



Release Notes

Polycom® Distributed Media Application™ (DMA®) 7000 System, Version 5.2.1

Polycom® announces the release of its Polycom® Distributed Media Application™ (DMA®) 7000 System, version 5.2.1. This document provides the latest information about this release.

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Introducing the Polycom DMA[®] 7000 System

The Polycom DMA 7000 system is a highly reliable and scalable video collaboration infrastructure solution. It has two key components, the Conference Manager function and the Call Server function, described below.

Use of this software constitutes acceptance of the terms and conditions of the Polycom DMA 7000 system end-user license agreement on page 30.

Conference Manager

- ❑ Provides a highly reliable and scalable multipoint conferencing solution that distributes voice and video calls across multiple media servers (MCUs), creating a single seamless resource pool. The system essentially behaves like a single large MCU, which greatly simplifies video conferencing resource management and improves efficiency.
- ❑ Supports up to 64 MCUs and 1200 concurrent conference (virtual meeting room, or VMR) calls.
- ❑ MCUs can be added on the fly without impacting end users and without requiring re-provisioning.

Call Server

- ❑ Provides complete endpoint registration and call routing services for both H.323 and SIP protocols.
- ❑ Also serves as a gateway between H.323 and SIP, enabling enterprises with legacy H.323 devices to begin transitioning to the use of SIP in a gradual, orderly, and cost-effective manner.
- ❑ Provides bandwidth management, including tracking resource usage and controlling excessive resource usage.
- ❑ Can be integrated with a Juniper Networks Session and Resource Control Module (SRC) that provides bandwidth assurance services.
- ❑ Comes with a default dial plan that covers many common scenarios, but which can be modified in a simple, but powerful and flexible, way.

The Call Server makes it possible for multiple UC environments and different video conferencing technologies to be unified across the network into a single dial plan.

Clustering and Superclustering

The Polycom DMA system can be configured as a *cluster* of two co-located servers, providing a highly reliable system with no single point of failure. It can also be deployed as a *supercluster* of up to five geographically dispersed, but centrally managed, DMA system clusters (two-server or single-server) to provide even greater reliability, geographic redundancy, and better network traffic management. Up to three of the clusters in a supercluster can have Conference Manager enabled.

The clusters in a supercluster share a common data store. Each cluster maintains a local copy of the data store, and changes are replicated to all the clusters.

A five-cluster supercluster supports up to 25,000 concurrent calls and 75,000 registrations.

Other Key Features

The Polycom DMA 7000 system also:

- ❑ Integrates with Microsoft Active Directory, automating the task of provisioning users for video conferencing. Combined with its advanced resource management, this makes ad hoc video conferencing on a large scale feasible and efficient, reducing or eliminating the need for conference scheduling.
- ❑ Integrates with Microsoft Exchange Server, enabling users who install the Polycom Conferencing Add-in for Microsoft Outlook to set up Polycom Conferencing meetings in Outlook.
- ❑ Integrates with a Polycom RealPresence Resource Manager or CMA system to obtain site topology and user-to-device association data.
- ❑ Includes the RealPresence Platform Application Programming Interface (API), which provides programmatic access to the Polycom DMA system for the following:
 - Provisioning
 - Conference control and monitoring
 - Call control and dial-out
 - Billing and usage data retrieval
 - Resource availability queries

The API uses XML encoding over HTTPS transport and adheres to a Representational State Transfer (REST) architecture.

The RealPresence Platform API is licensed separately for use by third-party client applications.



A Polycom RealPresence Resource Manager system can access the API without needing an API license. An API license is only needed if a client application that you or a third party develop is going to access the API.

- ❑ SNMP support

An SNMP agent provides access to MIBs for the DMA application, CentOS operating system, Java Virtual Machine, and server hardware, enabling your network management system to monitor the Polycom DMA system and receive notifications (traps and informs).

The system supports SNMPv3 communications with authentication and privacy.

System Capabilities and Constraints

The following capabilities and constraints apply to the entire supercluster:

- ❑ Number of sites: 500
- ❑ Number of clusters in a supercluster: 5 (not counting an integrated Polycom RealPresence Resource Manager or CMA system)
- ❑ Number of MCUs enabled for conference rooms: 64
- ❑ Number of territories enabled for conference rooms (Conference Manager enabled): 3
- ❑ Number of concurrent VMR calls: 1200 per territory (Conference Manager), up to 3600 total
- ❑ Size of Active Directory supported: 1,000,000 users and 1,000,000 groups (up to 10,000 groups may be imported)

The following capabilities and constraints apply to each cluster in the supercluster:

- ❑ Number of registrations: 15000
- ❑ Number of concurrent H.323 calls: 5000
- ❑ Number of concurrent SIP calls: 5000
- ❑ Total number of concurrent calls: 5000
- ❑ Number of network usage data points retained: 8,000,000
- ❑ Number of IRQ messages sent per second: 100

What's New in the Version 5.2.1 Release

The Polycom DMA system version 5.2.1 is a maintenance release that fixes a number of issues found since the version 5.2 base release. It replaces that release.

Issues Resolved in Version 5.2.1

The following table lists the issues resolved in the version 5.2.1 release.

Issue ID	Found in Version	Description
DMA-10561	5.2	The system leaked memory when an API client used certain conference commands.
DMA-10520	5.0.1 HF1	When DMA is neighbored to Avaya Communication Manager, H.323 calls from an RMX registered to the DMA to an Avaya Meeting Exchange failed to connect.
DMA-10508	4.0.3	Audio dial-in over a SIP trunk failed to connect to the VMR of the destination conference. The call connected to the RMX MCU for the initial VEQ greeting, but was dropped when the VMR number was entered.
DMA-10488	5.2	Destination of point-to-point calls was not recorded in call history.
DMA-10482	5.2	When SIP VMR calls requested more bandwidth than available, the DMA system failed to properly downspeed them. Instead, the calls were shown in the MCU as connected with problems and they failed to get video.
DMA-10468	5..2 HF2	For all point-to-point calls and some VMR calls, the system leaked memory in the call audit cache.
DMA-10444	5.1.0 P1 HF1	When the hub MCU of a cascaded conference became unavailable, the cascade link remained active for around 15 minutes.
DMA-10430	5.2	Point-to-point SIP calls failed for endpoints that register a contact URI without port, such as the LifeSize Team 220.
DMA-10404	5.2	SIP TLS calls to a Cisco 4505 MCU failed.
DMA-10380, 10381	5.0.1, 5.1, 5.2	The DMA system failed to check a registration policy script for syntax errors before saving. When it tried to apply the script, all MCU registrations failed.
DMA-10368	5.2	Attempt to restore a two-server cluster from a backup failed.
DMA-10314	5.2	If a non-numeric conference room was used, SVC endpoints weren't notified of all the media streams and effectively received a video switching (VSW) experience.
DMA-10303	5.2	When an endpoint that doesn't support encryption called a VEQ in order to join a conference configured to "encrypt when possible," the transfer from the entry queue to the destination conference failed.
DMA-10301	5.0.2	The upgrade process did not migrate user roles assigned to imported AD groups.
DMA-10231	5.2	A memory leak in the handling of SIP SVC calls caused a DMA server failover.

Issue ID	Found in Version	Description
DMA-10212	5.2	H.323 Annex O dial-outs from a VMR to an external address weren't routed to the VBP as specified in the internet call routing configuration and thus failed.
DMA-10198	5.0.2	When an ISDN endpoint called a VMR hosted on the same MCU whose ISDN gateway the call was using, the DMA system detected this as a loop, and the call failed.
DMA-10196	5.1.0 P1	When the hub MCU of a cascaded conference became unavailable, the cascade links from spoke MCUs remained active. H.323 endpoints that were on the hub MCU couldn't dial back into the conference and hub failover didn't happen.
DMA-10195	5.1	Searching registration history caused high CPU usage, triggering an alert.
DMA-10124	5.0.1	Chairperson passcodes couldn't be added or edited in the Edit User dialog.
DMA-9931, 10023, 10026	5.2	MCU failover didn't work for SVC calls or for AVC calls on RealPresence Collaboration Server 800s MCUs.
DMA-6728	4.0	The Network Usage page showed incorrect packet loss data.

What's New in the Version 5.2 Release

The Polycom DMA system version 5.2 includes the following new features. For more information on these new features, see the *Polycom DMA 7000 System Operations Guide* and the online help.

❑ Cascading for size

This version of the Polycom DMA system supports a new method of cascading a conference across multiple MCUs that makes it possible for a conference to contain many more participants than there is room for on any single MCU. Cascading for size requires Polycom MCUs.

Cascading for size and cascading for bandwidth are two separate and mutually exclusive options. Cascading for size is best suited to presentation-style conferences where only a few participants speak and everyone else only listens.

❑ Support for Polycom RealPresence Collaboration Server MCU

This version of the Polycom DMA system supports the new RealPresence Collaboration Server 800s MCU.

❑ Support for mixed AVC and SVC conferences

A new conference mode setting on conference templates, **Mixed AVC and SVC**, supports the ability of Polycom RealPresence Collaboration Server 800s MCUs to host SVC and AVC calls in the same conference (VMR).

When mixed mode is specified and an MCU that supports it is selected for the conference, both SVC and AVC endpoints can join the conference, and each gets the appropriate experience: SVC endpoints get SVC mode and get a video stream for each AVC participant; AVC endpoints get a single Continuous Presence (CP) video stream of the participants (both AVC and SVC) supplied by the MCU.

RealPresence Collaboration Server 800s MCUs don't currently support video switching mode for mixed SVC and AVC conferences, and Video Switching should not be selected in mixed mode conference templates.



If the conference template selected for a conference specifies mixed mode, the DMA system doesn't limit the choice of MCU to those that support mixed mode. If the MCU selected doesn't support SVC at all, the DMA system starts the conference as an AVC-only conference. Otherwise, it starts a mixed mode conference. If the MCU doesn't support the mixed mode specified in the template, the conference simply doesn't start. Use appropriately configured MCU pools and pool orders to limit mixed-mode conferences to MCUs that support mixed mode.

❑ Firewall/NAT traversal keep-alive support

On the latest Polycom RMX and RealPresence Collaboration Server MCUs, conferences can be configured to send media stream keep-alive messages to an SBC for calls received from the SBC. This version of the Polycom DMA system supports this feature with two new conference mode settings on conference templates, **FW NAT keep alive** and **Interval**.

❑ Subscription Events tab added to Call Details dialog box

The call history includes records of the SIP SUBSCRIBE/NOTIFY signaling messages (RFC 4575 notifications) by which conference participants subscribe to a conference and receive notifications of conference events. In version 5.1, these records appeared in the **Call History** list as separate "calls." These records are now displayed on the new **Subscription Events** tab of the **Call Details** dialog box for the call with which they're associated.



Although the system can be configured to allow non-conference participants to subscribe to conference events, the call history doesn't include SUBSCRIBE/NOTIFY signaling messages for non-conference participants.

❑ New API functionality

In this version of the Polycom DMA system, the RealPresence Platform Application Programming Interface (API) includes create, read, update, and delete (CRUD) control of MCUs.

❑ CDR time/date format change

The format of the startTime and endTime fields in call detail records has been changed to:

YYYY-MM-DDTHH:MM:SS.FFF[+|-|Z][HH:MM]
(where FFF is milliseconds and Z is zero offset)

❑ XMPP chat and presence services removed

The XMPP server that could be enabled in prior versions of the Polycom DMA system is no longer available.

Server Change for New System Installations

The Dell server used for new DMA system installations has changed from the PowerEdge R610 to the PowerEdge R620 server. In general, this change is transparent to customers, with one exception: a monitor and USB keyboard are required to run the Dell server diagnostic utilities on the R620 server.

Please note:

- ❑ Earlier versions of the DMA system software have not been tested and so are not supported on the R620 server.
- ❑ The Dell server diagnostic utilities are to be used only under the direction of Polycom Global Services.

Software Version History

Version	Release Date	Features
5.2.1	March 2013	Maintenance release to fix specific issues.
5.2.0	December 2012	Cascading for size, mixed AVC/SVC conferences, FW NAT keep-alive, improved subscription events reporting, new MCU support, enhanced API control of MCUs, removal of XMPP server.
5.0.2	December 2012	Maintenance release to fix specific issues.
5.1.0_P1	December 2012	Maintenance release to fix specific issues.
5.1.0	November 2012	SVC conferencing, RFC 4575 support, untrusted traffic identification and handling, network setting changes, upgrade process monitoring, configuration-only backups.
5.0.1	September 2012	Maintenance release to fix specific issues.
4.0.3_P4	August 2012	Maintenance release to fix specific issues.
5.0.0	July 2012	RealPresence Platform API, SNMP support, device authentication enhancements, SIP enhancements, log forwarding, ITP support enhancements, performance improvements.
4.0.3_P3	July 2012	Maintenance release to fix specific issues.
4.0.3_P2	July 2012	Not released for General Availability.
4.0.3_P1	May 2012	Maintenance release to fix specific issues, plus new call server option and subnet naming.
4.0.3	March 2012	Maintenance release to fix specific issues, plus authentication, SIP peer and endpoint enhancements, AD integration and database performance improvements, and new registration policy script variable.
4.0.2	February 2012	Maintenance release to fix specific issues.
4.0.1	December 2011	Maintenance release to fix specific issues.
4.0.0	October 2011	Registration control, GK IPv6 support, Dashboard enhancements, SIP interoperability enhancements, maximum security mode.
3.0.0_P1	September 2011	Maintenance release to fix specific issues.
3.0.0	July 2011	Call Server, superclustering, Juniper SRC integration, new Dashboard, new reporting and monitoring pages, new licensing.

The Consequences of Enabling Maximum Security Mode

Enabling the **Maximum security** setting is *irreversible* and has the following significant consequences:

- ❑ All unencrypted protocols and unsecured access methods are disabled.
- ❑ The boot order is changed and USB ports are disabled so that the server(s) can't be booted from the optical drive or a USB device.
- ❑ A BIOS password is set.
- ❑ The port 443 redirect is removed, and the system can only be accessed by the full URL (<https://<IP>:8443/dma7000>, where <IP> is one of the system's management IP addresses or a host name that resolves to one of those IP addresses).
- ❑ For all server-to-server connections, the system requires the remote party to present a valid X.509 certificate. Either the Common Name (CN) or Subject Alternate Name (SAN) field of that

certificate must contain the address or host name specified for the server in the Polycom DMA system.

Polycom RMX MCUs don't include their management IP address in the SAN field of the CSR (Certificate Signing Request), so their certificates identify them only by the CN. Therefore, in the Polycom DMA system, an RMX MCU's management interface must be identified by the name specified in the CN field (usually the FQDN), not by IP address.

Similarly, an Active Directory server certificate often specifies only the FQDN. So, in the Polycom DMA system, identify the enterprise directory by FQDN, not by IP address.

- ❑ SIP signaling is not supported.
- ❑ Superclustering is not supported.
- ❑ The Polycom DMA system can't be integrated with Microsoft Exchange Server and doesn't support virtual meeting rooms (VMRs) created by the Polycom Conferencing Add-in for Microsoft Outlook.
- ❑ Integration with a Polycom RealPresence Resource Manager or CMA system is not supported.
- ❑ On the **Banner** page, **Enable login banner** is selected and can't be disabled.
- ❑ On the **Login Sessions** page, the **Terminate Session** action is not available.
- ❑ On the Troubleshooting Utilities menu, Top is removed.
- ❑ In the **Add User** and **Edit User** dialog boxes, conference and chairperson passwords are obscured.
- ❑ After **Maximum security** is enabled, users must change their passwords.
- ❑ If the system is not integrated with Active Directory, each local user can have only one assigned role (Administrator, Provisioner, or Auditor).

If some local users have multiple roles when you enable the **Maximum security** setting, they retain only the highest-ranking role (Administrator > Auditor > Provisioner).

- ❑ If the system is integrated with Active Directory, only one local user can have the Administrator role, and no local users can have the Provisioner or Auditor role.

If there are multiple local administrators when you enable the **Maximum security** setting, the system prompts you to choose one local user to retain the Administrator role. All other local users, if any, become conferencing users only and can't log into the management interface.

Each enterprise user can have only one assigned role (Administrator, Provisioner, or Auditor). If some enterprise users have multiple roles (or inherit multiple roles from their group memberships), they retain only the lowest-ranking role (Administrator > Auditor > Provisioner).

- ❑ Local user passwords have stricter limits and constraints (each is set to the noted default if below that level when you enable the **Maximum security** setting):
 - Minimum length is 15-30 characters (default is 15).
 - Must contain 1 or 2 (default is 2) of each character type: uppercase alpha, lowercase alpha, numeric, and non-alphanumeric (special).
 - Maximum number of consecutive repeated characters is 1-4 (default is 2).
 - Number of previous passwords that a user may not re-use is 8-16 (default is 10).
 - Minimum number of characters that must be changed from the previous password is 1-4 (default is 4).

- Password may not contain the user name or its reverse.
- Maximum password age is 30-180 days (default is 60).
- Minimum password age is 1-30 days (default is 1).
- ❑ Other configuration settings have stricter limits and constraints (each is set to the noted default if below that level when you enable the **Maximum security** setting).

Session configuration limits:

- Sessions per system is 4-80 (default is 40).
- Sessions per user is 1-10 (default is 5).
- Session timeout is 5-60 minutes (default is 10).

Local account configuration limits:

- Local user account is locked after 2-10 failed logins (default is 3) due to invalid password within 1-24 hours (default is 1).
- Locked account remains locked either until unlocked by an administrator (the default) or for a duration of 1-480 minutes.

- ❑ Software build information is not displayed anywhere in the interface.
- ❑ You can't restore a backup made before the **Maximum security** setting was enabled.
- ❑ File uploads may fail when using the Mozilla Firefox browser unless the proper steps have been taken. See the *Polycom DMA 7000 System Deployment Guide for Maximum Security Environments*, the *Polycom DMA 7000 System Operations Guide*, or the online help.

System Requirements

- ❑ For best reliability, deploy the Polycom DMA 7000 system into a good-quality IP network with low latency and very little packet loss.
 - In systems with Active Directory integration, the network between the DMA system and Active Directory should have less than 200 ms round-trip latency and less than 4% round-trip packet loss.
 - The network between clusters of a Polycom DMA supercluster should have less than 200 ms round-trip latency and less than 2% round-trip packet loss.
 - The network between the Polycom DMA system and all MCUs should have less than 200 ms round-trip latency and less than 2% round-trip packet loss. Since this network carries only signaling traffic (the RTP stream goes directly from the endpoint to the MCU), bandwidth is not an issue.
 - The network between the Polycom DMA system and video endpoints should have less than 200 ms round-trip latency and less than 6% round-trip packet loss.
- ❑ Computers used to access the management interface should have 1280x1024 minimum display resolution (wide screen, 1680x1050 or greater, recommended).
- ❑ Browser minimum requirements: Microsoft Internet Explorer® 7.0, Mozilla Firefox® 3.0, or Google Chrome 11 (with Adobe Flash plugin, not built-in Flash support).



The Polycom DMA system's Flex-based management interface requires Adobe Flash Player. For stability and security reasons, we recommend always using the latest version of Flash Player.

Installation and Upgrade Notes

New System Installation

Installation of new Polycom DMA 7000 systems is managed through Polycom Global Services. For more information, please contact your Polycom sales or support representative.

See the *Deploying Visual Communications Administration Guide* for detailed installation requirements and information.

Existing System Upgrade

Polycom DMA systems running versions 5.0 or 5.1 (with or without service packs or patches) can be upgraded to version 5.2.1. This upgrade requires a new license key after the upgrade. Polycom DMA systems running version 5.2 can be upgraded without requiring a new license key.

Polycom DMA systems running version 4.x must be upgraded to version 5.0 or 5.1 before being upgraded to version 5.2.1.

Prior to version 5.1, a single-server DMA system had two host names and two IP addresses (plus two more of each for the signaling network in split network configuration), a physical host name and IP address and a virtual host name and IP address. Beginning with version 5.1, a single-server system no longer has a virtual host name and IP address. All references to the system use the physical host name and physical IP address. (Exception: If only IPv6 is enabled, the system must have two addresses, so a single-server IPv6-only system must still have a virtual host name and IP address.)

When a single-server version 5.0 DMA system (unless configured for IPv6 only) is upgraded to version 5.2, the previous version's virtual host name(s) and IP address(es) become the upgraded version's physical host name(s) and IP address(es). This is done because in prior versions, all access to the DMA system was supposed to use the virtual host name or IP address. Using the previous version's virtual host name(s) and IP address(es) as the new physical host name(s) and IP address(es) ensures that external devices can access the system without having to be reprovisioned.



*Whether the virtual host name(s) and IP address(es) are required depends on the **System server configuration** setting. If a single-server DMA system is configured as a two-server system (not recommended), it continues to require the virtual host name(s) and IP address(es).*

See the *Polycom DMA 7000 System Operations Guide* and online help for upgrading and licensing procedures.

DNS Records Requirement Changes

Prior to version 5.2, enterprise DNS A/AAAA records for the physical host names of the DMA system were optional, but strongly recommended, and the NS records needed to support the Embedded DNS feature identified the DMA system's embedded DNS servers by their virtual host names. Version 5.2 requires the following changes:

- ❑ A/AAAA records for both the physical and virtual host names are mandatory.

- ❑ The Embedded DNS feature requires a DNS NS record for the physical host name of each server in each cluster in the supercluster.
- ❑ NS records for the virtual host names must not exist.

See “Add Required DNS Records for the Polycom DMA System” in the *Polycom DMA 7000 System Operations Guide* and online help for details.

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 or Lync Server integrations. For additional information, please see http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

Interoperability

Integration with Polycom RMX™ 1500/2000/4000 MCUs

To support the Polycom DMA system’s **High security** setting, configure the Polycom RMX MCUs being added to the system to accept encrypted (HTTPS) management connections.

The Polycom DMA system uses conference templates to define the conferencing experience associated with a conference room or enterprise group. Conference templates can be free-standing or linked to an RMX conference profile. If you link templates to RMX profiles, make sure the profiles exist and are defined the same on all the Polycom RMX MCUs that the Polycom DMA system uses.

Refer to the *Polycom DMA 7000 System Operations Guide* or online help for more information on setting up MCUs for the Polycom DMA system. Refer to the *Polycom RMX Administrator’s Guide* for more information on enabling encrypted connections and creating RMX profiles.



In order to efficiently manage multiple calls as quickly as possible, the Polycom DMA system uses multiple connections per MCU. By default, an RMX MCU allows up to 20 connections per user (the MAX_NUMBER_OF_MANAGEMENT_SESSIONS_PER_USER system flag). We recommend not reducing this setting. If you have a DMA supercluster with three Conference Manager clusters and a busy conferencing environment, we recommend increasing this value to 30.



The Automatic Password Generation feature, introduced in RMX version 7.0.2, is not compatible with the Polycom DMA system. On Polycom RMX MCUs to be used with the Polycom DMA system, disable this feature by setting the system flags NUMERIC_CONF_PASS_DEFAULT_LEN and NUMERIC_CHAIR_PASS_DEFAULT_LEN both to 0 (zero).



If the conference template selected for a conference specifies mixed AVC and SVC mode, the DMA system doesn't limit the choice of MCU to those that support mixed mode. If the MCU selected doesn't support SVC at all, the DMA system starts the conference as an AVC-only conference. Otherwise, it starts a mixed mode conference. If the MCU doesn't support the mixed mode specified in the template, the conference simply doesn't start.

RMX v7.7 Features Not Available in DMA System Templates

Version 7.7 of the RMX software introduced the following features that aren't available via standalone conference templates in this version of the DMA system:

Customized Content Rate

In an RMX profile, if this new option is selected, you can specify a custom content bit rate. To use this option via the DMA, link the conference template to an RMX profile that implements the custom setting.

The existing Content Settings options (Graphics, Hi Res Graphics, and Live Video), which automatically determine the bit rate allocation for content, are available via the DMA system's standalone conference templates.

Mute participants except lecturer

In an RMX profile, if this new Audio Settings option is selected and the conference is in lecture mode, all participants but the lecturer are muted. To use this option via the DMA, link the conference template to an RMX profile that implements the option.

Products Tested with This Release

Polycom DMA systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release.

Go to http://support.polycom.com/PolycomService/support/us/support/service_policies.html to see the Current Interoperability Matrix. You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.

Device	Version	Notes
Acme Packet Session Border Controller		Please consult the Polycom UC Deployment Guide for BroadSoft BroadWorks Environments for a list of supported versions and interoperability scenarios.
Aethra X3	12.1.19	
Aethra X7	12.1.7	
Avaya 1000 series endpoints		Please consult the Polycom UC Deployment Guide for Avaya Aura Environments for a list of supported versions and interoperability scenarios.
Avaya Aura Communication Manager (H.323)		Please consult the Polycom UC Deployment Guide for Avaya Aura Environments for a list of supported versions and interoperability scenarios.
Avaya Aura Session Manager		Please consult the Polycom UC Deployment Guide for Avaya Aura Environments for a list of supported versions and interoperability scenarios.

Device	Version	Notes
Avaya Aura System Manager		Please consult the Polycom UC Deployment Guide for Avaya Aura Environments for a list of supported versions and interoperability scenarios.
Avaya One-X Communicator		Please consult the Polycom UC Deployment Guide for Avaya Aura Environments for a list of supported versions and interoperability scenarios.
BroadSoft BroadWorks Application Server		Please consult the Polycom UC Deployment Guide for BroadSoft BroadWorks Environments for a list of supported versions and interoperability scenarios.
BroadSoft BroadWorks Media Server		Please consult the Polycom UC Deployment Guide for BroadSoft BroadWorks Environments for a list of supported versions and interoperability scenarios.
BroadSoft BroadWorks Network Server		Please consult the Polycom UC Deployment Guide for BroadSoft BroadWorks Environments for a list of supported versions and interoperability scenarios.
Cisco (Tandberg) 150 MXP	L6.1	
Cisco (Tandberg) 1700 MXP	F9.1.2	
Cisco (Tandberg) 6000 E Series	E5.3	
Cisco (Tandberg) 6000 MXP	F9.1.2	
Cisco (Tandberg) C20	5.1.3	
Cisco (Tandberg) C40	5.1	When the C40 is in H.323 mode, some compatibility issues exist when making point-to-point calls to SIP devices, including LifeSize Room 200 and Polycom HDX 4000.
Cisco (Tandberg) C90	5.1.3	
Cisco (Tandberg) E20	4.1.1	
Cisco (Tandberg) Edge95 MXP	F9.1.2	
Cisco (Tandberg) EX90	5.1.3	
Cisco (Tandberg) Gatekeeper	N6.1	
Cisco (Tandberg) Gateway	G3.2	
Cisco (Tandberg) MCU 4505	4.2	
Cisco 3241 Gateway	2.1	
Cisco 3745 Gatekeeper	12.4	
Cisco IP Communicator		Please consult the Polycom UC Deployment Guide for Cisco Environments for a list of supported versions and interoperability scenarios.
Cisco Unified Communication Manager		Please consult the Polycom UC Deployment Guide for Cisco Environments for a list of supported versions and interoperability scenarios.
Cisco Unified IP Phones		Please consult the Polycom UC Deployment Guide for Cisco Environments for a list of supported versions and interoperability scenarios.
Cisco Unified Personal Communicator		Please consult the Polycom UC Deployment Guide for Cisco Environments for a list of supported versions and interoperability scenarios.
Cisco Unified Video Advantage		Please consult the Polycom UC Deployment Guide for Cisco Environments for a list of supported versions and interoperability scenarios.

Device	Version	Notes
Cisco Unified Videoconferencing 5230		Please consult the Polycom UC Deployment Guide for Cisco Environments for a list of supported versions and interoperability scenarios.
Cisco VCS	X7.2	
Edgewater EdgeMarc		Please consult the Polycom UC Deployment Guide for BroadSoft BroadWorks Environments for a list of supported versions and interoperability scenarios.
IBM Sametime Connect Client		Please consult the Polycom UC Deployment Guide for IBM Lotus Sametime Environments for a list of supported versions and interoperability scenarios.
IBM Sametime Media Manager Server		Please consult the Polycom UC Deployment Guide for IBM Lotus Sametime Environments for a list of supported versions and interoperability scenarios.
LifeSize Desktop Client	2.0.2.191	
LifeSize Express 220	4.11.3	
LifeSize Passport	4.11.3	
LifeSize Room	4.7.21	
LifeSize Team 200	4.7.21	Some compatibility issues with other devices have been found, including these specific cases: <ul style="list-style-type: none"> ▪ When the Team 200 endpoint receives a call from a Lync or X-Lite software endpoint. ▪ When the Team 200 endpoint is in H.323 mode and makes a call to or receives a call from a SIP endpoint.
LifeSize Team 220	4.11.3	
Microsoft Lync		Please consult the Polycom UC Deployment Guide for Microsoft Environments for a list of supported versions and interoperability scenarios.
Polycom CMA	6.2	
Polycom CMAD	5.2.3	
Polycom DST Broad 5	2	
Polycom DST K60	2.0.1	
Polycom FX	6.0.5	
Polycom HDX	3.1	
Polycom m100	1.0	
Polycom MGC 50+	9.0.4.3	Can register with Call Server as free-standing MCU/gateway, but can't be added to Conference Manager's conferencing resource pool.
Polycom MGC Gateway	9.0.4.3	
Polycom PVX	8.0.16	
Polycom QDX4000	4.0.2	
Polycom RealPresence Collaboration Server 800s	8.0	Supports mixed AVC and SVC conferences.
Polycom RealPresence Desktop	2	
Polycom RealPresence Group series	4	
Polycom RealPresence Mobile	2	

Device	Version	Notes
Polycom RealPresence Resource Manager	7.1	This version of the DMA system is not compatible with RealPresence Resource Manager v7.3.
Polycom RMX1000	2.1.2	Can register with Call Server as free-standing MCU/gateway, but can't be added to Conference Manager's conferencing resource pool.
Polycom RMX1500, 2000, 4000	7.8	Does not support mixed AVC and SVC conferences.
Polycom RSS4000	8.5	
Polycom SoundPoint 601/650 SIP	4.0.1	
Polycom SoundStation IP4000 SIP	3.1.7	
Polycom Touch Controller Group series	4	
Polycom Touch Controller HDX	1.6	
Polycom VSX	9.0.6.2	
Polycom VVX1500	4.0.2	Versions prior to 4.0.1 are not compatible due to a VVX defect. See DMA-6749 in the "Known Issues" list on page 21.
Radvision ECS Gatekeeper	7.1.2.12	
Radvision Scopia P10 Gateway	5.7.2.0.25	
Radvision Scopia XT1000	2.5.308	
Radvision Scopia XT5000	3.0.122	
Siemens OpenScape Desktop Client WE		Please consult the Polycom UC Deployment Guide for the OpenScape Solution of Siemens Enterprise Communications.
Siemens OpenScape Media Server		Please consult the Polycom UC Deployment Guide for the OpenScape Solution of Siemens Enterprise Communications.
Siemens OpenScape UC		Please consult the Polycom UC Deployment Guide for the OpenScape Solution of Siemens Enterprise Communications.
Siemens OpenScape Voice		Please consult the Polycom UC Deployment Guide for the OpenScape Solution of Siemens Enterprise Communications.
Siemens OpenStage Phone		Please consult the Polycom UC Deployment Guide for the OpenScape Solution of Siemens Enterprise Communications.
Sony PCS-1	3.42	
Sony PCS-G50	2.72	
Sony PCS-TL50	2.42	
Sony PCS-XG80	2.34	
X-Lite software SIP phone	5.0	Some compatibility issues have been found when calling a Polycom HDX in SIP mode or a LifeSize Room200 in H.323 mode.

Open Source Software

The Polycom DMA system uses several open source software packages, including the CentOS operating system. The packages containing the source code and the licenses for this software are included on the Polycom DMA system software DVD in the /SRPMS directory.

The following table lists the open source software packages used in the Polycom DMA system, the applicable license for each, and the internet address where you can find it.

Software Name	Version	License type	Address
Axis	1.4.2	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
bsf	2.3.0-rc1	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
CentOs	5.8	GPLv2	https://www.redhat.com/licenses/gpl.html
Cluster-glue	1.0.5	GPLv2	http://www.gnu.org/licenses/old-licenses/gpl-2.0.html
commons-beanutils	1.7	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-collections	3.2	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-configuration	1.5	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-digester	1.6	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-discovery	0.2	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-fileupload	1.2.1	Apache License, Version 2	http://commons.apache.org/fileupload/license.html
commons-httpclient	3.0.1	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-io	1.4	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-jexl	1.0	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-jxpath	1.2	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-lang	2.3	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-logging	1.0.4	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-pool	1.3	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
corosync	1.2.5	BSD	http://opensource.org/licenses/bsd-license.php
CXF	2.2.3	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
dom4j	1.5.2	BSD-style	http://www.dom4j.org/license.html
drools	4.0.0	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
generateDS	2.7a	MIT license	http://www.opensource.org/licenses/mit-license.php
Guava-libraries	13.0.1	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
Hibernate Annotations	4.2.1.GA	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Hibernate (core)	3.2.4 SP 1	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Hsqldb	2.0.1-rc1	BSD-style	http://hsqldb.org/web/hsqLicense.html
JAF	1.1	Oracle Corporation Binary Code License Agreement	http://www.oracle.com/technetwork/java/javase/downloads/java-se-archive-license-1382604.html
jamon	2.2	BSD-style	http://jamonapi.sourceforge.net/#JAMonLicense
Java JRE	1.7.0.9	Oracle Corporation Binary Code License Agreement	http://www.java.com/en/download/license.jsp

Software Name	Version	License type	Address
JavaMail	1.4	Oracle Corporation Binary Code License Agreement	http://www.oracle.com/technetwork/java/javasebusiness/downloads/java-archive-downloads-eeplat-419426.html#javamail-1.4-oth-JPR
jaxb2	0.6.0	BSD-style	http://confluence.highsource.org/display/J2B/License
JBOSS AS	4.2.1 GA	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jboss-aop	1.5.5	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jboss-cache	1.4.1.sp14	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jboss-jaxws	2.0.0.GA	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jboss-jmx	4.2.1.GA	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jboss-remoting	2.2.2.sp1	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jboss-serialization	4.2.1.GA	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jgroups	2.4.8.GA	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
jcifs	1.3.2	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
jna	3.0.9 b0	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
joesnmp	0.3.4	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
JSR 311	1.1.1	CDDL-1.0	http://www.opensource.org/licenses/cddl1.php
libesntp	1.0.4	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
libnet	1.1.4		
libxml2	1.2.3	MIT License	http://www.opensource.org/licenses/mit-license.html
Log4j	1.2.14	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
Neethi	3.0.1	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
NSS	Part of Centos distribution	Mozilla Public License v1.1	http://www.mozilla.org/projects/security/pki/nss/faq.html#q3.1
NSS Tools	Part of Centos distribution	Mozilla Public License v1.1	http://www.mozilla.org/projects/security/pki/nss/faq.html#q3.1
NTP	Part of Centos distribution	Open Software License v3.0	http://www.opensource.org/licenses/ntp-license.php
OpenDJ	2.5.0	CDDL-1.0	http://www.opensource.org/licenses/cddl1.php
OpenFire		Apache License, Version 2	http://www.igniterealtime.org/builds/openfire/docs/latest/LICENSE.html

Software Name	Version	License type	Address
openSSH	Part of Centos distribution	OpenSSH	http://www.openssh.org
openSSL	Part of Centos distribution	OpenSSL	http://www.openssl.org/source/license.html
Postgresql91-server	9.2.1	PostgreSQL (similar to BSD or MIT)	http://opensource.org/licenses/postgresql
Postgresql91-contrib	9.2.1	PostgreSQL (similar to BSD or MIT)	http://opensource.org/licenses/postgresql
Postgresql91-libs	9.2.1	PostgreSQL (similar to BSD or MIT)	http://opensource.org/licenses/postgresql
Postgresql91	9.2.1	PostgreSQL (similar to BSD or MIT)	http://opensource.org/licenses/postgresql
Postgresql91-devel	9.2.1	PostgreSQL (similar to BSD or MIT)	http://opensource.org/licenses/postgresql
Python	Part of Centos distribution	Python Software Foundation License Version 2	http://python.org/download/releases/2.6.2/license
Quartz	1.5.2	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
Rhino		Mozilla Public License, v1.1	http://www.mozilla.org/MPL/MPL-1.1.html https://developer.mozilla.org/en/Rhino_License
sudo	1.7.2p1	ISCL	https://www.isc.org/software/license
Web App Solution, Inc. Flex 3 dashboard		Creative Commons Attribution-Noncommercial-Share Alike 3.0 Unported License, with a Creative Commons Plus License for commercial rights to the work.	http://creativecommons.org/licenses/by-nc-sa/3.0/ http://www.adobe.com/communities/guidelines/ccplus/commercialcode_plus_permission.html
Xerces2	See JBoss.	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
xmlschema	2.0	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
The Open Source packages below are included in the Polycom DMA 7000 system as a consequence of being embedded in the Java Platform, Standard Edition Embedded, version 6.0. License text available at http://downloads.polycom.com/Oracle/THIRDPARTYLICENSEREADME.TXT			
7-Zip		Some files are LGPLv2.1; some have unRAR restriction; some are licensed under AES code license (see file)	
Ant		Apache 2.0	
Apache Derby		Apache 2.0	
Byte Code Engineering Library (BCEL)	v. 5	Apache 1.1	
Crimson	v1.1.1	Apache 1.1	
Cryptix		Cryptix General License	

Software Name	Version	License type	Address
CS CodeViewer	v1.0	BSD-like	
CUP Parser Generator for Java	v. 0.10k	(general permissive license)	
Document Object Model (DOM)	v. Level 3	W3C SOFTWARE NOTICE AND LICENSE	
dom4j v. 1.6		BSD-like	
IAIK PKCS Wrapper		BSD-like	
ICU4J		ICU License	
Jing		(general permissive)	
JLex: A Lexical Analyzer Generator for Java	v. 1.2.5	(general permissive license)	
libpng official PNG reference library		(general permissive license)	
Libungif – An uncompressed GIF library		(general permissive license)	
LZMA Software Development Kit		Common Public License (CPL)	
Mesa 3-D graphics library	v. 5	The core Mesa library is licensed according to the terms of the XFree86 copyright (an MIT-style license). The Mesa source code is licensed under SGI FREE SOFTWARE LICENSE B (Version 1.1 [02/22/2000])	
Mozilla Rhino		Netscape Public License Version 1.1	
NekoHTML		Apache-like (1.1)	
NSIS	1.0j	(see license file)	
Regexp Regular Expression Package	v. 1.2	Apache 1.1	
Regexp Regular Expression Package	v. 1.2	Apache 1.1	
RELAX NG Object Model/Parser		MIT License	
RelaxNGCC		(general permissive)	
RelaxNGCC		version 2003-May-08 of the Info-ZIP copyright and license	ftp://ftp.info-zip.org/pub/infozip/license.html
Retroweaver		(general permissive license)	

Software Name	Version	License type	Address
SAX	v. 2.0.1	Public Domain	
Stax API		BEA License (unique terms)	
Stripper		BSD-like	
UPX		GPL	
W3C XML Conformance Test Suites	v. 20020606	W3C SOFTWARE NOTICE AND LICENSE	
W3C XML Schema Test Collection	v. 1.16.2	W3C SOFTWARE NOTICE AND LICENSE	
W3C XML Schema Test Collection		W3C DOCUMENT NOTICE AND LICENSE	
X Window System		(general permissive license)	
Xalan J2		Apache 2.0	
Xalan, Xerces		Apache 1.1	
XFree86-VidMode Extension		Version 1.1 of Project Licence (BSD-like)	
XML Resolver Library		Apache 2.0	
XML Security		Apache 1.1	
Zlib		(general permissive)	

Resolved Issues

The following table lists the issues resolved in the Polycom DMA 7000 system version 5.2 base release. See “What’s New in the Version 5.2.1 Release” on page 4 for issues resolved in the subsequent maintenance release.

Issue ID	Found in Version	Description
DMA-9981	5.1	After a rollback from 5.1 to 4.0.x followed by an upgrade to a later 4.0.x release, some configuration data was lost and the web server failed to start. Note: This issue is also resolved in version 5.1.0 P1.
DMA-9882	5.1	After a rollback from 5.1 to the previous version, configuration data was lost. Note: This issue is also resolved in version 5.1.0 P1.
DMA-9875	5.0	When an RMX MCU registered with the DMA system called Interactive Telepresence (ITP) endpoints, the calls failed. Note: This issue is also resolved in version 5.0.2.
DMA-9792	5.0	Registration issues with incorrectly named ITP endpoints caused multiple duplicate alerts.
DMA-9734	5.0.1	The Dashboard on a DMA cluster incorrectly indicated that resource manager integration was disabled because it failed to check with all clusters in the supercluster.

Issue ID	Found in Version	Description
DMA-9647	5.0.1, 5.1	Unable to download CDR data when the system was accessed from a machine that had a GMT+ time setting (positive GMT offset).
DMA-9537	5.0.1	The emergency purge script that runs when the disk is too full failed to delete old call signaling event audit records. Note: This issue is also resolved in version 5.0.2.
DMA-7706	4.0.1	In certain error-handling scenarios, the system sometimes leaked memory, threads, or resources.

Known Issues

The following table lists the known issues in this Polycom DMA 7000 system release.

Issue ID	Found in Version	Description	Workaround
DMA-10729	5.2	A two-server cluster sometimes experiences data synchronization issues in reboot or failover situations.	
DMA-10710	5.2	Alerts 1005 and 5003 are missing from the online help.	
DMA-10208	5.2	In a two-server cluster running on Dell R620 servers, the private network connection between the two servers randomly fails.	
DMA-10143	5.2	When a two-server cluster is placed into maximum security mode, one of the servers remains in the previous security mode.	
DMA-10134	5.2	The DMA Operations Guide and online help don't document that a monitor and USB keyboard are required to run Dell hardware diagnostics on the R620 server.	
DMA-10111	5.2	RMX MCUs have a per-conference limit of 160 (MPM+ cards) or 180 (MPMx cards) participants. A conference with large numbers of CIF participants could reach this limit and still have capacity available. The DMA system sees capacity still available on the current MCU, so rather than create a cascade link to another MCU, it continues to send calls to current one. These calls are rejected.	
DMA-9992	4.0.2	When a Cisco (Tandberg) EX90 endpoint using H.323 is in a call with an HDX endpoint using SIP, minor video artifacts may be seen on the Cisco endpoint.	
DMA-9991	4.0.1	When a Cisco (Tandberg) MXP 6000 endpoint using H.323 calls an HDX endpoint using SIP, the Tandberg endpoint doesn't receive video.	

Issue ID	Found in Version	Description	Workaround
DMA-9971	5.0.1	The DMA MIB couldn't be loaded into a Zenoss 3.2.1 network manager.	<p>Download the MIB and in a text editor make the following changes in the IMPORTS section:</p> <ul style="list-style-type: none"> Add these two lines: TRAP-TYPE FROM RFC-1215 Change the line ::= { polycom 13 } to ::= { enterprises 13885 } <p>Save the changes and load the modified file into the Zenoss 3.2.1 network manager.</p>
DMA-9931, 10023, 10026	5.2	MCU failover doesn't work for SVC calls or for AVC calls on RealPresence Collaboration Server 800s MCUs.	
DMA-9873	5.1	<p>Under rare circumstances, the DMA system may process an incomplete SIP message received over TCP and forward it to a downstream device. DMA hides the fact that the message is incomplete (its content is shorter than indicated in the Content-length header) by changing the Content-Length header to reflect the shortened content.</p> <p>This happens when the DMA system receives an incomplete SIP message and the remaining part doesn't arrive within 2 seconds. It then terminates the TCP connection, but processes the incomplete message.</p>	
DMA-9855	5.0.1, 5.1	For reasons still being investigated, but probably related to DMA-7131, certain H.323 endpoints attempting to reach a VMR via a VBP are rejected as not registered. They believe they're registered and keep trying (sending ARQ), and the DMA keeps rejecting them (sending ARJ). This prevents the calls from completing, grows the database, and creates lots of network traffic.	
DMA-9854	5.1	When a Cisco SX20 endpoint dialed into a VMR, it connected but didn't receive video.	The Cisco SX20 endpoint is not currently supported.
DMA-9775	5.1	Call didn't connect dialing from Acme HDX h.323 to RPAD side VMR through h.323 trunk using 'id@ip' as dial string.	<p>Add following script as preliminary for 'Resolve to conference room ID' dial rule: (change <ip> to external ip of your enterprise edge server):</p> <pre>if(DIAL_STRING.match(/^[0-9]{4}@<ip>)) { vmr = DIAL_STRING.replace(/^[^@]*@.*/i,"\$1") ; println(vmr); DIAL_STRING=vmr; }</pre>
DMA-9735	5.1, MFW 0.3.0	Null pointer error when updating call properties for media streams.	

Issue ID	Found in Version	Description	Workaround
DMA-9708	5.0	<p>The default Request URI format option for the postliminary of a SIP peer is equivalent to the template:</p> <p>#pscheme#:#oruser#@#phost#</p> <p>The #pscheme# placeholder is the peer's scheme. This becomes "sips" if the peer's transport type is configured as TLS, even if the original Request URI's scheme was "sip."</p> <p>Some SIP peers, such as the Cisco SBC, won't accept "sips" in the Request URI if other headers contain "sip."</p> <p>The same problem will occur if any other format option that uses #pscheme# is selected.</p>	<p>To prevent such failures, do the following:</p> <ol style="list-style-type: none"> 1. In the Edit External SIP Peer dialog box for the peer, go to the Postliminary tab. 2. Under Request URI options, change Format to Free Form Template. 3. In the Template field, replace #pscheme# with #orscheme# so that the Request URI template looks like this: <p>#orscheme#:#oruser#@#phost#</p>
DMA-9700	5.1	H.323 calls to an Aethra X7 endpoint using the DMA system as gatekeeper disconnect within one minute.	On the DMA system's Call Server Settings page, turn off Terminate calls based upon failed responses to IRQs .
DMA-9670	5.1	SIP calls gatewayed by the DMA system to a RealPresence Access Director configured as an external H.323 gatekeeper fail because the gatekeeper doesn't have enough information to route the call. This happens because the LRQ that the DMA system sends to the gatekeeper contains only the E.164 digits, not the domain information, in destinationInfo.	<p>On the DMA system's Call Server Settings page, turn on For SIP calls gatewayed to an external gatekeeper, use the H.323 email ID as the destination instead of the E.164 number.</p> <p>Note: This option affects communications with all external H.323 gatekeepers to which the DMA system gatewayes SIP calls.</p>
DMA-9579	5.1	When calls to a VMR are rejected due to no capacity, in the conference history and CDR they aren't associated with the conference they tried to join.	To correctly associate such a call with the conference it attempted to join, match the call's destination string with the VMR number in the conference CDR.
DMA-9506	5.1	When the USB Configuration Utility was used to configure a single-server system to use IPv6 only, the IPv6 network settings weren't properly implemented and the system didn't start.	
DMA-9496	5.1	When the USB Configuration Utility was used to configure a single-server system to use IPv4+6 and split networking, the IPv6 signaling network settings weren't properly implemented.	
DMA-9463	5.1	When an external endpoint's registration request is proxied to the DMA system by a RealPresence Access Director SBC, the DMA system incorrectly associates the endpoint with the "Internet/VPN" site instead of the site to which the RealPresence Access Director belongs.	
DMA-9361	5.0.1	In a superclustered environment, some call events may appear out of order on the Call Events tab of the Call Details dialog box.	
DMA-9325	5.0	On the Call History page, records found by a dial string search may have an empty End Time field even though they have an end time.	

Issue ID	Found in Version	Description	Workaround
DMA-9324	5.0	When a rogue or neighbored call traverses two or more DMA clusters within one second, the call records from the clusters aren't always merged correctly, leading to inconsistent Call History information. Note: This problem is resolved for callers managed by one of the clusters in the supercluster.	
DMA-9241	5.0	Auto-negotiation is mandatory for 1000Base-T, but the DMA system allows it to be turned off.	Don't turn off auto-negotiation if you have a 1000Base-T network.
DMA-9139		The DMA system doesn't support CMA or RealPresence Resource Manager address book services for H.320 devices.	
DMA-9131		When a call forwarding loop involves an endpoint with multiple lines, the call keeps ringing that endpoint and can't be ended by the calling endpoint.	
DMA-9128	5.0	The Users list can't be sorted on the Associated Endpoints column.	
DMA-9115	4.0.3 P1	The DMA system creates an active call entry for an OCS chat INVITE.	
DMA-9098	4.0.3	MCUs added to a DMA system prior to version 4.0 are deleted 30 days after upgrading to version 4.0 or later.	After upgrading, edit each MCU. In the Edit MCU dialog box, select Permanent to prevent the MCU's registration from expiring.
DMA-9085, 9088	5.0	On the Resource Management Server page, Model is "CMA" for a RealPresence Resource Manager system.	
DMA-9027	4.0.3	If SIP device authentication is enabled, it can be turned off for a specific endpoint, but not for a SIP peer.	
DMA-9010	5.0	Sony PCS-1 and PCS-G50 endpoints are unable to remain connected in H.323 calls when they're registered to the DMA gatekeeper.	
DMA-8975	5.0	Attempt to edit an MCU with active calls. The system displays an error message stating that it can't be deleted when there are active calls or conferences."	
DMA-8969	5.0.1	On the Call Info tab of the Call Details dialog, the originator of the call may be misidentified.	The originator of the call is correctly identified on the Call Events tab of the Call Details dialog.
DMA-8952	5.0	When multiple API clients are creating users, a concurrent sorted search can fail.	
DMA-8940	5.0	The DMA system should drop a Bronze call if necessary to free up bandwidth for a Gold call. But if the calls are to the same VMR, it fails to do so.	
DMA-8936, 8937	5.0	On point-to-point calls between Interactive Telepresence (ITP) systems, the ITP codecs (endpoints) may connect at different bit rates.	

Issue ID	Found in Version	Description	Workaround
DMA-8912	4.0.3 P1	Under certain circumstances the status between local DMA clusters is incorrect even though the servers continue to function properly.	
DMA-8906	4.0.3 P1	DMA UI allows host name and domain name entries of invalid length.	Limit host name and domain name to a combined maximum of 64 characters.
DMA-8904	5.0	On dial-outs from a VMR, the system incorrectly records the originator of the call as the endpoint called (affects Active Calls , Call History , and CDRs).	
DMA-8885	5.0	When a caller with a higher quality of service (QoS) setting dials into a conference and there isn't sufficient bandwidth, lower QoS calls are correctly dropped, but the higher QoS caller must redial in order to get into the conference.	
DMA-8875	5.0	When a conference uses a custom template with auto layout enabled, auto layout sometimes doesn't work.	
DMA-8869	5.0.1	When a VMR call that traverses two DMA clusters and is pinned to the Active Calls list ends, its Destination field reverts from the MCU name to the dialed digits.	
DMA-8836	5.0	Integrating the DMA system with a RealPresence Resource Manager doesn't automatically integrate the RealPresence Resource Manager with the DMA system (that is, connect it to the DMA system's API).	On the RealPresence Resource Manager, integrate it with the DMA system. The integration of the DMA system back to the RealPresence Resource Manager is automatically created.
DMA-8818	5.0	At certain display resolutions and/or browser window sizes, some DMA dialog boxes may be cut off.	Use at least the minimum supported display resolution (1280x1024) and maximize the browser window.
DMA-8815	5.0	When an RMX MCU is in dual stack (IPv4 + IPv6) mode, the DMA system attempts to respond to it via IPv6 even though it's in IPv4-only mode.	
DMA-8791	5.0	When an RMX MCU registers with Call Server, its internal 172 address may appear in the list of media IP addresses.	The DMA system receives this IP address from the RMX MCU and simply reports it.
DMA-8715	5.0	Removing a cluster from the supercluster may cause Adobe Flash to crash.	In a new browser window, log back in.
DMA-8675	5.0	On calls to VMR, DMA system shows different requested and final bit rates than the MCU and endpoints show.	
DMA-8601	5.0	Downloading call detail records (CDRs) can take a long time (> 2 minutes) when there are many CDRs in the system.	
DMA-8578	5.0	When the DMA system and an RMX MCU were both in maximum security mode and the RMX MCU was registered with the DMA gatekeeper, the MCU couldn't securely connect to the DMA system.	
DMA-8567	5.0	After switching from IPv4+IPv6 to IPv4 only, it may not be possible to download logs.	Reboot the system and try again.

Issue ID	Found in Version	Description	Workaround
DMA-8542	5.0	After upgrading a two-server cluster to 5.0, the Dashboard may show one of the servers not available.	Reboot the unavailable server.
DMA-8514	5.0	Active Calls and Call History may show different bit rates for same call.	
DMA-8489	5.0	Under certain conditions, the host portion of an endpoint's SIP URI may be altered by the internal DMA call flow processing, and the call history record contains the altered host.	
DMA-8186	4.0.3	Calls from the 32-bit version of the Lync 2010 client to a DMA VMR hosted on an RMX 1500 MCU don't receive video.	Use an RMX 2000 or 4000 MCU, or upgrade the user to the 64-bit version of Lync 2010.
DMA-7981	5.0	In the call CDRs of VMR calls, the userRole field for participants is often null.	
DMA-7834	4.0, 4.0.3	In rare instances, an upgrade or rollback can result in not being able to log in to the GUI as any user.	Reboot the DMA.
DMA-7829	4.0.3	Integration to Microsoft Active Directory server sometimes fails with the message "Cache loading failed" and an alert icon with hover text "Loading of the cache failed. Error: Timed out waiting for data from the directory." This indicates that the AD server has insufficient performance. It may occur intermittently if the DMA is configured to use a DNS hostname or FQDN that aliases multiple AD servers, some of which have sufficient performance, and some of which do not.	Retry the integration until it succeeds. To avoid this form of cache loading failure, integrate to an AD server that has sufficient performance.
DMA-7636	3.0 P1, 4.0, 4.0.1, 4.0.2	M100 software endpoint version 1.0 cannot successfully make calls to or receive calls from Lync users through DMA when DMA/Lync integration is enabled.	
DMA-7614	4.0.2	When conference management has failed over to the backup cluster for a territory, and the primary cluster is brought back online, there is a period of time (approximately 1 second for every 3000 enterprise users) when new calls can't join conferences in the territory.	
DMA-7541	4.0.2	Deleting the territory used for Active Directory integration is incorrectly permitted.	If you need to delete the default territory, create a new territory and associate it with the AD integration prior to deleting the territory associated with AD integration.
DMA-7223, DMA-7230	4.0.2	Due to a limitation of the Microsoft Lync client on Apple computers, video is not supported on calls to or from Lync clients for the Macintosh.	Voice-only calls are supported, as long as the endpoints involved support the G.711 codec.
DMA-7168	4.0.1	HDX or Lync SIP calls to encrypted virtual meeting rooms (VMRs) via a virtual entry queue (VEQ) are hooked when being transferred to the VMR.	Use an unencrypted VMR.

Issue ID	Found in Version	Description	Workaround
DMA-7131	4.0.1	<p>A VBP allows endpoints on external networks to register through it to a LAN-side GK (DMA), proxying H.323 events from the public network to the internal network. The VBP sends all H.323 traffic from the same call signaling address and endpoint identifier (it uses the endpoint identifier of the last endpoint that successfully registered to the gatekeeper to refresh all its endpoint registrations).</p> <p>As a result, DMA displays all VBP calls as having the same endpoint information as the device that sent the successful registration to the DMA and was assigned the endpoint identifier in the RCF.</p>	
DMA-6644	4.0	<p>As required by the H.323 specification, the DMA system treats dial strings of the form "h323:<user>@<domain>" as url-IDs (H.323 Annex O) and dial strings of the form "<user>@<domain>" as email-IDs.</p> <p>Other gatekeepers, such as CMA and VCS, treat dial strings of the form "<user>@<domain>" as url-IDs.</p> <p>The DMA system's different treatment of these dial strings means that calls to non-neighbored external gatekeepers are likely to fail.</p> <p>For compatibility purposes, the DMA should have a configuration option to treat these dial strings as url-IDs.</p>	<p>To configure the DMA system to behave like other gatekeepers, edit the "Dial external networks by H.323 URL, Email ID, or SIP URI" dial rule, adding the following preliminary script:</p> <pre>DIAL_STRING=DIAL_STRING.replace(/^([:@]*)@([^\@]*)/, "h323:\$1@\$2");</pre>
DMA-6524, 8447, 8500	4.0	FECC (far end camera control) is not supported though the H323<->SIP gateway. The DMA system's protocol gateway supports only audio and video.	
DMA-6494	4.0	When a Cisco endpoint registered to the DMA system has TLS verification enabled, encrypted calls to the endpoint fail.	On the endpoint, turn off TLS verification.
DMA-6482	4.0	If the DMA system has a large number (over 100,000) of calls in its call history, upgrading to v4.0 can take over one hour.	In advance of the upgrade, on the History Retention Settings page, reduce the number of call history records to retain.
DMA-6480	4.0	In a SIP to H.323 or H.323 to SIP call with content through the DMA system's gateway, neither endpoint receives content-related statistics.	
DMA-6459	4.0	A conference passcode created on the DMA system may not conform to the passcode rules enforced by the MCU hosting the conference, causing calls to fail.	Make sure that the passcodes created on the DMA system meet the requirements of the MCUs that the system uses.
DMA-6103	3.0	In an environment with both a DMA system and a Cisco Unified Conference Manager (CUCM), video path problems were encountered if certain endpoints (Cisco 9971, Polycom HDX9002, and Polycom V500) were registered to the CUCM.	Register the endpoints to the DMA system.
DMA-6101	4.0	Under some circumstances, it may become impossible to log into one server of a two-server cluster because of a heartbeat failure stemming from a time disparity between the two servers.	Use NTP to synchronize the time on both servers and reboot the servers.

Issue ID	Found in Version	Description	Workaround
DMA-6033	4.0	On the Conference Settings page, the DMA system's default maximum bit rate setting defaults to 2048, and that limit applies to both conference and non-conference (Call Server) calls. This may cause calls to or from Immersive Telepresence (ITP) systems requiring higher bit rates to fail.	On the Conference Settings page, change the default maximum bit rate setting to Unlimited.
DMA- 5862	3.0	HDX endpoints expect H.323 bandwidth to be reserved in 64 kbps increments, but the DMA system uses smaller increments. The DMA system may, for instance, allocate 498 kbps for a call, and the call will use that. But the endpoint displays 448 (64 * 7).	
DMA- 5337	3.0	The DMA system doesn't properly handle SIP signaling from Polycom V-series endpoints with firmware prior to v. 9.0.6 (Feb 02, 2010).	Upgrade the endpoints to v. 9.0.6 or later.
DMA-5313	3.0	The Property Changes tab of the Call Details dialog box sometimes contains entries with duplicate sequence numbers.	
DMA- 5069	3.0	In a superclustered environment, slight time drifts between clusters may produce CDR records out of order or duplicated. If NTP services are properly configured, the system self-corrects, but by then the CDR data is already committed to the database.	NTP services usually keep clocks synced to the second, but sub-second differences may exist in the CDR ordering. Be aware that event order may not be 100% accurate due to time differences. No loss of functionality or data occurs as a result of this issue.
DMA- 4604	3.0	Calling a SIP endpoint registered to a Broadsoft Network Server from a SIP endpoint registered to the DMA system may result in a calling loop.	
DMA- 3750	2.3, 3.0	In a two-server cluster, under certain adverse system and/or network conditions on either server, the virtual address may move between servers when it shouldn't. This could result in the disconnection of both SIP calls and H.323 calls.	The system automatically recovers, so disconnected callers can dial back in a short time later (1 - 10 seconds).
DMA- 3745	2.3	It's possible to log into Server 1 of a two-server cluster and initiate an upgrade while Server 2 is still booting, causing the two servers to be out of sync and running different versions.	Do not perform upgrade, rollback, or system reconfiguration operations without both servers being up and active.
DMA- 3426	2.3, 3.0	If a DMA cluster is the primary or backup for a territory, it can't be removed from the supercluster via the management interface until the territory responsibilities are removed. But there is no warning that territory responsibilities need to be corrected afterward.	After removing a cluster from a supercluster, always check and correct territory responsibilities.
DMA- 3390	2.3	If a DMA cluster is the primary or backup for a territory, it could be removed from the supercluster via the USB Configuration Utility with no warning that territory responsibilities need to be corrected afterward.	After removing a cluster from a supercluster, always check and correct territory responsibilities.

Issue ID	Found in Version	Description	Workaround
DMA- 2797	2.3	Some Sony endpoints that register with the DMA system become unregistered after five minutes.	
DMA- 2717	2.2	If a "spoke" MCU with a cascade link to the "hub" MCU is registered with an unavailable GK, callers on the two MCUs are isolated from each other. No indication in GUI or logs.	Do one of the following: Disable cascading for the conference while the GK is unavailable. Register the RMX to a working GK. Busy out the RMX while its GK is unavailable.
DMA- 2411	2.2	Calls from endpoints registered to a Tandberg VCS GK don't include the IP address of the endpoint, so the DMA system can't determine the site to which the endpoint belongs. For cascaded conferences, the call ends up either in the hub conference or, if the VCS GK is in a defined site, in a spoke conference near the VCS GK.	Place the IP address of the VCS into a site near the bridges to be used for spokes.
DMA- 2362	2.3	In some situations, SIP calls from an RMX to an HDX join with only video - no audio.	
DMA-2109	2.3	Polycom V500 endpoints don't support failover of SIP registrations.	
DMA- 2014	2.3	Polycom HDX and PVX endpoints don't support failover of SIP registrations.	
DMA- 1939, 1941, 1948	2.3	H.323 calls using dial strings of the form <IP Address>##<Alias> sometimes fail.	The DMA supports such dial strings for both inbound and outbound calls, routing them to the specified gatekeeper or MCU IP address. Interpretation of the alias depends on the destination gatekeeper or MCU. Use of this feature is not recommended, however, because support for it varies significantly among different kinds of endpoints.

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