



RELEASE NOTES

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RealPresence® Collaboration Server 1500/1800/2000/4000/Virtual Edition



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Collaboration Server 1500/1800/2000/4000/Virtual Edition Release Notes Version 8.5.2

The Collaboration Server 1500/1800/2000/4000/Virtual Edition Release Notes version 8.5.2 mainly describes corrected issues and known limitations in RMX V8.5.2. In addition, this Release Notes provides detailed descriptions for supporting SMB new licensing mechanisms that were issued by BRIDGE-17542.

Corrections and Known Limitations

Corrections

RealPresence Collaboration Server 1500/1800/2000/4000/Virtual Edition V8.5.2 - Corrections

Issue ID	Category	Description	Detected in Version
BRIDGE-17542	License	RMX 1500 lacks support of SMB licensing mechanism by intermediate software versions between RMX V7.6.1 and RMX V8.5.2, users cannot upgrade from RMX V7.6.1 to later software versions. See detailed information in RMX 1500 SMB Configuration	V8.4
BRIDGE-18051	Interoperability	When making H.323 calls through DMA VMRs, numerous assertion failures are reported; in the meantime, call failures occur. Without any conference load, RMX 4000 crashes and fails to start up after being rebooted. Users cannot access RMX 4000 through RMX Manager, SSH, or Ping.	V8.5
BRIDGE-17945	General	Cannot delete the conference when the last participant is in the process of disconnecting.	V8.4
BRIDGE-17941	Reservation Conference	Cannot schedule a conference reservation if the name is more than three words and contains a space in the name.	V8.1.7
BRIDGE-17985	Partners-Microsoft	If the ICE detectConnectivity timer expires, the IceManager doesn't reset its ID and will not process ICE_INIT_REQ messages.	V8.5.2
BRIDGE-17979	Interoperability	Buzzing audio heard on local endpoint when call is made to Cisco SX20 through Collaboration Server and Cisco ISDN gateways.	V8.4
BRIDGE-17974	Interoperability	When disconnecting Cisco Jabber participants from Collaboration Server, the participants stay in disconnect status and are stuck in the conference. The conference cannot be ended or deleted.	V8.5.2
BRIDGE-17931	Interoperability	Unable to resume calls after being placed on hold from a Cisco phone.	V8.5
BRIDGE-17928	Cascading	When participants calling through external cascaded Collaboration Server V7.8 into the default EQ of the Collaboration Server V8.2, the participants fail to connect.	V7.8
BRIDGE-17914	AVAYA	Calls from Avaya SM transferring from VEQ to VMR disconnect after the transfer.	V8.5.2
BRIDGE-18083	Video	AVC endpoint cannot see SVC endpoint in mixed conference.	V8.5.2
BRIDGE-18072	General	Unable to delete conference after upgrading to V8.5.	V8.5

RealPresence Collaboration Server 1500/1800/2000/4000/Virtual Edition V8.5.2 - Corrections

Issue ID	Category	Description	Detected in Version
BRIDGE-18067	Partners-Microsoft	Collaboration Server fails to launch scheduled conferences.	V8.4.2
BRIDGE-18064	Partners-Microsoft	Microsoft Active Directory users as signed as Administrator or operator cannot enable the audible alarm configuration.	V8.5.2
BRIDGE-17878	Partners-Microsoft	Lync call fails after upgrade.	V8.5
BRIDGE-17864	General	The Collaboration Server crashes for gkiftask segfault and GRQ Timeout	V8.5.2
BRIDGE-17766	Meeting Room	If the Meeting Room settings are changed, the Display Name and ID of the Meeting Room will change automatically.	V8.4.1
BRIDGE-17761	Capacity	The weight of maximum conference resolution is multiplied by the number of participants in the reserved template, and the multiplied weight is more than the license the user has.	V8.4
BRIDGE-17757	Interoperability	When the conference party is disconnected through a cascading link, the crash occurs after an unexpected reboot	V8.5
BRIDGE-17857	General	Core dump is triggered by the Insufficient Resources alarm.	V8.4.2
BRIDGE-17814	General	Call drops after fatal recovery failure of stuck gkiftask process.	V8.5.2
BRIDGE-15723	Layout	When several endpoints with different aspect ratios are connected to the same conference, some endpoints always don't display the black strips in the filmstrip layout correctly.	V8.5
BRIDGE-16391	QoS	QoS for SVC is enabled, but packets are not marked.	V8.5.1
BRIDGE-16602	General	When dialing from an HDX endpoint into a conference in the VSW conference mode through EQ, the Collaboration Server core dump occurs.	V8.5.1
BRIDGE-16723	General	In some cases user will see in-synchronizing video/ audio.	V8.4.2
BRIDGE-16699	Cascading	Cannot build cascading link successfully when entering the # symbol as the separator between EQ ID and Conference ID in the dialing string.	V8.5
BRIDGE-17563	Partners-Microsoft	The resource allocation failure during dial-out from PCO VMR causes Gatekeeper service fault.	V8.2
BRIDGE-17685	Video	When creating a CP conference with Motion video quality, enabling the Message Overlay, setting its Display Repetition to 3, and setting the Display Speed to slow. The Message Overlay stays still without repeatedly displaying.	V8.5

RealPresence Collaboration Server 1500/1800/2000/4000/Virtual Edition V8.5.2 - Corrections

Issue ID	Category	Description	Detected in Version
BRIDGE-17539	Hardware	The MPMx Media Card is disconnected during large conference; therefore dropping participants from the conference.	V8.4.2
BRIDGE-17531	Video	Collaboration Server, when using the conference profile with Video Quality set as Motion, sends video with 30fps -- but not 60fps-- to the Group system.	V8.4.2
BRIDGE-17626	Interoperability	On the GS550, the actual effect of video and audio is perfect, but the packet loss percentage is incorrectly shown as 99%.	V8.4.2
BRIDGE-17622	Video	When dialing into a CP conference running at 1920Kbps through VVX endpoint, the video presence on the VXX is abnormal; specially, the cut edges at left and right and the black borders at top and bottom.	V8.5.1
BRIDGE-17721	Partners-Microsoft	siptask failure and core dump occur in the Lync 2010 environment.	V8.5.2
BRIDGE-18097	General	Sometimes SIP call will be disconnected due to process crashing	V8.5.2
BRIDGE-17548	Partners-Microsoft	Lync 2010 or Lync 2013 cannot get video in the RealConnect Conference.	V8.5
BRIDGE-17896	Audio	In RealConnect calls, audio from stands-based endpoints is being amplified and distorted by the Collaboration Server before being sent to A/V MCU.	V8.5
BRIDGE-17763	System Flag	The value length of the SIP_CONTACT_OVERRIDE_STR System Flag has been increased from 120 to 240 characters.	V8.5
BRIDGE-17881	General	When all endpoints in the conference are H.263 endpoints, calls fail and cards reset on RMX 4000.	V8.5
BRIDGE-17729	Entry Queue	When several SIP endpoints and H.323 endpoints dial into the EQ, SIP endpoints move from EQ to conference, but H.323 endpoints fail because the UDP ports are occupied.	V8.5
BRIDGE-15584	Encryption	Collaboration Server, Virtual Edition, allows participants to enter the conference encrypted by DMA without the encryption license.	V8.4.1
BRIDGE-16479	Interoperability	When dialing out from RMX 1800 to HDX and GS550 endpoints, the negotiated call rate between RMX 1800 with GS550 is lower than 512Kbps.	V8.5
BRIDGE-16476	Hardware	RMX 1800 reboots incorrectly because the UDP port is occupied.	V8.5
BRIDGE-16568	Hardware	CNTL 2000 and CNTL 4000 modules with lower software version in the CNTL replacement process aren't aligned to the current RMX 2000 and RMX 4000 working software version.	V8.5

RealPresence Collaboration Server 1500/1800/2000/4000/Virtual Edition V8.5.2 - Corrections

Issue ID	Category	Description	Detected in Version
BRIDGE-16554	Interoperability	When a hot backup is triggered on Master RMX 1800, and a conference dials out from Slave RMX 1800 to an H.323 endpoint, the endpoint connects first, then disconnects after several minutes.	V8.5
BRIDGE-16542	Upgrade	The MPMx Media card is stuck in startup after software upgrade.	V8.5
BRIDGE-16513	General	The Core Dump file is created on RMX 1800 during ongoing Prefer TIP CP conferences. Endpoints can stay in the call.	V8.5
BRIDGE-16345	Audio	When forced to use SirenLPR Mono or SirenLPR Stereo Audio Codec and dialing out from RMX 1800 to HDX and GS endpoints, the actual Audio Codec in use is Siren22 Mono or Siren22 Stereo.	V8.4
BRIDGE-16669	Interoperability	The Cisco TIP endpoint receives green cells and artifacts on screens from the RMX 1800 that is under load.	V8.5
BRIDGE-16635	Interoperability	In Terminal Command String (TCS) exchange between DMA and Collaboration Server, some video Codec capabilities are missing after several hold and resume operations.	V8.5
BRIDGE-16631	Video	When connecting to an SVC Only conference on RMX 1800, the endpoint receives frozen People video cells except to the speaker's video cell.	V8.5
BRIDGE-16634	Interoperability	Endpoints disconnect due to internal MCU problem.	V8.5
BRIDGE-16731	General	CDR Core Dump causes endpoint disconnection.	V8.5
BRIDGE-16732	Log Analyzer	Core Dumps for Auditor.	V8.5
BRIDGE-16076	Interoperability	When 4 endpoints (RPD, CTS, TX, and RPX200) are connected to a 4M bitrate, Encrypt-When-Possible, Speaker Priority conference via a Virtual Meeting Room, with the TX endpoint defined as speaker, the telepresence RPX200 endpoint views all participants in the second screen using erroneous layout, with the first screen completely blank, instead of viewing the speaker on the first screen, and other 2 endpoints in a grid on the second screen.	V8.5
BRIDGE-17663	Interoperability	The Platform Director cannot gather monitoring information from Collaboration Server, Virtual Edition, through SNMP.	V8.5
BRIDGE-18116	UI	Fails to display complete Video/Voice Port Configuration dialog on RMX 2000 MPMRx system.	V8.5
BRIDGE-16556	General	The title of the invalid flag notification on RMX 1800 shows the incomplete product name as "RMX" rather than "RealPresence Collaboration Server 1800".	V8.5

RealPresence Collaboration Server 1500/1800/2000/4000/Virtual Edition V8.5.2 - Corrections

Issue ID	Category	Description	Detected in Version
BRIDGE-18087	Upgrade	After upgrading RealPresence Collaboration Server, Virtual Edition to V8.5, it can only make call with CIF resolution.	V8.5
BRIDGE-16373	General	Unable to set IP address during attempt to load .ova file on Collaboration Server VE.	V8.5

Known Limitations

RealPresence Collaboration Server 1500/1800/2000/4000/Virtual Edition V8.5.2 - Known Limitations

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-18091	RMX Web Client	Sometimes Web access to the MCU will be blocked due to antivirus policy	V8.5.2	Log in though RMX Manager
BRIDGE-17807	Hardware	The Media card is not correctly loaded after upgrading to V8.5.	V8.5	Perform Hard reset
BRIDGE-13773	Interoperability	Video on HDX endpoint freezes for a few seconds, occasionally, in SIP call from Cisco IP Phone CP-9971 via CUCM, and AcmePacket SBC.	V8.2, V8.5	
BRIDGE-15228	Interoperability	When the far-end participant is on hold and shares the content, the far-end participant disconnects itself from conference.	V8.3	
BRIDGE-16529	Audio	When MCU and HDX are both set to TCP transport without Gatekeeper or SIP registration, and a CP conference profile is created on Collaboration Server, the call is forced to use the G722.1 Audio Algorithm through H.323 disconnects because of H.323 negotiation failure.	V8.5	
BRIDGE-17830	Interoperability	Sometimes, when sending content from Amazon EC2 to HDX without any configuration, legacy content is displayed.	V8.4	Upgrade the HDX endpoint to the latest stable software version.
BRIDGE-16633	Video	When an endpoint calls VEQ to join CP and SVC mixed conference or to join SVC conference, the People video doesn't display.	V8.5	
BRIDGE-17352	Capacity	On RMX1800 each video endpoint in a VSW conference will always consume one HD port regardless of the line rate.	V8.5	
BRIDGE-16271	Partners-Microsoft	In the Lync 2013 environment, when setting 5% packet loss on the Collaboration Server, the Lync 2010 client behind the AV-MCU always receives video with artifacts.	V8.5	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-18317	Interoperability	Traffic shaping doesn't work on HDX 6000 with H.239 option enabled.	V8.5	Change system flag back to regular mode.
BRIDGE-18146	Upgrade	Upgrading from version 8.4 to version 8.5 takes more than one hour.	V8.5.2	
BRIDGE-18377	General	SVC endpoint Audio and Video out are smaller than expected in mixed conference.	V8.5.2	
BRIDGE-16736	General	Only when new version installed on the CF card or SSD, several resets occur until the MCU is UP.	V8.5	
BRIDGE-18426	General	On RMX 2000, Media Traffic Shaping doesn't work correctly, media traffic reaches around 160kbit/0.1 sec. The problem occurs every three times.	V8.5	
BRIDGE-18183	Hardware	Resetting a RMX 2000 with 1KW power supply and MPMRx Media card by pressing Turn Off, and then pressing Turn On immediately causes the MPMRx Media Card cannot be booted up.	V8.5.2	After pressing Turn Off, wait at least 3 seconds, then press Turn On.
BRIDGE-18394	Hardware	When Collaboration Server powering up, ERR, RDY, ACT LED indicators on MPMRx Media Card don't blink simultaneously at beginning, ERR LED indicator blinks later than others.	V8.5.2	
BRIDGE-16334	Audio	When enabling NoiseBlock feature, audio cuts is always noticed. NoiseBlock option is disabled to avoid business interruption, by setting flag ENABLE_SELECTIVE_MIXING to No.	V8.5	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-18441	Security	A heap-based buffer overflow is found in <code>__nss_hostname_digits_dots()</code> , which is used by the <code>gethostbyname()</code> and <code>gethostbyname2()</code> glibc function call. 4 bytes on 32-bit machine or 8 bytes on 64-bit machine can be overwritten. Arbitrary code execution to the user's permissions of running the application can be achieved.	V8.5.2	
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.	V8.3.2	
BRIDGE-6345	Audio	AVC participant Content audio is also muted by microphone mute setting when dialing into SVC/AVC Mixed mode conference.	V8.1	
BRIDGE-15894	Capacity	After creating four conferences on an RMX 4000 running an MPM-Rx card, some endpoints always fail to connect and the RMX fails to reach full capacity.	V8.5	
BRIDGE-16108	Capacity	At times, RealPresence Collaboration Server 2000 with MPMx media cards disconnects participants from a mixed-mode conference, following full-load conditions, with 90 SVC endpoints at 1.5M bitrate and above, which caused high CPU usage.	V8.5	
BRIDGE-15625	Capacity	While the RMX 1800 is operating under high load, green artifacts are exhibited in the layout cell of any endpoint connected to the conference on Cisco endpoint when the endpoint does not send video.	V8.5	
BRIDGE-15894	Capacity	After creating four conferences on an RMX 4000 running an MPM-Rx card, some endpoints always fail to connect and the RMX fails to reach full capacity.	V8.5	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-14043	Capacity	Video is not received by any endpoints when connecting a large amount of RTV participants (Lync 2010 or Lync 2013 without DMA) to the same call,	V8.5	
BRIDGE-16105	Capacity	In a Video Switching Conference on Collaboration Server (RMX) 1800, each video endpoint consumes one HD port irrespective of the Conference Line Rate.	V8.5	
BRIDGE-16108	Capacity	At times, RealPresence Collaboration Server 2000 with MPMx media cards disconnects participants from a mixed-mode conference, following full-load conditions, with 90 SVC endpoints at 1.5M bitrate and above, which caused high CPU usage.	V8.5	
BRIDGE-15625	Capacity	While the RMX 1800 is operating under high load, green artifacts are exhibited in the layout cell of any endpoint connected to the conference on Cisco endpoint when the endpoint does not send video.	V8.5	
BRIDGE-447	Capacity	Two VSW conferences each with participants are all located on one MPMx card, when it is expected that each conference and its participants should be located on separate MPMx cards.	V7.8.0	
BRIDGE-15176	Cascade	With MPMx media cards In DMA environment, conferences configured for Call Forward When Busy (CFB) fail due to being divided amongst Collaboration Servers.	V8.5	
BRIDGE-442	Cascading	During a Cascaded conference, the cascaded link sometimes send a "need help" message to participants.	V7.8.0	
BRIDGE-13890	Content	When TIP compatibility is set to "Video & Content", RP Immersive Studio does not receive video on its primary (center) screen.	V8.4	Use "Prefer TIP".

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-13843	Content	Rarely SVC endpoint will not be able to share content on SVC only conference.	V8.4	Disconnect client and reconnect.
BRIDGE-13816	Content	With Collaboration Server functioning as H.323/ISDN Gateway: ISDN endpoint, connected to DMA VMR via SIP Cascade link does not receive Content.	V8.4	
BRIDGE-13629	Content	On a call set to TIP Video & Content mode some H.323 endpoints may not receive content.	V8.4	Use "Prefer TIP".
BRIDGE-13192	Content	In a conference set to "TIP Video & Content" mode, Polycom ITP cannot send Content.	V8.4	Select "Prefer TIP" mode.
BRIDGE-11294	Content	In a 512 kbps conference with 120 endpoints including 3 HDX's, after starting and stopping content 3 times content remains displayed on one of the HDX's.	V8.3	
BRIDGE-10815	Content	In an encrypted AVC only conference set to Encrypt When Possible, using AS SIP with 2 Group Series endpoints connecting over SIP, the Group Series endpoints do not receive content.	V8.3	
BRIDGE-6519	Content	On a conference set to LPR and content, the CSS clients sends content to the RPD endpoint at 380Kbps, however the RPD negotiated content line rate settings should be set to 192 Kbps.	V8.1.7	
BRIDGE-7540	Diagnostics	Diagnostic doesn't work when the system is not in Ultra Secure Mode. By design, Diagnostics Mode does not function when the RMX is in Ultra Secure Mode.)	V8.2	
BRIDGE-16374	General	After upgrade, system may spontaneously reboot.	V8.5	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-16452	General	Collaboration Server 1800 reboots consecutively, and switches to safe mode, following DNS setup change, and import of configuration system flags, with Multiple Services set to ON.	V8.5	Turn off DNS or disable multiple services
BRIDGE-14475	General	Invalid System Configuration alarm is raised when downgrading from V8.4.0.383 to V8.2 and earlier versions.	V8.4	
BRIDGE-13788	General	Failure to connect more than 193 HD AVC endpoints in a conference dialing in to two Virtual Meeting Rooms via DMA.	V8.4	
BRIDGE-12768	General	In a SVC Mode conference, Group Series and RealPresence Desktop endpoints dialing directly to an "Encrypt when Possible" VMR are connected Non-encrypted. When dialing via a Virtual Entry Queue they are erroneously connected Encrypted. Occurs when SIP Transport type is TCP.	V8.4	
BRIDGE-8089	General	DTMP invitation fails in IVR Service.	V8.3	
BRIDGE-9253	General	Site name displays (when it should not) on OTX and RPX endpoints when Telepresence mode is set to Auto and ITP_CERTIFICATION flag is set to true.	V8.2	
BRIDGE-7885	General	During a CP conference running at a line rate of 4MB, Tandberg 1700 (MXP) endpoints registered to a DMA fail to receive content from a Tandberg Edge95 (MXP) endpoint.	V8.2	
BRIDGE-7884	General	During a CP conference, Radvision Scopia XT1000 & XT5000 endpoints registered to the DMA and connected via SIP share content via the video channel and not the content channel.	V8.2	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-7869	General	Polycom CMA and the Telepresence M100 endpoints fail to share content with Group Series endpoints after dialing in over SIP to a mixed CP and SVC conference.	V8.2	
BRIDGE-7793	General	RMX Manager allows video forcing in SVC-only call when it should not be permitted.	V8.2	
BRIDGE-7604	General	An error message saying, "Failure Status" is sometimes shown when attempting to save a conference template.	V8.2	Reset the RMX.
BRIDGE-7454	General	Site name displays (when it should not) on OTX and RPX endpoints when Telepresence mode is set to Auto, ITP_CERTIFICATION flag is set to true, and Room Switch layout is on.	V8.2	
BRIDGE-13704	General	Video freezes and audio fails when concurrently uploading a large file (more than 100MB).	V8.2	
BRIDGE-13376	General	DTMF codes are missing in the default IVR conference profile after upgrading from Version 8.1 to 8.4.	V8.1.8	
BRIDGE-6483	General	When PCM is enabled, after entering DTMF code *78, the PCM Password screen does not appear.	V8.1.7	
BRIDGE-5937	General	SIP registration fails in an RMX conference running in ultra-secure mode in auto configuration for IPv6 with OCSP on, and the IPv6 global responder URL specified.	V8.1.4, V8.3	
BRIDGE-5291	General	Endpoints connect at 512kbps in AVC conference set to automatically connect at call speed of 1920kbps.	V8.1.4	
BRIDGE-12986	General	Nortel 1140 endpoints experience one-way audio then all parties are dropped and the conference terminates when participants resume the call after putting the conference on 'Music on Hold'.	V8.1.4	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-5396	General	CTS3010 endpoint disconnects after Hold and Resume when Music on Hold is enabled in CUCM.	V8.1.1	Configure SIP trunks from CUCM to Polycom system components with Music on Hold disabled.
BRIDGE-8244	General	When an HDX 8000 HD endpoint set to a maximum speed of 128kbps for receiving calls gets a call in a conference on an RMX 1800 running at 256kbps, the call disconnects.	V8.1	
BRIDGE-5325	General	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.	V8.1	
BRIDGE-2340	General	Failure to remove first IP address on a list of NT server addresses.	V8.0	
BRIDGE-626	General	When trying to control the conference using PCM via a virtual remote control, some of the PCM options cannot be selected.	V7.8.0	
BRIDGE-591	General	When selecting one of the last three colors from the Message Overlay color drop down menu, the color selection is not implemented during the conference.	V7.8.0	
BRIDGE-538	General	A Sony PCS-G90 is unable to connect over H.323 to an encrypted conference running on RMX 1500.	V7.8.0	
BRIDGE-512	General	In a video Switching conference, when forcing a participant to the main window, whenever the active speaker changes, the forcing indication in the RMX web client/RMX Manager is canceled and replaced by the "Auto" indication.	V7.8.0	
BRIDGE-478	General	When there are more than one conferences configured to "Video Quality Optimized" or H.323 running simultaneously, some dial-out participants will not connect to a conference, receiving a "resource deficiency - 0" in the Call Disconnection Cause field in the endpoint Properties box.	V7.8.0	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-2098	General	In a 1920Kbps conference with three dialout 1080p60Mars endpoints, when using FECC to control Speaker's camera, the Far button with arrows and Zoom In/Out do not function.	V7.8.0	
BRIDGE-2069	General	An ISDN endpoint connected to a conference via RMX gateway call, does not receive content that is sent from an IP endpoint that is using the People+Content protocol.	V7.8.0	
BRIDGE-1167	General	After upgrading the RMX 4000 to version 7.7 and installing certificates they do not appear in the Certification Repository page. An RMX reset is required to update the Certification Repository page.	V7.8.0	
BRIDGE-1027	General	CS baseline in the Comlog problems during RMX startup.	V7.8.0	
BRIDGE-15910	General	When using MPMRx media cards, running a 2Mbps conference, in AVC mode, using the Move to Conference feature may result endpoints being disconnected.	V8.5	
BRIDGE-16043	General	When a new image is installed on the CF card or SSD, the system always performs a few resets before it reaches the Normal state.	V8.5	
BRIDGE-15910	General	When using MPMRx media cards, running a 2Mbps conference, in AVC mode, using the Move to Conference feature may result endpoints being disconnected.	V8.5	
BRIDGE-556	General	When the RMX is registered with the Broadsoft server, a SIP to H.323 gateway call fails when dialing directly to the destination endpoint.	V7.8.0	Use the Gateway IVR routing method.
BRIDGE-16374	General	After upgrade, Collaboration Server (RMX) 1800 spontaneously reboots when VMP fails to start due to UDP port 38706 being occupied by DNSAgent.	V8.5	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-15593	General	After upgrade, MPMx card on system registered to MSFT Lync 2010 with ICE may get stuck on startup.	V8.5	
BRIDGE-15933	General	With MPMRx media cards, SIP endpoint rarely disconnects after being moved from 1Mbps CP conference to 384Kbps CP conference.	V8.5	
BRIDGE-13146	Hardware	RMX2000 and RMX4000 do not prevent operation with MPMRx cards while old CNTL module is installed. RMX2000 does not prevent operation with MPMRx cards while old 700W power supply is installed.	V8.3Inc V8.4	
BRIDGE-10139	Hardware	Control board fails to boot, and requires reset, due to failure in boot mechanism recognition by some hardware elements.	V8.1.7	Hard-reset system twice.
BRIDGE-16114	Interoperability	In encrypted conferences, video from the Polycom QDX endpoints may freeze.	V8.5	Restart the Polycom QDX and dial in again.
BRIDGE-13638	Interoperability	Radvision Scopia XT5000 client not connected to RMX1800 MR in dial-out calls.	V8.4	Use dial-in.
BRIDGE-13620	Interoperability	When placing a call from ISDN to DMA VMR via S4GW and RMX Gateway which translates from H.323 to SIP, calls may not connect the first time.	V8.4	Reconnect.
BRIDGE-13131	Interoperability	MSFT CX500 and CX600 fail to connect on a dial-out call from RMX1800.	V8.4	
BRIDGE-10974	Interoperability	When an MXP 6000 using serial ISDN, an HDX 7000 using H.323, and a Vidyo Softclient connect using SVC to an RMX 1500 using a DMA 7000 and Vidyo Gateway and Vidyo Suite, the H.320 endpoint cannot share or receive content.	V8.1.4	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-10488	Interoperability	Audio and video in motion conference at 4Mbps on Collaboration Server (RMX) 1800 are more than five seconds out of sync on dial-in RealPresence Mobile and Realpresence Desktop endpoints.	V8.3	
BRIDGE-9583	Interoperability	In an SVC/AVC mixed mode conference Realpresence Desktop SVC endpoint that dials in to Virtual Meeting Room to enter conference cannot see any other endpoints - dial in or dial out. Realpresence Desktop SVC endpoint can only see the first HDX endpoint which dialed in first, without its site name.	v8.3	
BRIDGE-793	Interoperability	When CTS 3000 connects as dial in through RealPresence DMA system, the Gathering Slide on CTS 3000 endpoint flickers and displays artifacts. Conference is CP, gathering enabled, TIP; Video &Content at 2560kbps, 1080p resolution with No Encryption.	V7.8.0	
BRIDGE-6560	Interoperability	ITP endpoint's Slave endpoints do not connect in RMX dial out call.	V7.8.0	
BRIDGE-433	Interoperability	When the RMX and HDX endpoints are registered with a CMA, after dialing out from an HDX endpoint a numerical error message appears.	V7.8.0	
BRIDGE-327	Interoperability	RSS 2000 Connection H.323 Link Status pane, E.164 column displays RMX Conference ID instead of E.164 data when recording RMX conference that is enabled to start recording immediately.	V7.8.0	
BRIDGE-15931	Interoperability	When using RMX 1800, Dial-out Cisco SX20 ISDN endpoint's status is always 'Connected With Problem' if the conference Profile is set to be 'Encryption Off'. SX20 endpoints receive audio and video, but are not seen in the Video Layout of the other participants.	V8.5	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-15876	Interoperability	With MPMx media cards, HDX video freezes on Radvision Scopia XT5000 endpoint. All endpoints and RMX are registered to the gatekeeper for AVC HD1080p conference, with Encryption and Motion selected. Problem does not occur when Sharpness is selected or when using MPMRx media cards.	V8.5	
BRIDGE-15627	Interoperability	While the RMX 1800 is at full capacity, CISCO endpoints disconnect when media is not received from them for more than 20 seconds. Conference Profile: 'Prefer TIP', AVC-CP, 4Mbs, 'Encrypt when possible'. Connection: Virtual Meeting Room.	V8.5	
BRIDGE-15549	Interoperability	With MPMx media cards, bad quality video is exhibited for 2 seconds on CTS1300 endpoint following Halt / Resume cycle.	V8.5	
BRIDGE-15307	Interoperability	Distorted video of Gateway Series (GS) endpoints is viewed in DMA virtual meeting room, when GS endpoints are connected via SonusSBC (centralized SIP policy management).	V8.5	
BRIDGE-15537	Interoperability	The LifeSize Team 220 and Express 220 endpoints always fail to receive video in a live conference running on an RMX 1800 over H.320.	V8.5	
BRIDGE-16005	Interoperability	In a mixed AVC/SVC call via DMA to a Virtual Meeting Room, the cascade link always experiences a problem and as a result, no media is sent.	V8.5	
BRIDGE-15876	Interoperability	With MPMx media cards, HDX video freezes on Radvision Scopia XT5000 endpoint. All endpoints and RMX are registered to the gatekeeper for AVC HD1080p conference, with Encryption and Motion selected. Problem does not occur when Sharpness is selected or when using MPMRx media cards.	V8.5	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-15549	Interoperability	With MPMx media cards, bad quality video is exhibited for 2 seconds on CTS1300 endpoint following Halt / Resume cycle.	V8.5	
BRIDGE-15537	Interoperability	The LifeSize Team 220 and Express 220 endpoints always fail to receive video in a live conference running on an RMX 1800 over H.320.	V8.5	
BRIDGE-15627	Interoperability	While the RMX 1800 is at full capacity, CISCO endpoints disconnect when media is not received from them for more than 20 seconds. Conference Profile: 'Prefer TIP', AVC-CP, 4Mbs, 'Encrypt when possible'. Connection: Virtual Meeting Room.	V8.5	
BRIDGE-15768	Interoperability	When the ICE environment is changed to Microsoft in IP Network Services, a core dump is always (10/10) created during the RMX system reboot.	V8.5	
BRIDGE-15931	Interoperability	When using RMX 1800, Dial-out Cisco SX20 ISDN endpoint's status is always 'Connected With Problem' if the conference Profile is set to be 'Encryption Off'. SX20 endpoints receive audio and video, but are not seen in the Video Layout of the other participants.	V8.5	
BRIDGE-16310	Interoperability	In a Prefer-TIP Conference, with a CUCM-registered Cisco TX9000 endpoint, and a DMA-registered RPIS endpoint, the second endpoint receives distorted audio from the first.	V8.5	
BRIDGE-15307	Interoperability	Distorted video of Gateway Series (GS) endpoints is viewed in DMA virtual meeting room, when GS endpoints are connected via SonusSBC (centralized SIP policy management).	V8.5	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-16402	Interoperability	In a 2M mixed-mode, encrypt-when-possible conference (H.323), an RPM IOS endpoint disconnects after entering the conference via an IVR. However, SIP calls do not reproduce this issue.	V8.5	
BRIDGE-15263	Interoperability	Failure to implement Far-End Camera Control between two Cisco endpoints connected (over H.323) to CP conference on Collaboration Server 1800.	V8.5	
BRIDGE-16312	Interoperability	Full faults list contains the message "Card in slot 2 rebooted successfully" Show At times, RealPresence Collaboration Server 2000 with MPMx media cards disconnects participants from a mixed-mode conference, following full-load conditions, with 90 SVC endpoints at 1.5M bitrate and above, which caused high CPU usage. Full faults list contains the message "Card in slot 2 rebooted successfully"	V8.5	
BRIDGE-16293	Interoperability	At times, a TX9000 endpoint is unexpectedly disconnected from a CP, Prefer-TIP, conference on Collaboration Server 1800, with 8 dial-in Cisco CUCM and endpoints and Polycom DMA and endpoints.	V8.5	
BRIDGE-16306	Interoperability	On RMX 1800 and RMX with MPMRx, Group Series/HDX endpoints are not able to join DMA hosted Virtual Meeting Room call.	V8.5	
BRIDGE-16134	Interoperability	SIP call disconnects after 1 minute after dialing-out to a RadVision XT from an RMX 1800.	V8.5	
BRIDGE-15263	Interoperability	Failure to implement Far-End Camera Control between two Cisco endpoints connected (over H.323) to CP conference on Collaboration Server 1800.	V8.5	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-15529	Interoperability	Cluttered audio in conference, using default video profile, on Collaboration Server 4000 with MPMRx media cards, following ISDN dial-out over H.320 to LifeSize Team220 and Express220 endpoints.	V8.5	
BRIDGE-10975	Interoperability	VSX dialing in to MCU using SIP protocol sometimes shows black or frozen screen.	V8.3	Dial in using H323 protocol.
BRIDGE-14391	ISDN	ISDN endpoint cannot connect using G.722.1 16K audio protocol.	V8.4	
BRIDGE-14258	ISDN	Collaboration Server using MPMx cards cannot dial out to an H.261 ISDN endpoint at bit rate exceeding 320Kbps.	V8.4	
BRIDGE-14827	ISDN	Any modifications to the ISDN Network Service require that the Collaboration Server be reset.	V8.1	
BRIDGE-976	IVR	When two Avaya 1XC Softphone endpoints join a conference, the IVR Service "first to join conference" music continues to play as if there is just one person in the conference.	V7.8.0	
BRIDGE-387	IVR	In the IVR Services when replacing/changing a music file and clicking on Play, the music file does not start.	V7.8.0	
BRIDGE-329	IVR	When DTMF codes have been entered by the participants, the volume of the IVR Message may be suppressed or the message may be cut.	V7.8.0	
BRIDGE-13376	IVR	On Collaboration Server (RMX) 1800, DTMF Codes (Enable Roll Call, Disable Roll Call, Roll Call Review Names, Roll Call Stop Review Names, Invite Participant, Disconnect Invited Participant, Override Mute All) are not listed in DTMF Codes dialog after upgrading MCU from 8.1.8.98 to 8.4.0.298.	v8.1	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-14126	Media Card	Rarely, following upgrade or downgrade between 8.3 and 8.4, systems with more than one MPMRx may experience Major "one DSP failure" alarm.	V8.4	Perform Rescue procedure.
BRIDGE-13130	Media Card	"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.	V8.3, V8.3 Inc	Restart system clears the alarm.
BRIDGE-14474	Media Card	MPMRx card fails to startup when using generic RTM IP2000 card in RMX 2000.	V8.4	Perform system hard reset.
BRIDGE-11461	Multilingual	When the alert, "SSH is enabled" was translated into Chinese, the Chinese equivalent was, "Music file failed."	V8.3	
BRIDGE-948	Multilingual	The RMX Time menu option was not properly translated in Russian. The user interface in Russian displays the menu item for RMX Time, which does not contain the word, "RMX", although it is included for other languages,	V7.8.0	
BRIDGE-644	Multilingual	A number of fields in the RMX Manager and Web Client are not translated into Traditional Chinese	V7.8.0	
BRIDGE-300	Multilingual	When using the RMX Manager or Web Client in German, the text next to the dropdown for encryption options in the advanced tab of Conference Profile properties uses two lines. The second line is cut off. .	V7.8.0	
BRIDGE-1139	Multilingual	When using the RMX Manager or Web Client in any language other than English, the Send Certificate Button in the Certificate Repository window is not translated into any language.	V7.8.0	
BRIDGE-15593	Partners - Microsoft	Lync conferences disconnect following upgrade of Collaboration Server 2000, with MPMx media cards, and registration to Lync 2010.	V8.5	Perform hard reset

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-14393	Partners - Microsoft	Resource Capacity report for Lync/ICE participants in SD/CIF resolutions is not accurate. Resource Capacity report doesn't reflect that Lync/ICE SD and CIF consume 2 CIF (2/3 HD) resources.	V8.4	
BRIDGE-13934	Partners - Microsoft	The number of video Lync ICE participants is limited to 100. Beyond 100, participants will be connected as Audio Only participants.	V8.4	
BRIDGE-12479	Partners - Microsoft	On RMX systems with MPMRx blades cascaded to Lync 2013 AVMCU, video freeze may occur on Lync clients connected directly to the RMX, if Lync 2010 and Lync 2013 clients are connected simultaneously to the AVMCU. Video resumes after a short period.	V8.4	If the video freezes, disconnect from the call and call back in.
BRIDGE-2201	Partners - Microsoft	Call Admission Control (CAC) calls from HDX get disconnected after approximately 1 hour when both SIP_TCP_PORT_ADDR_STRATEGY and MS_KEEP_ALIVE_ENABLE System Flags are set to NO.	V7.8.0	Set both flags SIP_TCP_PORT_ADDR_STRATEGY and MS_KEEP_ALIVE_ENABLE to YES.
BRIDGE-1560	Partners - Microsoft	When a Lync client dials in using TCP only the Channel Status - Advanced tab in the participant properties window shows it is connecting using UDP instead, even though it is really connecting using TCP.	V7.8.0	
BRIDGE-15764	Partners - Microsoft	An RMX registered to an Edge server takes 15 minutes to reconnect when the Edge server fails.	V8.5	
BRIDGE-15747	Partners - Microsoft	After disconnecting from an external Lync conference call, external Lync client users cannot reconnect to the call.	V8.5	
BRIDGE-14043	Partners - Microsoft	Video is not received by any endpoints when connecting a large amount of RTV participants (Lync 2010 or Lync 2013 without DMA) to the same call,	V8.5	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-15075	Partners - Microsoft	All conferences drop, when the Collaboration Server is connected to Lync via UDP, whereas a Lync client connects to the MCU via TCP during content sharing.	V8.2 Inc 1, V8.5	
BRIDGE-16238	Partners - Microsoft	Video appears with artifacts in a Lync 2010 client connected in a Lync 2013 environment via a Virtual Meeting Room (VMR) to a cascading conference (Polycom and Microsoft AV-MCU), with Lost Packet Recovery (LPR) threshold set to 5%.	V8.5	
BRIDGE-1609	RMX Web Client	Information Collector, when interrupted, displays Collection Info Status message in English in the Russian User Interface.	V7.8.0	
BRIDGE-1593	RMX Web Client	In the Profile Gathering Settings dialog box, some fields are displayed in English in the Russian User Interface.	V7.8.0	
BRIDGE-1490	RMX Web Client	In Hardware Monitor, Location Header and Card Location data are displayed in English in the Russian User Interface.	V7.8.0	
BRIDGE-15870	Security	Failed to connect more than 1 SVC and 16 AVC endpoints (instead of 1 SVC and 22 AVC endpoints) to a mixed mode non-encrypted conference on a Collaboration Server 1500 via an Encrypt-When-Possible DMA VMR.	V8.5	
BRIDGE-15075	Security	All conferences drop, when the Collaboration Server is connected to Lync via UDP, whereas a Lync client connects to the MCU via TCP during content sharing.	V8.2 Inc 1, V8.5	
BRIDGE-15870	Security	Failed to connect more than 1 SVC and 16 AVC endpoints (instead of 1 SVC and 22 AVC endpoints) to a mixed mode non-encrypted conference on a Collaboration Server 1500 via an Encrypt-When-Possible DMA VMR.	V8.5	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-16454	Security	Telepresence OTX slave connection status is "Connected with problem" when connecting via encrypted Entry Queue to encrypted, Prefer TIP, Virtual Meeting Room on DMA.	V8.5	Register unsecured.
BRIDGE-9637	Security	With Collaboration Server (RMX) 1800, TLS Calls to Radvision Scopia XT5000 room system initially connect but then disconnect after a few seconds.	V8.3	
BRIDGE-9814	SIP	A RealPresence Mobile client running on iOS connecting using SIP to an AVC only conference with the content profile set to H264 Cascade and SVC Optimized cannot receive content.	V8.3	
BRIDGE-524	SIP	When multiple Network Services are configured on RMX with an MPM+ card, each of which is registered with a SIP registrar, and one of those SIP registrars has a problem, an alarm will be raised but it will not specify the network service or the SIP registrar.	V7.8.0	
BRIDGE-15433	SIP	At times, following registration of Collaboration Server (2000/4000) to SIP proxy, the MCU does not properly restart following reset.	V8.5	
BRIDGE-15433	SIP	At times, following registration of Collaboration Server (2000/4000) to SIP proxy, the MCU does not properly restart following reset.	V8.5	
BRIDGE-14010	Software Version	Downgrading from V8.4 to V7.6.1C may result in a media card in a Major alarm state.	V8.4	Soft reset.
BRIDGE-6037	Software Version	On IPv6 configured RMX, when changing IPv6 Configuration Method from Manual to Auto (Stateless) for IPv6 only RMX, RMX the Internal System Configuration during Startup alarm is displayed with a duration of 10 minutes or longer after system start up.	V8.1.4	Use Manual IPv6 Configuration Method with IPv6.

Issue ID	Category	Description	Detected in Version	Workaround
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.	V7.8.0	
BRIDGE-410	Software Version	VVX dial in participant's IPAddress/Phone field in Participants List field is listed as 0.0.0.0 instead of the VVX's actual IP Address or phone number.	V7.8.0	
BRIDGE-16005	SVC	In a mixed AVC/SVC call via DMA to a Virtual Meeting Room, the cascade link always experiences a problem and as a result, no media is sent.	V8.5	
BRIDGE-15880	SVC	On RMX1800, in SVC only mode, endpoint video freezes and audio ceases after extended period during ongoing conference.	V8.5	
BRIDGE-15880	SVC	On RMX1800, in SVC only mode, endpoint video freezes and audio ceases after extended period during ongoing conference.	V8.5	
BRIDGE-16043	System	When a new image is installed on the CF card or SSD, the system always performs a few resets before it reaches the Normal state.	V8.5	
BRIDGE-16115	System	In a CP conference with default video settings, the lecturer/auto-scan setting can be updated because the field is greyed out.	V8.5	
BRIDGE-16318	TIP	Frozen video in both telepresence endpoints following hard reset performed right after joining a Prefer-TIP unsecured Virtual Meeting Room from a Virtual Entry Queue.	V8.5	
BRIDGE-467	Upgrade	After upgrading from version 7.6.1.136 to 7.7.0.41, an activation key is not requested.	V7.8.0	
BRIDGE-13837	Video	If media over UDP mode is blocked, connection to the ICE server cannot be established	V8.4	

Issue ID	Category	Description	Detected in Version	Workaround
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.	V8.1.5	
BRIDGE-925	Video	When the Telepresence Mode is enabled in the Conference Profile, conferences are able to start even though the flag: "ITP_CERTIFICATION" is set to NO. This flag should disable Telepresence features in the Conference Profile.	V7.8.0	
BRIDGE-440	Video	Auto Scan does not work when Same Layout is active.	V7.8.0	
BRIDGE-1176	Video	QCIF resolution option is not listed in the Profiles, Video Quality, Maximum Resolution menu.	V7.8.0	
BRIDGE-14021	Video	With Collaboration Server (RMX) 1800, video out is occasionally lost in Mixed or SVC conferences. H.264 AVC endpoints display skin background. SVC endpoints display a black screen. Audio is good on both AVC and SVC endpoints.	V8.5	
BRIDGE-12047	Content	On the Collaboration Server VE, some bad pixels may appear on Cisco telepresence endpoints connected to a conference running in TIP Video + Content mode,	V8.4	Use the preferred TIP mode
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.	V8.2	
BRIDGE-7341	General	Error message displays before successfully logging into the VMCU via the console: "user/Plcm-Utills/Scripts/SetupMenu.sh: line32: : No suchfile or directory".	V8.2	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-1045	General	On the Real Presence Collaboration Server 800s, when changing the duration of conference, there is no message dialog box to prompting you to click OK.	V7.8.0	
BRIDGE-1441	General	Automatic reboot fails after modifying system flags even though system prompts reset.	V7.8.0	
BRIDGE-993	General	During a conference started from a Profile, after an SVC RPD participant dials-in, the Participants Properties - SDPtab, Remote Capabilities pane lists no information.	V7.8.0	
BRIDGE-13342	Interoperability	On Collaboration Server VE, Content is not seen on Cisco H.323 endpoints registered with CUCM when working in TIP Video + Content Mode.	V8.4	Use "Prefer TIP mode"
BRIDGE-10808	Interoperability	When an HDX 8000 registered to a SIP server connected to an MCU registered to a DMA 7000 attempt to connect to a mixed AVC-SVC 1920 kbps conference using a line rate of 64 kbps, instead of connecting as audio only the connection failed.	V8.3, V8.3.1	
BRIDGE-1333	Interoperability	On the Real Presence Collaboration Server 800s, after a second SIP RPD audio only endpoints joins, only one Audio Rx is shown is listed in RPD statics when there should be two.	V7.8.0	
BRIDGE-15353	Interoperability	When an HLB (Hardware Load Balancer) registered as a SIP endpoint, dials-in to a meeting room in Collaboration Server VE, the call is disconnected should the backup server Lync service be off and the primary server Lync service on. However, registration of the endpoint successfully falls back to the primary server.	V8.5	
BRIDGE-8033	IVR	RealPresence Mobile, RealPresence Desktop, and GroupSeries endpoints do not hear roll call messages when dialing into an SVC conference.	V8.2	

Issue ID	Category	Description	Detected in Version	Workaround
BRIDGE-6587	IVR	In the IVR Service after rebooting an RMX800s, the "enable welcome message" check box becomes unchecked and the welcome audio message is not played.	V8.1.7	
BRIDGE-16254	Platform Director	Platform Director fails to display monitoring information on RealPresence Collaboration Server VE, and logs an exception.	V8.5	
BRIDGE-1156	RMX Manager	"Insufficient resource" alarm displays after executing "service soft_mcu restart" and then logging in via the RMX Manager.	V7.8.0	
BRIDGE-15584	Security	Virtual MCU allows all participants to enter a DMA VMR with "Encrypt All" specified when MCU is not licensed for Encryption.	V8.4.1	Configure encryption license on RMX
BRIDGE-8004	SIP	SIP endpoints may intermittently disconnect after a conference has run for more than 30 minutes.	V8.2	
BRIDGE-10140	Video	VSX receives no video in SIP call registered to DMA.	V8.3	
BRIDGE-7307	Video	In a conference with 1 OTX and 2 TPX's with the OTX and 1 TPX connecting using ITP conference room switching, after applying MLA automatic layout, a black bar is displayed on the central monitor of the OTX.	V8.1	
BRIDGE-5921	Video	Layout pictures display incorrectly when more than 15 participants join the conference.	V7.2.2	

RMX 1500 SMB Configuration

RMX V 8.5.2 supports RMX 1500 SMB configuration mode, which supports different features and resource capacities.

**Note: RMX 1500 SMB availability**

RMX 1500 SMB configuration mode is available only in Japan.

Unsupported Features on RMX 1500 SMB

Following features are not supported on RMX 1500 SMB:

- 1080p30/720p60fps
- ISDN network service
- Gateway functionality
- Multiple Networks, LAN Redundancy, Hot Backup
- Joint DMA-MCU pool
Only H.323/SIP registration to DMA is supported
- Scheduler (Reservations)
- Cascading Conference
- Directory Service (GAB/LDAP/Active Directory)
Only Local Address Book is supported
- Telepresence Mode
- H.264 SVC Conference
- Third-party integration, such as with Microsoft Lync, Cisco, IBM
- API integration with third-party applications (such as conference scheduler provided by Polycom partners)

**Note: Customers are strongly discouraged to try/use unsupported features**

Management of unsupported features for configuration may be seen in management GUI, even though these features are not supported. Customers are strongly discouraged to try/use unsupported features.

For information on how to enable support for these features, please contact your local support rep.

Upgrade RMX 1500 SMB from Version 7.6.1 to Version 8.5.2

RMX 1500 SMB can be upgraded from version 7.6.1 to version 8.5.2 with enhanced resource capacities.



Note: Upgrade and downgrade on RMX 1500 SMB, directly between version 7.6.1 and version 8.5.2

The upgrade and downgrade descriptions mentioned in this release notes are RMX 1500 SMB unique upgrading and downgrading directly between version 7.6.1 and version 8.5.2.

For information of upgrading RMX 1800/2000/4000 from previous software versions and Media Card upgrades, refer to general upgrade procedures described in *Real Presence Collaboration Server (RMX) 1500/1800/2000/4000 Release Notes V8.5.0* at <http://support.polycom.com>

Resource Capacities Transition between RMX 1500 SMB Version 7.6.1 and Version 8.5.2

The following table shows the resource capacities transition between version 7.6.1 and version 8.5.2 with the same 6, 9, and 12 HD720p licensing scheme.

Resource Capacities Transition of RMX 1500 SMB between V7.6.1 and V8.5.2

License Type	6 HD720p		9 HD720p		12 HD720p	
	7.6.1	8.5.2	7.6.1	8.5.2	7.6.1	8.5.2
1080P60 Asymmetric	NA	NA	NA	NA	NA	NA
1080p	NA	NA	NA	NA	NA	NA
720p	6	6	9	9	12	12
SDp (4CIF)	12	12	18	18	24	24
H.263 SDp	NA	6	NA	9	NA	12
H.263 SDp15/CIFp15 Asymmetric	12	NA	18	NA	24	NA
H.263 CIFp	12	12	18	18	24	24
CIFp	18	18	27	27	36	36
Audio/VoIP	NA	72	NA	108	NA	144
SVC 720p	NA	NA	NA	NA	NA	NA
TIP 720p	NA	NA	NA	NA	NA	NA
Lync RTV/MS-SVC 720p	NA	NA	NA	NA	NA	NA



Note: H.263 SDp15/CIFp15 Asymmetric resources are not supported continuously

After upgrading to RMX V8.5.2, the H.263 SDp15/CIFp15 Asymmetric resources are not supported continuously.

Prepare to Upgrade

Consider following factors before upgrading or downgrading:

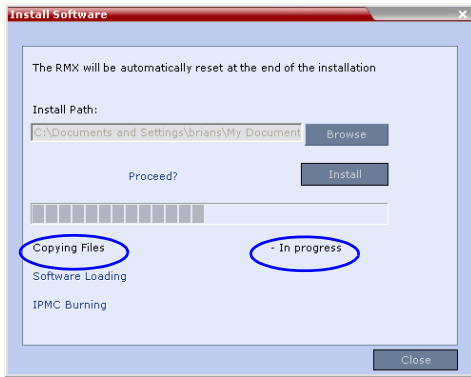
- You need to purchase special license (5157-18460-000, no charge) before the upgrade, as the license required to convert licensing schemes between version 7.6.1 and version 8.5.2. Please ensure the license key is generated and applied before the upgrade.
- To maximize conferencing performance, especially in high bit-rate call environments, a 1 Gb connection is recommended for each LAN connection.
- After upgrading to version 8.5.2, if the default POLYCOM user is changed 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.
- After downgrading to version 7.6.1, the user name and IP networks service will be cleared and restored to the default settings.

To prepare for the upgrade:

- 1 Back up the configurations, if needed:
backup configurations in **Administration > Software Management > Backup Configuration**.
- 2 Verify that all conferences, including permanent conferences, have been terminated.
- 3 If Windows7™ is installed on the workstation, verify that Protected Mode has been disabled before downloading the RMX software to the workstation. For more information see [Windows 7™ Security Settings](#).
- 4 Download *RMX_8.5.2.x.bin* to your workstation from **DOCUMENTS & DOWNLOADS** section of the Polycom website at <http://support.polycom.com> .

Upgrade from Version 7.6.1 to Version 8.5.2

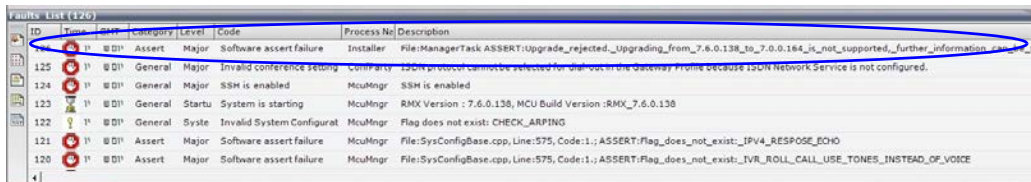
- 1 Download the RMX Software in **Administration> Software Management > Software Download**.
- 2 Browse to the **Install Path**, select the *RMX_8.5.2.x.bin* file in the folder where it is saved in your workstation, and click **Install**.
- 3 The **Install Software** information box shows that **Copying files** is in progress.



When an incorrect or non viable version upgrade/downgrade is attempted, an alarm and a fault are raised on the RMX.



Click **OK**. The RMX software installation procedure is aborted and a system alert activates in the Faults List:

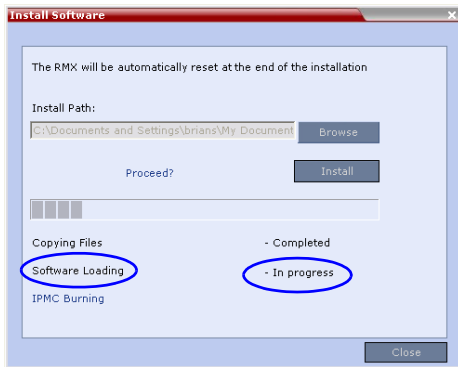


During any upgrade or downgrade software version installation when the **Safe Software Version Installation** warning has been activated your current browser session will block any new installation attempt. This applies to all software versions, except for version 7.6 which will still enable version downgrades. As a workaround close and then re-open a new browser session, which will enable you to start a new software version installation.

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

4 Click the **OK** button.

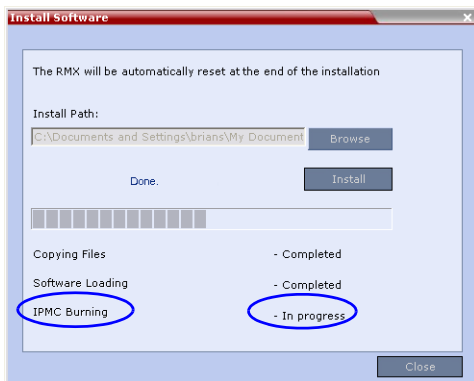
The **Install Software** information box indicates that **Software Loading** is in progress.



A series of **Active Alarms** are displayed indicating the progress of the upgrade process.

Active Alarms (6)								
ID	Time	GMT Tim	Category	Level	Code	Process Name	Description	
8	Wed	Wednes	General	System	IPMC software upgrade	Installer	IPMC upgrade 95%	
7	Wed	Wednes	General	System	IPMC software upgrade	Cards	RTM IP IPMC upgrade 84% board Id:5	
6	Wed	Wednes	General	System	IPMC software upgrade	Cards	Media card IPMC software upgrade 80% board Id:2	
3	Wed	Wednes	General	System	Warning: Upgrade start	Installer	Warning: Upgrade started and SAFE Upgrade protection is turned OFF	

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.

Active Alarms (6)								
ID	Time	GMT Tim	Category	Level	Code	Process Name	Description	
7	Wed	Wednes	General	System	IPMC software upgrade	Cards	RTM IP IPMC upgrade 0% board Id:5	
6	Wed	Wednes	General	System	IPMC software upgrade	Cards	Media card IPMC software upgrade 0% board Id:2	
3	Wed	Wednes	General	System	IPMC software upgrade	Cards	Media card IPMC software upgrade 0% board Id:3	

The upgrade procedure takes approximately 20 minutes.

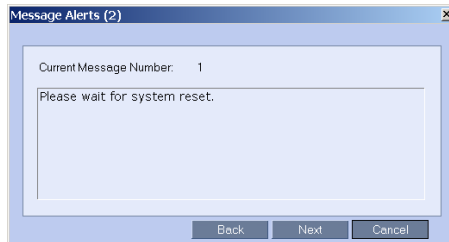


Sometimes, when updating the Version 8.5.2 license key, the system displays the active alarm show below:

Ignore this Active Alarm and complete this installation procedure.

Active Alarms (1)								
MCU	ID	Time	Category	Level	Code	Process Name	Description	
172.22.185.145	2	11:57:15 2010	General	Major	Insufficient resources	Resource	Insufficient resources	

A system message alert may be displayed, click **Next/Cancel**.



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



- 5 Approximately 10 minutes after receiving this message, close and reopen the browser.
- 6 Enter the IP address of the RMX Control Unit in the browser address line and press **Enter** to reconnect to RMX.

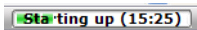
If the browser displays a message indicating that it cannot display the requested page, close and reopen the browser and connect to the RMX.

The version number in the Welcome screen has changed to 8.5.2.

- 7 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 [Additional/Optional System Considerations After Upgrade](#).

- 8 Verify that the version number is updated signifying that the upgrade is complete.
- 9 Restore configurations in **Administration > Software Management > Restore Configuration** if needed.

Additional/Optional System Considerations After Upgrade

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 V7.6.1J 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** dialog box is not selected by default for pre-existing Profiles.
- 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 encryption requirements of your environments.
- 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.

Interoperability Table

The following table lists the devices with which RMX V8.5.2 was tested.

Device	MCU Type		
	1500/2000/4000	1800	Virtual Edition
Gatekeepers/Proxies			
Polycom® RealPresence® Resource Manager	6.2.5 (Gateway)	6.2.5	6.2.5
Polycom® Virtual Resource Manager	8.3.0_71	8.3.0_71	8.3.0_71
Polycom® Virtual XMA	8.3.0_71		8.3.0_71
Cisco 3241 Gateway	2.2(1.49)		
Radvision ECS gatekeeper	7.7.0.0.27		
Radvision Serial Gateway	5.7.2.1.47		
Codian 4505 MCU	4.5(1.45)		
Lync 2010 server	4.0.7577.230 (CU12)	4.0.7577.230 (CU12)	4.0.7577.230 (CU12)
Lync 2013 server	5.0.8308.733 (CU5)	5.0.8308.733 (CU5)	5.0.8308.733 (CU5)
MS Exchange 2010	14.03.0195.001 SP3 UR6	14.03.0195.001 SP3 UR6	14.03.0195.001 SP3 UR6
MS Exchange 2013	15.00.0913.022 CU5	15.00.0913.022 CU5	15.00.0913.022 CU5
Polycom® RealPresence® DMA® 7000	6.2.0-172210	6.2.0-172210	6.2.0-172210
Polycom® RealPresence® Virtual DMA	6.2.0-172210	6.2.0-172210	6.2.0-172210
DMA TCSPi	3.2.5-164620	3.2.5-164620	3.2.5-164620
Polycom® RealPresence® Capture Server	1.8.0.0-16528	1.8.0.0-16528	1.8.0.0-16528
BroadWorks	AS version Rel_20.sp1_1.606	AS version Rel_20.sp1_1.606	AS version Rel_20.sp1_1.606
ACME	SBC ACME Net-Net 3820 SCX6.4.0 MR-3 GA (Build 298)	SBC ACME Net-Net 3820 SCX6.4.0 MR-3 GA (Build 298)	SBC ACME Net-Net 3820 SCX6.4.0 MR-3 GA (Build 298)

Device	MCU Type		
	1500/2000/4000	1800	Virtual Edition
RPAD	4.1.0-16110	4.1.0-16110	4.1.0-16110
Recorders			
Polycom® RSS™ 4000	8.5.2	8.5.2	8.5.2
Polycom® Virtual RSS™	8.6.0.0-36610		8.6.0.0-36610
MCUs, Call Managers Network Devices and Add ins			
Radvision Scopia P10 Gateway	5.7.2.1.47		
Avaya Aura Session Manager	6.3.0.8.5682	6.3.0.8.5682	6.3.0.8.5682
Avaya Aura CM	R016x.03.0.124.0	R016x.03.0.124.0	R016x.03.0.124.0
Cisco SBC	3.7.3	3.7.3	
Cisco CUCM	9.1.(2)SU2a	9.1.(2)SU2a	
Cisco TMS	14.3.1	14.3.1	
Cisco TPS	4.0(2.8)	4.0(2.8)	
Cisco VCS	X8.2.1	X8.2.1	
Crestron Controller	4.001.1012	4.001.1012	
Crestron Polycom Build	3.1.2-2	3.1.2-2	
Polycom® MLA	3.1.4.6	3.1.4.6	
Polycom® TelePresence Tool	3.1.4.1	3.1.4.1	
Cisco TelePresence Server	4.0(2.8)	4.0(2.8)	
IBM Sametime Server	Sametime 9.0.0 version	Sametime 9.0.0 version	Sametime 9.0.0 version
OpenScape SBC	V8R0.6.0	V8R0.6.0	V8R0.6.0
Siemens OSV	V8R0.26.5	V8R0.26.5	V8R0.26.5
Endpoints			
Polycom® HDX® Family	3.1.5-5568	3.1.5-5568	3.1.5-5568
Polycom® GS® Family	4.2.0-11300	4.2.0-11300	4.2.0-11300
PTC Panel SW	OS4.2.0-214 / TP 4.2-11300	OS4.2.0-214 / TP 4.2-11300	
PTC OS	OS1.11.0-14/TP1.11.0-1 5	OS1.11.0-14/TP1.11.0-1 5	
Polycom® OTX®	3.1.5-5568	3.1.5-5568	
Polycom® RPX®	3.1.5-5568	3.1.5-5568	

Device	MCU Type		
	1500/2000/4000	1800	Virtual Edition
Polycom® VSX and V-Series Family	9.0.6.2	9.0.6.2	9.0.6.2
Polycom® RealPresence® Desktop	3.3.0-50440	3.3.0-50440	3.3.0-50440
Polycom® Viewstation® Family	7.5.4 or higher	7.5.4 or higher	7.5.4 or higher
Polycom® Viewstation® FX/EX/4000	6.0.5 or higher	6.0.5 or higher	6.0.5 or higher
Polycom® Resource Manager Desktop	5.2.6	5.2.6	5.2.6
Polycom® Resource Manager Desktop for MAC	5.2.6	5.2.6	5.2.6
Polycom® QDX6000®	4.0.3	4.0.3	4.0.3
RPM IOS iPhone	3.3.0-50423	3.3.0-50423	3.3.0-50423
RPM IOS iPad	3.3.0-50423	3.3.0-50423	3.3.0-50423
RPM Android Phone	3.3.0-50423	3.3.0-50423	3.3.0-50423
RPM Android Tablet	3.3.0-50423	3.3.0-50423	3.3.0-50423
RPD (PC)	3.3.0-50440	3.3.0-50440	3.3.0-50440
RPD (Mac)	3.3.0-50440	3.3.0-50440	3.3.0-50440
Polycom® m100	1.0.7	1.0.7	1.0.7
Polycom® VVX1500	5.1.2	5.1.2	5.1.2
Polycom® VVX500	5.1.2	5.1.2	5.1.2
Polycom® VVX600	5.1.2	5.1.2	5.1.2
Polycom® Sound Point® 601 SIP	3.1.7	3.1.7	3.1.7
Polycom® SoundPoint® 650 SIP	4.0.7	4.0.7	4.0.7
Polycom® PVX™	8.0.16	8.0.16	8.0.16
Polycom® iPower® 9000	6.2.x	6.2.x	6.2.x
Polycom® SoundStation® IP4000 SIP	3.1.7	3.1.7	3.1.7
Polycom® SoundStation® IP7000	4.0.6	4.0.6	4.0.6

Device	MCU Type		
	1500/2000/4000	1800	Virtual Edition
Polycom® HDX® Touch Controller	OS1.11.0-14/TP1.11.0-15	OS1.11.0-14/TP1.11.0-15	OS1.11.0-14/TP1.11.0-15
Polycom® Group Series® Touch Controller	OS4.2.0-214 / TP 4.2-11300	OS4.2.0-214 / TP 4.2-11300	OS4.2.0-214 / TP 4.2-11300
Avaya Voice Phone	S3.171b	S3.171b	S3.171b
Avaya one-X Communicator	6.1.9.04-SP9-132	6.1.9.04-SP9-132	6.1.9.04-SP9-132
Avaya 1000 series endpoint	4.8.3(23)	4.8.3(23)	4.8.3(23)
Avaya Flare Desktop	1.1.3.14	1.1.3.14	1.1.3.14
Avaya ADVD	1_1_2_020002	1_1_2_020002	1_1_2_020002
Avaya Flare Mobile (iOS)	2	2	2
LifeSize Room and Express	4.7.22(3)	4.7.22(3)	4.7.22(3)
LifeSize ICON 600	2.0.0	2.0.0	2.0.0
LifeSize Express 220	4.12.3(4)	4.12.3(4)	4.12.3(4)
LifeSize Team 200	4.7.22(3)	4.7.22(3)	4.7.22(3)
LifeSize Team 220	4.12.3(4)	4.12.3(4)	4.12.3(4)
LifeSize Passport	4.12.0(30)	4.12.0(30)	4.12.0(30)
LifeSize SoftPhone	8.1.12	8.1.12	8.1.12
Cisco (Tandberg) EX90	7.1.4	7.1.4	
Cisco (Tandberg) C Series	7.1.4	7.1.4	
Cisco SX20	7.1.4	7.1.4	
Cisco CTS3010 (Telepresence)	1.10.7(5)	1.10.7(5)	
Cisco CTS1300 (Telepresence)	1.10.7(5)	1.10.7(5)	
Cisco TX9000	6.1.4(10)	6.1.4(10)	
TX 1310	6.1.4(10)	6.1.4(10)	
Cisco CTS500-37	1.10.7(5)	1.10.7(5)	
Cisco CTS500-32	6.1.4(10)	6.1.4(10)	
Jabber iPad	9.3.6 (21856)	9.3.6 (21856)	---
Jabber Video for Telepresence (windows)	4.8.8.18390	4.8.8.18390	---

Device	MCU Type		
	1500/2000/4000	1800	Virtual Edition
Radvision SCOPIA XT1000 endpoint	2.5.416	2.5.416	2.5.416
Radvision Scopia XT5000	8.3.0.61	8.3.0.61	8.3.0.61
Sony PCS –1	3.42	3.42	3.42
Sony PCS –G50	2.72	2.72	2.72
Sony PCS –TL50	2.42	2.42	2.42
Sony PCS-G90	2.22	2.22	2.22
Sony PCS-XG80	2.42	2.42	2.42
Sony PCS-XG100	1.2	1.2	1.2
Tandberg 1700 MXP	F9.3.1	F9.3.1	F9.3.1
Tandberg Edge95 MXP	F9.3.1	F9.3.1	F9.3.1
Tandberg T150	L6.1	L6.1	L6.1
CSS Server	1.4.0.2008	1.4.0.2008	1.4.0.2008
Addon client	1.4.0.2008	1.4.0.2008	1.4.0.2008
Microsoft Lync 15 client	15.0.4649.1000	15.0.4649.1000	15.0.4649.1000
Microsoft Lync 14 client	4.0.7577.4446	4.0.7577.4446	4.0.7577.4446
Polycom® CX7000	1.2.0.5558	1.2.0.5558	1.2.0.5558
Polycom® CX500 / CX600	5.1.2.1801	5.1.2.1801	5.1.2.1801
Siemens ODC	V7R1.40.0	V7R1.40.0	V7R1.40.0
Siemens OpenStage Desktop Voice	V3 R3.11.0	V3 R3.11.0	V3 R3.11.0
IBM-same time Connect client	Sametime 9.0	Sametime 9.0	Sametime 9.0
IBM Sametime Lotus client	Sametime 9.0	Sametime 9.0	Sametime 9.0
IBM Same time web AV client SVC	Sametime 9.0	Sametime 9.0	Sametime 9.0
IBM Same time web AV client AVC	Sametime 9.0	Sametime 9.0	Sametime 9.0



Note: Partner product interoperability

For more information about partner product interoperability, refer to the partner deployment guides.

Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services will help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

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 or contact your local Polycom representative.

RMX Web Client

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



Note: Web access to MCU is blocked due to antivirus policy.

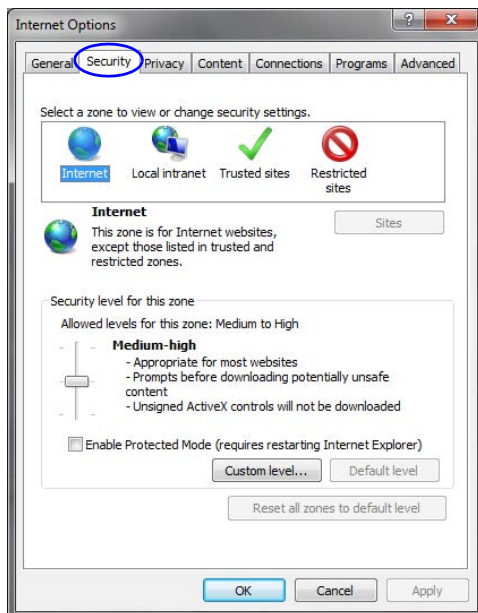
Sometimes when accessing to MCU through Web client is blocked due to antivirus policy, you can use RMX Manager instead.

Windows 7™ Security Settings

If Windows 7 is installed on the workstation, Protected Mode must be disabled before downloading the software to the workstation.

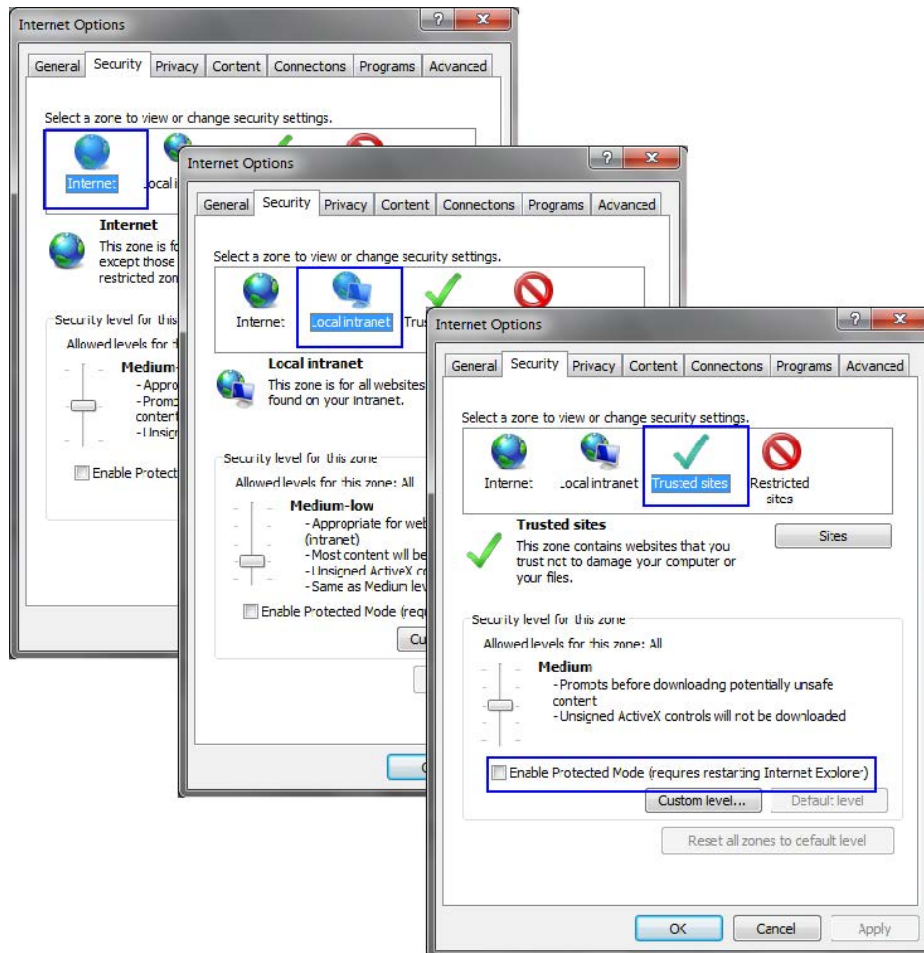
To disable Protected Mode:

- 1 In the **Internet Options** dialog box, click the **Security** tab.
The **Security** tab is displayed.



2 Clear the **Enable Protected Mode** check box for each of the following tabs:

- Internet
- Local intranet
- Trusted sites



3 After successful connection to RealPresence Collaboration Server (RMX) 1500/1800/2000/4000 or RealPresence Collaboration Server, Virtual Edition, the **Enable Protected Mode** check boxes can be selected to enable Protected Mode for the following tabs:

- Internet
- Local intranet

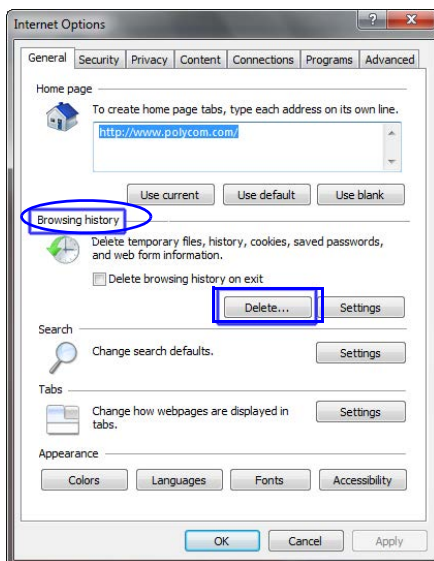
Internet Explorer 8 Configuration

When using Internet Explorer 8 to run the RMX Web Client or RMX Manager applications, it is important to configure the browser according to the following procedure.

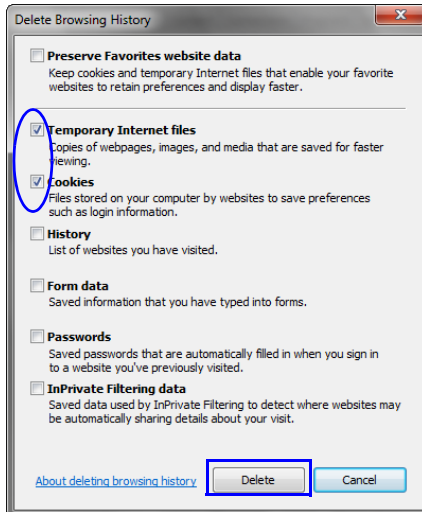
To configure Internet Explorer 8:

- 1 Close all browsers running on the workstation.
- 2 Use the **Windows Task Manager** to verify that no *iexplore.exe* processes are running on the workstation. If any processes are found, use the **End Process** button to end them.
- 3 Open **Internet Explorer** but do not connect to the MCU.
- 4 In the **Internet Explorer** menu bar select **Tools > Internet Options**.

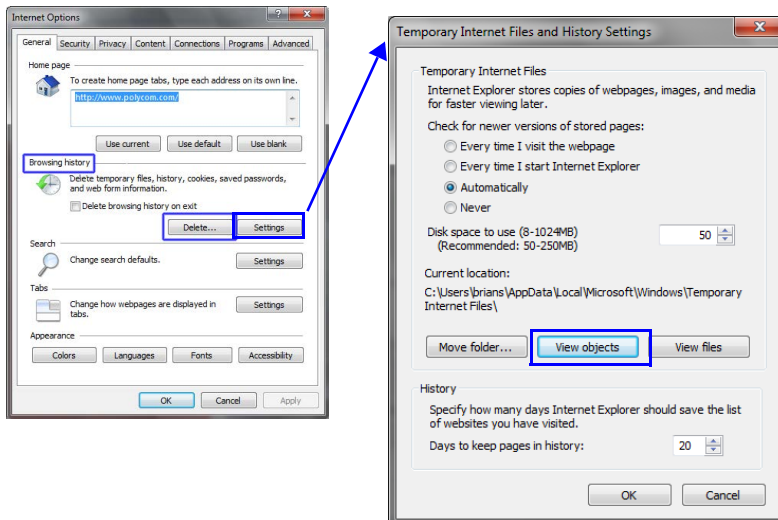
The **Internet Options** dialog box is displayed with **General** tab open.



- In the **Browsing history** section, click the **Delete** button.
The **Delete Browsing History** dialog box is displayed.

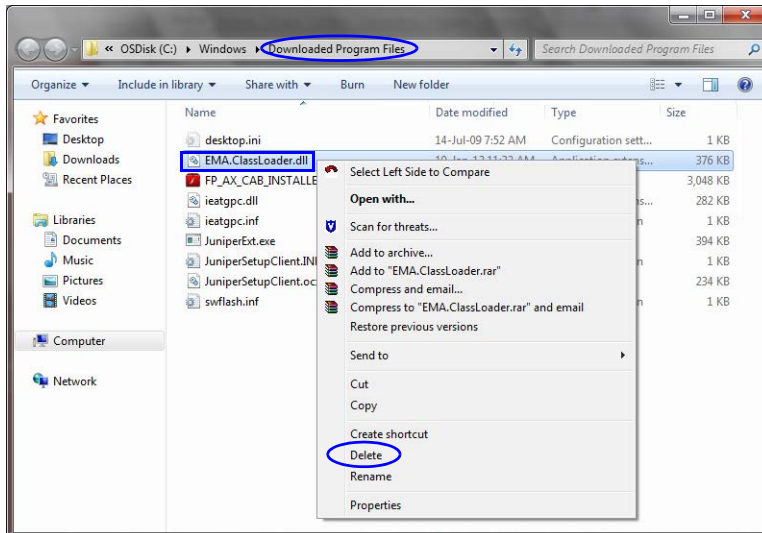


- Select the **Temporary Internet files** and **Cookies** check boxes.
- Click the **Delete** button.
- The **Delete Browsing History** dialog box closes and the files are deleted.
- In the **Internet Options** dialog box, click the **Settings** button.
The **Temporary Internet Files and History Settings** dialog box is displayed.



10 Click the **View objects** button.

The **Downloaded Program Files** folder containing the installed Program Files is displayed.



11 Select the *EMAClassLoader.dll* file and press the **Delete** key on the workstation or right-click the *EMA.ClassLoader.dll* file and then click **Delete**.

12 Close the **Downloaded Program Files** folder and the **Temporary Internet Files and History Settings** dialog box.

13 In the **Internet Options** dialog box, click the **OK** button to save the changes and close the dialog box