



# Polycom RealPresence Distributed Media Application (DMA)

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## What's New in This Release

The Polycom RealPresence Distributed Media Application (DMA) system 10.0.0.6 includes the following new features:

- [SIP Transport Override for Outbound Calls](#)
- [DNS Timeout Configuration](#)
- [Alerts for Unlicensed Systems](#)
- [Interface Stability Time for High Availability Systems](#)
- [Updates to Call Detail Reports](#)

- [KVM Distribution](#)
- [Microsoft LDAP Channel Binding](#)

## ***SIP Transport Override for Outbound Calls***

In RealPresence DMA 10.0.0.6, you can override the SIP transport protocol of the originating endpoint in certain dial rules. This helps prevent call denials to the endpoints from edge and combination systems that dial out to external addresses. The edge and combination systems attempt to use other protocols to connect calls to external destinations.

## ***DNS Timeout Configuration***

You can configure a DNS timeout value (0–10 seconds) in the RealPresence DMA 10.0.0.6 system web interface. If a DNS server doesn't respond in the time you specify, the RealPresence DMA system tries to contact the next configured DNS server. The system times out if you haven't configured other DNS servers.

The timeout value defaults to 2 seconds if you configure multiple DNS servers and to 5 seconds if you configure one DNS server. If you enter 0 (zero) as the timeout value, the system contacts all configured DNS servers simultaneously and uses the first response it receives. Use 0 with caution as it may impact system performance.

## ***Alerts for Unlicensed Systems***

The RealPresence DMA 10.0.0.6 system web interface displays enhanced alerts when a system is unlicensed. The alerts indicate that the system may borrow licenses from another system or you can install licenses from the system web interface.

## ***Interface Stability Time for High Availability Systems***

RealPresence DMA 10.0.0.6 waits an additional 3.5 seconds after an interface transitions from down to up before attempting to check the status of the virtual IP address(es). This delay provides time for the interface to stabilize before sending or receiving network traffic and helps prevent unnecessary failovers.

## ***Updates to Call Detail Reports***

RealPresence DMA 10.0.0.6 includes the following changes to call detail record (CDR) queries:

- You can't create multiple CDR queries from the **Call History** page.
- When you run a CDR query, the status of the query displays.
- If a previous CDR query exists, you can download the results of the query.

## ***KVM Distribution***

RealPresence DMA 10.0.0.6 offers a Kernel-based Virtual Machine (KVM) distribution for virtual environments. KVM is built into Linux and enables you to turn Linux into a hypervisor that can run multiple virtual machines (VMs).

## ***Microsoft LDAP Channel Binding***

RealPresence DMA 10.0.0.6 supports the Microsoft guidance for enabling LDAP channel binding (ADV190023). See the Microsoft [Security Advisory](#) for details.

## **Security Updates**

This release includes the following security update:

- *Removed Apache HTTPComponents Client*

Please see the [Security Center](#) for the security advisories, bulletins, and related acknowledgments and recognition.

## **Release History**

The following table lists the release history of the RealPresence DMA system.

### **Release History**

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
10.0.0.6	3.6.5	CentOS 6.10 OpenJDK 1.8.0.232 PostgreSQL 10.11-1	March 2020	SIP transport override for outbound calls DNS timeout configuration Alerts for unlicensed systems Interface stability time for high availability systems KVM distribution Support for Microsoft LDAP channel binding

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
10.0.0.5	3.6.4	CentOS 6.10 OpenJDK 1.8.0.232 PostgreSQL 10.10-1	November 2019	Licensed VMRs dashboard pane in system web interface ACL rule to block SIP bot calls Support for 5x5 layout in conference templates Media relay support of unidirectional media streams Call routing loop detection Advanced diagnostics for troubleshooting Bug fixes
10.0.0.4	3.6.3	CentOS 6.10 OpenJDK 1.8.0.222 PostgreSQL 10.9-1	August 2019	License sharing and direct call routing Bug fixes
10.0.0.3	3.6.0	CentOS 6.10 OpenJDK 1.8.0.181-3 PostgreSQL 10.4-1	May 2019	Auto dial-out cascading to cloud service-based conferences Bug fixes
10.0.0.2	3.6.0	CentOS 6.10 OpenJDK 1.8.0.181-3 PostgreSQL 10.4-1	February 2019	Maintenance release to fix issues
10.0.0.1	3.6.0	CentOS 6.10 OpenJDK 1.8.0_171 PostgreSQL 10.4	December 2018	Maintenance release to fix issues

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
10.0	3.6.0	CentOS 6.10 OpenJDK 1.8.0_171 PostgreSQL 10.4	October 2018	Access proxy Access Control Lists (ACLs) Integration with multiple Polycom® ContentConnect™ systems Support for ContentConnect High Availability and geo-redundancy Clariti VMR licensing and local burst Edge services High Availability (active-active) Immersive Telepresence (ITP) layout (new) Media traversal MCU conference thresholds NAT Registration sharing from edge to core Pooled conference name synchronizing from the RealPresence Resource Manager system to RMX TURN services TIP version 8 support VPN tunnel
9.0.1	3.5.2	CentOS 6.9 OpenJDK 1.8.0_151 PostgreSQL 9.6.6	January 2018	Load balancer to support multiple Polycom ContentConnect systems Security updates Bug fixes
9.0.0.3	3.5.1	CentOS 6.9 OpenJDK 1.8.0_131 PostgreSQL 9.6.3	November 2017	Maintenance release to fix issues

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
9.0.0.2	3.5.0	CentOS 6.9 OpenJDK 1.8.0_131 PostgreSQL 9.6.3	August 2017	New system web interface Multiple dial plans Enhanced High Availability Peer-to-Peer to MCU Escalation Two-system installation with the USB Configuration Utility Network packet capture troubleshooting utility Single log file downloads Enhanced network settings Revised security settings Licensing changes Revised superclustering Enhanced security features Bug fixes
6.4.1.8	3.4.6	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	December 2017	Maintenance release to fix issues
6.4.1.7	3.4.5	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	September 2017	Maintenance release to fix issues
6.4.1.6	3.4.4	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	July 2017	Maintenance release to fix issues
6.4.1.5	3.4.3	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	July 2017	Maintenance release to fix issues
6.4.1.4	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	June 2017	Maintenance release to fix issues
6.4.1.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	December 2016	Maintenance release to fix issues

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.4.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	September 2016	Maintenance release to fix issues
6.4.0.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	September 2016	Maintenance release to fix issues
6.4.0	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	August 2016	Microsoft Skype for Business MCU Affinity Integration with the Polycom RealPresence Collaboration Server MMCU and RDP content translator  Scheduled conference support for Microsoft Office 365  Panoramic layout support for Microsoft Skype for Business  Cleared SNMP traps API additions and changes  Resolved some known issues
6.3.2.4	3.1.3	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4		Maintenance release to fix issues
6.3.2.3	3.1.3	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	July 2016	Maintenance release to fix issues
6.3.2.2	3.1.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	May 2016	Maintenance release to fix issues
6.3.2.1	3.1.2	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	April 2016	Maintenance release to fix issues
6.3.2	3.1.2	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	March 2016	Support for RealPresence Clariti  Resolved some known issues

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.3.1.2	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	February 2016	Maintenance release to fix issues
6.3.1.1	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	February 2016	Maintenance release to fix issues
6.3.1	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	December 2015	Maintenance release to fix issues
6.3.0.2	2.7.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	September 2015	Maintenance release to fix issues
6.3.0.1	2.7.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	August 2015	Maintenance release to fix issues
6.3.0	2.7.2	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	June 2015	Enhanced CSR dialog Enhanced chairperson functionality for cascaded conferences External Microsoft Lync system integration Lobby support for Polycom RealConnect conferences Scheduled backups Signaling diagram SIP 302 redirect support Support for Polycom Rack Server 630 (R630) VEQ support for RealConnect conferences WebRTC conferencing
6.2.2.2	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	October 2015	Maintenance release to fix issues
6.2.2.1	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	September 2015	Maintenance release to fix issues



<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.2.2	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	August 2015	Maintenance release to fix issues

## Products Tested with This Release

Poly tests the RealPresence DMA system with other products. The following tables list the products tested for compatibility with this release but don't include a complete inventory of compatible equipment.

Poly strives to support any system that is standards-compliant and investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

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**Note:** Poly recommends that you upgrade your Poly devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#) to match product and software versions.

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## *Poly and Polycom Devices*

Poly tested the following Poly and Polycom devices with this release.

### Border Controllers

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Access Director	4.2.x

### Call Processors / Gatekeepers / SIP Servers

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence DMA Hardware Edition	10.0.0.6
Polycom RealPresence DMA Virtual Edition	10.0.0.6
Polycom RealPresence WebSuite MEA	2.2.1
Polycom RealPresence WebSuite WSP	2.2.1
Polycom Work Flow Server (OTD)	1.6.1

### Endpoints

<i>Product</i>	<i>Tested Versions</i>
Poly G7500	3.0.2

<i>Product</i>	<i>Tested Versions</i>
Poly Studio X30	3.0.2
Poly Studio X50	3.0.2
Poly Trio 8500	5.9.0
Poly Trio 8800	5.9.0
Polycom CX5500	1.3.4
Polycom RealPresence Centro	6.1.8, 6.2.0
Polycom RealPresence Immersive Studio	6.1.8, 6.2.0
Polycom RealPresence Immersive Studio Flex	6.1.8
Polycom Touch Control for Group Series	2.1.8
Polycom RealPresence Touch	2.1.8
Polycom Debut	1.3.2
Polycom RealPresence Group Series	6.1.8, 6.2.0
Polycom RealPresence Desktop for Mac	3.9.0
Polycom RealPresence Desktop for Windows	3.9.0
Polycom RealPresence Mobile for Android	3.9.0
Polycom RealPresence Mobile for Apple iOS	3.9.0
Polycom VVX UCS	5.8.0

### **Management Systems**

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Resource Manager Hardware Edition	10.8.0
Polycom RealPresence Resource Manager Virtual Edition	10.8

### **MCUs**

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Collaboration Server 1800	8.7.5, 8.8.0, 8.8.1, 8.9.0
Polycom RealPresence Collaboration Server 2000	8.7.5, 8.8.0, 8.8.1, 8.9.0
Polycom RealPresence Collaboration Server 4000	8.7.5, 8.8.0, 8.8.1, 8.9.0
Polycom RealPresence Collaboration Server Virtual Edition	8.7.5, 8.8.0, 8.8.1, 8.9.0

## Recorders / Content Servers

<i>Product</i>	<i>Tested Versions</i>
Polycom Content Connect	1.6.2
Polycom Pano	1.1.1
Polycom Pano App	1.1.0
Polycom RealPresence MediaSuite Virtual Edition	2.8.2

## Third-Party Devices

Poly tested the following third-party devices with this release.

### Call Processors / Gatekeepers / SIP Servers

<i>Product</i>	<i>Tested Versions</i>
Cisco TelePresence Video Communication Server	8.8.1
Cisco Unified Communications Manager	12.0(1)
Microsoft Exchange 2016	15.1(Build-1466.3)
Microsoft Skype for Business 2015 (SfB) Server	6.0.9319.516

### Endpoints

<i>Product</i>	<i>Tested Versions</i>
Avaya Scopia XT5000	08.03.07.0051 V8_3_7_51
Cisco DX70 / DX650	SIP10.2.5 & CE9.2.4
Cisco DX80	CE9.2.4
Cisco MX300 G2	CE9.2.4
Cisco TelePresence 500-32	6.1.13
Cisco TelePresence C40	TC7.3.14
Cisco TelePresence C60	TC7.3.14
Cisco TelePresence C90	TC7.3.14
Cisco TelePresence EX60	TC7.3.14
Cisco TelePresence EX90	TC7.3.12
Cisco TelePresence IX5000	8.3.1.1
Cisco TelePresence SX10	CE9.2.4

<i>Product</i>	<i>Tested Versions</i>
Cisco TelePresence SX20	CE9.2.4
Cisco TelePresence SX80	CE9.3.0
Cisco TelePresence TX1310	6.1.13
Cisco TelePresence TX9000	6.1.13
LifeSize Express 220	LS_EX2_5.0.9(2)
LifeSize Icon 600	LS_RM3_2.9.0 (1982)
Microsoft Lync Mac Client	16.17.65
Microsoft Skype for Business (SfB) 2016 Client	16.0.10228.20080
Microsoft SfB Client (Android-Phone)	6.21.0
Microsoft SfB Mobile Client (iOS-Phone)	6.21.1
Microsoft SfB Client (Android-Tablet)	6.21.0
Microsoft SfB Mobile Client (iOS-Tablet)	6.21.1
Microsoft Teams	1.3.00.4461

#### **Hypervisor Environments for Virtual Edition**

<i>Product</i>	<i>Tested Versions</i>
VMware vSphere®	6.5, 6.7
VMware vCenter® Server	6.5, 6.7
Microsoft Hyper-V	Microsoft Windows Server 2016, Datacenter edition
Kernel-based Virtual Machine (KVM)	1.5.3

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**Note:** Poly supports mixed hypervisor environments but hasn't tested all configurations and combinations.

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## ***Compatible Products***

The following table lists third-party products that use standard, open protocols and Poly expects these products to be compatible with this release. The list isn't exhaustive but includes many products tested with previous versions of the RealPresence DMA system.

## Border Controllers

<i>Product</i>
Sonus SBC

## Call Processors / Gatekeepers / SIP Servers

<i>Product</i>
Avaya Aura CM
Avaya Aura SM
Broadsoft Server
Cisco 3241 ISDN Gateway
Radvision Scopia P10 ISDN Gateway
Radvision ECS Gatekeeper
Microsoft Lync 2013 Server
Microsoft Skype for Business 2019 (SfB) Server
Unify OpenScape Branch
Unify OpenScape SBC
Unify OpenScape Voice Server

## Endpoints

<i>Product</i>
Avaya 10XX
Avaya 1X Communicator
Avaya ADVD
Avaya Flare Desktop
Avaya Flare Mobile (iOS)
Avaya Scopia XT7000
Avaya Voice Phone
Broadsoft BTBC_Android (Mobile)
Broadsoft BTBC_Android (Tablet)
Broadsoft BTBC_iOS (Mobile)

<i>Product</i>
Broadsoft BTBC_iOS (Tablet)
Broadsoft BTBC_PC
Cisco TelePresence 1300
Cisco TelePresence 150 MXP
Cisco TelePresence 1700 MXP
Cisco TelePresence 3010
Cisco TelePresence 500-37
Huawei TE30
Huawei TE40
IBM SameTime
TCSPI Adapter
LifeSize Team 220
Microsoft CX500/CX600
Microsoft Lync 2010 Client
Microsoft Lync 2015 Client
Microsoft Skype for Business 2019 (SfB) Client
Radvision Scopia XT1000
Sony PCS-XG100
Sony PCS-XG80
Unify OpenScape UC
Unify OpenScape UC Client
Unify OpenStage 60/80

## **MCUs**

<i>Product</i>
Cisco 5310 MCU
Cisco TelePresence MCU 4505
Cisco TelePresence Server

# System Requirements

Your client system and network performance must meet the following requirements before you install or upgrade to this release.

## Hardware Requirements

Poly determined the following hardware requirements based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

To access the system web interface, use a client system running Microsoft Windows with the following hardware:

- 1280x1024 (SXGA) minimum display resolution; 1680x1050 (WSXGA+) or greater recommended
- USB and Ethernet ports
- DVD-RW drive or an external DVD burner (Appliance Edition only)

## Software Requirements

The client system used to access the system web interface requires a web browser that supports HTML5. Microsoft Internet Explorer must be version 11 or later.

## Network Performance Requirements

The following table describes RealPresence DMA system network connections and the related network performance requirements.

### Network Performance Requirements

<i>RealPresence DMA System Network Connections</i>	<i>Network Performance</i>
Between clusters of a RealPresence DMA supercluster – core configuration	<ul style="list-style-type: none"><li>• Bandwidth above 10 Mbps, regardless of packet loss or latency</li><li>• Less than 1 percent packet loss if network latency is 300 ms or less (one-way)</li></ul> <p><b>or</b></p> <ul style="list-style-type: none"><li>• No packet loss if network latency is below 350 ms (one-way)</li></ul>
Between two RealPresence DMA systems configured for High Availability – edge and core configurations	<ul style="list-style-type: none"><li>• 100 Mbps link</li><li>• Less than 200 ms round-trip latency</li></ul>
Between the RealPresence DMA system and all MCUs – core and combination system configurations	<ul style="list-style-type: none"><li>• Less than 200 ms round-trip latency</li><li>• Less than 2 percent round-trip packet loss</li></ul> <p>Since this network carries only signaling traffic (the RTP stream goes directly from the endpoint to the MCU), bandwidth is not an issue.</p>

<i>RealPresence DMA System Network Connections</i>	<i>Network Performance</i>
Between the RealPresence DMA system and video endpoints – core, edge, and combination system configurations	<ul style="list-style-type: none"> <li>• Less than 200 ms round-trip latency</li> <li>• Less than 6 percent round-trip packet loss</li> </ul>
Between the RealPresence DMA system and Microsoft Active Directory (if integrated) – core, edge, and combination system configurations	<ul style="list-style-type: none"> <li>• Less than 200 ms round-trip latency</li> <li>• Less than 4 percent round-trip packet loss</li> </ul>

## System Capabilities

The RealPresence DMA system is available in an Appliance Edition and a Virtual Edition.

If your RealPresence DMA system is licensed for more than 200 concurrent calls, the server you use must have 16 GB of RAM.

- If you use the Virtual Edition, you need to create a new virtual machine (VM) with the required 16 GB of RAM and at least 146 GB of hard disk space.
- If you use the Appliance Edition, you must use an R630 or R640 server, or a combination of two servers (see [Supported High Availability Cluster Configurations](#)). These servers come with 16 GB RAM.

## Supported High Availability Cluster Configurations

The RealPresence DMA system supports two-system clusters configured for High Availability (HA) only with certain server and virtual instance combinations. The following table details the combinations of server models and Virtual Edition instances that can be configured for HA.

### Supported Two-System Combinations for High Availability Configuration

	<i>Polycom Rack Server 630 (R630)</i>	<i>Polycom Rack Server 640 (R640)</i>	<i>Polycom Rack Server 220 (R220)</i>	<i>Polycom Rack Server 230 (R230)</i>	<i>RealPresence DMA Virtual Edition</i>
<i>Polycom Rack Server 630 (R630)</i>	Supported	Supported	Not Supported	Not Supported	Supported <sup>1</sup>
<i>Polycom Rack Server 640 (R640)</i>	Supported	Supported	Not Supported	Not Supported	Supported <sup>1</sup>
<i>Polycom Rack Server 220 (R220)</i>	Not Supported	Not Supported	Supported	Supported	Supported <sup>2</sup>
<i>Polycom Rack Server 230 (R230)</i>	Not Supported	Not Supported	Supported	Supported	Supported <sup>2</sup>



	<i>Polycom Rack Server 630 (R630)</i>	<i>Polycom Rack Server 640 (R640)</i>	<i>Polycom Rack Server 220 (R220)</i>	<i>Polycom Rack Server 230 (R230)</i>	<i>RealPresence DMA Virtual Edition</i>
<i>RealPresence DMA Virtual Edition</i>	Supported <sup>1</sup>	Supported <sup>1</sup>	Supported <sup>2</sup>	Supported <sup>2</sup>	Supported

<sup>1</sup> The default OVA settings for the VM match the specifications of the R630 and R640 servers.

<sup>2</sup> The default OVA settings for the VM must be adjusted to match the specifications of the R220 and R230 servers.

## Appliance Edition

This version of the RealPresence DMA system, Appliance Edition, can be installed on the following Polycom servers:

- Polycom Rack Server 630 (R630)
- Polycom Rack Server 640 (R640)
- Polycom Rack Server 220 (R220) – deployments with 200 or fewer licensed concurrent calls
- Polycom Rack Server 230 (R230) – deployments with 200 or fewer licensed concurrent calls

## Maximum Capabilities of Servers – Core Configuration

The maximum capabilities of the system differ with the server you are using. The following table lists the maximum capabilities of Polycom Rack Servers running a core configuration of the RealPresence DMA system software.

### Maximum Capabilities for Polycom Rack Servers 220/230 and 630/640 – Core Configuration

<i>Maximum Capability</i>	<i>Polycom Rack Server 220/230</i>	<i>Polycom Rack Server 630/640</i>
Number of sites	100	500
Number of subnets	1000	5000
Number of RealPresence DMA clusters in a supercluster	3	10
Number of clusters enabled for conference rooms	3	3
Number of MCUs enabled for conference rooms	5	64
Number of concurrent SIP<->H.323 gateway calls	200	500
Size of Active Directory supported	1,000,000 users and 1,000,000 groups (up to 10,000 groups maybe imported)	1,000,000 users and 1,000,000 groups (up to 10,000 groups maybe imported)

<i>Maximum Capability</i>	<i>Polycom Rack Server 220/230</i>	<i>Polycom Rack Server 630/640</i>
Number of contacts registered to a Skype for Business server per cluster	25000	25000
Number of network usage data points retained per cluster	8,000,000	8,000,000
Concurrent registrations per cluster	1600	15000
Total concurrent conference room (VMR) calls per cluster	200	1200 H.323 only 3600 SIP only
Total point-to-point concurrent calls per cluster	200	5000
Total concurrent conference room (VMR) calls for a supercluster <sup>1</sup>	600	3600 H.323 only 10800 SIP only <sup>1</sup>
Total point-to-point concurrent calls for a supercluster	600	50000

<sup>1</sup> To support 3600 H.323 or 10800 SIP calls, the supercluster must contain at least three clusters.

## Maximum Capabilities of Servers – Edge/Combination Configuration

The following table lists the maximum capabilities of Polycom Rack servers with an edge or combination configuration of the RealPresence DMA system software.

### Maximum Capabilities for Polycom Rack Servers 220/230 and 630/640 – Edge/Combination Configuration

<i>Maximum Capability</i>	<i>Polycom Rack Server 220/230</i>	<i>Polycom Rack Server 630/640</i>
Registrations	2000	5000
Concurrent calls <sup>1</sup>	200	1000
HTTPS tunnel calls (RealPresence Web Suite SIP guest calls only)	200	200
Throughput (Mbps)	700	700

<sup>1</sup> In a VPN tunnel configuration, the maximum concurrent call capacities are reduced.

## Trial Licenses

All new RealPresence DMA Appliance Edition systems include a trial license for five concurrent calls. After you install purchased licenses, the trial license for five concurrent calls is no longer available.

If you deploy two RealPresence DMA Appliance Edition systems as an HA pair, the two systems combined include a trial license for five concurrent calls.

## Virtual Edition

This version is available in an edition packaged for virtual-based deployment. Polycom supports the RealPresence DMA, Virtual Edition, in VMware, Microsoft Hyper-V, Microsoft Azure, Kernel-based Virtual Machine (KVM), and Amazon Web Services (AWS) environments.

Polycom supports mixed environments but hasn't tested all configurations and combinations.

New RealPresence DMA Virtual Edition systems don't include a trial license for calls.

## Host Installation Guidelines

The RealPresence DMA, Virtual Edition, software package requires 146 GB hard disk capacity for standard installations.

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**Note:** The only benefit to having greater hard disk capacity is the ability to store more log files.

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If you deploy two systems as a high availability pair, one of which is a virtual instance and the other is a Polycom server, the profile of the VM should be consistent with the server's profile.

The following table describes the recommended VM host deployment settings for each instance of the RealPresence DMA system, Virtual Edition. It also shows the typical performance capacities of that deployment.

### Recommended VM Host Deployment Settings

<i>Component</i>	<i>Recommended Small Deployment Settings</i>	<i>Recommended Medium-Large Deployment Settings</i>
Virtual Cores	6	12
Min. CPU Speed	2.4 GHz	2.4 GHz
Total Required GHz	14.4 GHz	28.8 GHz
Min. CPU Family	Haswell	Haswell
Memory	16 GB	16 GB
Storage	146 GB	146 GB
Random IOPS	110 total	210 total

<i>Component</i>	<i>Recommended Small Deployment Settings</i>	<i>Recommended Medium-Large Deployment Settings</i>
Performance	200 concurrent calls	RealPresence DMA core system: 5000 concurrent calls <ul style="list-style-type: none"> <li>• Up to 1200 H.323 calls, not to exceed 5000 total calls</li> <li>• Up to 3600 SIP calls (encrypted or unencrypted), not to exceed 5000 total calls</li> <li>• Up to 5000 point-to-point calls, not to exceed 5000 total calls</li> </ul> RealPresence DMA edge and combination systems: 1000 concurrent calls

Because of differences in hardware and VM environments, the performance information is provided for guidance purposes only and does not represent a guarantee of any kind by Poly.

## Installation and Upgrade Notes

You can upgrade previous versions of the RealPresence DMA system software to version 10.0.0.6 (see [Supported Upgrade Paths – RealPresence DMA System](#)). You can also upgrade the RealPresence Access Director system to version 10.0.0.6 of the RealPresence DMA system (see [Supported Upgrade Paths – RealPresence Access Director System](#)).

When you log into [Polycom Support](#), you can download the 10.0.0.6 upgrade package and any interim upgrade packages you need for both the Appliance Edition and Virtual Edition.

See the *Polycom RealPresence DMA System Administrator Guide* for instructions on how to upgrade the RealPresence DMA system or RealPresence Access Director system.

See the *Polycom RealPresence DMA System Getting Started Guide* for instructions on how to install and license your product.

### ***Supported Upgrade Paths – RealPresence DMA System***

You can upgrade to version 10.0.0.6 of the RealPresence DMA system only from version 9.0.x or 10.0.x.

If your RealPresence DMA system is running a version prior to 9.0.x, you must perform interim upgrades before you can upgrade to version 10.0.0.6.

Do not perform a new installation of version 10.0.0.6 and then restore a backup of a non-supported version. You must upgrade a non-supported version to one of the supported versions before upgrading to 10.0.0.6.

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**Note:** If you have a system running version 6.4.x that has two default territories and is integrated with a RealPresence Resource Manager system, you must delete one of the territories before you upgrade to version 10.0.x. If you upgrade without deleting one of the default territories, the system displays an error when you attempt to change some user settings. To resolve the error, remove your integration with the RealPresence Resource Manager system, then reintegrate.

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Your upgrade to version 9.0.1 or 10.0.0.6 may be blocked if you are running one of the following versions of the RealPresence DMA system on a Polycom Rack Server 630 (R630). In this case, you must upload and install `DELL-HW-Utility.bin` before upgrading to 9.0.1 or 10.0.0.6.

- 6.4.1.3
- 6.4.1.4
- 6.4.1.5
- 6.4.1.6
- 6.4.1.7
- 9.0.0
- 9.0.0.1
- 9.0.0.2

The following table outlines the supported paths you can use to upgrade to this version. Read the release notes for each version in your upgrade path to review any upgrade notes.

**Supported Upgrade Paths: RealPresence DMA System to RealPresence DMA System, Version 10.0.x**

<i>Current Version</i>		<i>Intermediate Upgrade</i>		<i>Intermediate Upgrade</i>		<i>Intermediate Upgrade</i>		<i>Final Upgrade</i>	<i>New License Required?</i>
5.0.x 5.1.x 5.2.0	→	5.2.1	→	6.2.2.2	→	6.4.1.1	→	9.0.1	Yes
5.2.1 5.2.2.x 6.0.x	→	6.2.2.2			→	6.4.1.1	→	9.0.1	Yes
6.1.x 6.2.x 6.3.x					→	6.4.1.1	→	9.0.1	Yes
6.4.0.x 6.4.1 6.4.1.1 6.4.1.2							→	9.0.1	Yes
6.4.1.3 6.4.1.4 6.4.1.5 6.4.1.6 6.4.1.7					→	DELL-HW Utility (only if using Polycom R630 server)	→	9.0.1	Yes
6.4.1.8							→	9.0.1	Yes

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>	<i>New License Required?</i>
9.0.0 9.0.0.1 9.0.0.2		→	DELL-HW Utility (only if using Polycom R630 server)	→	10.0.0.6 Yes
9.0.0.3				→	10.0.0.6 Yes
9.0.1.x				→	10.0.0.6 Yes
10.0.x				→	10.0.0.6 No

## ***Supported Upgrade Paths – RealPresence Access Director System***

The following table outlines the supported path you can use to upgrade the RealPresence Access Director system to this version of the RealPresence DMA system.

### **Supported Upgrade Paths: RealPresence Access Director System to RealPresence DMA System, Version 10.0.x**

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>	<i>New License Required?</i>
4.1.x or earlier		→	4.2.x	→	10.0.0.6 Yes

## ***Upgrading the RealPresence DMA System***

Upgrading the RealPresence DMA system typically takes approximately 30 to 60 minutes but can sometimes take longer. Once you start the upgrade process, don't reboot the server.

If you upgrade a RealPresence DMA system from version 9.0.x to 10.0.x and a RealPresence Access Director system from version 4.2.x to 10.0.x at the same time, Poly recommends the following:

- First, upgrade your RealPresence DMA system from version 9.0.x to version 10.0.x. The 10.0.x system automatically includes a core configuration.
- Next, upgrade your RealPresence Access Director system from version 4.2.x to version 10.0.x. The 10.0.x system automatically includes an edge configuration.

Note the following:

- A RealPresence Access Director system, version 4.2.x, operates with a RealPresence DMA core-configured system (version 10.0.x or later).
- A RealPresence DMA edge-configured system (version 10.0 or later) doesn't operate with any older versions of the RealPresence DMA system.

If your RealPresence DMA system is integrated with a RealPresence Collaboration Server, upgrade the RealPresence DMA system to version 10.0.x before upgrading the RealPresence Collaboration Server to version 8.8 or later.

## Upgrading the RealPresence Access Director System to the RealPresence DMA System

You can upgrade version 4.2.x of the RealPresence Access Director system to version 10.0.x of the RealPresence DMA system. A new license is required.

Upgrading a RealPresence Access Director system to a RealPresence DMA system is a major upgrade. Configuration changes are required after upgrading to ensure that the RealPresence DMA edge system functions like your RealPresence Access Director system did.

## Resolved Issues

The following table lists the issues resolved in this release.

### Resolved Issues

Category	Issue ID	Found in Release	Description
Access Control Lists	EN-164879	10.0.0.5	On a RealPresence DMA edge system, the ACL rule condition <code>request.endpointVendor.versionId</code> doesn't work for H.323 calls.
Access Control Lists	EN-166208	10.0	In the RealPresence DMA system web interface, you can create an ACL rule with an invalid regex value, which causes the system to discard all SIP endpoint registrations.
Access Control Lists	EN-167316	10.0	An ACL Denials report displays only local cluster information and no information from other clusters.
Active Directory	EN-167735	10.0.0.3	Users can't log into the RealPresence DMA system with Microsoft Active Directory credentials.
Call Connection	EN-155621	10.0	A RealPresence DMA core system can't connect incoming calls routed through an edge system to a RealPresence Collaboration Server endpoint.
Call Detail Records	EN-160258	10.0.0.5	When exporting a CDR with more than the maximum limit of 50,000 call records in a supercluster, the RealPresence DMA system displays an error with insufficient details about why the export failed.
Call Detail Records	EN-162449	10.0	A CDR export fails when it reaches 100 percent and a <i>Task Execution Error</i> message displays.

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
Call Detail Records	EN-162454	10.0	An exported CDR doesn't collect data from other RealPresence DMA systems that are part of the same supercluster.
Call Detail Records	EN-162738	10.0.0.5	The call counts in a CDR zip archive file double each time you export a CDR and the <b>Included Clusters</b> field is empty.
Gateway	EN-160267	10.0	In a supercluster, when SIP-registered Poly Trio systems dial H.323-registered RealPresence Group Series systems, calls fail with a parsing port error when the RealPresence DMA system attempts to gateway SIP to H.323.
H.323	EN-155711	10.0.0.4	A RealPresence DMA gatekeeper H.323 Admission Confirm (ACF) response changes letters in the passcode portion of the URI to lowercase.
H.323	EN-161105	10.0.0.5	After upgrading a RealPresence DMA system to 10.0.0.5, remote endpoints can't make H.323 calls to remote endpoints or external destinations.
H.323	EN-164200	10.0.0.5	H.323 calls from a remote endpoint through a RealPresence DMA edge system to a core system fail and the edge system detects a signaling loop.
H.323	EN-162202	10.0	When an unlicensed RealPresence DMA edge system resolves hairpin calls, all H.323 registrations fail on the core system.
H.323	EN-171631	10.0.0.5	On a RealPresence DMA combination system, H.323 point-to-point calls fail from an outside-registered endpoint to an inside-registered endpoint.
High Availability	EN-159922	10.0.0.4	A RealPresence DMA edge system drops SIP calls after an HA active-active failover; calls can dial back into the VMR.
High Availability	EN-160794	10.0.0.5	After a network interruption, the <b>High Availability Status</b> page for a RealPresence DMA HA active-passive pair shows the virtual IP address (VIP) as active and belonging to both nodes.
High Availability	EN-169774	10.0	After multiple rapid failovers and failbacks of a RealPresence DMA active-passive HA pair in a supercluster, another cluster in the supercluster can't redirect registrations to the HA pair.
High Availability H.323	EN-169507	10.0	An HA active-active RealPresence DMA edge system can't obtain a call license after a failover, causing outbound H.323 calls to fail.



<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
High Availability SIP	EN-173272	10.0	After a failover on an HA active-active RealPresence DMA edge system, a SIP VMR call from an outside endpoint registered to the previous active node fails.
ISDN	EN-160523	10.0.0.5	A RealPresence DMA system detects PSTN dial-in calls through ISDN (gateway profile configuration) as a call loop.
ISDN	EN-164948	10.0.0.5	The RealPresence DMA system detects PSTN dial-in calls through ISDN (gateway profile configuration) as a call loop.
Logs	EN-165730	10.0	Log files are missing in the RealPresence DMA log archive after a SIP stack crash.
Microsoft Skype for Business	EN-148605	9.0.1	A Microsoft Skype for Business client on a Mac computer doesn't receive content in a RealPresence DMA system VMR.
Point-to-Point Calls	EN-164700	10.0.0.5	RealPresence DMA edge system point-to-point calls using license sharing don't consume licenses from the core system and calls aren't logged on the core system.
Quality of Service (QoS)	EN-159929	10.0.0.4	A RealPresence DMA edge system doesn't apply QoS tagging to the internal media interface.
Registration History	EN-162370	10.0	When trying to view <b>Registration History</b> in the RealPresence DMA system web interface, no results display and a system internal error message displays.
SIP	EN-163657	10.0.0.5	A RealPresence DMA system can't process SIP registrations and calls for approximately 20 minutes.
System Performance	EN-150834	10.0.0.4	A Poly Trio system that's SIP-registered to a RealPresence DMA system receives an internal server error (500) when dialing an H.323-registered Polycom HDX system.
System Performance	EN-160071	10.0.0.4	RealPresence DMA systems crash and fail over due to a memory leak from a CDR query.
System Performance	EN-161462	10.0	RealPresence DMA servers can't be reached through the system web interface or SSH and ping attempts fail.
System Performance	EN-164698	10.0.0.5	A core dump on a RealPresence DMA edge system causes proximo to restart.

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
Virtual Entry Queue	EN-162910	10.0	If entry queues on multiple RealPresence Collaboration Servers have the same routing names, the virtual entry queue configured on the RealPresence DMA system doesn't display the correct number of entry queues from the RealPresence Collaboration Servers.

## Known Issues

The following table lists the known issues in this release.

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

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### Known Issues

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Access Control Lists	EN-128836	10.0.x	When using Internet Explorer to access the system web interface, a RealPresence DMA edge system doesn't save the custom variable values that can be added to ACL Variables.	
API	EN-130890	9.0.1	The RealPresence DMA system has replication delays caused by excessive API updates from the workflow server.	
API	EN-165058	10.0	The RealPresence DMA system doesn't provide output when querying <code>/api/rest/active-calls?page=2</code> and the number of active calls is greater than 500.	
Backup and Restore	EN-109539	9.0.1	The <code>backup-restore.sh</code> file fails to restore a configuration backup if the filename contains special characters such as parentheses. The system web interface doesn't prevent the file upload.	

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Backup and Restore	EN-156465	10.0	The RealPresence DMA proximo service doesn't load if you restore a backup from another RealPresence DMA system without restoring the IP configuration.	
Call Detail Record (CDR)	EN-104927	9.0.1	A CDR exported from the RealPresence DMA system contains no data.	
Call Event Details	EN-125424	10.0.0.2, 10.0.0.3	During RealConnect calls with the Polycom ContentConnect system, the RealPresence DMA system's call event details show the PCC IP address with the name of the RealPresence Collaboration server instead of the name of the PCC system.	
Call History	EN-174331	10.0.0.6	The RealPresence DMA system displays an invalid originator name and IP address in <b>Call History &gt; Call Details &gt; Call Info</b> .	
Certificates	EN-175268	10.0	During Joint Interoperability Test Command (JITC) testing, a RealPresence DMA system fails to validate a certificate when Online Certificate Status Protocol (OCSP) is enabled.	
Certificates	EN-173257	10.0	A RealPresence DMA edge system doesn't allow the & symbol in the <b>Organization name</b> in a certificate signing request.	
Conference Template	EN-107775	9.0.1	An error occurs when setting the line rate in <b>Conference Templates</b> back to 1920 Kbps: <i>The customized content rate value '1920' is not valid for specified line rate value '1920' and H239 settings value 'HIREGRAPHICS.'</i>	
DNS	EN-112724	9.0.1.1	A RealPresence DMA system delays 5 to 10 seconds to respond to an inbound SIP INVITE if the primary DNS server doesn't respond. The RealPresence DMA system doesn't display an alert or include an error in the logs to indicate the primary DNS is unresponsive.	

Category	Issue ID	Found in Release	Description	Workaround
H.323 Calls	EN-166211	10.0.0.5	When a RealPresence DMA core system routes an H.323 cascade call from the RealPresence Collaboration Server to the edge system, the preliminary script doesn't include the correct dial string and calls fail.	
High Availability	EN-158408	10.0	High Availability can't be enabled from a RealPresence DMA edge system.	
Logs	EN-148417	10.0.0.3	Unable to roll logs or download active logs on a RealPresence DMA system.	
Network Settings	EN-130185	10.0	The RealPresence DMA system's network settings can't be changed after allocating the management service to a bonded interface.	
Presence Publishing	EN-157662	10.0.0.3	A RealPresence DMA supercluster with presence publishing enabled for VMRs displays incorrect presence status for Active Directory VMRs.	
Provisioning	EN-175075	10.0.0.6	The Polycom RealPresence Desktop application can't be provisioned.	
RealPresence Access Director Integration	EN-175791	10.0.0.6	A RealPresence DMA single-NIC edge system federated with a RealPresence Access Director system doesn't change the internal signaling IP address to the NAT/public IP address in the <b>callSignalAddress</b> field of the <b>Location Confirm</b> message.	
RealPresence Access Director to RealPresence DMA Upgrade	EN-150437	10.0.0.4	A RealPresence Access Director upgrade to a RealPresence DMA edge system generates a <i>port conflict detected</i> alert. Restoring the defaults changes the ports to a different range and resolves the alert, but H.323 calls fail since the range changed and the firewall wasn't configured for the change.	
RealPresence Collaboration Server	EN-91544	9.0.1	When you set a RealPresence Collaboration Server's Microsoft AVMCU cascade link to <code>auto-reconnect</code> , the cascade link auto-reconnects even when there are no participants in the conference and a new Skype for Business client can't join the conference.	

Category	Issue ID	Found in Release	Description	Workaround
RealPresence Resource Manager Integration	EN-158249	10.0.0.4	The RealPresence DMA system doesn't send active call notifications to an integrated RealPresence Resource Manager system. This causes the endpoint status to display incorrectly in the RealPresence Resource Manager system.	
Sites	EN-147536	10.0.0.3	Direct VMR calls from Microsoft Skype for Business clients fail from sites that don't have a site link to the internet site.	
System Performance	EN-176258	10.0.0.5	The RealPresence DMA system runs out of memory and the logs show <i>SIPDialog leak observed when no response is received from remote system.</i>	
System Performance	EN-176154	10.0.0.6	An H.323 Radvision stack issue may occur.	
System Performance	EN-173586	10.0.0.4	A RealPresence DMA Virtual Edition displays alert 3803 and ongoing calls start to disconnect. After a few seconds, the RealPresence DMA system recovers and endpoints can dial in again.	
System Performance	EN-169045	10.0.0.5	A RealPresence DMA edge system may experience packet loss that reduces call audio and video quality.	
System Performance	EN-168874	10.0.0.4	After a primary RealPresence DMA system reboots, the host VMR service doesn't resume for approximately 30 minutes.	
System Performance	EN-167943	9.0.1	RealPresence DMA API subscription updates may have a slow response time.	
Upgrading	EN-174643	10.0.0.6	After upgrading a non-HA RealPresence DMA system to version 10.0.0.6, Skype direct VMR calls and some endpoint TLS calls fail.	To resolve the issue, do the following: <ol style="list-style-type: none"> <li>1. Go to <b>Service Config &gt; SIP Settings</b>.</li> <li>2. <b>Disable</b>, then <b>Enable</b> the SIP TLS port.</li> </ol>

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
VMR	EN-155765	10.0	The RealPresence DMA system routes calls originally destined for a VMR to the RealPresence Collaboration Server's default entry queue.	

## System Constraints and Limitations

The following table lists limitations of the RealPresence DMA system or other products that may cause interoperability issues.

### Interoperability Limitations

<i>Product</i>	<i>Description</i>	<i>Workaround</i>
Polycom RealPresence DMA	SIP calls to any SIP endpoint or Video as a Service (VaaS) won't connect if the far-end endpoint requests an increase in bandwidth.	<p>Possible solutions:</p> <ul style="list-style-type: none"> <li>• Use total bandwidth limits for sites and site links in the RealPresence DMA system instead of bandwidth limits per-call.</li> <li>• Reconfigure endpoints/VaaS service bandwidth limits to values like the bandwidth values set in the RealPresence DMA system.</li> <li>• Re-evaluate the use of bandwidth limitations in the network and in the RealPresence DMA system.</li> </ul>
Polycom RealPresence Group Series	When a RealPresence Group Series system is registered to a RealPresence DMA system and hosts an encrypted conference, Cisco C-series endpoints that are registered to the RealPresence DMA system and dial in to the conference can't complete the SSL handshake with the RealPresence Group Series system's MCU.	Dial out from the RealPresence Group Series system to the Cisco endpoints.
Polycom HDX endpoints	A Polycom HDX endpoint using the RealPresence DMA system as its SIP registrar is unable to complete a point-to-point call to a Microsoft Lync or Skype for Business client.	In the RealPresence DMA system, edit the Microsoft external SIP peer on the <b>External SIP Peers</b> page and enable the <b>Postliminary</b> feature.
Polycom HDX endpoints	Polycom HDX endpoints can be used with Lync Server but don't support Skype for Business video conferencing.	

<i>Product</i>	<i>Description</i>	<i>Workaround</i>
Polycom HDX endpoints, Poly Trio	DMA does not support H.264 high profile (HP) for SIP <--> H.323 calls.	
Sony, Radvision, Avaya, and Polycom VVX endpoints	In the RealPresence DMA system, the <b>Terminate calls based on failed responses to IRQs</b> call server setting is enabled by default, causing some Sony, Radvision, Avaya, and Polycom VVX endpoints to be disconnected during conferences.	In the RealPresence DMA system, disable the <b>Terminate calls based on failed responses to IRQs</b> call server setting.
Various endpoints	The RealPresence DMA system version 6.4 or later doesn't support certificates with an RSA key size less than 1024 bits in length. Manufacturers of some endpoints have not yet enhanced their software to support more secure encryption. As a result, TLS connections made from the RealPresence DMA system to some endpoints no longer work.	
Cisco SX endpoints	When Cisco SX devices running CE 8.X software are registered to the RealPresence DMA system using SIP/TLS, SSL handshake failures between the Cisco SX and RealPresence DMA system during establishment of SIP/TLS connections can result in call failures.	Add a certificate to the Cisco SX device and enable the certificate for use with SIP.  See the <i>Cisco SX CE 8.X Administrator Guide</i> on the Cisco website for additional details.
Microsoft Skype for Business and Polycom RealPresence Desktop	When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a point-to-point call, the call doesn't include video media.  When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a VMR call, the call does include video.	As an alternative to a point-to-point call, if Skype for Business joins a VMR or RealConnect conference with RealPresence Desktop, the conference includes video.
Microsoft Skype for Business and Polycom RealPresence DMA virtual entry queues	On RealPresence DMA systems, virtual entry queues (VEQs) don't support direct dialing from Skype for Business clients into the RealPresence Platform.	

<i>Product</i>	<i>Description</i>	<i>Workaround</i>
Microsoft Skype for Business and Polycom RealPresence DMA presence publishing	After editing a VMR in the RealPresence DMA system, Skype for Business clients experience a delay in updating presence information.	

## Get Help

For more information about installing, configuring, and administering Poly products or services, go to the [Poly](#) site, click Support, and choose the option best suited to your needs.

## Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Polycom Support Site](#) is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, Product-Related Legal Notices, and Documents & Software downloads.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

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