



RELEASE NOTES

Version 6.2.2 | September 2015 | 3725-76310-001G2

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



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What's New in the Version 6.2.2 Release

The Polycom RealPresence DMA system version 6.2.2 is a major release; the changes are described in the following sections.

Enhancements to Reporting for External Calls

This release of the RealPresence DMA system brings enhancements to call reporting for external calls and preset dial-out calls initiated through the RealPresence Collaboration Server. External calls are calls that participate in RealPresence DMA system VMRs, but whose signaling does not pass through the RealPresence DMA system. These calls do not consume a call license and do not appear on the **Network > Active Calls** page or the **Call Server Active Calls** dashboard pane. They are, however, assigned UUIDs, and you can control these calls using the API.

Dial-out calls initiated through the RealPresence Collaboration Server are reported on the **Network > Active Calls** page.

As of this release, the RealPresence DMA system reports external calls and RMX initiated dial-out calls on the **Call History** page, **Conference History** page, CDRs, and through the API.

On the **Reports > Call History** page, the **Call Info** tab of the **Call Details** dialog contains two new fields, which are visible only when the applicable data is available:

- **Extension** – Displays the dial string extension, if one was entered.
- **Conference call type** – Displays the type of call: *MCU dial out*, *DMA dial out*, or *External call* (for calls initiated from the MCU user interface).

This release introduces the following changes to CDR fields:

- A new field, **extension**, records the dial string extension if one was entered. If the call is external, the field is blank.
- The **bitrate** field is empty for external calls.
- The **callType** field includes a new call type of *VMR_EXTERNAL*, which indicates an external call.
- The **classOfService** field is empty for external calls.
- The **dialIn** field is *FALSE* for dial-out calls, and empty for external calls.
- The **ingressCluster** and **egressCluster** fields are empty for external calls.
- The **origSignaling** and **destSignaling** fields list the type of signaling: *SIP*, *H323*, or *ISDN*.

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 6.2.2 brings improvements to the API, as described in the following sections.

plcm-conference

The following status code has been added to this resource collection:

403: "The MCU for this dialout must be H.323 registered to a DMA in the supercluster."

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 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**

For Appliance Edition systems, 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 RealPresence DMA system is available in either an Appliance Edition or a Virtual Edition.

Appliance Edition

This version of the RealPresence DMA system, Appliance Edition, can be installed on either a Polycom Rack Server 620 (R620) or a Polycom Rack Server 220 (R220).

The capabilities of the system differ according to which server you are using.

Maximum capabilities when installed on a Polycom Rack Server 620/220

<i>Capability</i>	<i>Maximum for Polycom Rack Server 620</i>	<i>Maximum for Polycom Rack Server 220</i>
SIP		
Concurrent point-to-point calls	5000	200
Concurrent VMR calls	1200	200
Concurrent registrations	15000	1600
H.323		
Concurrent point-to-point calls	5000	200
Concurrent VMR calls	1200	200
Concurrent registrations	15000	1600

Supported Cluster Configurations

The Appliance Edition supports a two-server redundant configuration only with certain server combinations. The following table details which two-server local cluster configurations are supported:

Supported Two-Server Local Cluster Combinations

	<i>Dell PowerEdge 610</i>	<i>Polycom Rack Server 620 (R620)</i>	<i>Polycom Rack Server 220 (R220)</i>
<i>Dell PowerEdge 610</i>	Supported	Supported	Not Supported

	<i>Dell PowerEdge 610</i>	<i>Polycom Rack Server 620 (R620)</i>	<i>Polycom Rack Server 220 (R220)</i>
<i>Polycom Rack Server 620 (R620)</i>	Supported	Supported	Not Supported
<i>Polycom Rack Server 220 (R220)</i>	Not Supported	Not Supported	Supported

Virtual Edition

This version of the RealPresence DMA system is also available in an edition packaged for VM-based deployment.

Host Installation Guidelines

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 of that deployment.

Minimum Deployment Settings

<i>Component</i>	<i>Minimum Deployment Settings</i>
CPU	3000MHz Reservation 6000MHz Limit
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.

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

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.2.2.1	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.	September 2015	Maintenance release to fix specific issues.
6.2.2	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	August 2015	Maintenance release to fix specific issues, conference room dial-out improvements.
6.3.0.1	2.7.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	August 2015	Maintenance release to fix specific issues.
6.2.1.2	2.6.2	CentOS 6.6 Java 8u5 PostgreSQL 9.	June 2015	Maintenance release to fix specific issues.
6.3.0	2.7.2	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	June 2015	Enhanced CSR Dialog, Enhanced Chairperson Functionality for Cascaded Conferences, External Lync System Integration, Lobby Support for RealConnect™ Conferences, Scheduled Backups, Signaling Diagram, SIP 302 Redirect Support, Support for Polycom Rack Server 630 (R630), VEQ support for RealConnect™ Conferences, WebRTC Conferencing.
6.2.1.1	2.6.2	CentOS 6.6 Java 8u5 PostgreSQL 9.	April 2015	Maintenance release to fix specific issues.
6.1.3.1	2.5.5	CentOS 6.5 Java 8u5 PostgreSQL 9.3	April 2015	Maintenance release to fix specific issues.

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.2.1	2.6.2	CentOS 6.5 Java 8u5 PostgreSQL 9.3	March 2015	Maintenance release to fix specific issues, conference room dial-out improvements.
6.1.3	2.6.0	CentOS 6.5 Java 8u5 PostgreSQL 9.3	March 2015	Maintenance release to fix specific issues.
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.

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
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.

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
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.

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.



Caution: Do not upgrade from version 6.2.2 to version 6.3.0

Since version 6.3.0 was released before version 6.2.2, there are features and fixes included in version 6.2.2 that are not included in version 6.3.0. A future 6.3.x release will include these features and fixes.

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 6.2.2. 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. Read the release notes for each version in your upgrade path to be aware of any upgrade notes or caveats.

Supported Upgrade Paths and Required Files

<i>From Version</i>		<i>To Version</i>	<i>New License Required?</i>	<i>Upgrade Package</i>
5.0.x	→	5.2.x	Yes	DMA-upgrade_5.2.2.6-bld9r144761.bin
5.1.x				
5.2.x	→	6.2.2	Yes	rppufconv.bin (Pre 6.1.0 to 6.2.2)
6.0.x				6.2.2_Build_198325-rppufconv.bin
6.1.x	→	6.2.2	Yes	full.bin (6.1.x and/or 6.2.x) to 6.2.2
6.2.0.x			No	6.2.2_Build_198325-full.bin
6.2.1.x			No	

Upgrade to Version 6.2.2 of the RealPresence DMA System, Appliance Edition

You can upgrade a RealPresence DMA, Appliance Edition system to version 6.2.2 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 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 6.2.2 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 6.2.2 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 6.2.2, 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 6.2.2 instance.

- 4 Verify that the upgraded RealPresence DMA system is available and operating correctly.

Upgrade a RealPresence DMA System as a Component of a RealPresence Video DualManager 400 System

The RealPresence DMA system Version 6.2.2 is a supported component system upgrade for the RealPresence Video DualManager 400 system. For more information, refer to the latest *Polycom RealPresence Video DualManager 400 Release Notes*, found on the Polycom [support site](#).

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

<i>Product</i>	<i>Tested Versions</i>
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
Polycom RealPresence Resource Manager, Virtual Edition	8.3.0

<i>Product</i>	<i>Tested Versions</i>
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)
Polycom Real Presence Collaboration Server 800s	8.4
Polycom RealPresence Access Director	4.1

<i>Product</i>	<i>Tested Versions</i>
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)
Cisco CTS500-32	6.1.2.1(5)
Cisco CTS500-37	1.10.5.1(4)
Cisco E20	4.1.3

<i>Product</i>	<i>Tested Versions</i>
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)
LifeSize ICON 600	1.3.2
LifeSize Passport	4.12.3(4)
LifeSize Room	4.7.22(3)
LifeSize SoftPhone	8.1.12

<i>Product</i>	<i>Tested Versions</i>
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
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

<i>Product</i>	<i>Tested Versions</i>
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
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	

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence CloudAXIS Suite	1.6.x

Resolved Issues

The following table lists the issues resolved between the release of version 6.2 and version 6.2.2 of the Polycom RealPresence DMA 7000 system.

Resolved Issues

<i>Issue Number</i>	<i>Found in Version</i>	<i>Fixed in Version</i>	<i>Description</i>
DMA-14967	6.2.1	6.2.2	The CDR record for an external call was changed from VMR_EXTERNAL to VMR-external.
DMA-14966	6.2.1	6.2.2	The CDR version number was increased from 5 to 6 to distinguish changes from past releases.
DMA-14897	6.2.0	6.2.2	After performing an Active Directory integration and Lync integration, the RealPresence DMA system published duplicate VMR contacts with the string EOVR appended to the beginning of the contact name.
DMA-14883	6.2.2	6.2.2	When the cdrExport.zip file folder is saved, an error pop-up was displayed stating "The file could not be downloaded." The file, however, has been downloaded and was able to be unzipped and all files accessed.
DMA-14827	6.2	6.2.2	The RealPresence DMA system launched the recovered conference on the new RealPresence Collaboration Server with the cached chair password.
DMA-14817	6.2	6.2.2	If you enabled Cascade for size on a conference template, participants of RealConnect™ conferences using the conference template were improperly moved between MCUs during the conference.
DMA-14772	6.1.3	6.2.2	When dial-out participants didn't pick up, the system degraded the dialing MCU's reliability unnecessarily.
DMA-14761	6.2.0	6.2.2	The RealPresence DMA system enterprise VMR presence display status changed to offline in the Lync client after the Create Polycom conference contacts and publish presence button was toggled off, even after it was turned back on or the VMRs presence was manually set to publish presence.
DMA-14746	6.2.0	6.2.2	Due to the length of the Lync Server dialog, the CSS Gateway could not connect to a RealConnect™ call if the dial rule with the action Resolve to external SIP peer was configured for a Weighted round-robin routing policy.

<i>Issue Number</i>	<i>Found in Version</i>	<i>Fixed in Version</i>	<i>Description</i>
DMA-14743	6.2.0	6.2.2	The rate at which the RealPresence DMA system sent IRQ messages was too high.
DMA-14741	6.1.3	6.2.2	The Call History Report often does not merge per-cluster information and displays incorrect originator and destination.
DMA-14687	6.2.0	6.2.2	The conference end timer was not configurable on the RealPresence DMA system.
DMA-14525	6.2.2	6.2.2	On the Admin > Conference Manager > Conference Settings page, the system did not correctly evaluate the relative size of the values in the Minimum generated room ID and Maximum generated room ID fields.
DMA-14490	6.2.1	6.2.2.	When a local VMR is manually added to an Active Directory user, the RealPresence DMA system registers with Lync on creation but never registers again. When Lync receives no further registrations from the RealPresence DMA system for that VMR, it changes the VMR's presence to offline.
DMA-14247	6.1.2	6.2.2	You could save the system's Gatekeeper Blacklist Settings on the Call Server Settings page with invalid values.
DMA-14231	6.1.2	6.2.2	There are cases in which the RealPresence Access Director system is used with the Real Presence DMA system and the same H.323 dial string is entered on both a RealPresence Access Director system and HDX but the Real Presence DMA system handles them differently, which prevents the RealPresence Access Director system call from being completed.
DMA-14181	6.1.1	6.2.2	When the conference template, Telepresence mode is set to Room Switch , the RealPresence DMA system does not include the correct call setup to ITP rooms. See DMA-14181 in the Known Issues table for more information.
DMA-14175	6.1.2	6.2.2	Enterprise conference rooms differ between servers.
DMA-14126	6.1.2	6.2.2	When endpoints registered to cluster A of a supercluster called endpoints registered to cluster B of the supercluster, the system classified the endpoints as rogue endpoints.
DMA-14022	6.1.1	6.2.2	On the DMA> MCU >MCUs page, CODIAN 4505 SIP registration status shows as INACTIVE . SIP, however, is registered and working.

<i>Issue Number</i>	<i>Found in Version</i>	<i>Fixed in Version</i>	<i>Description</i>
DMA-13713	6.2.1	6.2.2	Some types of SIP calls were counted properly on the Call History and Active Calls pages, but were not counted in the Call Server Active Calls and License Status dashboard panes.
DMA-13432	6.1	6.2.2	The RealPresence DMA system did 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.

Known Issues

The following table lists the known issues identified since the release of version 6.2.1 of the Polycom RealPresence DMA 7000 system.

Known Issues

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-15208	6.2.2	When you create a conference between endpoints registered in different supercluster territories, an internal multipoint conference remains active on the RealPresence Resource Manager system after the original conference has ended.	
DMA-15205	6.0.4	Several codecs lost registration to the RealPresence DMA Gatekeeper.	
DMA-15202	6.2.1.1	When the RealPresence DMA system has 50,000 VMRs, its search conference rooms API calls experience a garbage collection pause longer than 5 seconds. This leads to an unresponsive GUI.	
DMA-15115	6.2.1.1	Search results are visible on the Network Usage page. Data can be seen on the User Interface but when you export it, the Network Usage Report appears to be empty.	
DMA-15040	6.2.1	If an external endpoint tries to dial through the RealPresence DMA system or be contacted by the RealPresence DMA system, the system looks up the endpoint's IP via a DNS query regardless of whether or not it tells the system its IP address. This can result in the Domain Name System server taking more than 20 seconds to reply that this is an unknown endpoint.	
DMA-15026	6.1.3	In some situations, internal system events can hang in the Event Executor causing the RealPresence DMA system to become unresponsive.	

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-15022	6.1.3	The RealPresence DMA system encountered a problem with its call stack that caused the RealPresence DMA system application to crash.	
DMA-15021	6.1.3	The RealPresence DMA system encountered a problem with its call stack that caused the RealPresence DMA system application to crash.	
DMA-15014	6.1.3	Automatic hourly system log file rolling can cause performance issues on heavily loaded systems.	
DMA-15004	6.2.1 & 6.3	If you make an API call against a conference while the conference call is still in the process of being setup, the API query does not return details such as endpoint name or bitrate.	
DMA-14974	6.2.0	When you enable SIP authentication for both ports 5060 and 5090, while the external SIP peer is defined using port 5090 only, the calls are sent to 5090 and the contact header in the outbound SIP invite from the RealPresence DMA system contains port 5060. Thus, the in-dialogue message is rejected with a 401 response.	
DMA-14955	6.2.1	H.323 calls made from endpoints registered to the RealPresence DMA system may fail if routed through a Telstra SIP peer due to incorrect processing of the SIP domain during call translation.	
DMA-14905	6.1.1	Within a particular time window the RealPresence DMA system should properly respond to duplicate REGISTER requests from the RealPresense Collaboration Server.	

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-14861	6.2.2	When you attempt to edit the non-RealPresence DMA system reserved ports for an MCU with no running conferences, the web interface periodically shows an error message as if conferences on the RealPresence Collaboration Server were still active, making you unable to save edits.	
DMA-14777	6.1.3	When DMA opens logs are checked for errors, an error listed in the pv0991pdma0202 opens\errors.1 file indicates that there is a bug in opendir [09/Jun/2015:04:21:22 +1000] category=SYNC severity=SEVERE_ERROR msgID=14942419.	
DMA-14733	6.2	The RealPresence DMA system is not correctly freeing up resources in memory when it receives SIP subscribed messages, causing the system performance to degrade over time.	
DMA-14726	6.1.2	The RealPresece DMA system encountered a problem with its call stack that caused the application to crash.	
DMA-14524	6.2.1	In the call details dialogue on the reports call history pager a long Final Dial string value caused the Call Details window to run off of the page rather than creating a new text line.	
DMA-14492	6.2.1	When the RealPresence DMA system receives a DRQ from an endpoint but not from RealPresence Collaboration Server, the RealPresence DMA system shows the call in the Active Calls page rather than releasing the call. This results in an excessive number of calls in the dashboard, which leads to a depletion of licenses.	

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-14415	6.0.2	When CDRs are being downloaded, the Export CDR data progress indicator does not show progress.	
DMA-14385	6.2.0	When you attempt to delete a pool associated with any dial rule, a dialog should be presented to prohibit the deletion.	Do not delete the pool order that is associated with a dial rule.
DMA-14383	6.1.3	The RealPresece DMA system encountered a problem with its call stack that caused the RealPresence DMA system application to crash.	
DMA-14382	6.1.3	The RealPresece DMA system encountered a problem with its call stack that caused the RealPresence DMA system application to crash.	
DMA-14370	6.1.1	The RealPresece DMA system encountered a problem with its call stack that caused the RealPresence DMA system application to crash.	
DMA-14368	6.2	The RealPresence DMA system does not correctly handle calls with location problems, resulting in an excessive amount of data being written to the cdrproperties table which then causes the garbage collector process to run for longer than expected.	
DMA-14181	6.1.1	During telepresence conferences, if a conference template is linked with RealPresene Collaboration server conference profile then the the RealPresence DMA system will not include the necessary string in the call setup, which could lead to incorrect layouts in the ITP room.	

Get Help

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

The Polycom Community

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

Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services will help customers successfully design, deploy, optimize, and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server or Lync 2010 Server integrations. For additional information, please see http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.