RELEASE NOTES

Version 6.2| December 2014 | 3725-76310-001E

Polycom® RealPresence® Distributed Media Application™ (DMA) 7000 System

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Introducing the Polycom RealPresence DMA 7000 System

Polycom® is pleased to announce the release of the Polycom® RealPresence® Distributed Media Application™ (DMA®) 7000 System, version 6.2. These release notes describe the details of this release.

What's New in the Version 6.2 Release

The Polycom RealPresence DMA system version 6.2 is a major release; the changes are described in the following sections.

Faster Post-Deployment Configuration

Several new features allow you to complete initial setup and system tests more quickly:

- The network and time server configuration for Virtual Edition systems is populated automatically after deployment via Polycom RealPresence Platform Director.
- A default user account and associated conference rooms (VMRs) allow you to quickly test VMR call functionality after deployment.
- A freshly installed RealPresence DMA system provides a default site topology with sites, subnets, and a site link ready to accept endpoint registrations and route calls.

For more information on post-deployment configuration, refer to the online help or the *Polycom RealPresence DMA 7000 System Operations Guide*.

High Availability for Integrated SIP Peers

The RealPresence DMA system can now use multiple SIP peers to resolve dial strings. If a SIP peer experiences an outage, it is marked as unresponsive, and the RealPresence DMA system stops using it until it becomes responsive again.

When you add a dial rule that uses the **Resolve to external SIP peer** action, you can choose which of two selection policies (**All in parallel (forking)** or **Weighted round-robin**) the system uses to resolve dial strings to SIP peers. If you select **All in parallel (forking)**, the system tries all SIP peers simultaneously. If you select **Weighted round-robin**, you can assign each SIP peer a weight, with a higher weight giving a SIP peer higher priority, and the system tries each SIP peer sequentially according to the SIP peer's assigned weight. You can change the weight for each SIP peer using the dialog's **Edit weight** button. Unresponsive SIP peers are considered only when there are no responsive peers that can complete the call.

You can define multiple SIP peer dial rules that take advantage of the SIP peers integrated with the system to control which SIP peers are used in different calling situations.

As part of this functionality, the **Network > External SIP Peers** page includes a connectivity column that provides a visual responsiveness status of each SIP peer for the UDP, TCP, and TLS protocols.

Improved Microsoft Lync 2013 Integration

In version 6.2, the integration of RealPresence DMA and Lync 2013 systems feature the following enhancements:

- **Microsoft Lync 2013 Logo Certification**

  The RealPresence DMA system version 6.2 has been fully certified with Microsoft Lync 2013.

- **IPv6 support**

  RealPresence DMA systems integrated with Lync 2013 are now fully supported in an IPv6 environment, including Polycom RealConnect™ call scenarios.

- **RealPresence Content Sharing Suite gateway mode support**

  This version supports the BFCP / RDP Gateway feature of version 1.4 and later of the RealPresence Content Sharing Suite (CSS) system. In gateway mode, the RealPresence CSS system connects to RealPresence DMA system VMRs, Lync AVMCU conferences, and the Lync ASMCU. The RealPresence CSS system then transcodes content between Microsoft RDP and BFCP, allowing users in RealConnect™ and cascaded MCU-AVMCU conferences to share content using their Lync client or web browser.

For more information surrounding Lync 2013 integration, see the *Polycom® Unified Communications in a Microsoft® Environment Release Notes*, the *Polycom® Unified Communications in a Microsoft® Environment Solution Deployment Guide*, and the *Polycom® RealPresence® DMA® 7000 System Operations Guide.*

MCU Site Name Overlay Support

This version of the RealPresence DMA system allows you to configure the Site Name Overlay feature of Polycom MCUs. The feature indicates the site name of every participant in a Continuous Presence conference.

Scripting for Virtual Entry Queues

Scripting functionality has been added to Virtual Entry Queues. These scripts have access to the DTMF digits entered by callers in the variable DTMF_STRING, and can change and reject the digits callers enter. You can use this functionality to strip prefixes entered by a caller or to authorize participants dialing in to VEQs. The **Add/Edit Virtual Entry Queue** dialog has a new **Script** tab that allows you to enter a script to execute during VEQ processing, and the tab's **Debug this script** button allows you to test your scripts using the **DTMF digits** field to simulate DTMF input.

See the online help or the *Polycom RealPresence DMA 7000 System Operations Guide* for a sample script that shows how to use the scripting feature to restrict VEQ callers to a whitelist of VMRs.

Scripting for VMR Dial-Out Participants

For dial-out calls, the originating VMR number is now available to preliminary and postliminary scripts. This allows you to use scripting to determine the correct SIP peer to use to dial out to a participant. The VMR (or Lync conference ID) is available through the new script function `getConferenceRoomOrID()`. The function returns a value only when the call is a dial-out from a VMR- or Lync-scheduled conference to an endpoint.

The script debugger allows you to simulate a dial-out from a VMR or Lync conference ID-based conference using the **VMR/Lync Conf ID** field.

One use of the new scripting functionality is to select the appropriate SIP peer for dial-outs, based on the VMR. See the online help or the *Polycom RealPresence DMA 7000 System Operations Guide* for a sample script.

Support for Integration with RealPresence Resource Manager Geographic Redundancy Configurations

The RealPresence DMA system supports integration with a RealPresence Resource Manager system configured for geographic redundancy. If you integrate with a RealPresence Resource Manager system using its fully qualified domain name (FQDN), the RealPresence DMA system will query DNS in the event of a RealPresence Resource Manager system outage. For more information on geographic redundancy, see the *Polycom RealPresence Resource Manager System Operations Guide*.

SVC and SVC/AVC 1080p Support

Version 6.2 of the RealPresence DMA system supports both people and content video resolutions of up to 1080p60 for SVC-only and mixed SVC and AVC conferences.

This support is enabled when required based on the conference template and MCU settings. For more information on conference template configuration, refer to the online help or the *Polycom RealPresence DMA 7000 System Operations Guide*.

Other Changes in This Release

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

API Changes and Additions

The RealPresence DMA system version 6.2 brings improvements to the API, as described in the following sections.

plcm-alert

The `plcm-alert-subscription` resource has been added to this resource collection.

plcm-call-server

The `plcm-call-server-v2` resource has been added. supporting the **Bit rate to bandwidth conversion factor** Call Server setting.

plcm-conference

The `plcm-conference-v2`, `plcm-conference-list-v2`, and `plcm-conference-notification-v2` resources have been added, allowing you to receive information on conference focus URIs associated with Lync conferences.

plcm-conference-template

The `plcm-conference-template-v6` and `plcm-conference-template-list-v6` resources have been added. To support Polycom MCU version 8.5 features, these resources contain the following new fields:

- site-name-color
- site-name-display-position
- site-name-display-mode
- site-name-font-size
- site-name-horizontal-position
- site-name-text-color
- site-name-transparency
- site-name-vertical-position

plcm-ext-sip-peer

- The `plcm-ext-sip-peer-v3` and `plcm-ext-sip-peer-list-v3` resources have been added, containing the additional RequestUriFormat value REQ_MICROSOFT_WITHOUT_CSS.
- The `plcm-ext-sip-peer-v4` and `plcm-ext-sip-peer-list-v4` resources have been added, allowing you to specify a SIP peer GRUU value for Microsoft Lync integrations.

plcm-site

- The `plcm-data-rate` resource has been added, allowing you to specify the data rate of the bandwidth data in the object.
- The `plcm-site-list-v4` and `plcm-subnet-list-v3` resources have been added, supporting the `plcm-data-rate` resource.

plcm-site-link

The `plcm-site-v4`, `plcm-site-link-v3`, and `plcm-site-link-list-v3` resources have been added, supporting the `plcm-data-rate` resource.

Default Bandwidth Conversion Factor Change from 2.5 to 1.0

The RealPresence DMA system uses a bit rate to bandwidth conversion factor to derive the bandwidth needed for a call from a specified bit rate. In previous versions, this value was 2.5 and not configurable. Beginning with version 6.2, the default value for new system installations is 1.0, and you can configure the conversion factor to be any value between 1.000 and 5.000 (the system supports up to three decimal places of precision). You can change the conversion factor on the **Admin > Call Server > Call Server Settings** page.

If you upgrade a system from a version prior to 6.2, the conversion factor remains at 2.5. If you restore a backup to a system, the conversion factor becomes the value configured in the backup you restore.

For further information on the bandwidth conversion factor, see the online help or the *Polycom RealPresence DMA 7000 System Operations Guide*.

Default Password Change for New Installations

The default local administrative user account credentials have changed to *admin / Polycom12#$*. This account is now assigned all system roles by default.

Caution: Account security

Polycom strongly recommends that, as part of initial system setup, you create a local user account for yourself with the Administrator role, log in using that account, and delete the *admin* user account. See the online help or the *Polycom RealPresence DMA 7000 System Operations Guide* for more information on this and other security precautions.

Embedded DNS Changes for New Installations

For new installations of version 6.2 and later, the Embedded DNS service is enabled by default. Upon installation, the **Admin > Call Server > Embedded DNS** page has two important changes:

- The **Enable embedded DNS service** check box is selected
- The **Call server sub-domain controlled by DMA system** field is populated with the default sub-domain `video.local`

With these changes, the RealPresence DMA system acts as an initial DNS server, resolving the FQDN `dma.video.local` to the virtual IPv4 address of the local cluster. If you change the sub-domain to a custom value, the embedded DNS service resolves `dma.<newsubdomain>` to the IP address of the cluster. Other embedded DNS service functionality has not changed.

When a system is upgraded to version 6.2, no settings on the Embedded DNS page are changed. However, if there is a sub-domain configured at the time of the upgrade, DNS resolves `dma.<subdomain>` to the IP address of the cluster.

External SIP Peer Request URI Template Change

The **Default Request-URI for Microsoft** external SIP peer Request URI output format template has changed to better support the RealPresence Capture Server system version 1.4 and later BFCP / RDP gateway functionality. The template has been changed to the following:

```
sip:#oruser#@#pnetORphost#:#pport#;transport=#ptransport#
```

The previous template has been preserved for backward compatibility and renamed to **Request-URI for Microsoft without CSS**.

Generating a CSR in the RealPresence DMA System

When you create a certificate signing request (CSR) from the **Admin > Local Cluster > Certificates** page, the system not only populates the CSR with the data that you enter in the **Certificate Information** dialog, but it also populates some of the CSR's subject alternative name (SAN) fields. This information is not visible in the **Certificate Information** dialog.

The RealPresence DMA system generates a CSR containing all of the information shown in the following table for your configuration. You cannot edit or remove any of the fields, including those listed in the *Optional fields* column. If your CA cannot accept a CSR that includes all of this information, you must generate the CSR and certificate manually using at least the data in the *Required fields* column for your configuration. If you include the fields listed in the *Optional fields* column, users can access the system using an abbreviated name without authentication errors.

Required and Optional CSR Fields

Configuration	*Required fields*	*Optional fields*
Single-server system	• **Common Name** – Fully qualified domain name (FQDN) • **SAN-DNS** - FQDN • **SAN-DNS** – System IP address • **SAN-IP** – System IP address • **Country**	**SAN-DNS** – Host name
Two-server cluster -or- Single-server system in a supercluster -or- Two-server cluster in a supercluster	• **Common Name** - Virtual fully qualified domain name (FQDN) • **SAN-DNS** – Virtual FQDN • **SAN-DNS** – Physical server 1 FQDN • **SAN-DNS** – Physical server 2 FQDN • **SAN-DNS** – Virtual IP address • **SAN-DNS** – Physical server 1 IP address • **SAN-DNS** – Physical server 2 IP address • **SAN-IP** – Virtual IP address • **SAN-IP** – Physical Server 1 IP address • **SAN-IP** – Physical Server 2 IP address • **Country**	• **SAN-DNS** - Virtual host name • **SAN-DNS** - Physical server 1 host name • **SAN-DNS** - Physical server 2 host name

The online help and Operations Guide do not include this information.

About the RealPresence DMA 7000 System

The Polycom RealPresence DMA 7000 system is a highly reliable and scalable video collaboration infrastructure solution. The following sections describe 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

The Conference Manager function 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.

Conference Manager 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

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

- Provides complete endpoint registration and call routing services for both H.323 and SIP protocols.
- 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.

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 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 Microsoft Lync environments, allowing Lync clients and non-Lync endpoints registered to the RealPresence DMA system to join the same conference transparently.
- 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

Support for the RealPresence DMA System, Virtual Edition

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 the Polycom support website.

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.

Software Version History

Only versions released for General Availability are listed.

Software Version History

Release	*API Version*	*System*	*Release Date*	*Features*
6.2	2.6.0	CentOS 6.5 Java 8u5 PostgreSQL 9.3	December 2014	1080p SVC or SVC/AVC support, SIP peer high availability, faster post-deployment setup, improved Lync 2013 integration, RealPresence Resource Manager geographic redundancy support, scripting for VMR dial-out participants, MCU site name overlay support, enhanced VEQ scripting, and enhanced API functionality.
6.1.2	2.5.4	CentOS 6.5 Java 8u5 PostgreSQL 9.3	October 2014	Maintenance release to fix specific issues.
6.1.1.1	2.5.3	CentOS 6.5 Java 8u5 PostgreSQL 9.3	August 2014	Maintenance release to fix specific issues.
6.1.1	2.5.2	CentOS 6.5 Java 8u5 PostgreSQL 9.3	July 2014	Maintenance release to fix specific issues, SIP peer high availability support.
6.0.6	1.7.6	CentOS 6.4 Java 7u21 PostgreSQL 9.2.4	July 2014	Maintenance release to fix specific issues.
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, and cascade support for SVC and mixed-mode conferences.

Release	*API Version*	*System*	*Release Date*	*Features*
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, and 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, and 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.
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, and new conference template setting.

Release	*API Version*	*System*	*Release Date*	*Features*
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, and removal of XMPP server. Database changed from MySQL to PostgreSQL 9.2.1.
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, and 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, and performance improvements.

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 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** dialogs, 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.

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.

Note: File uploads and the Mozilla Firefox web browser

File uploads may fail when using the Mozilla Firefox browser unless you take the proper steps. 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.

System and Network Requirements

For the 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 200ms round-trip latency and less than 4 percent round-trip packet loss.
- The network between clusters of a RealPresence DMA supercluster should have less than 200ms round-trip latency and less than 2 percent round-trip packet loss.
- The network between the RealPresence DMA system and all MCUs should have less than 200ms round-trip latency and less than 2 percent 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 RealPresence DMA system and video endpoints should have less than 200ms round-trip latency and less than 6 percent round-trip packet loss.
- Computers used to access the management interface should have a 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, Polycom recommends always using the latest version of Flash Player.

Virtual Edition Host Server Minimum Resource Configuration Settings

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

Recommended Deployment Settings

Component	*Minimum Deployment Settings*
CPU	3000MHz Reservation 6000MHz Limit

Component	*Minimum Deployment Settings*
Memory	12GB Reservation 12GB Limit
Storage	146GB
Performance	80 concurrent VMR calls 150 concurrent point to point calls

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.

Installation and Upgrade Notes

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 guidelines in the following sections to upgrade an existing system.

Existing System Upgrades

The following are points to keep in mind when you upgrade an existing RealPresence DMA system.

- You have the choice of two upgrade packages for this release. One package is for use with systems currently running software prior to version 6.1, and the other is for use with systems currently running software version 6.1 or later.
- The upgrade package for this software version allows any version 6.x RealPresence DMA system to be upgraded to version 6.2. You can download the upgrade package from the RealPresence DMA support portal at http://support.polycom.com/PolycomService/support/us/support/network/management_scheduling/dma_7000.html.
- Call history, conference history, and CDR data are not preserved during upgrades to this version.
- Beginning with version 6.1, upon first login, the system now presents the EULA acceptance dialog. After reading the EULA, select **I accept the terms of this license agreement** and then 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.*
- See the section “Add Required DNS Records for the Polycom RealPresence DMA System” in the *Polycom RealPresence DMA 7000 System Operations Guide* and online help to ensure that you have the correct DNS entries for a successful deployment.

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.

Supported Upgrade Paths and Required Files

The following table outlines the paths you can take and upgrade files you should use to upgrade to this release, depending on what version your system is currently running:

Supported Upgrade Paths and Required Files

Current Version	*Intermediate Upgrade*	*Intermediate Upgrade*	*Final Upgrade*	*New License Required*	*Use Upgrade Package Ending with*
Prior to version 5.2.0	→ 5.2.0	→ 6.1	→ 6.2	Yes	“full.bin” (6.1 → 6.2)
5.2.0 - 5.2.2.x	→ 6.1		→ 6.2	Yes	“full.bin” (6.1 → 6.2)
6.0.x			→ 6.2	Yes	“rppufconv.upg”
6.1.x			→ 6.2	Yes	“full.bin”

Upgrade to Version 6.2 of the RealPresence DMA System, Appliance Edition

You can upgrade a RealPresence DMA, Appliance Edition system to version 6.2 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 correct upgrade package (.bin or .upg file) for the version you are upgrading from. A new license may be required. For information on licensing the newly installed system, refer to the *Polycom RealPresence DMA System Getting Started Guide*.

Upgrade to Version 6.2 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*.

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 the version 6.1 release, the 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 6.2 of the RealPresence DMA system, Virtual Edition, follow these steps.

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 6.2, using the correct upgrade file for the version you are upgrading from. See Supported Upgrade Paths and Required Files.

3 If you were not already using the RealPresence Platform Director system to manage this instance, 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, but the previous version of the instance was prior to version 6.1, delete the previous instance before adding the new version 6.2 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 (as well as the corresponding PTR 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 the section "Add Required DNS Records for the Polycom RealPresence DMA System" in the *Polycom RealPresence DMA 7000 System Operations Guide* and online help for details.

Interoperability

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 RealPresence Resource Manager and RMX MCUs being added to the system to accept encrypted (HTTPS) management connections.

The 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). Polycom recommends not reducing this setting. If you have a RealPresence DMA supercluster with three Conference Manager systems and a busy conferencing environment, you should increase 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 RealPresence DMA system. On Polycom MCUs to be used with the RealPresence DMA system, disable this feature by setting both the system flags NUMERIC_CONF_PASS_DEFAULT_LEN and NUMERIC_CHAIR_PASS_DEFAULT_LEN to 0 (zero).

If the selected conference template 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.

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. Rather, 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 to see the current Interoperability Matrix.

Products Tested with this Release

Product	*Tested Versions*
RealPresence Platform Virtual Edition Infrastructure	
Polycom RealPresence Platform Director (required for Virtual Edition)	1.7, 1.8
VMware vCenter Server	5.1.0 Update 1, 5.5
Management Systems and Recorders	
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 CSS	1.4.0
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	7.1.1, 7.3.0, 8.3.0

Product	*Tested Versions*
Polycom RealPresence Resource Manager, Virtual Edition	8.3.0
Polycom RSS4000	8.5
Polycom TelePresence Tool	3.1.2
Gatekeepers, Gateways, SIP Servers and MCU's	
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	2.2(1.49)
Cisco 3745	12.4
Cisco ASA5505-UL-BUN-K9	8.4
Cisco ASR-1002F	3.7.2
Cisco CTMS	1.9.5
Cisco SBC	3.7.3
Cisco Telepresence Server (TPS)	4.0(2.8)
Cisco Unified Communications Manager (CUCM)	9.1(2)SU2
Cisco VCS	X8.2.1
Codian 4505 MCU	4.5(1.45)
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	4.0.7577.230(CU12)
Lync 2013 Server	5.0.8308.733(CU5)

Product	*Tested Versions*
Polycom Real Presence Collaboration Server 800s	8.4
Polycom RealPresence Access Director	4.1
Polycom RealPresence Access Director, Virtual Edition	4.1
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
Endpoints	
Avaya 10XX	4.8.3(23)
Avaya 1X Communicator	6.1.9
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	7.1.4
Cisco CTS 1300	1.10.7(5)
Cisco CTS 3010	1.10.7(5)

Product	*Tested Versions*
Cisco CTS500-32	6.1.2.1(5)
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	7.1.4
Cisco TC C90	7.1.4
Cisco TC EX90	7.1.4
Cisco TX 1310	6.1.4(10)
Cisco TX 500-32	6.1.4(10)
Cisco TX 9000	6.1.4(10)
Cisco TX1300	6.1.4(10)
Cisco TX9000	6.1.4(10)
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	3.1.3.2, 3.1.4, 3.1.5
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	4.12.3(4)

Product	*Tested Versions*
LifeSize ICON 600	1.3.2
LifeSize Passport	4.12.3(4)
LifeSize Room	4.7.22(3)
LifeSize SoftPhone	8.1.12
LifeSize Team 200	4.7.22(3)
LifeSize Team 220	4.12.3(4)
Lync 2010 Client	4.0.7577.4446
Lync 2013 Client	15.0.4649.1000
Polycom CMA Desktop	5.2.6
Polycom CX500/CX600	4.0.7577.4420
Polycom CX7000	1.2.0
Polycom RealPresence Group Series	4.0,4.1.1,4.2
Polycom RealPresence Group Series Touch Controller	4.2.0
Polycom OTX	3.1.3.2
Polycom PVX	8.0.16
Polycom QDX6000	4.0.3
Polycom RealPresence Desktop (Mac)	3.3
Polycom RealPresence Desktop (PC)	3.3
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

Product	*Tested Versions*
Polycom SoundPoint 650 SIP	4.0.4
Polycom SoundStation IP4000 SIP	3.1.7
Polycom SoundStation IP7000	4.0.4
Polycom Telepresence M100	1.0.6
Polycom Touch Control Operating System	1.11.0-14
Polycom Touch Control Panel Software	1.11.0-15
Polycom VSX	9.0.6.2
Polycom VVX 1500/500/600	5.1.1
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

Product	*Tested Versions*
Tandberg 6000 MXP	F9.3.1
Tandberg Edge95 MXP	F9.3.1
Directory Services	
Microsoft Active Directory Domain Services	Windows Server 2012 R2 (domain and forest functional levels)
Web Browser-Based Solutions	
Polycom RealPresence CloudAXIS Suite	1.6.x

Resolved Issues

The following table lists the issues resolved between the Polycom RealPresence DMA 7000 system version 6.1 and version 6.2 releases.

Resolved Issues

Issue Number	*Found in Version*	*Fixed in Version*	*Description*
DMA-13984	6.1.0 HF1	6.1.0 HF2	In rare circumstances, the system became unresponsive to other systems in a superclustered configuration due to an unusually long Java garbage collector pause.
DMA-13959	6.2	6.2	On the **Network > External SIP Peers** page, the tooltip for the TLS “lock” icon sometimes reported an incorrect “Last message received” timestamp.
DMA-13948	6.1.0 HF1	6.2	In the Conference Manager MCUs Dashboard pane, the resource usage graphic in the **Voice Usage** column incorrectly showed full usage regardless of the actual percentage of voice resources used.
DMA-13930	6.2	6.2	In certain system configurations, the existing “admin” account lost administrative rights when you upgraded the system to version 6.2.
DMA-13927	6.1	6.2	If you clicked the **Update** button twice in rapid succession on the **Admin > Integrations > Microsoft Active Directory** page, the system’s web interface became unresponsive.
DMA-13922	6.1.1 P1	6.2	In rare circumstances, the H.323 stack failed to start for a system in a clustered configuration.
DMA-13912	6.0.6	6.2	In rare circumstances, the system became unresponsive to registered H.323 endpoints and further H.323 registration requests. A system restart resolved the issue.
DMA-13901	6.0.4	6.2	When a cluster that H.323 endpoints registered to was configured to disallow site-less registrations in a superclustered environment, it failed to send a URQ to these endpoints if it went out of service. This resulted in the endpoints remaining unregistered indefinitely.
DMA-13880	6.2	6.2	If you performed a CDR export operation while the system was routing a call through a call loop, the CDR export operation consumed excessive memory, causing poor system performance and possible failed calls.

Issue Number	*Found in Version*	*Fixed in Version*	*Description*
DMA-13864	6.1.0 HF1	6.2	When a system was integrated with Microsoft Active Directory, it generated excessive unnecessary log messages surrounding normal enterprise directory operations.
DMA-13857	6.1.1	6.2	When an endpoint makes a call through a RealPresence Access Director system, the RealPresence DMA system incorrectly identifies the call's destination as the most recent registration through the RealPresence Access Director system.
DMA-13852	6.1	6.2	In rare situations, individual SIP endpoint calls to VMRs failed to connect.
DMA-13850	6.0.4	6.1.2	If the RealPresence DMA system received an incomplete H.323 call request, the call consumed a call license and appeared on the Call Server Active Calls Dashboard pane until the system was restarted.
DMA-13833	6.1.0 HF1	6.1.2	If the system received a Lightweight Registration Request (LWRRQ) containing an unspecified Call Signal Address, it rejected the RRQ instead of ignoring the unspecified data.
DMA-13828	6.0.4	6.2	If you downloaded a log archive with **Download Active Logs**, the log archive may not have contained the most recently created log files.
DMA-13823	6.1.1.1	6.1.2	A thread synchronization issue caused the RealPresence DMA system to stop processing Polycom Conferencing for Outlook (PCO) email requests.
DMA-13821	6.0.4	6.1.2	If a certificate authority was not recognized as a root authority, certificate chains signed by the certificate authority were incorrectly recognized as Trusted Intermediate CA certificates instead of Trusted root CA certificates.
DMA-13786	6.1.1.1	6.1.2	In a superclustered configuration, when you shut down or restarted the backup cluster and then attempted to shut down or restart the primary cluster from the administrative GUI, the primary cluster continued to run.
DMA-13774	6.1.0	6.1.2	When the RealPresence DMA system was configured with multiple external gatekeepers and one of the gatekeepers sent an LRQ request for an endpoint that was registered to another gatekeeper, the RealPresence DMA system rejected the request.

Issue Number	*Found in Version*	*Fixed in Version*	*Description*
DMA-13763	6.1.2	6.1.2	On the Network > External SIP Peers page, no connectivity status icon was displayed for a SIP peer when the system was unable to resolve the peer's FQDN.
DMA-13745	6.0.5	6.2	On the **Reports > Call History** page, if you filtered a search by site, the search returned no results.
DMA-13723	6.0.4 HF2	6.2	The system was unable to restore a backup archive that contained a space in the filename.
DMA-13662	6.0.5	6.1.2	The RealPresence DMA system forwarded SIP TCP calls that did not contain "transport=TCP" in the request URI as UDP calls, even if the system's signaling configuration specified TCP only.
DMA-13659	6.1.0	6.1.2	When an MCU failover occured, the RealPresence DMA system did not throttle transferred calls to the new MCU(s). This could overwhelm a Polycom MCU, causing it to crash.
DMA-13647	6.1.0	6.1.2	The OpenSSL package has been updated to address security vulnerabilities.
DMA-13636	6.1.1.1	6.1.2	API: The call-server-config/default resource returned the incorrect content type.
DMA-13615	6.1.0	6.1.2	The SIP call count on the Reports > Network Usage page was incorrect due to a memory leak in a call loop scenario.
DMA-13611	6.1.0	6.1.2	The system did not alert the administrator when a routing loop was detected. The system now triggers Alert 5004 to notify administrators that a routing loop exists.
DMA-13609	6.1.0	6.1.2	The online help and Operations Guide do not include this information.
DMA-13608 DMA-13590	6.1.0	6.1.2	Subtle misconfiguration of Lync 2013 integration often resulted in improper conference contact creation in Active Directory and failure to publish presence for conference contacts.
DMA-13599	6.0.5 HF1	6.2	In the case of a server outage in a two-server cluster, failover to the backup server takes about 40 seconds instead of the 20 seconds as noted in the online help and Operations Guide.
DMA-13596	6.0.5	6.1.2	A data structure used to monitor active calls continued to grow with use, causing a memory leak.

Issue Number	*Found in Version*	*Fixed in Version*	*Description*
DMA-13595	6.1.0	6.1.2	In the RealPresence Resource Manager System Integration dashboard pane, counts for Sites, Site links, and other integration data were ‘0’ after successful integration with a RealPresence Resource Manager system.
DMA-13594	6.1.0	6.1.2	A point to point call between endpoints registered to different RealPresence DMA systems and using different gatekeepers would disconnect one minute after connection.
DMA-13590	6.1.0	6.1.1.1	A data structure used to monitor active calls continued to grow with use, causing a memory leak.
DMA-13587	6.1.1	6.1.2	The RealPresence DMA system continued to route calls to a faulty Polycom MCU, even when the MCU was unable to start conferences.
DMA-13576	6.1.0	6.1.2	Note: As part of this fix, system behavior surrounding faulty MCUs has changed. Once an MCU fails to start four conferences in a row, the RealPresence DMA system now busies out the MCU. Once the last conference ends on that MCU, the MCU is placed in the Out of Service state. Two new system alerts notify you that this has happened. The system triggers Alert 4016 when it places the MCU in the Busied Out state, and Alert 4017 when it moves the MCU to the Out of Service state.
DMA-13575	6.1.0	6.1.2	The online help and Operations Guide do not include this information.
DMA-13573	6.0.6	6.1.2	If the RealPresence DMA system forwarded a SIP request during a SIP call and never received a response, a SIP transaction leak occurred.
DMA-13572	6.0.6	6.1.2	When the RealPresence DMA system Gatekeeper call mode was set to Direct call mode and a call disconnected unexpectedly, the Call Server Active Calls dashboard pane continued to count the call as active.
DMA-13571	6.0.6	6.1.2	When the call server was configured for a Gatekeeper call mode of Direct call mode and the Terminate calls based on failed responses to IRQs setting was enabled, the RealPresence DMA system failed to terminate some calls for endpoints that did not support IRQ messages.
DMA-13570	6.0.6	6.1.2	After an upgrade to version 6.0.5, the registration status of SIP endpoints registered to the RealPresence DMA system cycled between active and inactive on the Network > Endpoints page.

Issue Number	*Found in Version*	*Fixed in Version*	*Description*
DMA-13569	6.0.6	6.1.2	If SIP events repeatedly required more execution time than expected, scheduled system tasks were delayed. This could eventually cause the system to become unresponsive.
DMA-13556	6.0.6	6.1.1	When an API client issues a GET request without specifying a version in the Accept header, the version returned in the response can be arbitrary. Changes have been made to return the earliest version (v1) of an object if there's no Accept header in the GET request. This change affects the following classes in 6.1.1 (shared API 2.5.3) PlcmSite PlcmSiteList PlcmSiteLink PlcmSiteLinkList PlcmMcu PlcmMcuList
DMA-13552	6.1.0	6.1.2	When you configured a Lync pool as an external SIP peer, the RealPresence DMA system sent requests to IP addresses within the pool in an unpredictable order, instead of trying each IP address sequentially.
DMA-13527	6.0.5 HF1	6.1.2	When a SIP socket connection was unexpectedly terminated, the subsequent reconnection attempt failed.
DMA-13522	6.0.6	6.1.2	The RealPresence DMA system allowed SIP dial strings beginning with ‘+’, which was not compliant with the SIP standard.
DMA-13521	6.1.1	6.1.2	Polycom MCUs registered via SIP were incorrectly recognized as endpoints, and appeared on the Network > Endpoints page instead of the Network > MCU > MCUs page.
DMA-13516	6.0.4 HF2	6.1.2	The RealPresence DMA system SNMP MIB always returned a 0 (not connected) status for connected MCUs, regardless of connection status.
DMA-13493	6.0.5	6.1.1	After a failover scenario in a clustered environment, the newly active node did not clear the conference connections that were hosted on the previously active node. **Note**: Although this issue is resolved, there may be a delay (up to two minutes) as the conference connections are cleared after failover is complete. This is normal behavior.

Issue Number	*Found in Version*	*Fixed in Version*	*Description*
DMA-13477	6.0.5 HF1	6.1.1	When you used the web management interface to edit a Polycom Conferencing (calendared) conference room, the Passback data that was associated with the conference room via API was deleted.
DMA-13469	6.1	6.1.2	During some Polycom RealConnect™ call scenarios in a superclustered configuration, some data was not passed between clusters, preventing one of the clusters from automatically creating the required VMR.
DMA-13469	6.1.0	6.1.2	Per Polycom's End of Life Policy, the Polycom Converged Management Application (CMA) system has reached end of life status. References to the Polycom CMA system have been removed from the RealPresence DMA system administrative GUI. The Polycom RealPresence DMA system supports the RealPresence Resource Manager system for resource management integration.
DMA-13463	6.1.2	6.1.2	View Polycom's End of Life Policy at http://support.polycom.com/PolycomService/support/us/support/documentation/eol.html.
DMA-13462	6.0.4 HF2	6.1.1	Gateway calls between a Polycom Group Series endpoint registered to the DMA system via H.323 and a Siemens Openstage endpoint registered via SIP would not connect.
DMA-13461	6.0.4	6.1.1	The **ISDN/PSTN Dial-in** check box was automatically enabled for DMA system VMR conferences even if it was disabled within the RealPresence Collaboration Server or RMX conference template.
DMA-13456	6.1	6.2	On the **Network > Site Topology > Sites** page, the list of sites was not sorted.
DMA-13455	6.0.5	6.1.1	If you configured Embedded DNS on the DMA system, DNS updates failed when site names were too long. The system now limits the length of site names when Embedded DNS is enabled.
DMA-13447	6.1.0	6.1.2	The SIP OPTIONS ping failure status codes and Nonresponsive SIP peer status codes fields on the Admin > Call Server > Call Server Settings page inconsistently split a range entry into multiple sub-ranges after you clicked the Update button.
DMA-13445	6.0.4 HF1	6.1.1	On the **Network > MCU > MCUs** page, the DMA system indicated **Supports SVC conferences** unreliably for version 7.8 and lower RMX MCUs.

Issue Number	*Found in Version*	*Fixed in Version*	*Description*
DMA-13442	6.1.0	6.1.2	API: When integrated with a RealPresence Resource Manager system, the RealPresence DMA system allowed you to request site topology changes using the API. API site topology change requests now return a 409 error code when the systems are integrated.
DMA-13438	6.0.4	6.1.1	If an endpoint registered through an SBC did not provide a call signalling address in its LWRRQ message, the registration would time out due to the DMA system incorrectly identifying the IP address of the endpoint.
DMA-13416	6.0.5	6.1.1	When you edit an Active Directory integrated user on the **User > Users** page, the system does not save data you enter in the **User pass-through to CDR** field on the **Add/Edit User** dialog.
DMA-13409	6.0.4	6.1.1	The DMA system would send an INVITE to a participant for different call speeds depending on if the participant was added before or after the conference started.
DMA-13407	6.0.4	6.1.1	The DMA system would sometimes disconnect certain endpoints from a call after a random amount of time due to an erroneous SIP session timeout.
DMA-13402	6.1.0	6.1.2	During some Polycom RealConnectTM call scenarios in a superclustered configuration, some data was not passed between clusters, preventing one of the clusters from automatically creating the required VMR.
DMA-13389	6.0.4	6.1.1	After a failover in a cluster or supercluster environment, the Polycom RMX system remained in Major Alarm status with the message "The MCCF channel is not connected". A reboot of the DMA system was needed to clear the alarm.
DMA-13368	6.0.4	6.1.1	If the DMA system forwarded a SUBSCRIBE message to an external address but never received a response, the system leaked the memory for the subscription object.
DMA-13356	6.0.4 HF2	6.1.1	In a superclustered environment, API commands to modify a participant could sometimes fail due to inconsistent internal representation of the state of the conference.
DMA-13355	6.0.5	6.1.1	When a registered SIP endpoint called a registered H.323 endpoint and the H.323 endpoint ended the call, the DMA system did not reclaim the call proxy object.

Issue Number	*Found in Version*	*Fixed in Version*	*Description*
DMA-13348	6.0.4 HF2	6.1.1	The system did not limit the number of rapid, consecutive CDR queries it accepted via API; in some cases, this caused the system to become unresponsive.
DMA-13343	6.0.4 HF2	6.1.1	Backup and restore operations consumed more memory than necessary, potentially causing performance issues during periods of heavy conference load.
DMA-13323	6.0.4	6.1.1	A complex network topology involving multiple media paths and bandwidth calculations caused the DMA system to record incorrect bandwidth for a call due to floating point math imprecision. This could cause the system to detect a bandwidth change where there was none, potentially resulting in unexpected bandwidth restrictions.
DMA-13305	5.2.2 P3	6.1.1	In a superclustered configuration, a SIP re-invite from an MCU caused the destination information for active calls to be overwritten with call origin information.
DMA-13293	6.0.4	6.1.1	In previous versions of DMA system software, conferences configured for Cascade for size functionality sometimes did not cascade properly because the ports reserved for cascading had been consumed by video participants. Although you could solve this issue by increasing the number of video ports reserved per conference, this could lead to inefficient use of ports if the MCU hosted many conferences. To address this, the **Cascade-for-size reserved video ports: Overall** field has been added to the **External MCU** tab of the **Add/Edit MCU** dialog. Using this field, you can specify how many video ports to reserve for Cascade for size functionality for this MCU (this is in addition to the existing **Per-conference** value). This allows you to specify a lower value for the **Per-conference** setting while ensuring that the DMA system can still cascade a conference using video ports from the **Overall** pool if the conference's **Per-conference** reserved video ports are consumed.
DMA-13289	6.0.4	6.1.1	The DMA system sometimes reported per-conference port usage incorrectly for some versions of the Polycom RMX system.
DMA-13283	6.0.4	6.1.1	If a DMA system was integrated with Active Directory, backslash characters in conference room IDs of the existing local conference rooms sometimes caused the DMA system to create erroneous conference room entries in Active Directory.
DMA-13275	6.0.4 HF4	6.1.1	The DMA system did not route calls to an MCU when the MCU had only audio ports available.

Issue Number	*Found in Version*	*Fixed in Version*	*Description*
DMA-13273	6.0.2 P1	6.1.1	In certain superclustered configurations, if a connected endpoint was disconnected from a call abruptly (such as in network outage) and was unable to send a DRQ to the DMA system, the system reported the call as an Active Call on a different DMA system within the supercluster when no calls were active on that system.
DMA-13270	6.0.4	6.1.1	When you used the RealPresence Resource Manager system to schedule a pooled conference that used a DMA system conference template configured for a **Telepresence Layout mode** of **Room Switch**, dial-out participants did not see the correct preset view.
DMA-13244	6.0.3 HF1	6.1.1	If a participant dialed a VMR using the dial string format <VEQ number>*<VMR number>*<VMR conference passcode>, they would not see all of the conference participants.
DMA-13226	6.0.4	6.1.1	The **Prefer routed** check box on the **Add External Gatekeeper** dialog only worked if the external gatekeeper was assigned a prefix and was operating in routed mode.
DMA-12093	6.0.2 P1 HF1	6.1.1	When all non-reserved video ports on an MCU were in use, the DMA system routed H.323 calls to that MCU as video calls, instead of routing the calls as audio-only.
DMA-11926	5.2.2 P3	6.1.2	If you started a Meet Now session in a Lync 2013 client and dragged a Polycom conference contact to the active call window, the conference contact failed to join the call.

Known Issues

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

Known Issues

Issue ID	*Found in Version*	*Description*	*Workaround*
DMA-14027	6.2.0	If you upgrade a system from version 6.0.1 to 6.2, the system's conference templates have a null value for the **Content resolution** field. This causes API conference template operations on the newly upgraded system to fail.	After upgrading, go to the **Admin > Conference Manager > Conference Templates** page. Edit each conference template, change the template's **Content resolution** field, and save the changes.

DMA-14008	6.2	The Operations Guide and online help do not describe the functionality of the
		`return ACCEPT;`
		and
		`return REJECT;`
		statements.
			Use the
			`return ACCEPT;`
			statement to instruct the system to accept the DTMF digits. Use the
			`return REJECT;`
			statement to force the system to reject the DTMF digits and prompt the caller again for new DTMF digits.

DMA-14006	6.2	If you debug an empty script with the VEQ script debugging dialog, the script rejects the DTMF digits.	Add the following line to the script: `return ACCEPT;`
DMA-13989	6.1.2	If Lync 2010 clients use an HD conference profile, the integrated camera on some Lync 2010 PCs does not send video when the call is routed through the RealPresence DMA system.	
DMA-13869	6.2	In certain configurations, the RealPresence DMA system may send some endpoints of a telepresence system to one MCU and some to another MCU if the first MCU does not have enough capacity.	

Issue ID	*Found in Version*	*Description*	*Workaround*
DMA-13769	6.2	In rare circumstances, a presence-enabled conference contact will not show presence status after it is created.	
DMA-13688	6.2	API: The Polycom RealPresence Platform API documentation does not explain the use of passback fields in resources.	
DMA-13592	6.2	API: The Polycom RealPresence Platform API documentation for the **plcm-site-topology** resource contains contradictory descriptions of required roles for GET operations.	
DMA-13573	6.0.6	After an upgrade to version 6.0.5, the registration status of SIP endpoints registered to the RealPresence DMA system cycles between active and inactive on the **Network > Endpoints** page.	Delete the SIP endpoint using the **Delete** button and allow it to re-register.
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 **Next hop address** field in the **Add External SIP Peer** dialog on the **Network > External SIP Peers** page. The online help and Operations Guide do not include this information.	Remove any spaces in the field before clicking **OK**.
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.	

Issue ID	*Found in Version*	*Description*	*Workaround*
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 **Room ID**.	
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.	
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, the 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.	

Issue ID	*Found in Version*	*Description*	*Workaround*
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 End of Support for Dell PowerEdge 1950 Server for more information.	
DMA-13173	6.1	The CDR column “userRole” contains the value “null” in some calls when it should be blank.	
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 **Network > Endpoints** page after the **Inactive registration deletion** 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.	

Issue ID	*Found in Version*	*Description*	*Workaround*
DMA-13027	6.1	The following errors exist in the RealPresence DMA REST API Reference Documentation: ● plcm-conference-notification ➢ The plcm-conference-list namespace is not used; the conference notification always reports on one conference at a time (not a list) ➢ The XSD Elements/XSD Complex Types is missing an entry for plcm-conference ● plcm-participant-notification ➢ The plcm-participant-list namespace is not used; the participant notification always reports on one participant at a time (not a list) ➢ The XSD Elements/XSD Complex Types is missing an entry for plcm-participant	
DMA-12962	6.1	The **Admin > Call Server > Prefix Service** page allows you to define duplicate **Simplified ISDN Gateway Dialing** prefixes.	
DMA-12945	6.0.4	If you register several SIP devices using the same SIP alias to the RealPresence DMA system and one of them is an HDX system, unregistering the HDX system causes all other devices using that alias to be unregistered.	
DMA-12888	6.1	In certain dial-out situations, the dial-out connection is not counted for the connected endpoint in the **Active Calls** column on the **Network > Endpoints** page.	

Issue ID	*Found in Version*	*Description*	*Workaround*
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 **Number of Calls** column on the **Network > Site Statistics** and **Network > Site Link Statistics** 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 **Property Changes** tab of the **Call Details** 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.	

Issue ID	*Found in Version*	*Description*	*Workaround*
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 **Reports > Call History** page shows the **Destination** for the call as "Unresolved".	
DMA-12566	6.1	If you install version 6.1 software from a 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 **Conference Rooms** column of the **User > Users** page until it is edited in the **Conference Rooms** 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 **Call History** page reports that the "Endpoint ended the call normally".	

Issue ID	*Found in Version*	*Description*	*Workaround*
DMA-12110	6.1	If the RealPresence DMA system is restarted during a conference, the end time for the conference is blank on the **Call History** and **Conference History** pages, and the conference is not recorded in the CDR data.	
DMA-12084	6.1	When the RealPresence DMA system is configured for a **System IP type** of **IPv4 + IPv6** 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.	

Issue ID	*Found in Version*	*Description*	*Workaround*
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).	
DMA-11846	6.1	The dial rule action “Resolve to virtual entry queue” handles dial strings with the format <VEQ>**<VMR> inconsistently.	
DMA-11493	6.0.2	On the **Reports > Call History** 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 **Reports > Conference History** 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 **Active Calls** 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 **Site Statistics** 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.	

Issue ID	*Found in Version*	*Description*	*Workaround*
DMA-11135	6.0.2	The **Add/Edit Direct Dial Virtual Entry Queue** dialog boxes don't include the **RealPresence DMA-based IVR Call Flow** 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-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.
DMA-10372	6.0	After an MCU becomes unavailable, SIP calls are successfully moved to another MCU, but content sharing is not.	

Issue ID	*Found in Version*	*Description*	*Workaround*
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-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 can't be loaded into a Zenoss 3.2.1 network manager.	Download the MIB and in a text editor make the following changes in the IMPORTS section: Add these two lines: TRAP-TYPE FROM RFC-1215 Change the line ::= { polycom 13 } to ::= { enterprises 13885 } Save the changes and load the modified file into the Zenoss 3.2.1 network manager.

Issue ID	*Found in Version*	*Description*	*Workaround*

DMA-9775	5.1	Call doesn'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):
			if(DIAL_STRING.match(/[0-9]{4}@<*ip*>))
			{
			vmr = DIAL_STRING.replace(/([^@]*)@.*/i,"$1");
			println(vmr);
			DIAL_STRING=vmr;
			}

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 **Edit External SIP Peer** dialog box for the peer, go to the **Postliminary** tab. Under **Request URI options**, change **Format** to **Free Form Template**. In the **Template** 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 **Call Server Settings** page, turn off **Terminate calls based upon failed responses to IRQs**.

Issue ID	*Found in Version*	*Description*	*Workaround*
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.	On the RealPresence 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**. **Note:** This option affects communications with all external H.323 gatekeepers to which the RealPresence DMA system gateways SIP calls.
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 is used to configure a single-server system to use IPv4+6 and split networking, the IPv6 signaling network settings aren'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.	

Issue ID	*Found in Version*	*Description*	*Workaround*
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.	
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. **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 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-9128	5.0	The **Users** list can't be sorted on the **Associated Endpoints** 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 **Edit MCU** dialog box, select **Permanent** to prevent the MCU's registration from expiring.
DMA-9085 DMA-9088	5.0	On the **Resource Management Server** page, **Model** is "CMA" for a RealPresence Resource Manager system.	

Issue ID	*Found in Version*	*Description*	*Workaround*
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 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 **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 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-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.	

Issue ID	*Found in Version*	*Description*	*Workaround*
DMA-8875	5.0	When a conference uses a custom template with auto layout enabled, auto layout sometimes doesn’t work.	
DMA-8675	5.0	On calls to VMR, DMA system shows different requested and final bit rates than the MCU and endpoints show.	
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.

Issue ID	*Found in Version*	*Description*	*Workaround*
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-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.

Issue ID	*Found in Version*	*Description*	*Workaround*
DMA-7131	4.0.1	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). 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.	
DMA-6644	4.0	As required by the H.323 specification, the RealPresence 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. Other gatekeepers, such as CMA and VCS, treat dial strings of the form "<user>@<domain>" as url-IDs. The RealPresence DMA system's different treatment of these dial strings means that calls to non-neighbored external gatekeepers are likely to fail. For compatibility purposes, the RealPresence DMA should have a configuration option to treat these dial strings as url-IDs.	To configure the RealPresence 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: DIAL_STRING=DIAL_STRING.replace(/^([^: @]*)@([^@]*)/,"h323:$1@$2");
DMA-6524 DMA-8447 DMA-8500	4.0	FECC (far end camera control) is not supported though the H323<->SIP gateway. The RealPresence DMA system's protocol gateway supports only audio and video.	

Issue ID	*Found in Version*	*Description*	*Workaround*
DMA-6480	4.0	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.	
DMA-6459	4.0	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.	Make sure that the passcodes created on the RealPresence DMA system meet the requirements of the MCUs that the system uses.
DMA-6103	3.0	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.	Register the endpoints to the RealPresence DMA system.
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-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).

Issue ID	*Found in Version*	*Description*	*Workaround*
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.

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

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