharing content from TX9000 in the Prefer TIP CP conference on the RealPresence Collaboration Server (MPMRx) system, video layout is disrupted.	8.7.1	

**Known Issues**

Issue ID	Category	Description	Found in Version	Workaround
BRIDGE-24634	Interoperability	After RMX 1800 without DSP card dialing out to RealPresence Group Series and Tandberg MXP via H.323, bad video displays on Tandberg MXP.	8.7.1	
BRIDGE-24293	Interoperability	Poor audio quality with no video is received when connected to RMX conference through the Radvision Scopia P10 gateway with RMX 1800.	8.7.1, 8.7.3	
BRIDGE-1408	Interoperability	When dialing into a VMR from VVX only with voice, and the call is transferred to HDX, then HDX joins the VMR at 64Kbps rate, sometimes HDX can hear conference but other participants cannot hear voice from HDX.	7.8.0	
BRIDGE-24099	Interoperability	Sometimes, no video is received by the RealPresence Debut if it dials into a Prefer TIP VMR after the Cisco DX80.	8.7.1	
BRIDGE-23287	Interoperability	During 6Mbps AVC conference, when RMX (MPMRx) dials out to HUAWEI TE40 SIP Videoconferencing endpoint, endpoint connects and remains in IVR Welcome screen but disconnects from conference after 1 minute. Problem does not occur when endpoint dials in to RMX or if conference line rate is reduced to 4Mbps.	8.7.1	
BRIDGE-19523	Interoperability	In a combined Collaboration Server 4000 and CUCM (Cisco MCU) conference, CTS and TX TelePresence endpoints move from a Virtual Entry Queue (VEQ) to a Virtual Meeting Room (VMR), both on a DMA system, fails - TX was disconnected, and CTS video froze.	8.6	
BRIDGE-15976	ISDN	Collaboration Server using MPMx cards cannot dial out to an H.261 ISDN endpoint at bit rate exceeding 320Kbps.	8.7.1	
BRIDGE-24711	IVR	Sometimes, DTMF does not work after participant entering password to join a conference.	8.7.1	
BRIDGE-24253	IVR	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.	8.7.1	
BRIDGE-24546/ BRIDGE-25644	IVR	A welcome message or enter conference password IVR is not played when CTS500 dials in to a TIP VMR.	8.7.1, 8.7.3	
BRIDGE-22068	IVR	Connecting a conference on RealPresence Collaboration Server 1800 from RealPresence Desktop via VMRs numbered 72xxx results on IVR message played twice.	8.6.1	

**Known Issues**

Issue ID	Category	Description	Found in Version	Workaround
BRIDGE-25044	Partners - Microsoft	The AS MCU party is disconnected from the on-line AVMCU during long duration AVMCU Polycom RealConnect conference calls.	8.7.1, 8.7.3	
BRIDGE-25039	Partners - Microsoft	When Polycom endpoint re-connects the a RMX conference immediately after disconnecting from the conference in the RealConnect environment, the cascade link between AVMCU and RMX does not establish and Polycom endpoint shows "Connected with Problem".	8.7.3	
BRIDGE-23913	Partners - Microsoft	Skype for Business "Audience mute" feature does not work properly when using service provider's topology (CAA).	8.6.4	
BRIDGE-24648	Partners - Microsoft	Video freezes on the Skype for Business client 2016 in the RealPresence DMA system VMR (MPMRx). Note: This is Skype for Business 2016 client issue. Microsoft will fix this issue in coming version (16.0.7571.7060) of Skype for Business 2016 client, which will be available around February 2017 onwards.	8.7.1, 8.7.3	
BRIDGE-24352	Partners - Microsoft	Skype for Business client undergoes crash after receiving content from another Skype for Business client and clicking Actual Size.	8.7.1	
BRIDGE-24213	Partners - Microsoft	In a Skype for Business conference, when the RealPresence Trio endpoint registered to a DMA system performs the Hold and Resume call operation, the content shared by the Skype for Business client in the conference is lost at Trio's end.	8.7.1	
BRIDGE-24635	Partners - Microsoft	In a RealConnect call, the Skype for Business and Polycom GroupSeries endpoints can hear the hold music from another Lync registered RealPresence Trio after the RealPresence Trio putting its call on hold.	8.7.1	
BRIDGE-24163	Partners - Microsoft	Panoramic Layout is not working in CAA RealConnect call.	8.7.1	
BRIDGE-24679	Partners - Microsoft	RealPresence Group Series receives green content when Skype for Business client shares the content in the DMA system VMR and RealConnect call.	8.7.1	
BRIDGE-24463	Partners - Microsoft	Video does not display when Skype for Business Android client escalate the VMR call from Audio to Video.	8.7.1	
BRIDGE-24666	Partners - Microsoft	RealPresence Collaboration Server crashes when it is cascaded to an AVMCU with MultiView disabled.	8.7.1	

**Known Issues**

Issue ID	Category	Description	Found in Version	Workaround
BRIDGE-24621	Partners - Microsoft	After Skype for Business client inviting RealPresence Group Series endpoints into the CAA RealConnect conference then muting the AVMCU cascading link, Skype for Business client still can hear RealPresence Group Series once it becomes active speaker. On-Premise RealConnect conference does not have such issue.	8.7.1	
BRIDGE-22070	Partners - Microsoft	RealPresence Collaboration Server sends an update to Lync Server every 10 minutes and the update fails.	8.6	
BRIDGE-24360	Partners - Microsoft	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.	8.7.1	
BRIDGE-24440	Resource Capacity	Port usage percentage cannot exceeds 94% due to random disconnection.	8.7.1	
BRIDGE-24158	Resource Capacity	Calls on RMX 2000 get disconnected if the port usage is more than 80% and are not able to connect further.	8.7.1	
BRIDGE-16746	Resource Capacity	A single media card supports up to 300 SVC participants in a way of supporting 60 conferences and each conference supporting up to 5 participants. In this case, the maximum conference rate is 1.5MB.	8.5	
BRIDGE-24448	Recording	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.	8.7.1	
BRIDGE-22998	Recording	When one H.323 recording link has connected to an RMX conference, another H.323 recording link still can be created and connected to the same conference.	8.6.3	
BRIDGE-24455	Security	When dialing into a VMR, frozen video of participants connected to another meeting is seen in the call.	8.7.1	
BRIDGE-20202	Security	When launching a conference from a GS endpoint registered as AS-SIP, on a Collaboration Server 1800 using IPv4 address mode, the endpoint IP address cannot be viewed via Participant Properties > Channel Status - Advanced tab	8.6	
BRIDGE-22072	Security	Reboot required following new CRL installation on Collaboration Server 2000, for new CRL to take effect.	8.6	Reboot RMX periodically to ensure that the latest CRLs take effect.

**Known Issues**

Issue ID	Category	Description	Found in Version	Workaround
BRIDGE-22113	Security	At times, when either modifying DNS address from IPv4 to IPv6, or modifying shelf management IPv6 address, Collaboration Servers with MPMRx media card failed to restart either completely or in a timely manner.	8.6	
BRIDGE-8004	SIP	SIP endpoints may intermittently disconnect after a conference has run for more than 30 minutes.	8.2	
BRIDGE-670	Software version	Manual connection can take up to 30 seconds to begin in 2048kbps conference, with manual dial out to over 80 participants.	7.8.0	
BRIDGE-24590	SVC/ Interoperability	RealPresence Debut receives black video from RealPresence Group Series in the SVC conference on the RealPresence Collaboration Server (MPMRx) system.	8.7.1	
BRIDGE-23463	SVC/ Interoperability	In the SVC conference which consists of RealPresence Mobile endpoints, RealPresence Desktop endpoints and RealPresence Group Series endpoints, the RealPresence Group Series displays as black cell on other endpoints.	8.6.4, 8.7.1	
BRIDGE-23577	SVC/ Interoperability	In the SVC conference, RealPresence Group Series cannot receive content from other endpoint.	8.7.1	
BRIDGE-12768	SVC	In an SVC Mode conference, Group Series and RealPresence Desktop endpoints, dialing directly to an "Encrypt when Possible" VMR, are connected as Non-encrypted. When dialing via a Virtual Entry Queue they are erroneously connected as Encrypted. Occurs when SIP Transport type is TCP.	8.4	
BRIDGE-24580	SVC	After connecting 200 audio calls to VMR with 1920 Kbps and CP and SVC mixed settings, then disconnecting the calls, core dump files are created on RealPresence Collaboration Server (MPMRx).	8.7.1	
BRIDGE-23466	SVC	When an SVC endpoint gets connected to RealPresence Desktop conference or RealPresence Mobile conference, the video quality of the call is distorted.	8.7.1	
BRIDGE-24582	SVC	When multiple RealPresence Desktop endpoints dial into a VMR with a 1024 Kbps line rate, CP and SVC mixed conference mode and Encryption when possible settings, packet losses, video freeze and green patches as the content are observed on RealPresence Collaboration Server (MPMRx).	8.7.1	
BRIDGE-10140	Video	VSX receives no video in a SIP call registered to a DMA system.	8.3	

**Known Issues**

Issue ID	Category	Description	Found in Version	Workaround
DOC-1402	Document Defect	Lack of information on CPU, RAM and Hard Disk requirements for deploying RealPresence Collaboration Server, Virtual Edition on new supported platform, Dual E5-2690v3 @ 2.6GHz 48 Cores, 42 HD ports.	8.7.1	
DOC-1306	Document Defect	Deploying OVA with one NIC (Default) into RealPresence Collaboration Server, Virtual Edition instance works. The minimum deployment settings of NIC 2 X 1 needs be verified.	8.7.1	

## Known Limitations

The following table lists some known limitations of this release of the RealPresence® Collaboration Server.

Description	Workaround
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 failover sequence.	It is recommended that: <ul style="list-style-type: none"> <li>The default single conference size for an MCU be changed from 180 to 150</li> <li>Use Cascading for Size for large conferences</li> </ul>
When using RealPresence Trio version 5.4.4 and RMX 1800 version 8.7.3, you may experience following video connection issue:  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.	

## Resolved Issues

The following sections list the issues that have been resolved in the RealPresence® Collaboration Server version 8.7 branch of software.

### ***Issues Resolved in This Release***

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



**Issues Resolved in This Release**

Issue ID	Category	Description
BRIDGE-25031	Cascading	Cascade link is in disconnecting status leading to participants on the slave RealPresence Collaboration Server, Virtual Edition cannot hear or see each other on the mater RealPresence Collaboration Server, Virtual Edition.
BRIDGE-24504	Content	RealPresence Debut falls back to audio when content sharing is stopped in the H.323 call connected to RMX.
BRIDGE-23962	General	New core file was detected as httpd received an abort signal and crashed the system.
BRIDGE-24150	General	Several RealPresence Group Series endpoints connecting to RMX 1800 are in "Connected with Problem" state and IP Network Services are not accessible.
BRIDGE-24547	Interoperability	In the TelePresence conference, OTX 300 sees CTS 500 video and rest of its two screens are black, but CTS 500 only sees the main camera video from OTX 300.
BRIDGE-24204	Interoperability	When sharing content from RealPresence Desktop 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.
BRIDGE-23268	Interoperability	Cisco TelePresence IX5000 left and right screens are not shown in the Prefer TIP conference.
BRIDGE-25017	Interoperability	A core dump may occur on the RealPresence Collaboration system MPMRx (NGB) after running multiple RealPresence DMA system VMR and Polycom RealConnect conference calls.
BRIDGE-24584	Interoperability	After multiple times content sharing and snatching among Lync, RealPresence Group Series, RealPresence Desktop and RealPresence HDX clients, the H.323 registered RealPresence HDX is unable to receive content but it is still able to share content.
BRIDGE-24547	Interoperability	In the TelePresence conference, OTX 300 sees CTS 500 video and rest of its two screens are black, but CTS 500 only sees the main camera video from OTX 300.
BRIDGE-24295	Interoperability	The Cisco C series and SX series receives poor audio quality with no video when connected to RMX conference through the Cisco 3241 gateway with RMX 1800.
BRIDGE-24691	Interoperability	Only in the Speaker Priority RMX conference, Cisco three-screen TelePresence systems display far site endpoint video on the left screen instead of center screen.

**Issues Resolved in This Release**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>
BRIDGE-24702	ISDN	ISDN card loses connection with RMX 1800, and ISDN calls can be processed.
BRIDGE-24346	Partners - Microsoft	In the RealConnect conference, on-line AVMCU cascading link gets disconnected from RealPresence Collaboration Server (MPMRx) for more than 10 minutes.
BRIDGE-25091	Partners - Microsoft	The AVMCU cascade link disconnects from the RealPresence Collaboration Server when a RealPresence Trio solution initiates a Polycom RealConnect conference call.
BRIDGE-24993	Partners - Microsoft	In MMCU Polycom RealConnect calls, Polycom endpoints might display no content or content freeze while sharing content with a Skype for Business client using a Microsoft Surface book device.

## Issues Resolved in Version 8.7.1

The following table lists the issues resolved in the 8.7.1 release of the RealPresence® Collaboration Server.

### Issues Resolved in Version 8.7.1

Issue ID	Category	Description
BRIDGE-23491	Audio	When connecting Group Series 500 to RealPresence Collaboration Server (MPMRX), lip-sync error and audio clipping occur. Setting ENABLE_SELECTIVE_MIXING to Yes causes audio clipping in some cases.
BRIDGE-13083	Audio	Audio from EX90 endpoint ceases after session refresh (15 minutes after connection). Endpoint is registered to VCS and connects to VMR via external IVR VEQ.
BRIDGE-18483	Audio	The NoiseBlock feature malfunctions during audio cuts.
BRIDGE-21123	Audio	Endpoints do not receive audio after Audio Codec is changed after RE-INVITE on RMX with MPMx media cards
BRIDGE-21122	Audio	When following re-invite, the audio codec is modified by the Collaboration Server, endpoints do not receive the audio.
BRIDGE-22535	Audio	Random participant can be heard by some participants but not heard by others in the same VMR.
BRIDGE-21065	Cascading	Auto Scan stops functioning during a Cascading Conference on RealPresence Collaboration Server.
BRIDGE-21429	Cascading	In an 4Mbps AVC Only H.264 cascade-optimized conference with 59 endpoints on each MCU running at a 1Mbps line rate, after a 15 minute delay, content can be shared but on the other side of the cascade a black screen appears, or content cannot be shared until some endpoints disconnected.
BRIDGE-22417	Cascading	In an audio-only cascading conference, RealPresence Access Director participant needs to be set to Slave to make audio flow is bidirectional; otherwise the audio flow will be unidirectional to the default Master (automatically set).
BRIDGE-22638	Cascading	In a cascaded conference, sharing content consumes excessive bandwidth then line rate configured in conference profile.
BRIDGE-23193	Content	After moving a Lync and CSS client from a conference with password to another conference without password, while a Group Series endpoint is sharing the content in the latter conference, the Lync and CSS client cannot receive the content until the Group Series restart the content.
BRIDGE-22918	Content	In a cascading link, when a lecture is set to "Change To Content Token Owner", other participant can still share content.
BRIDGE-21384	Content	Polycom GS 500 in a conference fails to share content to Tandberg, Aethra and V700 endpoints in another conference with same conference profile.

**Issues Resolved in Version 8.7.1**

Issue ID	Category	Description
BRIDGE-22943	Content	In a conference with 1920 kbps line rate, content shared from Sony PCS-XG100 is not displayed on both near-end and far-end.
BRIDGE-21828	Content	Sharing content to participant in a cascading conference fails, a blue screen displays instead.
BRIDGE-21699	Content	When content is being shared in a Polycom RealConnect conference, a participant joining the conference causes content stops to all participants including LifeSize unit, and no one can send content.
BRIDGE-20177	Content	Content shared via RealPresence Web Suite, is displayed twice to RealPresence Web Suite clients (if Legacy content is enabled on the RealPresence Collaboration Server).
BRIDGE-22478	Content	Content cannot be shared in HD1080p when there is a mix of participants with and without HD1080p enabled in same conference on RMX using MPMRx media cards.
BRIDGE-21965	Content	Video Quality deteriorates after sharing Content when using RMX with MPMx media cards.
BRIDGE-21280	Content	H.263 Content transmission rate is too slow for endpoints connected at 128kbps on RMX1800 and RMX using MPMx media cards.
BRIDGE-23193	Content	After moving a Lync and CSS client from a conference with password to another conference without password, while a Group Series endpoint is sharing the content in the latter conference, the Lync and CSS client cannot receive the content until the Group Series restart the content..
BRIDGE-23247	Diagnostic	When logging in RealPresence Collaboration Server (MPMRx) with password "&aaaa9999%aaa9999#", Hardware Monitor displays abnormal.
BRIDGE-21601	Diagnostic	After a Logger Diagnostic File has been retrieved, and implementing the retrieving again, "Error in retrieving log file" message is reported.
BRIDGE-22286	Encryption	HDX in 384K RMX call shows packet loss on transmitted audio and video, when Siren22 audio protocol is used in a 384 kbps conference with AES encryption ON, when using RMX with MPMx media cards.
BRIDGE-22424	Encryption	Call from HDX via Acme SBC to a DMA system VMR using "Encrypt When Possible" setting fails with call rejected by RMX.
BRIDGE-22713	Gateway	When both audio and video participants indications are enabled for RealPresence Collaboration Server, video participants joining from another Gateway in the VMR are not counted and shown on other participant's screen. Audio Gateway participants are counted correctly.
BRIDGE-21592	Gateway	GW service ignores ** in dial string to route call to ISDN-voice connection and instead prompts for destination number on RMX with MPM+ media cards.
BRIDGE-22920	Gateway	Gateway call from SIP endpoint to ISDN-Video endpoint fails.

**Issues Resolved in Version 8.7.1**

Issue ID	Category	Description
BRIDGE-23415	General	After a conference profile is created without TelePresence selected, and a participant's layout is changed from conference layout to personal layout, RealPresence Collaboration Server (MPMRx) prompts error: "Failed to delete participant: Personal layout is managed internally in TelePresence mode."
BRIDGE-23802	General	Endpoints undergo crash and get disconnected from RealPresence Collaboration Server.
BRIDGE-21604	General	Core Dump file generated on ConfParty on RMX using MPMx / MPMRx media cards. No calls were lost.
BRIDGE-22399	General	Core dumps seen in Faults List on RMX using MPMx media cards.
BRIDGE-22967	General	RealPresence Collaboration Server, Virtual Edition fills its root filesystem fast until a reboot.
BRIDGE-22759	General	Unable to change personal layout in participant's properties dialog.
BRIDGE-23067	General	After configuring TCP Fixed Ports on IP Network Service of RMX 4000, RMX 4000 fails to update the configuration and "Invalid TCP Ports" alarm is generated.
BRIDGE-23024	General	"Registration failed for some Conference" alarm shows every 15 minutes on
BRIDGE-23245	General	After a RMX 1800 without DSP card being upgraded from v8.5.1.16 to v8.6.3.29, the system shows itself with three DSP cards incorrectly.
BRIDGE-22926	General	After RealPresence Collaboration Server dialing out to an endpoint and the endpoint user selecting "ignore incoming call" manually, the RealPresence Collaboration Server still attempts to redial endpoint.
BRIDGE-22445	General	RMX using MPMRx media cards rebooted with message "Internal MCU resetMcmsDaemonMcmsDaemon reset due to WD policy decision: Process failed [0:0] : ConfParty".
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.
BRIDGE-19443	General	Green and purple artifacts on AVC endpoints' layout following a speaker change from SVC to AVC, in a 2M mixed conference with 80% load (whether line rate or configurations), and 5 SIP SVC plus 11 H.323 AVC endpoints connects.
BRIDGE-8365	General	When changing the HD720p60 Resource Optimize values, Kbps values for Base Profile changes from 1920 to 2560 and High Profile changes from 2560 to 2048.
BRIDGE-22727	General	Disconnected participant remains in Meeting Room. Meeting Room cannot be deleted and additional participants cannot connect to Meeting Room when using RMX with MPMx media cards.

**Issues Resolved in Version 8.7.1**

Issue ID	Category	Description
BRIDGE-22590	General	Core dump generated and Major Status Alarm raised: "Initialization of ice stack failed SipProxyIce Server Unavailable", ongoing calls were impacted when using RMX with MPMx media cards.
BRIDGE-21898	General	A major Alarm "No LAN connection port 1", though Multiple Network Services is enabled, and only three ports are configured/connected.
BRIDGE-22096	General	RealPresence Collaboration Server drops all calls, and "8751ConfPartyMedia is recovering" displays in Fault List.
BRIDGE-22547	General	H.264 high profile check box is not shown on General tab of Conference profiles when creating the New Conference Profile.
BRIDGE-22701	General	RealPresence Collaboration Server, Virtual Edition uses too much disk space, and the free space keeps decreasing. Major alarm reporting the remaining free disk space displays in Fault list.
BRIDGE-21567	General	After configuring a new signal/media IP on RMX then restarting it, the system becomes inaccessible until a hard reboot.
BRIDGE-22622	General	After the conference ID is deleted and meeting room is saved, "Internal communication error" displays followed with RMX 1800 restarting.
BRIDGE-17718	General	On RealPresence Collaboration Server 1800, when Diffserv is selected as the QoS type, the documented default DSCP values are not actually used.
BRIDGE-21177	General	H.323 call does not connect to RMX when RiverBed Steelhead WAN Optimizer is in use.
BRIDGE-22513	General	Keep-Alive fails and DSP crashes when using RMX with MPMRx media cards.
BRIDGE-22524	General / Meeting Room	Meeting Room "Duration" parameter is not stable on RMX hardware and virtual MCUs.
BRIDGE-22649	General	When a user displays the Click & View menu and disconnects, the next caller to connect sees the Click & View menu when using RMX Virtual Edition MCU.
BRIDGE-22340	General	ICE does not function if the Management DNS setting is not configured on RMX using MPMx media cards.
BRIDGE-21125	General	H.323 participants disconnected with MCU INTERNAL PROBLEM alert on RMX with MPMx media cards.
BRIDGE-21402	General	Participants Status is "Disconnecting" in the Conference List, and the conference cannot be deleted when using RMX with MPMx media cards.
BRIDGE-21651	General	Core dump of MFA is generated.
BRIDGE-22631/ BRIDGE-22630	General	RMX 2000 with MPMRx media cards rebooted and came back on-line following a system crash and Core Dump.
BRIDGE-21161	General	Core dump was generated by RMX.

**Issues Resolved in Version 8.7.1**

Issue ID	Category	Description
BRIDGE-22469	H.323	Core Dump generated when RMX using 2 MPMX cards crashed during conference.
BRIDGE-21520	Hardware	After Multiple Service is configured on RMX 4000 system, RTM-LAN ports status in Hardware Monitor is not correct. The ports status is Standby instead of Active.
BRIDGE-22749	HD	In a multi-participant conferences on RealPresence Collaboration Server 2000, using resolutions higher than 720p, a thin pink line randomly appears on participants video, despite speaker toggling.
BRIDGE-5325	Interoperability	Green screen is displayed for 2 - 3 seconds when connecting HDX 9000 endpoint to RMX using DTLS Encryption with AES 128 SHA1_80. Call then proceeds normally.
BRIDGE-7056	Interoperability	CTS endpoint disconnects from the conference after the performing hold and resume while the conference was locked/ secured by the conference chairperson.
BRIDGE-18913	Interoperability	Call bit rate setting in Conference Profile on a RMX Virtual Edition MCU does not correctly limit the call connection bit rate in calls from a HDX endpoint.
BRIDGE-23314	Interoperability	When an OTX call is connected to the RealPresence Collaboration Server (MPMRx), which is in Speaker Priority mode, the active speaker's one-camera room view displays in each of the three screens.
BRIDGE-23278	Interoperability	Call from HDX via ACME SBC to a DMA system VMR with encryption set to whenever available fails because the call is rejected by the RealPresence Collaboration Server.
BRIDGE-23449	Interoperability	Call speed and resolution mismatch between RealPresence Desktop and VSW high profile of RealPresence Collaboration Server.
BRIDGE-15236	Interoperability	At times, Collaboration Server VE connects Cisco endpoints over H.323 to a 4M CP conference, with these endpoints connected as "connected with problem."
BRIDGE-20916	Interoperability	WebRTC calls to a bridge fail with Chrome 45 (Canary), and users receive a "You have been disconnected from the meeting" message
BRIDGE-21195	Interoperability	WebRTC call using Chrome 45 disconnects during transition from full-mesh mode to bridged mode.
BRIDGE-22909	Interoperability	Importing address book from one RealPresence Collaboration Server to another will result in various groups no longer present in the address book.
BRIDGE-23227	Interoperability	Call speed and resolution mismatch between RealPresence Desktop and VSW high profile of RealPresence Collaboration Server.
BRIDGE-23154	Interoperability	RealPresence Collaboration Server loses connection with RealPresence DMA system, all calls drop.
BRIDGE-23227	Interoperability	Call speed and resolution mismatch between RealPresence Desktop and VSW high profile of RealPresence Collaboration Server.

**Issues Resolved in Version 8.7.1**

Issue ID	Category	Description
BRIDGE-13131	Interoperability	Polycom CX500 and CX600 IP phones disconnect after joining a call via dial out from a meeting room created on RealPresence Collaboration Server (RMX) 1800.
BRIDGE-22387	Interoperability	Hung calls experienced from MGC cascade, and participant or conference with a participant cannot be deleted when using RMX with MPMRx media cards.
BRIDGE-21365	Interoperability	RPX or TPX ITP room containing HDXs as the last participant isn't automatically terminated from the conference on RMX 2000 when using RMX with MPMx or MPMRx media cards.
BRIDGE-16755	Interoperability	RPIS is registered to CUCM and RMX is registered to RealPresence DMA system. Rarely, after RPIS dials into a RMX conference configured with Prefer TIP and Speaker Priority, the RPIS transmits 720p video primarily but transmits 1080p video secondarily.
BRIDGE-18777	Interoperability	In a combined RealPresence Collaboration Server 4000 and CUCM (Cisco MCU) conference, CTS and TX TelePresence endpoints move from a Virtual Entry Queue (VEQ) to a Virtual Meeting Room (VMR), both on the RealPresence DMA system, fails - TX was disconnected, and CTS video froze.
BRIDGE-21317	Interoperability	WebRTC calls to a bridge fail with Chrome 46 (Canary), and users receive a "You have been disconnected from the meeting" message.
BRIDGE-21426	Interoperability	Cisco MXP endpoint does not receive Content if it joins an RMX Meeting Room that already has Content shared by another Cisco endpoint into the conference on RMX with MPMx media cards. Issue gets solved by stopping and re-sending Content.
BRIDGE-21458	Interoperability	While Content is being shared from the Cisco side during cascading with Cisco Codian MCU and RMX with MPMx media cards, the endpoint on the RMX side displays a blue screen.
BRIDGE-21946	Interoperability	UDP Audio/Video ports open after codec fails on RMX with MPMRx media cards.
BRIDGE-21714	Interoperability	HDX endpoint is disconnected from SVC/AVC conference on RMX using MPMRx media cards.
BRIDGE-18692	Interoperability	Sametime Audio Only calls disconnect from RMX with MPMRx media cards.
BRIDGE-18913	Interoperability	Call bit rate setting in Conference Profile on a RMX Virtual Edition MCU does not correctly limit the call connection bit rate in calls from a HDX endpoint.
BRIDGE-21451	Interoperability	CallSignalAddress in ARQ for inter-cluster call is incorrect when using RMX with MPMx or MPMRx media cards.
BRIDGE-22383	IP	Second IP network service could not be added using RMX Web Client or RMX Manager on RMX 1800.



**Issues Resolved in Version 8.7.1**

Issue ID	Category	Description
BRIDGE-23619	ISDN	RMX 2000 cannot receive ISDN-Video calls but can receive ISDN-Voice calls.
BRIDGE-21941	ISDN	Cellular phone dialing into a conference running on RealPresence Collaboration Server 1800, as an ISDN-voice endpoint via an Entry Queue, does not hear IVR request for password, though message was heard in the EQ, and could DTMF.
BRIDGE-22415	IVR	DTMF tones, in phone calls to a Virtual Entry Queue, are not accepted by RMX Appliance and Virtual MCUs.
BRIDGE-6587	IVR	In the IVR Service after rebooting a Collaboration Server VE, the “enable welcome message” check box becomes unchecked and the welcome audio message is not played.
BRIDGE-21052	IVR	DTMF in calls to a Virtual Entry Queue are not received by RMX using MPMx media cards.
BRIDGE-22458	IVR	Cannot delete participant from the Entry Queue when using RMX.
BRIDGE-22591	IVR	Participants' endpoints do not forward the "Invite Participant" DTMF code in ISDN calls on RMX Appliance and Virtual MCUs.
BRIDGE-13130	MPM	“Card voltage problem” alarm resulting from removal of MPMRx media card with Normal status from RMX 2000 is not cleared when the media card is reinserted.
BRIDGE-23690	MPM	Endpoints are unable to transmit audio when they land on MPM card 2.
BRIDGE-21740	MPM	MPMRx card undergoes DSP crash and reboot.
BRIDGE-21765	MPM	MPMx media card undergoes unexpected powers off problem.
BRIDGE-21797	MPM	When MPMx card is stuck in startup state, all calls fail until RMX reset.
BRIDGE-23161	MPM	Participants cannot hear each other in a call lands on MPM card 2 fails.
BRIDGE-23106	Multilingual	In the RealConnect conference, if the Site Name of Lync participant includes Latin ISO character, that is “é”, the character displays as “?”.
BRIDGE-23381	Partners - Microsoft	If a RealConnect conference including both of Skype for Business participant and RealPresence Desktop participant, RealPresence Collaboration Server participants receive frozen video.
BRIDGE-22907	Partners - Microsoft	In a DMA system VMR conference, blur video displays on RealPresence Group Series that is registered to Skype for Business Front End server.
BRIDGE-23524	Partners - Microsoft	When the Lync 2013 client with CSS plug-in connecting to the RealPresence Collaboration Server VMR, the client cannot see the message overlay.
BRIDGE-18779	Partners - Microsoft	Connection cannot be established from an ISDN endpoint over a SIP gateway to a Lync client.

**Issues Resolved in Version 8.7.1**

Issue ID	Category	Description
BRIDGE-23814	Partners - Microsoft	In the CAA RealConnect call, when Skype for Business client clicks mute/unmute, sometimes IVR and mute/unmute do not function.
BRIDGE-19451	Partners - Microsoft	ContentConnect failed to resume following network failure, in a meet-now (ad-hoc) conference initiated by a Lync client, and using a Virtual Meeting Room (VMR) to connect to non-Lync clients.
BRIDGE-19560	Partners - Microsoft	Failed to RealConnect a Polycom endpoint to a Skype for Business conference, with Encryption set to Off, in the Service provider topology, and using the organization prefix associated with the CAA of that organization, and the conference ID.
BRIDGE-22849	Partners - Microsoft	When using RealConnect, Trio endpoint connected to the AVMCU receives no video or low resolution video on RealPresence Collaboration Server.
BRIDGE-21214	Partners - Microsoft	RealPresence Collaboration Server cannot establish RealConnect call from HDX to Lync meeting room successfully.
BRIDGE-21439	Partners - Microsoft	Audio level transmitted to Lync 2013 AVMCU is lower than audio level transmitted to Lync participants when using RMX Virtual Edition.
BRIDGE-23099	Partners - Microsoft	RealConnect participants/CSS GW is disconnected from RealPresence Collaboration Server (MPMRx).
BRIDGE-22091	Partners - Microsoft	During a Polycom RealConnect conference, Lync participants cannot view non-Lync video participants.
BRIDGE-21299	Partners - Microsoft	Intermittent "Picture in Picture" effect displayed on room systems when Lync Client becomes active speaker when using RMX Virtual Edition MCU.
BRIDGE-20874	Partners - Microsoft	Collaboration Server RealConnect cascaded link remains muted, though Presenter of Lync conference unmuted the audience.
BRIDGE-21590	Partners - Microsoft	ContentConnect failed to resume following network failure, in a meet-now (ad-hoc) conference initiated by a Lync client, and using a Virtual Meeting Room (VMR) to connect to non-Lync clients.
BRIDGE-21439	Partners	Audio level transmitted to Lync 2013 AVMCU is lower than audio level transmitted to Lync participants when using RMX Virtual Edition.
BRIDGE-21296	Partners	Lync 2013 clients always send video at 320x176, resulting in poor quality video received by RMX using MPMx media cards.
BRIDGE-21817	Partners	Sometimes in 1 or 2 simultaneous RealConnect calls the AVMCU displays "Connecting" status and does not transition to "Connected" when using RMX with MPM+ media cards. A core dump is generated.
BRIDGE-23556	Recording	Start recording a RealConnect conference by the HDX remote control fails.
BRIDGE-22438	Recording	Recording does not start after clicking "Start Recording" on RMX Web UI, instead the recording starts after clicking "Stop Recording".
BRIDGE-23554	Reservation	Conflict conferences can be wrongly reserved, although the conference will not be launched.

**Issues Resolved in Version 8.7.1**

Issue ID	Category	Description
BRIDGE-22802	Reservation	When creating a reservation or changing other configurations of a reservation, the duration value changes itself.
BRIDGE-22656	Reservations	Reservation conference is suspended after system reboot when using RMX.
BRIDGE-21355	Reservation	Changing the end time of a reserved conference with RMX Manager does not work on RMX(X) system.
BRIDGE-21470	Reservations	Reservation conference is suspended after system reboot when using RMX with MPM+ media cards.
BRIDGE-21085	Resource Capacities	RMX 4000 reports four ports in use while it is idle.
BRIDGE-21586	Resource Capacities	When sufficient TCP video ports are available and 33 SD H.264 connections (including endpoints and recordings) are on RMX 1800, RMX 1800 cannot dial out and create an additional H.323 connection.
BRIDGE-22225	Resource Capacities	Audio calls transferred from a VEQ to a Mixed-Mode VMR consume video resources instead of audio resources in conference on RMX using MPMx, MPMx, MPM+ media cards.
BRIDGE-19480	Resource Capacity	Incorrect port usage metrics are displayed for RMX1800-0.
BRIDGE-21344	RMX Web Client/General	Layout Type drop down menu under Media Sources does not offer Personal Layout options for any Profiles other than Factory Video Profile
BRIDGE-22419	RMX Web Client	Login page is blank and administrator cannot login on RMX 1800 and RMX using MPMRx media cards.
BRIDGE-21310	RMX Manager	RMX Manager on RMX using MPMx media cards, if left running, prevents workstation from coming out of sleep mode.
BRIDGE-23445	Security	Vulnerabilities exist because of Root unmask value.
BRIDGE-23304	Security	Soft MCU TCP port 10020 is open incorrectly.
BRIDGE-20409	Security	Vulnerabilities exist in cURL and libcurl from version 7.40.0 to 7.42.1.
BRIDGE-23447	Security	Vulnerabilities are in OpenSSH versions 7.0 and older.
BRIDGE-22004	Security	Unregistered SIP participants dial into the meeting room with dial string containing the correct password, but RMX IVR displays invalid password.
BRIDGE-22984	Security	After the Secured Communication is enabled, RealPresence Collaboration Server fails to save the entered H.323 authentication user name and password. The user name and password fields are still empty after reboot.
BRIDGE-21420	Security	TURN Server Password is displayed by RMX Manager for 8.6.1 when Web RTC is configured for Web Suite on RMX with MPMRx media cards.
BRIDGE-21900	Security	Exchange integration configuration cannot be updated on RMX Appliance and Virtual Edition MCUs.

**Issues Resolved in Version 8.7.1**

Issue ID	Category	Description
BRIDGE-21832	Security	Cisco devices receive Content from RMX before they have entered the conference passcode, on RMX with MPMx media cards.
BRIDGE-22717	Security	RMX appliance and virtual MCUs are no longer able to display the Address Book of the Resource Manager when connected using port 443 after upgrading Resource Manager from v8.2.1 to v8.4.1.
BRIDGE-5744	SIP	Meeting Room status remains as 'Registered' in SIP Registration field of RMX UI after SIP Server is set to 'Off'. Meeting Room previously registered to LSC with LSC info and OCSP specified. Setup: RMX: IPv6 mode; Ultra Secure Mode; Secure Communication enabled; Certificates loaded.
BRIDGE-21120	SIP	After SIP registration completed, due to the inappropriate timer, RealPresence Collaboration Server displays SIP registration and software asserts errors, and then followed by registration OK.
BRIDGE-21969	Software Version	RMX 1800 does not attempt contact the NTP server after being configured.
BRIDGE-21358	Software Version	Software Assert errors are displayed after upgrade to 8.5.3.66_1010.12 on RMX using MPMx media cards.
BRIDGE-9369	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
BRIDGE-20209	Video	Rarely, following a massive load, decoders operation might be compromised, resulting in inability of HDX AVC endpoints to view video, with only the blue background displayed, when these endpoints dial into a conference hosted by Collaboration Server, Virtual Edition.
BRIDGE-20916	Video	WebRTC calls to a bridge fail with Chrome 46 (Canary), and users receive a "You have been disconnected from the meeting" message.
BRIDGE-21209	Video	Only on RMX 1800, in a SVC conference with 100 SVC endpoints being connected, freezing video and duplicated cells are observed.
BRIDGE-20209	Video	Rarely, following a massive load, decoders operation might be compromised, resulting in inability of HDX AVC endpoints to view video, with only the blue background displayed, when these endpoints dial into a conference hosted by Collaboration Server, Virtual Edition.
BRIDGE-22529	Video	Video from Lync 2010 clients freezes on RMX 1500 shortly after joining RealConnect VMR. Users have to stop and restart video.
BRIDGE-22755	Video	After 512Kbps and Video Quality Optimized being configured, Group Series/HDX connects to Collaboration Server with 4CIF instead of 720P.
BRIDGE-22897	Video	RMX 1800 with 1920 kbps Motion conference profile configured doesn't send video in correct frame rate, that is 60fps.
BRIDGE-17468	Video	Delay of 2-3 seconds experienced between layout changes on RMX 1800.

**Issues Resolved in Version 8.7.1**

<b>Issue ID</b>	<b>Category</b>	<b>Description</b>
BRIDGE-22755	Video	After 512Kbps and Video Quality Optimized being configured, Group Series/HDX connects to Collaboration Server with 4CIF instead of 720P.
BRIDGE-22529	Video	Video from Lync 2010 clients freezes on RMX 1500 shortly after joining Polycom RealConnect VMR. Users have to stop and restart video.

## Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at [Polycom Support](#).

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

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## *Polycom Solution Support*

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Professional Services for Microsoft Integration is mandatory for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server integrations. For additional information and details please see [http://www.polycom.com/services/professional\\_services/index.html](http://www.polycom.com/services/professional_services/index.html) or contact your local Polycom representative.

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## POLYCOM LAB FEATURES

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# Polycom® RealPresence® Collaboration Server (RMX®) 1500/1800/2000/4000

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## Addendum to Release Notes Polycom Lab Feature - Discussion Mode Layout

Polycom Lab features are new technology innovations that may not have undergone all levels of formal testing. We encourage you to try them out, but because they are not fully tested or supported, please do not deploy them in production environments.

Polycom Lab features are experimental and may or may not become official features in a future release.

This brief specification documents the following Polycom Lab Feature.

Feature Name:	Discussion Mode Layout
Release Feature is Being Tested In:	Polycom® RealPresence® Collaboration Server, V8.7.1
Level of Testing Performed To Date:	<input type="checkbox"/> None <input type="checkbox"/> Feature Unit Tested <input type="checkbox"/> Feature Unit and Product Regression Tested <input type="checkbox"/> Full Feature Unit, Product Regression, and Solution Tested

To find out more about this Polycom Lab feature or provide feedback on this feature, contact Polycom Support.



## *Description of Feature*

The term Discussion Mode refers to the Collaboration Server ability to identify conferencing scenarios, in which either one or two participants are the main/only speaker(s). In such cases, provided this feature is activated, AVC endpoints in CP Only or mixed CP and SVC conferences, view the conference in either a



1+7 or a 2+8 layout (depending on the number of main speakers), with the main speakers video displayed in the main cell(s), as shown in the table below.

#### Layouts Used in Discussion Mode

Number of Active Speakers	Layout Name	Layout
1	1+7	
2	2+8	

Discussion Mode is triggered once the number of participants reaches a minimum, and one of the participants becomes the active speaker by speaking over a time interval (see [System Flags](#) below).

#### Layout Usage Criteria

- A 1+7 layout is used for single speaker scenarios.
- While a 1+7 layout is used, should another participant become an active speaker, the 1+7 layout is replaced by a 2+8 layout.
- While a 2+8 layout is used, once another participant becomes the active speaker, its video, if exists (i.e. not an audio participant and video is not muted), replaces that of the active speaker preceding the last speaker. If no video is sent for the speaker, both the layout and speakers remain as is.
- While a 2+8 layout is used, and only one participant remains the active speaker, the 2+8 layout is replaced by a 1+7 layout, with the two least active participants moved out of the layout.
- The active speakers do not view their own video, but that of the last active speaker(s).
- At all times, the most recent active speaker is displayed in the top-left cell. The smaller cells are populated bottom up, right to left.
- More than 10 participants do not result in using layouts with larger number of cells.

## System Flags

### System Flags for Discussion Mode Activation

Flag Name	Flag Description
DISCUSSION_DISPLAYED_PARTICIPANTS_TO_START	<p>The minimal visual participants required to trigger Discussion Mode. Visual participants are video participants with an active video, or one of the two static video participants included in the conference layout.</p> <p>This system flag required a manual addition to be modified, and immediately affects <u>new</u> conferences (i.e. not reset required).</p> <p>Default value: 8</p> <p><b>Note:</b> A value of 7 results in activating Discussion Mode with 7 participants, with the speaker cell included.</p>
DISCUSSION_MODE_ACTIVE_SPEAKER_FOCUS_INTERVAL	<p>The time interval, in seconds, after which a participant becomes an active speaker, thus the minimum duration for its display in the main cell(s).</p> <p>This system flag required a manual addition to be modified, and immediately affects <u>new</u> conferences (i.e. not reset required).</p> <p>Default value: 20 (seconds)</p> <p>Minimal value: 10 (seconds)</p>

### Guidelines to Related Issues

- Recording link layout is not altered, as well as the layout sent to the recording link. The recording link layout displays as many participants as possible, with the recording link cell the first to be discarded.
- Discussion Mode is inactive when in Legacy content mode (i.e. content sent via people video layout).
- In cascading conferences, depending on the value of the system flag FORCE\_1X1\_LAYOUT\_ON\_CASCADE\_LINK\_CONNECTION:
  - When value is YES - Only the active speaker is sent over the cascading link, where that link is one of the participants in the Discussion Mode layout.
  - When value is NO - The Discussion Mode layout is sent over the cascading link, and is displayed in the cascading link participant cell.

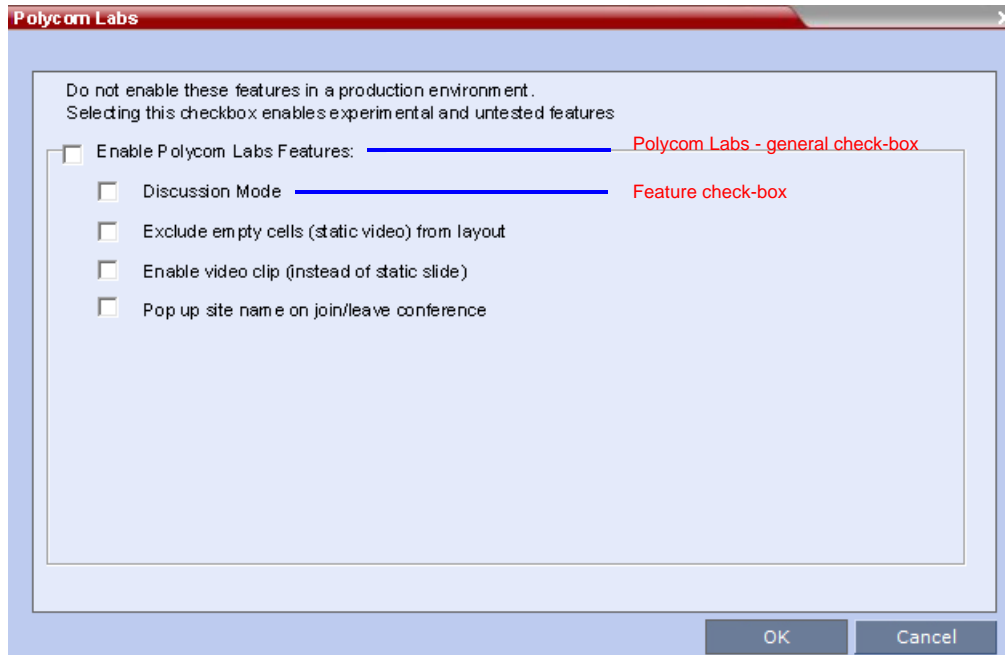
### Interaction with Other Features

- Participants may be assigned a Personal Layout.
- A participant may set its own layout via Click & View.
- Participants layout may be modified via PCM.
- Discussion Mode is applicable in Same Layout scenarios.
- Discussion Mode is inactive in Presentation Mode, Lecturer Mode, and Telepresence Mode.
- When Exclude Static Room from Layout is on:
  - Static rooms video is the last to be displayed in Discussion Mode layout cells, unless it belongs to either the current or last active speaker.
  - The DISCUSSION\_DISPLAYED\_PARTICIPANTS\_TO\_START system flag counting may take up to two static rooms into account.



## Pre-requisites

- This feature is applicable only to AVC endpoints, and to CP Only and Mixed CP and SVC conferences.
- Conference profile must be set to using Auto Layout (**Conference Properties > Video Settings** tab).
- All user interface pertaining to this feature appear only if in the dialog below:
  - Polycom Lab features are enabled in general.
  - The feature check-box is selected.



## Procedures

None.

# Addendum to Release Notes Polycom Lab Feature - Exclude Inactive-Video Participants from Layout

Polycom Lab features are new technology innovations that may not have undergone all levels of formal testing. We encourage you to try them out, but because they are not fully tested or supported, please do not deploy them in production environments.

Polycom Lab features are experimental and may or may not become official features in a future release.

This brief specification documents the following Polycom Lab Feature.

Feature Name:	Exclude Inactive-Video Participants from Layout
Release Feature is Being Tested In:	Polycom® RealPresence® Collaboration Server, V8.7.1
Level of Testing Performed To Date:	<input type="checkbox"/> None <input type="checkbox"/> Feature Unit Tested <input type="checkbox"/> Feature Unit and Product Regression Tested <input type="checkbox"/> Full Feature Unit, Product Regression, and Solution Tested

To find out more about this Polycom Lab feature or provide feedback on this feature, contact Polycom Support.

## Description of Feature

In many conferences some cells displaying static video can be observed. This may occur either due to the endpoint camera not focusing on people, or when video is disabled.

To enhance user experience, provided this feature is activated, the Collaboration Server preserves mainly significant video in the conference layout, by excluding inactive-video rooms from the conference layout, in both AVC and SVC endpoints.

Presence of static video participants currently connected to the conference, is indicated by the  icon.

The table below lists the guideline for static video rooms' exclusion from the conference layout.

### Guidelines for Removing Static Room Video from Conference Layout per Endpoint Type

AVC Endpoints	SVC Endpoints
Auto Layout is defined by the number of active video participants + maximum of 2 static video participants.	The layout used by the endpoint is determined by the endpoint.
Free cells are populated by static video participants.	This feature is active for SVC endpoints in mixed conferences: <ul style="list-style-type: none"> <li>• In soft MCU - At beginning of conference</li> <li>• In HW MCU - Once the first AVC endpoint connects.</li> </ul>

### Guidelines for Removing Static Room Video from Conference Layout per Endpoint Type

AVC Endpoints	SVC Endpoints
<p>Once an endpoint is detected as a static video endpoint, it is removed from the layout upon the next layout change, either participant join/leave, or change in active speaker.</p> <p>The same applies to static video room becoming active video room.</p>	<p>SVC endpoints request numerous video streams, which populate the layout cells according to the MCU internal considerations, where static video rooms are prioritized lower than active video rooms, unless they represent the current or last active speakers.</p>
<p>So long as the static video room is either the active or last speaker, it remains in the conference layout.</p>	

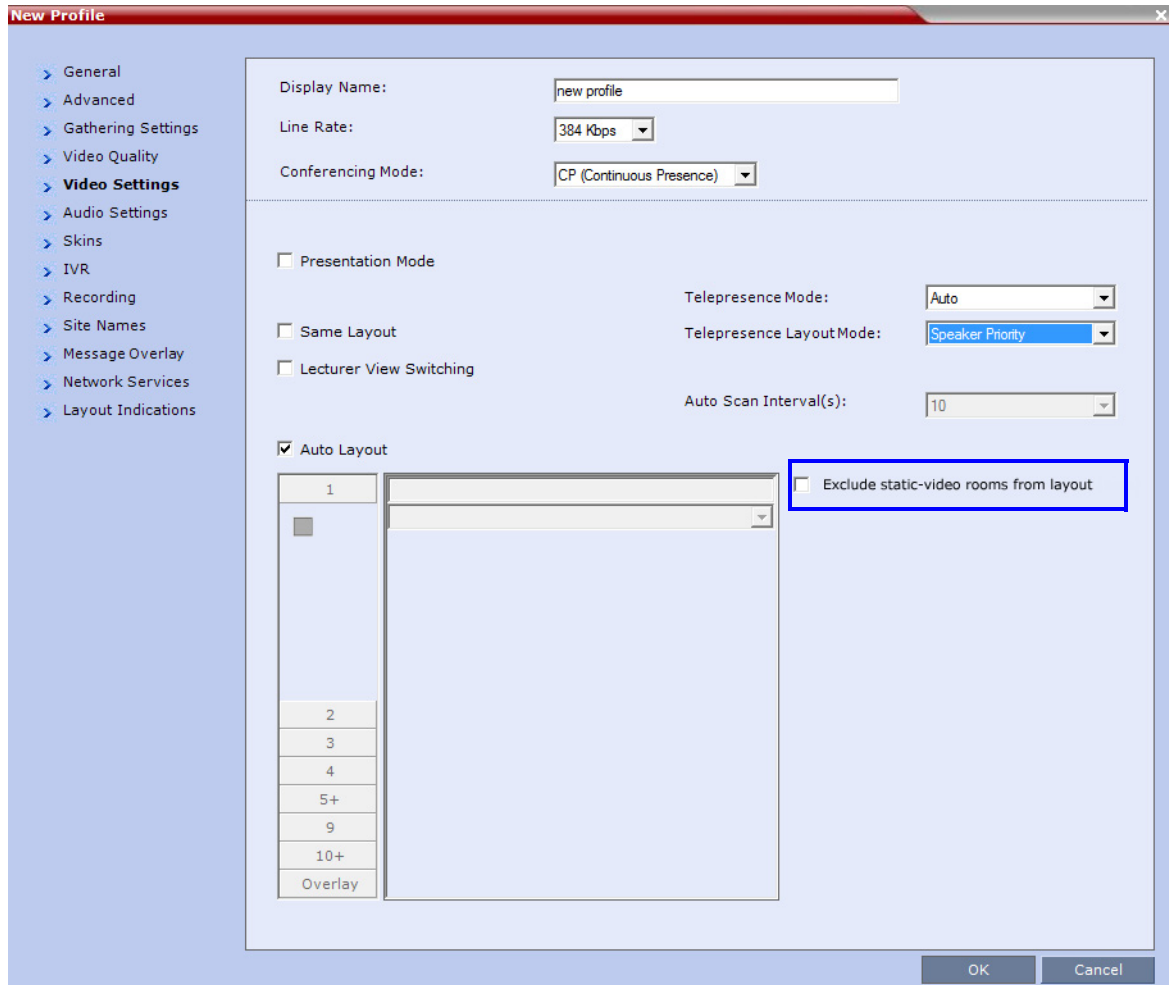
### Interactions with Other Features

- Video participants count is unaffected by the exclusion of inactive-video participants from the conference layout. Therefore, so long as there are less than a hundred video participants, their presence is exposed by the count.
- Static video Telepresence rooms are not removed from the conference layout, provided the **Telepresence Layout Mode** is defined as **Speaker Priority**.
- Recording link layout is not affected by this feature, however static video rooms have the lowest priority in the recording link layout population.
- This feature is fully compatible with the Discussion Mode Layout feature (see separate addendum).
- This feature is fully compatible with panoramic view:
  - If panoramic view is comprised of a multitude of endpoints - The same as with Auto Layout.
  - If panoramic view is comprised of a Telepresence room - The entire room is displayed, regardless of any static video components in the Telepresence room.
- A participant forced in the layout is always displayed, even if its video is inactive.

## To Enable and Disable this Polycom Lab Feature

### To enable/disable excluding inactive-video participants from layout:

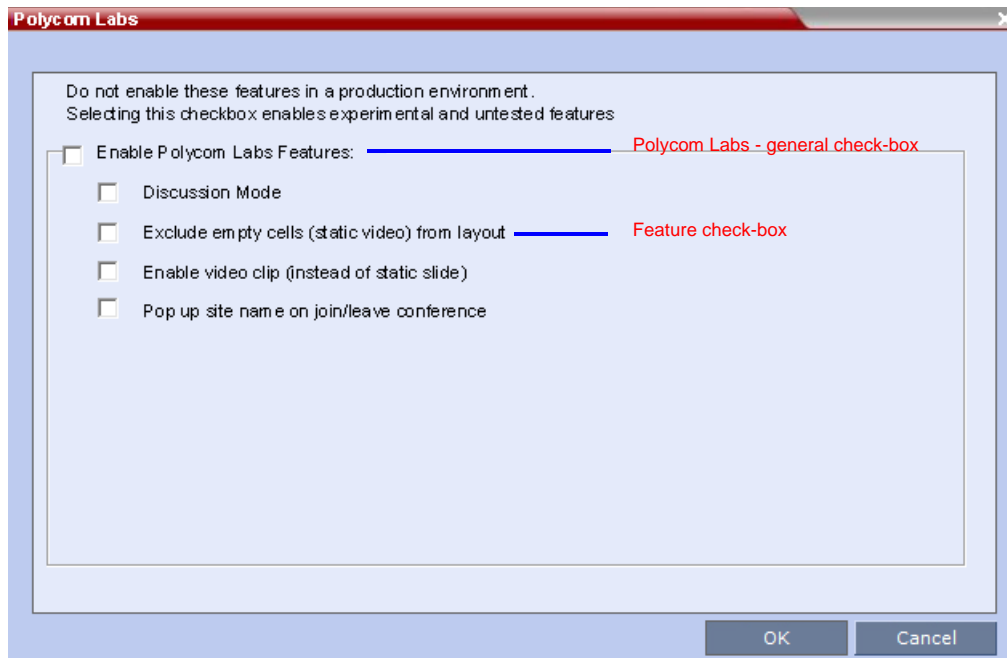
- 1 Right-click on a **CP Only** or **Mixed CP and AVC** conferencing profile, and select **Profile Properties**.  
or  
Right-click on a **CP Only** or **Mixed CP and AVC** conference, and select **Conference Properties**.
- 2 Select the **Video Settings** tab.



- 3 Verify the **Auto Layout** check-box is selected.
- 4 Select/De-select the **Exclude static-video rooms from layout** check-box.
- 5 Click **OK** to save settings.

## Pre-requisites

- This feature is applicable only to CP Only and Mixed CP and SVC conferences.
- Conference profile must be set to using Auto Layout (**Conference Properties > Video Settings** tab).
- All user interface pertaining to this feature appear only if in the dialog below:
  - Polycom Lab features are enabled in general.
  - The feature check-box is selected.



## ***Procedures***

None.



# Addendum to Release Notes Polycom Lab Feature - Using Video Clips for IVR Services

Polycom Lab features are new technology innovations that may not have undergone all levels of formal testing. We encourage you to try them out, but because they are not fully tested or supported, please do not deploy them in production environments.

Polycom Lab features are experimental and may or may not become official features in a future release.

This brief specification documents the following Polycom Lab Feature.

Feature Name:	Using Video Clips for IVR Services
Release Feature is Being Tested In:	Polycom® RealPresence® Collaboration Server, V8.7.1
Level of Testing Performed To Date:	<input type="checkbox"/> None <input type="checkbox"/> Feature Unit Tested <input type="checkbox"/> Feature Unit and Product Regression Tested <input type="checkbox"/> Full Feature Unit, Product Regression, and Solution Tested

To find out more about this Polycom Lab feature or provide feedback on this feature, contact Polycom Support.

## Description of Feature

When connecting a conference running on Polycom RealPresence Collaboration Server via an Entry Queue, a still slide is used, which up until version 8.7.1 could be replaced by a different still slide.

From version 8.7.1, provided **Polycom Lab** features are enabled, and the motion slides feature is activated, Polycom allows:

- Using a motion slide (video clip) instead of a still slide.
- Replacing the default motion slide Polycom supplies (within both installation and upgrade packages), which is named `General_Polycom_Slide_Motion`, with a different video slide.
- Receiving motion slides from the DMA for external IVRs.



**Note: Audio Prompt for Video Slide**

The audio prompt to the video slide is taken from the IVR associated with it.

## Video Slides Guidelines

- The motion slide is played for following media types: H.263, H.264, RTV and TIP, and it is not supported for H.264 High Profile.
- Since TIP endpoints are sometimes prone to encountering problems with customizing IVR slides, it is possible to block video slides for TIP endpoints via the `ENABLE_MOTION_SLIDE_TO_TIP_EPS` system flag (see below), in which case these endpoints cannot view video clips.

- Video clips size is limited to 5M to prevent memory overflow. Thus, up to 10 motion slides per a local IVR may be loaded by the Administrator user.
- Bit rates are preset as described in the table below.

#### Bit Rate values per Resolution

Resolution	Frame Rate	Preset Bit Rate (Kbps)
CIF	30	384
SD	30	768
HD720	30	1024
HD1080	30	2048

- Users should attempt slide customization for inactive time intervals (i.e. with no active or scheduled conferences) due to the heaviness of the process of the clip customization to MCU video format.
- Video clips for customization are characterized by:
  - **Format** - avi, mp4, mov, mpeg only
  - **Resolution** - 1080p30 only
  - **Duration** - 10 seconds. Up to 30 seconds are accepted, though it is truncated to 10 seconds. Due to clips cyclic playing, it is recommended to harmonize the clip end and beginning.
  - **Effects** - Avoid light effects to prevent imperfect translation to MCU video format.

## System Flags

### System Flags for Motion Slide blocking for TIP Endpoints

Flag Name	Flag Description
ENABLE_MOTION_SLIDE_T O_TIP_EPS	<p>Enables displaying motion slides to TIP endpoints.</p> <p>This system flag required a manual addition to be modified, and if modified, value takes effect immediately (i.e. not requires reset) for <u>new</u> conferences.</p> <p><b>Range:</b> YES (default), NO</p> <p><b>Note:</b> Set this flag to NO if you experience difficulties in viewing motion slides in TIP endpoints connected to your Collaboration Server.</p>

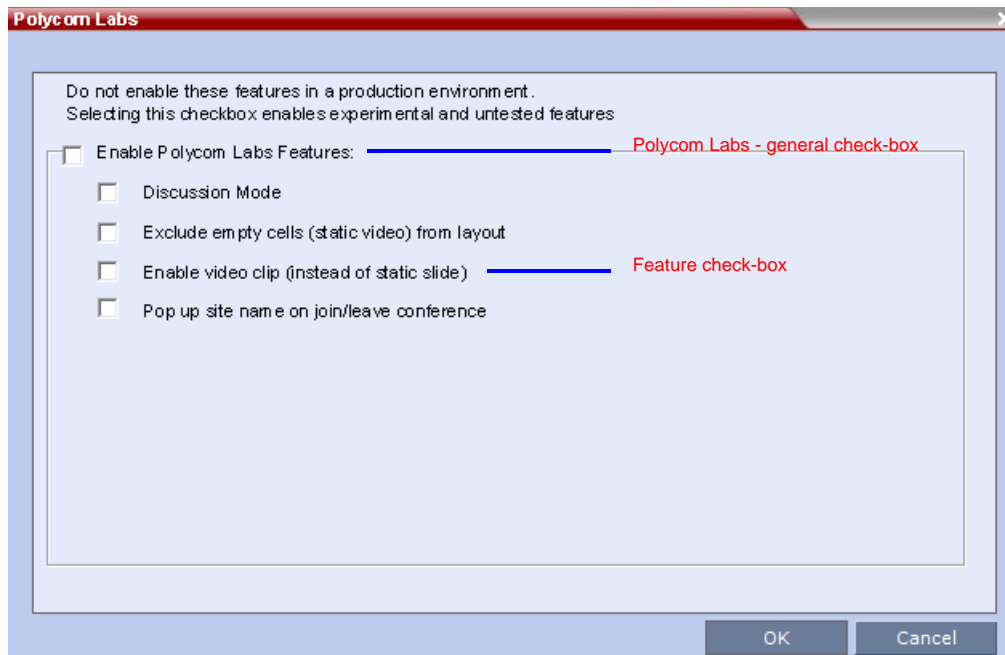
## To Enable and Disable this Polycom Lab Feature

See the last prerequisite below.

## Prerequisites

- This feature requires CIF as a minimum resolution supported by the endpoint.
- The media type supported by the endpoint may be H.263, H.264 (Base Profile only), RTV, and TIP. H.261 and H.264 High Profile endpoints are not supported.

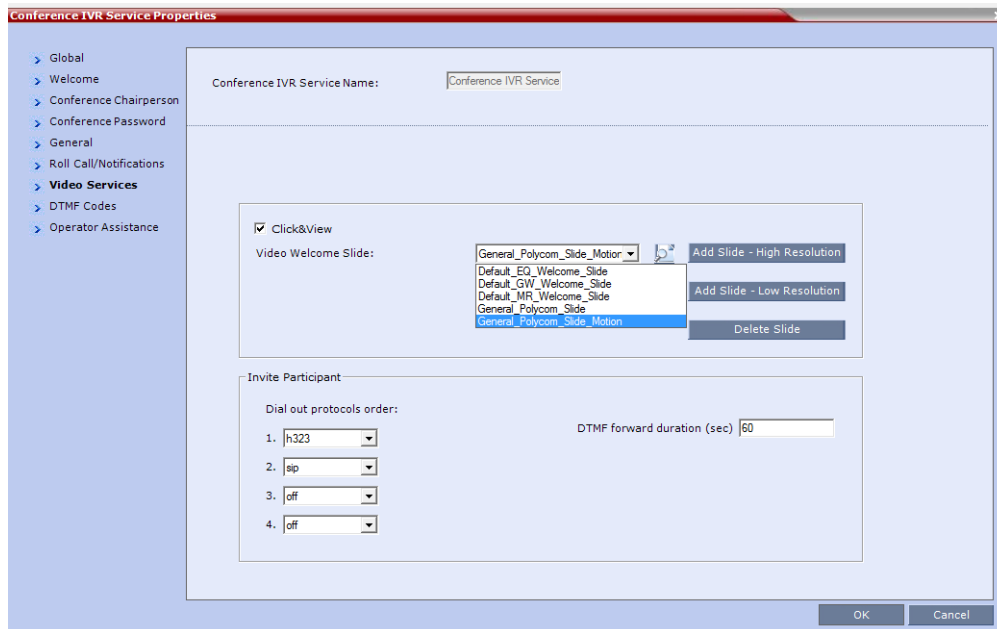
- All user interface pertaining to this feature appear only if in the dialog below:
  - Polycom Lab features are enabled in general.
  - The feature check-box is selected.



## Procedures

To select a video clip to be used for an IVR service:

- 1 Select **IVR Service Properties > Video Services**.



- 2 From the **Video Welcome Slide** list, select the video clip to be used for the IVR service.

# Addendum to Release Notes Polycom Lab Feature - Popup Site Name on Participant Join/Leave

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This brief specification documents the following Polycom Lab Feature.

Feature Name:	Popup Site Name on Participant Join/Leave
Release Feature is Being Tested In:	Polycom® RealPresence® Collaboration Server, V8.7.1
Level of Testing Performed To Date:	<input type="checkbox"/> None <input type="checkbox"/> Feature Unit Tested <input type="checkbox"/> Feature Unit and Product Regression Tested <input type="checkbox"/> Full Feature Unit, Product Regression, and Solution Tested

To find out more about this Polycom Lab feature or provide feedback on this feature, contact Polycom Support.

## *Description of Feature*

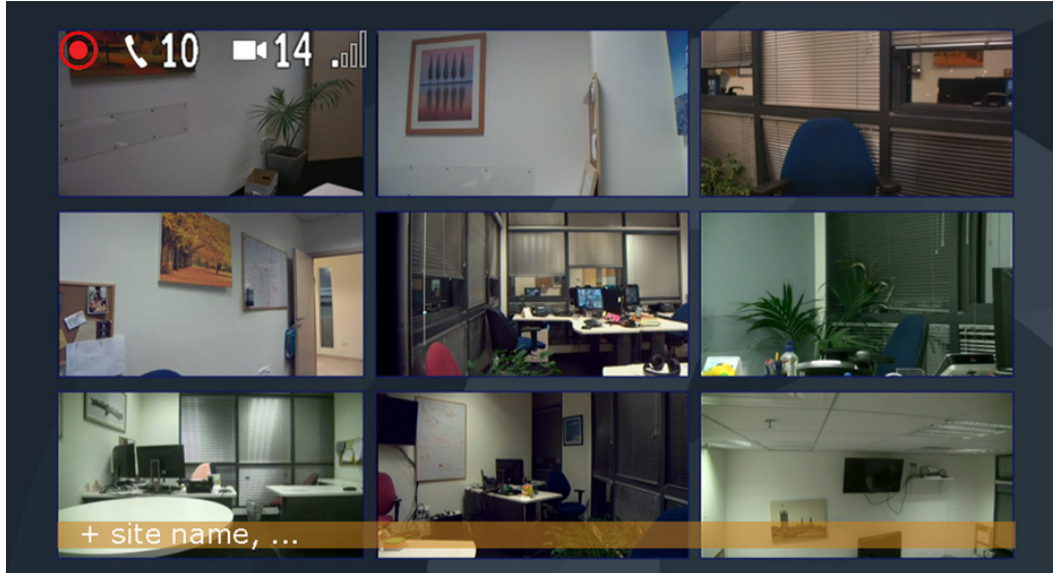
From version 8.7.1, Polycom® RealPresence Collaboration Server provides video AVC endpoints with indication on participant names upon their joining / leaving the conference.

## *Appearance Properties*

Site name (at most times, the participant name), when enabled, appears accompanied by either a '+' upon participant joining the conference, or a '-' upon leaving it. by default, when this feature is active, site name appears upon participant joining, but not upon its leaving.

The site name display duration is the same for joining and leaving, and ranges between 5 and 240 seconds with 10 seconds as the default.

Additional participants joining or leaving the conference, result in adding '...' to the currently displayed site name, but no additional site names, as demonstrated below.



## General Guidelines

- The site name display utilizes the message overlay mechanism, thus both are enabled/disabled simultaneously, and conform to identical settings, such as color, font size, and horizontal location.
- Message overlay is replaced by site name upon participant joining/leaving for the specified duration, after which the message overlay display is renewed for static message overlay.  
Also, site name display is replaced by message overlay until the next participant joining/leaving.  
The same applies to encrypted message overlay.

## Site Name Display Triggering

- Both SVC and audio participants, although incapable of viewing the site name, trigger their site name display at the AVC endpoints.
- Content participants do not trigger this feature.
- Lync clients RealConnect-ed to conferences, do not trigger this feature.
- ITP, non-TIP, room triggers this feature, but is considered as a single participant, even in scenarios where the ITP room includes multiple endpoints. In the ITP room itself, the site name is displayed only on its main screen.  
TIP enabled conferences are incompatible with this feature.
- Cloud Axis clients trigger display of site name, thus might view duplicate display of site name; one due to the Web client features, the other, due to this feature.
- When MCUs are cascaded, neither the cascading link, nor the cascaded MCU participants, trigger display of site name at the other MCU participants.
- WebRTC clients trigger this feature, however WebRTC endpoints do not display the site name message.

- Recording link participants do not trigger this feature (as there's already a recording indication), however, site names is sent over the recording link.

The playback link acts exactly the opposite - The link triggers site name display, but the site name is not sent over the playback link video.

## ***To Enable and Disable this Polycom Lab Feature***

### **To enable/disable site name popup display:**

- 1 Right-click on a **CP Only** or **Mixed CP and AVC** conferencing profile, and select **Profile Properties**.
- 2 Select the **Layout Indications** tab.
- 3 In the **Textual site name display** area (shown below), determine:
  - Whether to enable/disable site name display upon participant joining the conference.
  - Whether to enable/disable site name display upon participant leaving the conference.
  - The site name display **Duration**.



Textual site name display for:

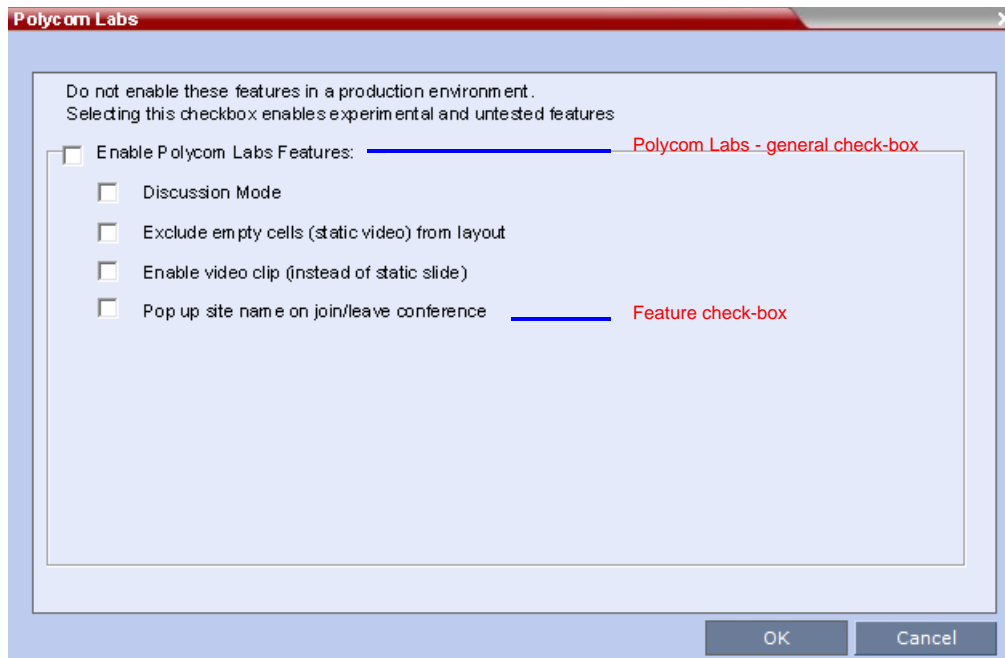
Joining participant      Duration:  Seconds

Leaving participant

- 4 Click **OK** to save settings.

## ***Pre-requisites***

- This feature is applicable only to AVC endpoints, and to CP Only and Mixed CP and SVC conferences.
- All user interface pertaining to this feature appear only if in the dialog below:
  - Polycom Lab features are enabled in general.
  - The feature check-box is selected.



## ***Procedures***

To modify site name display duration, see the procedure for enabling/disabling this feature described above.