



RELEASE NOTES

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Polycom<sup>®</sup> RealPresence<sup>®</sup>  
Distributed Media Application<sup>™</sup>  
(DMA) 7000 System



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# Introducing the Polycom RealPresence DMA 7000 System

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Polycom® is pleased to announce the release of Polycom® RealPresence® Distributed Media Application™ (DMA®) 7000 System, version 6.1. These release notes describe this release.

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# What's New in the Version 6.1 Release

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The Polycom RealPresence DMA system version 6.1 is a major release with the following new features:

- [Cascade Support for SVC and Mixed-Mode Conferences](#)
- [Enhanced Conference Template Feature Support](#)
- [Enhanced H.323 and SIP Statistics](#)
- [Enhanced High Availability Functionality](#)
- [Enhanced SNMP Reporting for MCUs](#)
- [Enhanced Support for Lync 2013](#)
- [H.323 Firewall Rate Limit](#)
- [Improved Supercluster Status Pane](#)
- [RealPresence Instrumentation Framework](#)
- [SIP Bandwidth Management for ITP Systems](#)
- [Support for the RealPresence® Immersive Studio™ System](#)

## Cascade Support for SVC and Mixed-Mode Conferences

This version of the RealPresence DMA system allows conference cascading between MCUs for SVC and mixed-mode H.323 or SIP conferences.

## Enhanced Conference Template Feature Support

The RealPresence DMA system conference template functionality now mirrors Polycom MCU conference template functionality as of MCU version 8.2.

## Enhanced H.323 and SIP Statistics

To assist with troubleshooting and to provide more information to video administrators, more detailed H.323 and SIP call statistics are published to SNMP clients as SNMP data. After enabling SNMP monitoring on a RealPresence DMA cluster, administrators can view per-cluster stats with any SNMP MIB browser.

This information is also included in the system log files.

## Enhanced High Availability Functionality

This version of the RealPresence DMA system brings an enhanced High Availability framework, with more detailed system health monitoring and reporting. More data points are now considered to determine

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the health of a system, and whether or not a failover is needed. In the case of a failover, more detailed logging of the data that precedes the event allows for a faster and more accurate root cause analysis. Additional system alerts provide timely information on changes in the health of a cluster.

## Enhanced SNMP Reporting for MCUs

New MIB (Management Information Base) information surrounding MCU status has been included with this version of the RealPresence DMA system.

The Polycom MCU Management MIB provides enhanced reporting surrounding LDAP connection status, certificate expiration, hardware metrics, and Microsoft® Lync® 2013 presence status, among other attributes. For more information about SNMP, see the *Polycom RealPresence DMA 7000 System Operations Guide* or the online help.

## Enhanced Support for Microsoft® Lync® 2013

This version of the RealPresence DMA system supports integration with Microsoft Lync 2013 environments. Administrators can configure presence status publishing for RealPresence DMA system VMRs. The system uses Active Directory conference contacts to manage presence status for VMRs, and administrators can configure the RealPresence DMA system to create and delete these conference contacts automatically.

New in this version of the RealPresence DMA system is the ability to connect VMR conferences with conferences hosted on the Lync AVMCU using a cascade link. This, combined with the new support for conferences scheduled with Microsoft Outlook, allows Lync clients and RealPresence DMA-registered non-Lync endpoints to join the same meeting transparently.

For more information on integration of the RealPresence DMA system with Lync 2013 environments, see the *Polycom RealPresence DMA 7000 System Operations Guide* and the *Polycom Unified Communications Deployment Guide for Microsoft Environments*.

## H.323 Firewall Rate Limit

This version of the RealPresence DMA system provides the ability to enforce a rate limit on H.323 traffic passing through the system firewall. This improves stability by hardening the system against registration storms. If a registration storm is detected, the rate of H.323 traffic is automatically limited, and if the system receives more than a certain number of H.323 registration messages per second, the excess messages are discarded.

## Improved Supercluster Status Pane

This version of the RealPresence DMA system brings enhancements to the information given in the Supercluster Status pane. When you hover over a name or icon in the pane, two new tooltips give more detailed system status information:

- **Unreachable:** This system is unreachable from all other systems.

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- `Unreachable from <server-hostname>`: This system is unreachable from the specified server or cluster. Improved Upgrade and Rollback Functionality

The enhanced upgrade and rollback functionality introduced in this version allows you to upgrade a version 5.2.x or 6.0.x system to version 6.1 without reinstalling the system software from disc. It also provides improved “rollback” functionality. See [Installation and Upgrade Notes](#) for more information.

## RealPresence Instrumentation Framework

The RealPresence Instrumentation Framework is included in this version of the RealPresence DMA system, providing simplified management of Polycom RealPresence video collaboration services. For detailed information on using the manageability instrumentation solution, see the *Polycom RealPresence Manageability Instrumentation Solution Guide*.

## SIP Bandwidth Management for ITP Systems

ITP systems that are properly named and registered with the RealPresence DMA system are now included in the Call Server’s SIP bandwidth management capability.

Refer to the *Polycom RealPresence DMA 7000 System Operations Guide* for more information on bandwidth management and the required naming convention for ITP systems.

## Support for the RealPresence<sup>®</sup> Immersive Studio<sup>™</sup> System

The RealPresence Immersive Studio system version 4.1.3 is fully supported in this version of the RealPresence DMA system.

For more information, refer to the *Polycom RealPresence Immersive Studio Release Notes*.

## Other Changes in This Release

The following are changes and additions to be aware of in this release of the RealPresence DMA system.

### API Changes and Additions

This version of the RealPresence DMA system brings the following improvements to the API:

#### **plcm-alert**

- New for this release, this resource collection provides access to system alert information.

#### **plcm-alerting-config**

- New for this release, this resource collection allows system alert configuration.

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## **plcm-conference**

- The following new resources have been added:
  - `suspend-video-all-except`
  - `resume-video-all`
  - `mute-all-audio-except-chair`
  - `set-join-mute-audio-except-chair`
  - `unmute-all-audio-except-chair`
  - `set-join-unmute-audio-except-chair`
  - `mute-all-video-except-chair`
  - `set-join-suspend-video-except-chair`
  - `unmute-all-video-except-chair`
  - `set-join-resume-video-except-chair`
- The documentation for the `set-join-new-calls-muted` resource has been updated for the **plcm-conference** resource collection.

## **plcm-conference-room**

- The `plcm-conference-room-v2` and `plcm-conference-room-list-v2` resources have been added.
- The 'max-participants' field is now validated in this resource collection.

## **plcm-conference-settings**

- Fields in the `plcm-conference-settings` and `plcm-conference-settings-v2` resources are now validated.
- The documentation for Media type has been updated for this resource collection.
- The documentation for error code 403 has been updated for this resource collection.
- New error codes have been documented for this resource collection.

## **plcm-conference-template**

- The `plcm-conference-template-v5` resource has been added.
- New error codes have been added to the documentation for this resource collection.

## **plcm-config**

- New resources for call server, history retention, logging, and physical limits configuration have been added.

## **plcm-dma-supercluster**

- New error codes have been added to the documentation for this resource collection.
- The new parameters 'value' and 'type' have been added to the `/{value}` resource.

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- The “password” field in the `plcm-dma-supercluster-join-request` resource is now mandatory.
  - The new, optional field “detailed-error-code” has been added to the `plcm-error` resource.

### **plcm-ext-sip-peer**

- Field descriptions have been updated in the `plcm-ext-sip-peer` resource.
- The “password” field is now mandatory.
- New error codes have been added to the documentation for this resource collection.

### **plcm-mcu**

- The optional field “supports-SVC” has been added to the `plcm-mcu-v2` and `plcm-mcu-v3` resources.
- The `plcm-mcu-v4` and `plcm-mcu-list-v4` resources have been added.

### **plcm-mcu-pool**

- The `plcm-mcu-pool-v2` and `plcm-mcu-pool-list-v2` resources have been added.

### **plcm-mcu-pool-order**

- The `plcm-mcu-pool-order-v2` and `plcm-mcu-pool-order-list-v2` resources have been added.

### **plcm-network-cloud**

- The documentation for media type has been updated for this resource collection.

### **plcm-presence-config**

- New for this release, this resource collection allows you to configure presence settings.

### **plcm-signaling-config**

- New error codes have been added to the documentation for this resource collection.

### **plcm-site**

- The `plcm-site-v3` and `plcm-site-list-v3` resources have been added; be sure to use this version of the resources. The `plcm-site-v2` and `plcm-site-list-v2` resources have been deprecated.
- New error codes have been added to the documentation for this resource collection.

### **plcm-site-topology**

- The documentation for media type has been updated for this resource collection.



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## plcm-snmp-config

- New for this release, this resource collection allows you to configure SNMP settings.

## plcm-territory

- The `plcm-territory-v2` and `plcm-territory-list-v2` resources have been added.

## plcm-time

- New for this release, this resource collection allows you to configure time settings.

## plcm-user

- The `plcm-user-v2` and `plcm-user-list-v2` resources have been added.
- New error codes have been added to the documentation for this resource collection.

## General Notes

- The RealPresence DMA system API documentation is now included with the system and accessible from a web browser.

To browse the RealPresence DMA system API reference documentation or download the *RealPresence® Platform API Developer Guide* (in PDF format), go to **Help > RealPresence Platform API Documentation**.

- Conference API events are now recorded in the system's conference history data.

This version of the RealPresence DMA system allows you to view changes to the state of a conference on the **Reports > Conference History** page. After performing a conference search, you can select a conference from the list and click **Show Conference Events** in the **Actions** list; any API conference event is listed with a **Name of API Request**.

## Conference and Call History Search Result Limitations

If you submit a CDR search using the RealPresence DMA system web interface or API that returns greater than 50000 results, the system will truncate the set of results to 50000 records. For searches of this size, be sure to allow the system up to an hour to process the results; do not cancel the request.

Although you can use the API to submit multiple CDR search requests at the same time, the RealPresence DMA system will only return results for the first request it receives.

The online help and Operations Guide don't include the above information.

## End of Support for Dell PowerEdge 1950 Server

The Dell PowerEdge 1950 server is no longer supported as of the version 6.1 release. The Dell server used for new RealPresence DMA system, Appliance Edition installations is the PowerEdge R620 server. For more information about migrating to the R620 server or to the RealPresence DMA system, Virtual Edition, please contact your Polycom sales representative.

Please note:

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- Versions of the RealPresence DMA system software prior to 5.2 have not been tested and so are not supported on the R620 server.
  - A monitor and keyboard are required to run the Dell server diagnostic utilities on the R620 server.
  - The Dell server diagnostic utilities are to be used only under the direction of Polycom Global Services.

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# About the RealPresence DMA 7000 System

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The Polycom RealPresence DMA 7000 system is a highly reliable and scalable video collaboration infrastructure solution. The following information describes its two key components: the Conference Manager function and the Call Server function.

Use of this software constitutes acceptance of the terms and conditions of the Polycom RealPresence DMA 7000 system end-user license agreement (EULA). The EULA for your version is available on the Polycom Support page for the Polycom RealPresence DMA 7000 system.

## 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, improves efficiency, and facilitates ad hoc (reservationless) conferencing.
- 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 RealPresence DMA system, Appliance Edition can be configured as a cluster of two co-located servers, providing a highly reliable system with no single point of failure. The RealPresence DMA system, Virtual Edition can be deployed as a supercluster of up to five geographically dispersed, but centrally managed, single-node systems to provide greater reliability, geographic redundancy, and better network traffic management. The RealPresence DMA system, Appliance Edition can be deployed as a

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supercluster of up to five geographically dispersed, but centrally managed, RealPresence DMA system clusters (two-server or single-server). Up to three of the systems in a supercluster can have Conference Manager enabled.



**Note: Local cluster unsupported in RealPresence DMA Virtual Edition**

Configurations of the Polycom RealPresence DMA system, Virtual Edition are similar to the Appliance Edition, but have some important differences.

Superclustering of individual RealPresence DMA system, Virtual Edition instances is fully supported in a virtual environment. The RealPresence DMA system, Virtual Edition does not support the same two-server local cluster configuration as the Appliance Edition. However, VMware® vSphere HA may be used to protect against server-level failures.

Polycom recommends use of RealPresence DMA system superclusters to protect against failure of individual RealPresence DMA system Virtual Edition instances, and vSphere HA for hardware resiliency. See your VMware documentation for more information on vSphere HA.

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

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

## Other Key Features

The Polycom RealPresence 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 RealPresence 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.



#### **Note: API Licenses**

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 developed by you or a third party is going to access the API.

- **SNMP support**

An SNMP agent provides access to MIBs for the RealPresence DMA application, CentOS operating system, Java Virtual Machine, and server hardware, enabling your network management system to monitor the Polycom RealPresence 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 subnets: 5000
- 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 cluster (Conference Manager), up to 3600 total
- Number of concurrent SIP<->H.323 gateway calls: 500
- 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
  - Maximum number of history records retained per cluster:
    - 500,000 registration history
    - 2,000,000 registration signaling
    - 500,000 call history
    - 200,000 conference history

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# Support for the RealPresence DMA System, Virtual Edition

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In addition to the standard Appliance Edition, this version of the RealPresence DMA system is available in an edition packaged for VM-based deployment.

## Deploying with RealPresence Platform Director

Virtual editions of Polycom RealPresence Platform products such as RealPresence DMA require the RealPresence Platform Director system to deploy the software and manage licensing. The RealPresence Platform Director provides the flexibility to deploy, license and monitor the RealPresence Platform, Virtual Edition products using general purpose hardware in an organization's data center or in the cloud.

The RealPresence Platform Director is available at no charge on Polycom's support website at <http://support.polycom.com>.

## Features Not Supported with the Virtual Edition

Keep in mind the following differences between the Appliance and Virtual Editions of the RealPresence DMA system:

- The Polycom RealPresence DMA system, Virtual Edition does not support two-server redundant configuration as with the Appliance Edition. Polycom recommends using vSphere HA to protect against host-level failures. See your VMware documentation for more information.
- Maximum Security Mode is not supported by the RealPresence DMA system, Virtual Edition.

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# Software Version History

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Only versions released for General Availability are listed.

## Software Version History

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.1	2.5.2	CentOS 6.5 Java 8u5 PostgreSQL 9.3	June 2014	Lync 2013 support, enhanced upgrade framework, centralized licensing support, Management Instrumentation, enhanced H.323 and SIP statistics, enhanced High Availability functionality, H.323 firewall rate limit, enhanced conference template features, enhanced API functionality, cascade support for SVC and mixed-mode conferences.
6.0.5	1.7.6	CentOS 6.4 Java 7u21 PostgreSQL 9.2.4	May 2014	Maintenance release to fix specific issues.
6.0.4	1.7.5	CentOS 6.4 Java 7u21 PostgreSQL 9.2.4	February 2014	Maintenance release to fix specific issues, MPMRx and RealPresence Collaboration Server 1800 MCU support.
5.2.2.6	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	January 2014	Maintenance release to fix specific issues.
6.0.3	1.7.4	CentOS 6.4 Java 7u21 PostgreSQL 9.2.4	December 2013	Maintenance release to fix specific issues, conference template enhancements surrounding high resolution content.
5.2.2.5	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	December 2013	Maintenance release to fix specific issues.

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<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
5.2.2.4	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	October 2013	Maintenance release to fix specific issues.
6.0.2.1	1.7.2	CentOS 6.4 Java 7u9 PostgreSQL 9.2.2	August 2013	Maintenance release to fix specific issues.
5.2.2.3	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	August 2013	Maintenance release to fix specific issues.
6.0.2	1.7.1	CentOS 6.4 Java 7u9 PostgreSQL 9.2.2	July 2013	RealPresence DMA-controlled VEQs with operator support, enhanced call/conference history and CDRs, resource priority (AS-SIP) support, ANAT support, gatekeeper blacklist, management connection whitelist, simplified history retention settings, single-server shutdown, new conference template setting.
5.2.2.2	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	July 2013	Maintenance release to fix specific issues.
5.2.2	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	June 2013	Maintenance release to fix specific issues.
5.2.1	1.2.1	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	March 2013	Maintenance release to fix specific issues.
5.2.0	1.2.1	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	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. Database changed from MySQL to PostgreSQL 9.2.1.



<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
5.0.2	1.0.1	CentOS 5.8 Java 6u20	December 2012	Maintenance release to fix specific issues.
5.1.0_P1	1.1.0	CentOS 5.8 Java 7u9	December 2012	Maintenance release to fix specific issues.
5.1.0	1.1.0	CentOS 5.8 Java 7u9	November 2012	SVC conferencing, RFC 4575 support, untrusted traffic identification and handling, network setting changes, upgrade process monitoring, configuration-only backups.
5.0.1	1.0.1	CentOS 5.8 Java 6u20	September 2012	Maintenance release to fix specific issues.
4.0.3_P4		CentOS 5.6 Java 6u20	August 2012	Maintenance release to fix specific issues.
5.0.0	1.0.0	CentOS 5.8 Java 6u20	July 2012	RealPresence Platform API, SNMP support, device authentication enhancements, SIP enhancements, log forwarding, ITP support enhancements, performance improvements.
4.0.3_P3		CentOS 5.6 Java 6u20	July 2012	Maintenance release to fix specific issues.
4.0.3_P1		CentOS 5.6 Java 6u20	May 2012	Maintenance release to fix specific issues, plus new call server option and subnet naming.
4.0.3		CentOS 5.6 Java 6u20	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		CentOS 5.6 Java 6u20	February 2012	Maintenance release to fix specific issues.
4.0.1		CentOS 5.6 Java 6u20	December 2011	Maintenance release to fix specific issues.
4.0.0		CentOS 5.6 Java 6u20	October 2011	Registration control, GK IPv6 support, Dashboard enhancements, SIP interoperability enhancements, maximum security mode.

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# The Consequences of Enabling Maximum Security Mode

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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 RealPresence DMA system.

Polycom RealPresence Collaboration Server and 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 RealPresence DMA system, a Polycom MCU's management interface must be identified by the name specified in the CN field (usually the FQDN), not by the IP address.

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

- Superclustering is not supported.
- The Polycom RealPresence 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 passcodes are obscured.
- After **Maximum security** is enabled, management interface 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.

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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.
  - If you're using the Mozilla Firefox browser, you need to configure it to support TLS version 1.1 so that it can function correctly with a RealPresence DMA system configured for Maximum Security Mode.

File uploads may fail when using the Mozilla Firefox browser unless the proper steps have been taken. See the *Polycom RealPresence DMA 7000 System Deployment Guide for Maximum Security Environments*, the *Polycom RealPresence DMA 7000 System Operations Guide*, or the online help.

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# System and Network Requirements

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- For best reliability, deploy the Polycom RealPresence 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 RealPresence 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 RealPresence DMA supercluster should have less than 200 ms round-trip latency and less than 2% round-trip packet loss.
  - The network between the Polycom RealPresence 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 RealPresence 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).



**Note: Latest version of Adobe Flash Player recommended**

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

## Host Server Hardware Profiles

The following table describes the minimum and recommended server hardware profiles for each instance of the RealPresence DMA system, Virtual Edition. It also shows the typical performance capacities.

### Recommended Hardware Profiles

<i>Component</i>	<i>Minimum Profile (Lab System)</i>	<i>Recommended Profile (Production System)</i>
CPU	1-physical-core Westmere, 2.4 GHz or more CPU clock	8-physical-core Westmere, 2.4 GHz or greater CPU clock (e.g., 8x Intel Xeon E5620 @ 2.4GHz)
Memory	4GB	12GB
Disk	64GB	146GB

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<i>Component</i>	<i>Minimum Profile (Lab System)</i>	<i>Recommended Profile (Production System)</i>
Performance	5 concurrent calls, 15 registrations	1200 calls, 12000 registrations

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

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# Installation and Upgrade Notes

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Installation of new Polycom RealPresence DMA 7000 systems is managed through Polycom Global Services. For more information, please contact your Polycom sales or support representative. Use the following guidelines to upgrade an existing system.

## Existing System Upgrades

The following are points to keep in mind when you upgrade a RealPresence DMA system to version 6.1:

- The upgrade package introduced with version 6.1 allows any version 5.2.x or 6.0.x RealPresence DMA system to be upgraded to version 6.1.
- Call history, conference history, and CDR data are not preserved during the upgrade.
- Rolling back to a previous software version is not possible once the system has been upgraded to version 6.1.
- The **Operation History** table on the **Maintenance > Software Upgrade** page will only contain information about the version you upgraded to version 6.1; previous upgrade history on this page is not preserved during the upgrade.
- Beginning with version 6.1, upon first login, the system now presents the End User License Agreement (EULA) acceptance dialog. After reading the EULA, select **I accept the terms of this license agreement** and click **Accept** to proceed to the dashboard.

The EULA acceptance dialog also provides a check box to enable or disable the automatic collection of usage data. For more information, refer to the *Polycom RealPresence DMA 7000 System Operations Guide*.



### **Caution: Allow plenty of time for upgrades and restores to complete**

Give yourself plenty of time for the system upgrade process and restores from backup. When you upgrade the system or restore from backup, both of these processes will take some time, depending on the environment. For systems with large configuration data, especially a large number of Active Directory users system upgrades and restores can take two hours or more.

**MAKE SURE YOU WAIT UNTIL THE PROCESS IS COMPLETE.** Rebooting the system or interrupting the upgrade can cause corruption.

During the most of the upgrade process, the RealPresence DMA system is offline and all services are unavailable. Do not power off the system unless instructed to do so.

## Upgrade Paths

The following table outlines the paths you can take to upgrade to version 6.1, depending on what version your system is currently running:

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## Upgrade Paths to Version 6.1

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>
Prior to version 5.2.0	→ 5.2.0	→ 6.1
5.2.0 to 5.2.2.x		→ 6.1
6.0.x		→ 6.1

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## Upgrade to version 6.1 of the RealPresence DMA System, Appliance Edition

You can upgrade a RealPresence DMA, Appliance Edition system to version 6.1 from the **Maintenance > Software Upgrade** page of the system's web interface.

Follow the instructions on the **Software Upgrade** page in the system's online help to upload and install the upgrade package (.bin file). A new license is required. For information on licensing the newly installed system, refer to the *Polycom RealPresence DMA System Getting Started Guide*.

## Upgrade to version 6.1 of the RealPresence DMA System, Virtual Edition

The RealPresence DMA system, Virtual Edition now requires the RealPresence Platform Director system for deploying, licensing and monitoring instances of the system. Before upgrading your product software, be sure that you have already installed the RealPresence Platform Director system and verified that your product is licensed. See the *Polycom RealPresence Platform Director System Administrator's Guide*.

The RealPresence Platform Director system requires VMware vCenter Server.



### Caution: Upgrading a Virtual Edition system

The RealPresence DMA system, Virtual Edition now uses a different licensing mechanism. You cannot upgrade your RealPresence DMA system, Virtual Edition until you do the following:

- Verify that you have received an updated license. If not, contact your Polycom account representative.
- Install the RealPresence Platform Director system, version 1.7.



### Note: An unlicensed system cannot route calls

The previous licensing model allowed an unlicensed RealPresence DMA system, Virtual Edition to route up to 10 concurrent calls. As of this release, the new Virtual Edition licensing model does not allow the system to route any calls or use the API unless a license has been configured from within RealPresence Platform Director.

To upgrade to version 6.1 of the RealPresence DMA system, Virtual Edition:

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- 1 Create a backup of the system at its current state.
  - 2 Follow the instructions in the *Polycom RealPresence DMA 7000 System Operations Guide* or the online help to upgrade the system to version 6.1.
  - 3 Follow the instructions in the *Polycom RealPresence Platform Director System Administrator's Guide* to add an instance of the RealPresence DMA system to the RealPresence Platform Director system.  
If you already use the RealPresence Platform Director system to manage this RealPresence DMA system instance, delete the previous instance before adding the new version 6.1 instance.
  - 4 Verify that the upgraded RealPresence DMA system is available and operating correctly.

## DNS Records Requirement Changes

Prior to version 5.2, enterprise DNS A/AAAA records for the physical host names of the RealPresence DMA system were optional, but strongly recommended, and the NS records needed to support the Embedded DNS feature identified the RealPresence DMA system's embedded DNS servers by their virtual host names. Versions 5.2 and later require 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 RealPresence DMA System" in the *Polycom RealPresence DMA 7000 System Operations Guide* and online help for details.



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# Interoperability

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This section outlines things you may need to know when integrating the RealPresence DMA system with other devices.

## Integration with Polycom MCUs

To support the Polycom RealPresence DMA system's High security setting, configure the Polycom RealPresence® Resource Manager and RMX MCUs being added to the system to accept encrypted (HTTPS) management connections.

The Polycom RealPresence 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 a Polycom MCU conference profile. If you link templates to conference profiles, make sure the profiles exist and are defined the same on all the Polycom MCUs that the Polycom RealPresence DMA system uses.

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

## Important Notes Regarding Integration with Polycom MCUs

- To efficiently manage multiple calls as quickly as possible, the Polycom RealPresence DMA system uses multiple connections per MCU. By default, a Polycom 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 RealPresence DMA supercluster with three Conference Manager systems and a busy conferencing environment, we recommend increasing this value to 30.
- The Automatic Password Generation feature, introduced in version 7.0.2 of the Polycom MCU software, is not compatible with the Polycom RealPresence DMA system. On Polycom MCUs to be used with the Polycom RealPresence 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 RealPresence 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 RealPresence DMA system starts the conference as an AVC-only conference. Otherwise, it starts a mixed mode conference.
  - If the MCU supports SVC-only conferences, but not the mixed AVC and SVC 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 AVC and SVC mode.

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# Products Tested with This Release

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



**Note: Latest software versions recommended**

Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to [http://support.polycom.com/PolycomService/support/us/support/service\\_policies.html](http://support.polycom.com/PolycomService/support/us/support/service_policies.html) to see the current Interoperability Matrix.

## Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
<b>RealPresence Platform Virtual Edition Infrastructure</b>	
Polycom Realpresence Platform Director (required for Virtual Edition)	1.7
<b>Management Systems and Recorders</b>	
Broadsoft BroadWorks	AS version Rel_20.sp1_1.606
Crestron Controller	4.001.1012
Crestron Polycom Build	3.1.2-2
IBM Sametime Server	Sametime 9
MS Exchange 2010	14.03.174.001 SP3 (UR4)
MS Exchange 2013	15.00.0775.038 (CU3)
Polycom CMA	6.2.5
Polycom CSS	1.3.0
Polycom MLA	3.1.2.8
Polycom Real Presence Capture Server	1.6.1
Polycom Real Presence Capture Server (VE)	1.6.1
Polycom RealPresence Resource Manager	8.0, 8.1, 8.2
Polycom RealPresence Resource Manager, Virtual Edition	8.2
Polycom RSS4000	8.5.1

<i>Product</i>	<i>Tested Versions</i>
Polycom RSS4000, Virtual Edition	8.6
Polycom TelePresence Tool	3.1.2
<b>Gatekeepers, Gateways, SIP Servers and MCU's</b>	
ACME SBC	SCX6.4.0 Patch 4 Bld 203
Avaya Aura CM	R016x.03.0.124.0
Avaya Aura SM	6.3.0.8.5682
Check Point Safe@Office 1000N	8.1.46
Cisco 3241 Gateway	2.1(1.49)
Cisco 3745	12.4
Cisco ASA5505-UL-BUN-K9	8.4
Cisco ASR-1002F	3.7.2
Cisco CTMS	1.9.3
Cisco SBC	3.7.3
Cisco Telepresence Server (TPS)	4.0(1.57)
Cisco Unified Communications Manager (CUCM)	9.1(2)
Cisco VCS	X8.1.1
Codian 4505 MCU	4.4(3.57)
Fortinet Fortigate 100D	v5.0,build0252 (GA Patch 5)
Fortinet Fortigate 310B	v5.0,build0252 (GA Patch 5)
Juniper J2320	11.4
Juniper NetScreen-ISG1000	6.3.0r10.0
Lync 2010 Server	4.0.7577.225 (CU11)
Lync 2013 Server	5.0.8308.577 (CU4)
Polycom Real Presence Collaboration Server 800s	8.4

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Access Director	4.0.0
Polycom RealPresence Access Director, Virtual Edition	4.0.0
Polycom RealPresence Collaboration Server (RMX) 1800	8.4
Polycom RealPresence Collaboration Server, Virtual Edition	8.4
Polycom RMX 1500, 2000, 4000 (MPMRx)	8.4
Polycom RMX 1500, 2000, 4000 (MPMx)	8.4
Polycom RMX Gateway	8.4
Polycom TCSPi	3.2.1
Radvision ECS Gatekeeper	7.7.0.0.27
Radvision Scopia P10 Gateway	5.7.2.0.25
Tandberg Gatekeeper	N6.3
Tandberg Gateway	G3.2
<b>Endpoints</b>	
Avaya 10XX	4.8.3(23)
Avaya 1X Communicator	6.1.9.04-SP9-132
Avaya ADVD	1_1_2_020002
Avaya Flare Desktop	1.1.3.14
Avaya Flare Mobile (iOS)	1.1.2
Avaya Voice Phone	S3.171b
Broadsoft BroadTouch Business Communicator for PC	20.0.1.1649
Cisco C20	7.1.1
Cisco CTS 1300	1.10.5.1(4)
Cisco CTS 3010	1.10.5.1(4)
Cisco CTS500-32	6.1.2.1(5)

<i>Product</i>	<i>Tested Versions</i>
Cisco CTS500-37	1.10.5.1(4)
Cisco E20	4.1.3
Cisco Jabber for Windows	9.7.0
Cisco Jabber iPad	9.3.4
Cisco Jabber Video for Telepresence (windows)	4.6.3
Cisco SX20	7.1.1
Cisco TC C90	7.1.1
Cisco TC EX90	7.1.1
Cisco TX 1310	6.1.2.1(5)
Cisco TX 500-32	6.1.2.1(5)
Cisco TX 9000	6.1.2.1(5)
Cisco TX1300	6.1.2.1(5)
Cisco TX9000	6.1.2.1(5)
Crestron MLA	3.1.2.8
Crestron OTX/TPX	3.1.4-1
Crestron RPX	3.1.4-1
Crestron TelePresence Tool	3.1.4.1
Polycom HDX	3.1.4
IBM Sametime Connect Client	Sametime 9
IBM Sametime Lotus Client	Sametime 9
IBM Sametime Web AV Client	Sametime 9
LifeSize Desktop client	2.0.2.191
LifeSize Express 220	4.12.0(30)
LifeSize ICON 600	1.3.2

<i>Product</i>	<i>Tested Versions</i>
LifeSize Passport	4.12.0(30)
LifeSize Room	4.7.22(3)
LifeSize SoftPhone	8.1.12
LifeSize Team 200	4.7.22(3)
LifeSize Team 220	4.12.0(30)
Lync 2010 Client	4.0.7577.4419
Lync 2013 Client	15.0.4569.1503
Polycom CMA Desktop	5.2.5
Polycom CX500/CX600	4.0.7577.4420
Polycom CX7000	1.2.0
Polycom Group Series	4.1.3
Polycom Group Series Touch Controller	OS4.1.3-73 / TP 4.1.3.01-190025
Polycom OTX	3.1.3.2
Polycom PVX	8.0.16
Polycom QDX6000	4.0.3
Polycom RealPresence Desktop (Mac)	3.2
Polycom RealPresence Desktop (PC)	3.2
Polycom RealPresence Mobile Android Phone	3.2
Polycom RealPresence Mobile Android Tablet	3.2
Polycom RealPresence Mobile IOS iPad	3.2
Polycom RealPresence Mobile IOS iPhone	3.2
Polycom RPX	3.1.3.2
Polycom Sound Point 601 SIP	3.1.7
Polycom SoundPoint 650 SIP	4.0.4

<i>Product</i>	<i>Tested Versions</i>
Polycom SoundStation IP4000 SIP	3.1.7
Polycom SoundStation IP7000	4.0.4
Polycom Telepresence M100	1.0.6
Polycom Touch Control Operating System	1.10.0-11
Polycom Touch Control Panel Software	1.10.0-48
Polycom VSX	9.0.6.2
Polycom VVX 1500/500/600	5.1.0
Radvision Scopia XT1000	2.5.416
Radvision Scopia XT5000	8.3.0.61
Radvision ScopiaXT 5000	V3_2_1_10
Siemens OpenScape Desktop Client	V7 R1.17.0
Siemens OpenScape Media Server	V7.00.01.ALL.07_PS0010.E11
Siemens OpenScape UC	V7.00.01.ALL.07_PS0010.E11
Siemens OpenScape Voice	V7.00.01.ALL.07_PS0010.E11
Siemens OpenStage	V3_R1_43_0
Sony PCS-1	3.42
Sony PCS-G50	2.72
Sony PCS-G90	2.22
Sony PCS-TL50	2.42
Sony PCS-XG100	1.20
Sony PCS-XG80	2.42
Tandberg 150 MXP	L6.1
Tandberg 1700 MXP	F9.3.1
Tandberg 6000 MXP	F9.3.1

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<i>Product</i>	<i>Tested Versions</i>
Tandberg Edge95 MXP	F9.1.2, F9.3.1

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# Resolved Issues

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The following table lists the issues resolved in the Polycom RealPresence DMA 7000 system version 6.1 base release.

## Resolved Issues

<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
DMA-13367	6.1	If you attempted to download a large set of CDR records, the RealPresence DMA system UI could stop responding.
DMA-13298	6.1	The RealPresence DMA system did not support incoming SIP VMR calls if the VMR number was contained in the SIP To header field and not in the Request URI field.
DMA-13094	6.1	After integration with a resource management system, the RealPresence DMA system did not refresh the internal territory identifier used for Active Directory integration.
DMA-12984	6.0.4	When participants joined an existing VMR on an RMX with no video resources available, they did not hear the “No resources available” prompt before they were disconnected.
DMA-12927	6.1	The Cisco Unified Call Manager system would reject calls routed from the RealPresence DMA system due to a mismatch of the value sent in the SIP header’s min-SE field.
DMA-12829	6.0.2	When Cascade for size was enabled on the default conference template, the MCU could appear artificially full.
DMA-12730	6.1	Territory ownership information displayed on the dashboard was sometimes incorrect.
DMA-12668	6.1	In a two-server cluster configured with split network interfaces, when the <b>System IP type</b> was changed to <b>IPv4 + IPv6</b> on the <b>Admin &gt; Local Cluster &gt; Network Settings</b> page, the system did not start the virtual IP addresses upon reboot.
DMA-12655	6.1	When you attempted to join a supercluster using two systems configured with split network interfaces, the systems were unable to connect to one another, and the supercluster was not built.
DMA-12626	6.0.4	If you began a restore operation on one node of a cluster while the other node was starting up or out of service, the node that was out of service could become unresponsive once it attempted to rejoin the cluster.

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<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
DMA-12617	6.1	If you set the <b>System IP type</b> to <b>IPv6 Only</b> on the <b>Admin &gt; Local Cluster &gt; Network Settings</b> page, the system did not start properly.
DMA-12388	6.1	When you chose <b>Download Active Logs</b> on the <b>Maintenance &gt; System Log Files</b> page, the rppmonitor.log and journal.log files were not captured in the log package.
DMA-12352	6.0.2	In some circumstances, the DMA system could experience participant API performance problems in large conferences.
DMA-12046	6.0.2	In some rare scenarios, the system became unresponsive due to deadlocked threads in the SIP stack.
DMA-11840	5.2.2 P3	In some rare circumstances, when the DMA system responded to a Session Description Protocol (SDP) Offer message, the SDP Answer response did not include all "m=" lines. This behavior could lead to call release.
DMA-11832	6.0.2 HF1	Values in the <b>Conference room pass-through to CDR</b> field for VMRs were not saved in the CDR records for the call.
DMA-11816	6.0.2	For calls to a conference room (VMR) via a virtual entry queue (VEQ), the call CDRs didn't contain the conference room pass-through value (userDataB).
DMA-11788	6.0.2	Automatically created log archives couldn't be deleted after they had been downloaded. The RealPresence DMA system failed to recognize that they had been downloaded.
DMA-11787	6.0.3	When conference rooms are created in the management interface, the DMA system does a case-insensitive check for conference ID uniqueness (for instance, Test and teSt are considered duplicates). But via the API, the DMA system failed to do a case-insensitive check, so it was possible to start two conferences using the conference IDs Test and teSt.
DMA-11716	5.2.2 P4, 6.0.3	When using a "Resolve to external address" dial rule to resolve an H.323 URL, the RealPresence DMA system performed SRV queries it shouldn't have. This resulted in calls to external endpoints failing.
DMA-11631	5.0.2 P1 Hotfix 1	In some circumstances, the <b>Conference Manager Usage</b> and <b>Supercluster Status</b> panes on the <b>Dashboard</b> had no territory information.

<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
DMA-11556	6.0.2	<p>For calls from Interactive Telepresence (ITP) rooms using SIP (not TIP) signaling, many fields in the call CDR contain an escaped (quote-enclosed) comma-separated list of values (one for each screen in the ITP system) instead of a single value.</p> <p>When the call CDR .csv file is opened using Microsoft Excel, it may misinterpret the escaped comma-separated list as a single large integer.</p> <p>The online help and Operations Guide don't include the above information.</p>
DMA-11442	6.0	API: Conference updates could contain null endpoint-identifier values.
DMA-11432	6.0.2	Setting the Gathering Settings Info fields to more than 80 characters via the API resulted in a 500 – Internal Server Error.
DMA-11409	5.x, 6.0	If a conference was using a RealPresence Collaboration Server or RMX profile that had recording enabled, the RealPresence DMA system was unaware of that and rejected attempts to start recording via the API.
DMA-11402	5.0.2 P2, 6.0.1	API: After a cluster in the supercluster was disconnected and reconnected, conference participant information from that cluster was out of sync with participant information from other clusters.
DMA-11175	6.0.1	The <b>Conference Manager Usage</b> pane on the dashboard failed to show the correct number of audio-only calls when they exceeded the maximum number of voice ports.
DMA-10896	5.0.2 P2, 6.0.1	The RealPresence DMA system couldn't be configured for IPv6 only via the USB Configuration Utility.
DMA-10860	6.0.1	A user with only the Provisioner role assigned couldn't access the <b>Reports &gt; Orphaned Groups and Users</b> page.
DMA-10734	6.0	The <b>Network Settings</b> page continued to indicate a configuration mismatch between servers in a two-server cluster after the mismatch was corrected.
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-10125	5.2	Cascade links stayed up for a long time after there were no more participants on the cascaded MCU.
DMA-9859	5.2	API: There is a redundant nesting of the mcu-pool-identifier xml tag.

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<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
DMA-9524	5.0.1	Territory ownership information displayed on the dashboard was sometimes incorrect.
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-9097	5.0	On the <b>Reports &gt; Call History</b> page, the <b>Call Details</b> dialog box showed an incorrect <b>Used Bronze Bit Rate</b> for the call.
DMA-8904	5.0	On dial-outs from a VMR to an endpoint, the system incorrectly recorded the originator of the call as the endpoint (affects Active Calls, Call History, and CDRs).

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# Known Issues

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

## Known Issues

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-13442	6.1	You cannot specify a specific MCU pool order for MCUs that provide cascade functionality for Microsoft Lync environments.	
DMA-13432	6.1	The RealPresence DMA system does not allow spaces before or after the entry in the <b>Next hop address</b> field in the <b>Add External SIP Peer</b> dialog on the <b>Network &gt; External SIP Peers</b> page.  The online help and Operations Guide do not include this information.	Remove any spaces in the field before clicking <b>OK</b> .
DMA-13399	6.1	If the RealPresence DMA system cannot resolve the SIP peer destination network via DNS, the system sends a SIP REGISTER message with no contact header.	
DMA-13393	6.1	If the RealPresence DMA system dials out to an endpoint registered to a Lync server, the system is unable to connect. The Lync server does not support SIP offerless INVITE requests.	
DMA-13382	6.1	You can't create a conference room with a single-character <b>Room ID</b> .	
DMA-13376	6.1	The Lync 2013 client does not show presence status of a VMR contact in the contact list after the VMR is edited by a RealPresence DMA system user.	
DMA-13313	6.1	For conferences that include a Polycom MCU and are scheduled from a RealPresence Resource Manager system, the "minVideoResolution", "maxVideoResolution", "minContentResolution", and "maxContentResolution" CDR columns are '0' for the calls.	

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<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-13288	6.1	When a Polycom HDX system registered to a Lync server calls a Polycom VVX system registered to the RealPresence DMA system as an H.323 endpoint, hold / resume functionality is unavailable.	
DMA-13285	6.1	If you import an Enterprise Group that has a group scope of "Global" and a group type of "Security" from Active Directory, the system produces an alert because it can't resolve the group's membership references.	
DMA-13274	6.1	When a LifeSize Team 200 endpoint is registered to the RealPresence DMA system via encrypted SIP, other endpoints cannot connect to the LifeSize endpoint. The Team 200 endpoint does not support TLS client connections.	
DMA-13255	6.1	When you dial an endpoint registered to the RealPresence DMA system using an endpoint registered to the system's SIP peer, the call fails and the RealPresence DMA system does not capture call details in the logs.	
DMA-13241	6.1	Conferences started with the API end prematurely if the first dial-out to a participant fails.	
DMA-13175	6.1	The format for the CDR column "destEndpoint" is incorrect for point to point SIP calls.	
DMA-13174	6.1	If you upgrade a RealPresence DMA, Appliance Edition system hosted on a Dell PowerEdge 1950 server from pre-6.1 software to version 6.1, the upgrade appears successful, but the system is not upgraded. The version 6.1 software does not support the PowerEdge 1950 server for upgrades or new installations. See <a href="#">End of Support for Dell PowerEdge 1950 Server</a> for more information.	
DMA-13173	6.1	The CDR column "userRole" contains the value "null" in some calls when it should be blank.	

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-13168	6.1	If you rejoin a system with a supercluster while Active Directory integration is enabled with a very large Active Directory database, the rejoin operation can fail.	Temporarily disable Active Directory integration before rejoining the supercluster. After rejoining, re-enable Active Directory integration.
DMA-13120	6.1	If an endpoint's registration becomes inactive, the system does not remove it from the <b>Network &gt; Endpoints</b> page after the <b>Inactive registration deletion</b> period is reached.	Manually remove the inactive endpoint from the list.
DMA-13063	6.1	When you add a SIP dial-out participant to a conference via API, the system can't locate the participant's endpoint identifier.	
DMA-13062	6.1	The RealPresence DMA system always reports 16 ports available for use with version 8.4.0 of the RealPresence Collaboration Server 800s, regardless of the MCU's licensed number of ports.	
DMA-13027	6.1	<p>The following errors exist in the Polycom RealPresence DMA REST API Reference Documentation:</p> <ul style="list-style-type: none"> <li>● plcm-conference-notification <ul style="list-style-type: none"> <li>➤ The plcm-conference-list namespace is not used; the conference notification always reports on one conference at a time (not a list).</li> <li>➤ The XSD Elements/XSD Complex Types is missing an entry for plcm-conference.</li> </ul> </li> <li>● plcm-participant-notification <ul style="list-style-type: none"> <li>➤ The plcm-participant-list namespace is not used; the participant notification always reports on one participant at a time (not a list).</li> <li>➤ The XSD Elements/XSD Complex Types is missing an entry for plcm-participant.</li> </ul> </li> </ul>	
DMA-12962	6.1	The <b>Admin &gt; Call Server &gt; Prefix Service</b> page allows you to define duplicate <b>Simplified ISDN Gateway Dialing</b> prefixes.	

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-12888	6.1	In certain dial-out situations, the dial-out connection is not counted for the connected endpoint in the <b>Active Calls</b> column on the <b>Network &gt; Endpoints</b> page.	
DMA-12877	6.1	In a split network interfaces configuration, the system is unable to integrate with a Microsoft Exchange server that resides on the RealPresence DMA system's signaling network.	
DMA-12816	6.1	The <b>Number of Calls</b> column on the <b>Network &gt; Site Statistics</b> and <b>Network &gt; Site Link Statistics</b> doubles the actual number of calls.	
DMA-12794	6.1	If H.323 device authentication is enabled and an endpoint calls a VMR while registered to a third-party gatekeeper that is using the RealPresence DMA system as an external gatekeeper without proper authentication, although the call fails, the <b>Property Changes</b> tab of the <b>Call Details</b> dialog incorrectly reports that the "Call completed successfully".	
DMA-12739	6.1	If you connect a Lync 2013 client to a RealPresence DMA system VMR and attempt to transfer the call using the Lync 2013 transfer function, the call is transferred but media is blocked if the hosting MCU is using ICE or encryption features.	
DMA-12722	6.1	When you register a Polycom endpoint to a RealPresence DMA system and make a point to point call to a Lync 2013 client, the call will have no video. This is a limitation of the Lync 2013 client.	If the endpoint is a Polycom HDX or RealPresence Group Series, install an RTV license (HDX) or Lync Interoperability License (RealPresence Group Series) and register the endpoint to the Lync 2013 server before making the call.
DMA-12637	6.1	You can't configure routing information until other networking information has been configured and applied.	



<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-12611	6.1	If an H.323 endpoint registered to a supercluster calls a SIP endpoint registered to the supercluster's external SIP peer, the call succeeds but the <b>Reports &gt; Call History</b> page shows the <b>Destination</b> for the call as "Unresolved".	
DMA-12566	6.1	If you install version 6.1 software from DVD to a RealPresence DMA system and then use a USB stick to configure it for split network interfaces, the IP address is not properly assigned and the system does not fully start.	
DMA-12513	6.1	If you create a conference room via API, it isn't displayed on the <b>Conference Rooms</b> column of the <b>User &gt; Users</b> page until it is edited in the <b>Conference Rooms</b> dialog box.	
DMA-12318	6.1	If you attempt to create more than 500 sites on a RealPresence DMA system using the API, the system returns an HTTP 409 response, because the system has a 500 site limit.  The API documentation doesn't include the above information.	
DMA-12287	6.1	The CDR column "bitrate" shows '?' for H.323 calls to a VMR.	
DMA-12206	6.0.2	During long conferences (8 to 14 hours), the Lync 2013 AVMCU stops responding to the RealPresence DMA system, causing the call to drop.	
DMA-12111	6.1	If you restart the RealPresence DMA system during a call, the system's <b>Call History</b> page reports that the "Endpoint ended the call normally".	
DMA-12110	6.1	If the RealPresence DMA system is restarted during a conference, the end time for the conference is blank on the <b>Call History</b> and <b>Conference History</b> pages, and the conference is not recorded in the CDR data.	

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-12084	6.1	When the RealPresence DMA system is configured for a <b>System IP type of IPv4 + IPv6</b> and a registered IPv4 SIP endpoint changes its registration to IPv6, the system continues to communicate with the endpoint using the IPv4 address.	
DMA-12054	6.1	API: The territory-name field of the plcm-conference-room resource is optional when creating a conference room even though the RealPresence DMA system requires a territory when routing calls to conference rooms. Calls will fail to conference rooms created with no territory field included in the request.	
DMA-12034	6.1	The Management IP address field of the Add MCU dialog does not accept a bracketed IPv6 address.	
DMA-12014	6.1	The variable REG_SITE_COUNTRY_CODE is not properly set within registration policy compliance scripts.	
DMA-12012	6.1	The variable REG_SITE_NAME is not properly set within registration policy compliance scripts.	
DMA-11934	6.1	The "OrigSignalingID" CDR column reports the incorrect signaling ID for the VMR leg of a SIP VEQ call.	
DMA-11919	6.0.2 P1	A user whose username contains a backslash character is unable to log in to the system.	
DMA-11915	6.0.2 P1	API: The plcm-conference-room resource has less restrictive requirements for conference room names than the web interface does.	
DMA-11882	6.1	Changing the timeout interval for IVR response entry for a VEQ has no effect; the system will use the default value (30 seconds).	

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-11846	6.1	The dial rule action "Resolve to virtual entry queue" handles dial strings with the format <VEQ>**<VMR> inconsistently.	
DMA-11840	5.2.2 P3	In some rare circumstances, when the RealPresence DMA system responds to a Session Description Protocol (SDP) Offer message, the SDP Answer response does not include all "m=" lines. This behavior can lead to call release.	
DMA-11493	6.0.2	On the <b>Reports &gt; Call History</b> page, limiting a search to a specific territory doesn't work.	Specify a cluster or site.
DMA-11479	6.0.2	While viewing associated conferences for a conference in the <b>Reports &gt; Conference History</b> list, if you repeatedly select other entries before the current query has finished, the RealPresence DMA system can report a database access error and the web interface can become unresponsive.	Allow time for each associated conference query to complete before selecting another conference.
DMA-11442	6.0	API: Conference updates may contain null endpoint-identifier values.	
DMA-11425	6.0.2	On the <b>Active Calls</b> page, the destination of a VMR call is sometimes shown as the originating endpoint.	
DMA-11390	6.1	In some cases, the userRole and failureSignalingCode columns can have incorrect information for a call in the Call Detail Records.	
DMA-11290	6.0.2	On the <b>Site Statistics</b> page, a new call in any site appears in all sites.	
DMA-11225	6.0.1	When a call to a VEQ is transferred to a VMR on another MCU, the call history shows the destination as the IP address for the first (VEQ) MCU.	

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-11135	6.0.2	The <b>Add/Edit Direct Dial Virtual Entry Queue</b> dialog boxes don't include the <b>RealPresence DMA-based IVR Call Flow</b> settings, so if an "External IVR control" entry queue is selected, the call flow can't be properly configured (prompt set, timeouts, etc.).	
DMA-11097	5.0.2	A storm of registration attempts from endpoints after an extended network outage could cause the RealPresence DMA system to become unresponsive.	
DMA-11049	6.0.1	If an RMX MCU is added to the RealPresence DMA system as a conferencing resource first, and then attempts to register with the RealPresence DMA gatekeeper, the registration fails.	Register the MCU with the RealPresence DMA gatekeeper before adding it as a conferencing resource.
DMA-10856	6.0	For AD users, the CMA system's user-to-device associations aren't available in the RealPresence DMA system.	
DMA-10812	6.0	After the RealPresence DMA cluster responsible for AD integration failed to update its cache due to a change in AD credentials, it failed to display alerts 2101 and 2107.	
DMA-10777	6.0	In gateway calls (SIP – H.323) between the following endpoints, one side failed to get video:  LifeSize Room 200 and Cisco (Tandberg) 6000 MXP  LifeSize Room 200 and Polycom RealPresence Desktop  Cisco (Tandberg) 6000 MXP and Polycom RealPresence Desktop	
DMA-10771	6.0	If the RealPresence DMA system is configured to validate certificates for server connections, it can't be integrated with RealPresence Resource Manager or CMA versions prior to 7.3.	Upgrade the RealPresence Resource Manager or CMA system to 7.3.

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-10372	6.0	After an MCU became unavailable, SIP calls were successfully moved to another MCU, but content sharing was not.	
DMA-10300	5.1.0 P1 Hotfix 2, 6.0	In a cascaded conference, when the hub MCU became unavailable and the endpoints on it dialed back in, they correctly rejoined on a spoke MCU, but their user interfaces showed only a single endpoint in conference.	
DMA-10125	5.2	Cascade links stay up for a long time after there are no more participants on the cascaded MCU.	
DMA-10013	5.2	IPv6 VEQ calls failed to reach the VMR.	
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.	
DMA-9990	5.0	Although you can make changes to TCP and UDP ports separately via the API, the RealPresence DMA system web interface groups UDP and TCP ports together as a single item.	
DMA-9971	5.0.1	The RealPresence 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> <p>Add these two lines:</p> <pre>TRAP-TYPE     FROM RFC-1215</pre> <p>Change the line</p> <pre> ::= { polycom 13 }</pre> <p>to</p> <pre> ::= { enterprises 13885 }</pre> <p>Save the changes and load the modified file into the Zenoss 3.2.1 network manager.</p>

Issue ID	Found in Version	Description	Workaround
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.	Add following script as preliminary for 'Resolve to conference room ID' dial rule: (change <ip> to external ip of your enterprise edge server):  <pre>if(DIAL_STRING.match( /[0-9]{4}@&lt;ip&gt;)) { 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.	
DMA-9708	5.0	The default Request URI format option for the postliminary of a SIP peer is equivalent to the template:  #pscheme#:#oruser#@#phost#  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."  Some SIP peers, such as the Cisco SBC, won't accept "sips" in the Request URI if other headers contain "sip."  The same problem will occur if any other format option that uses #pscheme# is selected.	To prevent such failures, do the following:  In the <b>Edit External SIP Peer</b> dialog box for the peer, go to the <b>Postliminary</b> tab.  Under <b>Request URI options</b> , change <b>Format</b> to <b>Free Form Template</b> .  In the <b>Template</b> field, replace #pscheme# with #orscheme# so that the Request URI template looks like this:  #orscheme#:#oruser#@#phost#
DMA-9700	5.1	H.323 calls to an Aethra X7 endpoint using the RealPresence DMA system as gatekeeper disconnect within one minute.	On the RealPresence DMA system's <b>Call Server Settings</b> page, turn off <b>Terminate calls based upon failed responses to IRQs</b> .

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-9670	5.1	SIP calls gatewayed by the RealPresence 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 RealPresence DMA system sends to the gatekeeper contains only the E.164 digits, not the domain information, in destinationInfo.	<p>On the RealPresence DMA system's <b>Call Server Settings</b> page, turn on <b>For SIP calls gatewayed to an external gatekeeper, use the H.323 email ID as the destination instead of the E.164 number</b>.</p> <p><b>Note:</b> This option affects communications with all external H.323 gatekeepers to which the RealPresence 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-9550	6.0, MFW 0.3.0	RealPresence DMA system doesn't restrict endpoint bandwidth for SVC calls.	
DMA-9506	5.1	If the USB Configuration Utility is used to configure a single-server system to use IPv6 only, the IPv6 network settings aren't properly implemented and the system does not 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 RealPresence DMA system by a RealPresence Access Director SBC, the RealPresence 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 <b>Call Events</b> tab of the <b>Call Details</b> dialog box.	

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-9325	5.0	On the <b>Call History</b> page, records found by a dial string search may have an empty <b>End Time</b> field even though they have an end time.	
DMA-9324	5.0	When a rogue or neighbored call traverses two or more RealPresence DMA clusters within one second, the call records from the clusters aren't always merged correctly, leading to inconsistent Call History information.  <b>Note:</b> 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 RealPresence DMA system allows it to be turned off.	Don't attempt to turn off auto-negotiation if you have a 1000Base-T network.
DMA-9139		The RealPresence DMA system doesn't support CMA or RealPresence Resource Manager address book services for H.320 devices.	
DMA-9131	5.0	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 <b>Users</b> list can't be sorted on the <b>Associated Endpoints</b> column.	
DMA-9115	4.0.3 P1	The RealPresence DMA system creates an active call entry for an OCS chat INVITE.	
DMA-9098	4.0.3	MCUs added to a RealPresence DMA system prior to version 4.0 are deleted 30 days after upgrading to version 4.0 or later.	Working as designed. After upgrading, edit each MCU. In the <b>Edit MCU</b> dialog box, select <b>Permanent</b> to prevent the MCU's registration from expiring.
DMA-9085, 9088	5.0	On the <b>Resource Management Server</b> page, <b>Model</b> 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.	



<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
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 RealPresence 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 <b>Call Info</b> tab of the <b>Call Details</b> dialog, the originator of the call may be misidentified.	The originator of the call is correctly identified on the <b>Call Events</b> tab of the <b>Call Details</b> dialog.
DMA-8952	5.0	When multiple API clients are creating users, a concurrent sorted search can fail.	
DMA-8940	5.0	The RealPresence 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-8912	4.0.3 P1	Under certain circumstances the status between local RealPresence DMA clusters is incorrect even though the servers continue to function properly.	
DMA-8906	4.0.3 P1	The RealPresence DMA UI allowed 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 <b>Active Calls</b> , <b>Call History</b> , 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.	

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-8489	5.0	Under certain conditions, the host portion of an endpoint's SIP URI may be altered by the internal RealPresence DMA call flow processing, and the call history record contains the altered host.	
DMA-8461	5.0	If you enable Call Forwarding No Answer on two SIP endpoints and forward each endpoint's missed calls to the other endpoint, the RealPresence DMA system does not detect the loop and will continue to dial each endpoint, even after the original caller has hung up.	
DMA-8186	4.0.3	Calls from the Lync 2010 client to a RealPresence DMA VMR hosted on an RMX 1500 MCU don't receive video.	Use an RMX 2000 or 4000 MCU.
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 RealPresence 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 RealPresence 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 with an Active Directory 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 RealPresence DMA when RealPresence DMA/Lync integration is enabled.	

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
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	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.
DMA-7131	4.0.1	<p>A VBP allows endpoints on external networks to register through it to a LAN-side GK (RealPresence 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, RealPresence DMA displays all VBP calls as having the same endpoint information as the device that sent the successful registration to the RealPresence DMA and was assigned the endpoint identifier in the RCF.</p>	

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DMA-6644	4.0	<p>As required by the H.323 specification, the RealPresence DMA system treats dial strings of the form "h323:&lt;user&gt;@&lt;domain&gt;" as url-IDs (H.323 Annex O) and dial strings of the form "&lt;user&gt;@&lt;domain&gt;" as email-IDs.</p> <p>Other gatekeepers, such as CMA and VCS, treat dial strings of the form "&lt;user&gt;@&lt;domain&gt;" as url-IDs.</p> <p>The RealPresence 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 RealPresence DMA should have a configuration option to treat these dial strings as url-IDs.</p>	<p>To configure the RealPresence DMA system to behave like other gatekeepers, edit the <b>Dial external networks by H.323 URL, Email ID, or SIP URI</b> dial rule, adding the following preliminary script:</p> <pre>DIAL_STRING=DIAL_STRING.replace(/^[^:@]*@([^\@]*)/, "h323:\$1@\$2");</pre>
DMA-6524, 8447, 8500	4.0	<p>FECC (far end camera control) is not supported though the H323&lt;-&gt;SIP gateway. The RealPresence DMA system's protocol gateway supports only audio and video.</p>	
DMA-6494	4.0	<p>When a Cisco endpoint registered to the RealPresence DMA system has TLS verification enabled, encrypted calls to the endpoint fail.</p>	<p>On the endpoint, turn off TLS verification.</p>
DMA-6480	4.0	<p>In a SIP to H.323 or H.323 to SIP call with content through the RealPresence DMA system's gateway, neither endpoint receives content-related statistics.</p>	
DMA-6459	4.0	<p>A conference passcode created on the RealPresence DMA system may not conform to the passcode rules enforced by the MCU hosting the conference, causing calls to fail.</p>	<p>Make sure that the passcodes created on the RealPresence DMA system meet the requirements of the MCUs that the system uses.</p>
DMA-6103	3.0	<p>In an environment with both a RealPresence 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.</p>	<p>Register the endpoints to the RealPresence DMA system.</p>

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
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.
DMA-6033	4.0	On the Conference Settings page, the RealPresence 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 RealPresence DMA system uses smaller increments. The RealPresence 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-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 RealPresence 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).

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
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 RealPresence 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 RealPresence 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.
DMA-2797	2.3	Some Sony endpoints that register with the RealPresence 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 RealPresence 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.	

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<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA- 1939, 1941, 1948	2.3	H.323 calls using dial strings of the form <IP Address>##<Alias> sometimes fail.	<p>The RealPresence 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.</p> <p>Use of this feature is not recommended, however, because support for it varies significantly among different kinds of endpoints.</p>

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# Get Help

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

## The Polycom Community

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

## 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 2010 Server integrations. For additional information, please see [http://www.polycom.com/services/professional\\_services/index.html](http://www.polycom.com/services/professional_services/index.html) or contact your local Polycom representative.