



RELEASE NOTES

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# Polycom® RealPresence® Manageability Instrumentation



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# Contents

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<b>General.....</b>	<b>4</b>
<b>Notes on Syslog.....</b>	<b>4</b>
Syslog.....	4
<b>Known Issues and Suggested Workarounds .....</b>	<b>5</b>
<b>Known Issues.....</b>	<b>5</b>
<b>Get Help .....</b>	<b>6</b>
<b>Frequently Asked Questions .....</b>	<b>6</b>
<b>Polycom and Partner Resources .....</b>	<b>6</b>
<b>The Polycom Community.....</b>	<b>7</b>

# General

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The Polycom® RealPresence® Manageability Instrumentation consists of two components that simplify management of Polycom RealPresence video collaboration services:

- The Polycom Unified Simple Network Management Protocol (SNMP) Management Information Base (MIB) provides a consistent and unified data structure and common format for all MIBs across Polycom endpoint and infrastructure products.
- The Polycom Unified System logging (Syslog) transport format provides a system log message format compliant with [RFC 5424](#) that enables you to log device and server events locally and remotely in a standardized way.



## Web Info: Read the Manageability Instrumentation Solution Guide

For a full account of the Manageability Instrumentation solution, see the [Polycom® RealPresence® Manageability Instrumentation Solution Guide](#).

RealPresence Manageability Instrumentation supports the following Polycom endpoint products:

- **Polycom® RealPresence® Group Series** For information, see the [Polycom® RealPresence® Group Series v4.1.1 Administrator's Guide](#)

RealPresence Manageability Instrumentation supports the following Polycom infrastructure products:

- **Polycom® RealPresence® Collaboration Server** For information, see the [Polycom® RealPresence® Collaboration Server v8.3 Administrator's Guide](#)
- **Polycom® RealPresence® Access Director™** For information, see the [Polycom® RealPresence® Access Director v3.1 Administrator's Guide](#)
- **Polycom® RealPresence® Resource Manager** For information, see the [Polycom® RealPresence® Resource Manager v8.1.0 Operations Guide](#)

These release notes provide important information on new features and known issues.

## Notes on Syslog

This section lists general information about using the Manageability Instrumentation solution with Polycom products.

### Syslog

The following list details general use items when using Syslog.

- Polycom RealPresence Access Director supports multiplexed Transport Layer Security (MTLS).
- You can use a Certificate Authority and self-signed certificates. The method for configuring certificates is product specific. Refer to the guide for your product for instructions on configuring certificates.

# Known Issues and Suggested Workarounds

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The following section lists Polycom tracking numbers and the corresponding changes and enhancements in this release.

## Known Issues

**BRIDGE -2138** In the RPCS800 client, the Agent's Engine Identification (ID) field is missing in the SNMP Properties dialog box (Setup > SNMP) and is a requirement for SNMPv3.

**EDGE-937** In RealPresence Access Director v3.1.0, in Admin > SNMP Settings, the Local engine ID field is blank.

**GS-11970** When a RealPresence Group system operates in the Low, Medium, or High Security Profile, the system allows SNMPv3 passwords to be fewer than eight characters. However, regulations require that SNMPv3 passwords be at least eight characters long.

*Workaround:* Specify eight or more characters for the SNMP Password.

**RPP-118** When you use RealPresence Resource Manager (RPRM) with Transmission Control Protocol (TCP) and RPRM sends a trap more frequently than once every five to ten seconds with no available SNMP receiver, the trap queue becomes blocked.

**XMA-5752** In the RealPresence Resource Manager System dashboard, the Resource Manager pane displays only the status of the server temperature, battery, and cooling fan when SNMP v2C is enabled.

# Get Help

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This section provides a list of frequently asked questions, and links to Polycom, partner, and third-party documents and web sites. In particular, you'll find links to the Polycom Community, a number of discussion forums you can use to share ideas with your colleagues.

## Frequently Asked Questions

These frequently asked questions (FAQs) may help answer your questions about the solution.

**Q: Which SNMP versions does Polycom support?**

**A:** Polycom supports SNMP versions v2c and v3.

## Polycom and Partner Resources

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

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

For help with Polycom endpoint products, see [Telepresence and Video](#) on Polycom Support.

For help with Polycom infrastructure products [UC Infrastructure Support](#) on Polycom Support.

# The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

**Community Homepage**

**Hello and Welcome to the Polycom Community!**  
We've created this community site so you can connect and interact with your colleagues and industry experts to exchange ideas, post questions, answers and share information. Come join the discussions! Happy Posting!

**Support Community**

- Voice
- PSTN
- VoIP
- SpectraLink
- DECT

**Audio / Video**

- Video Endpoints
- Telepresence
- Integrated Audio
- RealPresence Mobile

**Developer Community**

Click on one of the Forum links below to sign in or register and accept our SDK Agreement.

- Polycom Infrastructure Forum
- Polycom End Points Forum

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