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

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What's New in the Version 6.3 Release

The Polycom RealPresence DMA system version 6.3 is a major release; the changes are described in the following sections.

Enhanced Conference Template Features

This release brings enhancements to conference templates, mirroring improvements in RealPresence® Collaboration Server conference features. The following new tabs are available in the Add / Edit Conference Template dialog:

- **Polycom MCU Indications** – Allows you to control the display of certain icons related to recording, participant attendance, and network quality during the conference.
- **Polycom MCU Message Overlay** – Allows you to display a message on the screen during a conference and control where and how the message is displayed.

Enhanced Certificate Signing Request Interface

Improved settings surrounding Certificate Signing Requests allow you to customize certificates to your environment by adding, changing, or removing Subject Alternative Name (SAN) extensions in the request.

Enhanced Chairperson Functionality for Cascaded Conferences

The RealPresence DMA system now propagates conference chairperson events for conferences cascaded between multiple MCUs.

For example, if a conference requires a chairperson, the conference participants must wait (hearing music and seeing a self-view) until the conference chairperson joins before seeing other participants. Previously, for cascaded conferences requiring a chairperson, only the MCU that the conference chairperson connected to added the conference participants to the conference. The participants on other MCUs were not added.

Now, when a chairperson connects to the cascaded conference, the participants across all MCUs are added to the conference.

Cascaded conferences using the conference template setting **Terminate conference after chairperson drops** are now terminated when the chairperson disconnects, no matter which MCUs are in use.

Lobby Support for RealConnect™ Conferences

Lobby support for RealConnect™ conferences is now enhanced when the conference template option **Conference Requires Chairperson** is enabled. In this configuration, RealConnect™ conference

participants using non-Lync endpoints that are waiting for a Lync presenter to join the conference will now wait in a lobby (where they hear music and see a self-view) similar to the Lync participants. As soon as the chairperson joins, all non-Lync participants enter the conference.

Microsoft Skype for Business Support

This release supports Microsoft® Skype for Business. The latest RPP versions are required. The Polycom product versions and the Microsoft Skype for Business versions tested can be found in the *Release Notes for Polycom Unified Communications for Microsoft Environments - June 2015* at Polycom Unified Communications for Microsoft Environments.

Polycom RealConnect^{TM} for External Lync Systems

This release supports Polycom RealConnect^{TM} for external Lync systems. An external Lync system is a Lync deployment located at a remote site that has a federated relationship with your Lync deployment. When you define an external Lync system, your local Polycom infrastructure gains the ability to connect to a remote Lync deployment and start or join RealConnect^{TM} conferences on that system.

Scheduled Active Directory Cache Refreshes

Periodically, the RealPresence DMA system connects to Active Directory to refresh its user, group, and conference room cache. You can now control when and how often the system refreshes the Active Directory user and conference room cache (up to 12 times per day).

Scheduled Backups

You can now schedule the system to perform cluster backups and store the backup archives remotely. The system supports the FTP, SFTP, HTTP, or HTTPS protocols when transferring the backup archives to the remote server.

Signaling Diagram

Beginning with this release, you can view a graphical representation of signaling events for active and past calls. If you select a call on the **Reports > Call History** or **Network > Active Calls** page and click **Show Call Details**, you can use the Signaling Diagram to:

- Quickly see details of endpoints and RealPresence DMA systems involved in a call
- Visualize progression of signaling during the call
- Click on an event or call property change to see more details
- Save an image of the signaling events
- Save the XML representation of the signaling events

You can use the Signaling Diagram for H.323, SIP, and WebRTC calls.

SIP 302 Message Support

Beginning with this version, the system accepts and processes SIP 302 "Moved Temporarily" and 302 "Redirect" messages from other devices on the network.

SIP Privacy Header Override

Previously, the RealPresence DMA system rejected calls with the "critical" flag included in the SIP Privacy header. You can now instruct the system to accept these calls by enabling the **Ignore SIP "critical" privacy flag** option on the **Admin > Local Cluster > Security Settings** page. You can also optionally instruct the system to remove the flag when forwarding the signaling to downstream SIP devices.

Support for Polycom Rack Server 630 (R630)

This version of the RealPresence DMA system, Appliance Edition is supported on the Polycom Rack Server 630 (R630) platform, which is now shipped for new Appliance Edition systems. As part of this change, the Polycom Rack Server 620 (R620) is no longer shipped with new Appliance Edition systems.

TLS Version Control

This release allows you to specify which versions of the TLS protocol the system supports for HTTPS communication. You can also enable SSL 3.0 support for legacy devices, if required in your environment. SSL 3.0 support is disabled by default.

VEQ Support for RealConnect™ Conferences

Non-Lync participants can now dial Virtual Entry Queues (VEQs) and use Interactive Voice Response (IVR) features of Polycom MCUs to join RealConnect™ conferences. This also simplifies dial strings for endpoints that are not registered to the RealPresence DMA system where the RealConnect™ solution is deployed. RealConnect™ conferences via both on-premises Lync systems and external Lync systems are supported.

WebRTC Conferencing

The RealPresence DMA system can now process WebRTC calls forwarded from Polycom® RealPresence® Web Suite Pro. Using a web browser, conference participants can connect to conferences through RealPresence Web Suite Pro, without using a browser plugin. When a conference participant uses a web browser to start or join a WebRTC conference through RealPresence Web Suite Pro, the RealPresence DMA system manages signaling for the conference. Some WebRTC-only conferences don't need an MCU, but if an MCU is needed to host the conference, the RealPresence DMA system promotes the conference to a WebRTC-capable MCU, allowing H.323, SIP, and WebRTC participants to attend conferences together.

Note: WebRTC Conferencing

WebRTC video conferencing requires RealPresence Web Suite with a RealPresence Web Suite Pro license. Do not enable any WebRTC features unless your video conferencing environment includes RealPresence Web Suite Pro. For complete documentation, please see the RealPresence Web Suite Administrator 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 6.3 brings improvements to the API, as described in the following sections.

Improved Validation Error Messages

As part of this release, validation error messages have become more user-friendly. If you omit a mandatory field from a PUT or POST payload, validation error messages now specify clearly which field is missing. Unrecognized fields that you include with a PUT or POST payload are now silently discarded, and do not produce an error message.

JSON Support

JSON (Javascript Object Notation) is now available for use with the API as an alternative to XML. It can be used as a payload format anywhere XML is used.

To enable JSON, use the `+json` media type suffix instead of the `+xml` media type suffix in the 'Accept' and 'Content-Type' headers. For example, to specify XML for the `plcm-conference-room-v2` resource, use the following request format:

```
Accept: application/vnd.plcm.plcm-conference-room-v2+xml
```

To specify JSON for the same request, use the following format:

```
Accept: application/vnd.plcm.plcm-conference-room-v2+json
```

If you do not specify an 'Accept' header in your requests, XML is used as the default payload type.

Note that there is a change in the way the server handles requests. Previously, the media type negotiation in the 'Accept' header was not enforced, and could be omitted. Beginning with this version of the RealPresence DMA system API, you must specify the media type and version in the 'Accept' header for GET requests. If the 'Accept' header is omitted entirely, the server will choose a media type and version on behalf of the client, even if the media type and version it chooses is not compatible with the client. Polycom strongly recommends using the 'Accept' header in all GET requests.

plcm-conference

In the `plcm-participant-v2` resource, the *dtmf-suffix* field now accepts the * (asterisk) character.

plcm-conference-room

In the `plcm-dial-out-participant` and `plcm-dial-out-participant-v2` resources, the *dtmf-suffix* field now accepts the * (asterisk) character.

plcm-log-archive

New for this release, this resource collection allows you to initiate the process to roll logs and retrieve information about log archives.

plcm-presence-config

New for this release, this resource collection allows you to configure Microsoft Lync presence publishing.

RealPresence Resource Manager Integration Changes

As part of the fix for DMA-13757, the **Join RealPresence Resource Manager** action has been removed from the **Admin > Integrations > RealPresence Resource Manager** page. To integrate your system with a RealPresence Resource Manager system, do so from the RealPresence Resource Manager web UI. You can, however, remove the RealPresence DMA system from the integration from the RealPresence DMA system web UI.

System JVM is now OpenJDK

This version of the RealPresence DMA system now uses OpenJDK 1.8.0 as the system Java Virtual Machine. As a side effect of this change, the SNMP MIB file "JVM-MANAGEMENT-MIB" is no longer available for download from the **Admin > Local Cluster > SNMP Settings** page.

Security Updates

This release includes updates that address security vulnerabilities. Please refer to the Polycom Security Center for more information about known and resolved security vulnerabilities.

Configuring the System for Cascaded Conferences with Content

Cascaded conferences that support content sharing require specific conference template settings. For proper content functionality during cascaded conferences, complete the following steps when configuring the conference template. For more information on cascading, see the *Polycom RealPresence DMA 7000 System Operations Guide* or online help.

Note: The system does not automatically enable these settings

For proper content functionality during cascaded conferences, you must configure the appropriate conference template options. When you enable cascading, these options are not enabled automatically.

To configure the system for cascaded conferences involving content

1 Go to the **Admin > Conference Manager > Conference Templates** page.

2 Choose **Add** to add a new conference template, or **Edit** to edit an existing one.

3 In the **Polycom MCU General Settings** tab, choose the type of cascading required for conferences in the **Conference Settings** section.

   ➢ Choose **Cascade for bandwidth** to cascade conferences across multiple MCUs to conserve bandwidth.

   ➢ Choose **Cascade for size** if conferences may exceed the number of participants that can be hosted by any single MCU.

4 In the **Polycom MCU Video Quality** tab, choose an H.264 content protocol for conferences that use this template, depending on the content resolution requirements:

   ➢ If conferences require multiple content resolutions, enable the options **Multiple content resolutions** and **H.264 cascade**:

   ➢ If conferences do not require multiple content resolutions, select **H.264 cascade and SVC optimized** for **Content protocol**:

System Capabilities and Constraints

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

Appliance Edition

The RealPresence DMA system, Appliance Edition, can be installed on a Polycom Rack Server 630 (R630), 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. For information on two-server local cluster server compatibility, see Supported Cluster Configurations.

Maximum capabilities when installed on a Polycom Rack Server 630/620/220

Capability	Maximum for Polycom Rack Server 630/620/610	Maximum for Polycom Rack Server 220
Number of sites:	500	100
Number of subnets:	5000	1000
Number of DMA clusters in a supercluster:	5	3
Number of MCUs enabled for conference rooms:	64	5
Number of clusters enabled for conference rooms:	3	3
Concurrent conference room calls	1200-2400 per cluster 1200 per cluster (H.323 only) 2400 per cluster (SIP only)	200 per cluster
Number of concurrent SIP<->H.323 gateway calls:	500	200
Size of Active Directory supported:	1,000,000 users and 1,000,000 groups (up to 10,000 groups maybe imported)	1,000,000 users and 1,000,000 groups (up to 10,000 groups maybe imported)
The following capabilities and constraints apply to each cluster in the supercluster.		
Number of contacts registered to a Microsoft Lync 2013 server:	25000	25000

Capability	Maximum for Polycom Rack Server 630/620/610	Maximum for Polycom Rack Server 220
Number of network usage data points retained: 8,000,000	8,000,000	8,000,000
Total concurrent calls per cluster:	5000	200
Concurrent registrations per cluster	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

	Dell PowerEdge 610	Polycom Rack Server 620 (R620)	Polycom Rack Server 630 (R630)	Polycom Rack Server 220 (R220)
Dell PowerEdge 610	Supported	Supported	Supported	Not Supported
Polycom Rack Server 620 (R620)	Supported	Supported	Supported	Not Supported
Polycom Rack Server 630 (R630)	Supported	Supported	Supported	Not Supported
Polycom Rack Server 220 (R220)	Not Supported	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

Component	Minimum Deployment Settings
Virtual Cores	3

Component	Minimum Deployment Settings
CPU	6000MHz
Memory	12GB
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

Release	API Version	System	Release Date	Features
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[TM] Conferences, Scheduled Backups, Signaling Diagram, SIP 302 Redirect Support, Support for Polycom Rack Server 630 (R630), VEQ support for RealConnect[TM] Conferences, WebRTC Conferencing.
6.2.1	2.6.2	CentOS 6.6 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 6.6 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.

Release	API Version	System	Release Date	Features
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.
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.

Release	API Version	System	Release Date	Features
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.
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.

Release	API Version	System	Release Date	Features
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.

Existing System Upgrades

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

- The upgrade package for this software version allows any version 6.1.x, 6.2.0, or 6.2.1 RealPresence DMA system to be upgraded to version 6.3. 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.

- Upon first login, the system 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.

- Call history, conference history, and CDR data are not preserved during upgrades to this version.

  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 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

Current Version	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade	New License Required	Use Upgrade Package Ending with
Prior to version 5.2.x	→ 5.2.x	→ 6.1.x	→ 6.3	Yes	"rppufconv.bin" (5.2.x → 6.1.x) "full.bin" (6.1.x → 6.3)
5.2.0 - 5.2.2.x	→ 6.1.x		→ 6.3	Yes	"rppufconv.bin" (5.2.x → 6.1.x) "full.bin" (6.1.x → 6.3)
6.1.x			→ 6.3	Yes	"full.bin"
6.2.0 - 6.2.1			→ 6.3	Yes	"full.bin"

Upgrade to Version 6.3 of the RealPresence DMA System, Appliance Edition

You can upgrade a RealPresence DMA, Appliance Edition system to version 6.3 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 6.3 of the RealPresence DMA System, Virtual Edition

Virtual Editions of Polycom RealPresence Platform products such as the RealPresence DMA system require the Polycom® RealPresence® Platform Director™ system to manage licensing of your products. Additionally, if your RealPresence Platform Director system is installed in a VMware® vCenter Server® environment with the required capacity, you can use the RealPresence Platform Director system to install the RealPresence DMA system software. You can also use your virtual environment tools to install product instances.

The RealPresence Platform Director system is included with all Virtual Edition products and is available for download at **Documents and Downloads** at [Polycom Support](.).

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 6.3 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 6.3, 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 6.3 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.

> **Note: Virtual environment compatibility**
>
> Polycom supports mixed Hyper-V/VMware environments, but Polycom has not tested all configurations / combinations.

Products Tested with this Release

Product	Tested Versions
RealPresence Platform Virtual Edition Infrastructure	
Polycom RealPresence Platform Director (required for Virtual Edition)	2.0.875
Hypervisor Environments for Virtual Edition	
VMware vCenter Server	5.1.0 Update 1, 5.5
Microsoft Hyper-V	Microsoft Windows Server 2012 R2 with the Hyper-V role enabled
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)

Product	Tested Versions
MS Exchange 2013	15.00.0775.038 (CU3)
Polycom RealPresence Content Sharing Suite	1.5.0.93
Polycom MLA	3.1.2.8
Polycom Real Presence Media Suite (including Virtual Edition)	2.0.0
Polycom RealPresence Resource Manager (including Virtual Edition)	8.3.0, 8.4.0
Polycom RSS4000	8.5.2, 8.6
Polycom TelePresence Tool	3.1.2
Gatekeepers, Gateways, SIP Servers and MCU's	
ACME SBC	SCX6.4.0 MR-5 GA (Build 423)
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)	4.1(1.79)
Cisco Unified Communications Manager (CUCM)	10.5.2.11900-3
Cisco VCS	X8.5.1
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

Product	Tested Versions
Juniper NetScreen-ISG1000	6.3.0r10.0
Lync 2010 Server	4.0.7577.710(CU13)
Lync 2013 Server	5.0.8308.872(CU10)
Polycom Real Presence Collaboration Server 800s	8.4
Polycom RealPresence Access Director (includes Virtual Edition)	4.2
Polycom RealPresence Collaboration Server (RMX) 1800	8.6
Polycom RealPresence Collaboration Server, Virtual Edition	8.4
Polycom RMX 2000, 4000 (MPMRx)	8.6
Polycom RMX 1500, 2000, 4000 (MPMx)	8.5
Polycom RMX Gateway	8.1.6
Polycom TCSPI Adapter	3.2.5
Polycom VBP	11.2.13RC2
Polycom VBP 7301	14.1.1
Radvision ECS Gatekeeper	7.7.0.0.27
Radvision Scopia P10 Gateway	5.7.2.1.47
Redcom LSC Slice 2100	v4.0a (R3Pc)
Tandberg Gatekeeper	N6.1, N6.3
Tandberg Gateway	G3.2
Endpoints	
Aethra X7	12.1.7
Avaya 10XX	4.8.3(23)
Avaya 1X Communicator	6.1.9.04-SP9-132
Avaya ADVD	1_1_2_020002
Avaya Flare Desktop	1.1.3.14
Avaya Flare Mobile (iOS)	2.0.1

Product	Tested Versions
Avaya Voice Phone	S3.171b
Broadsoft BroadTouch Business Communicator for PC	20.0.1.1649
Cisco CTS	1.10.10(13)
Cisco CTS500-32	6.1.2.1(5)
Cisco CTS500-37	1.10.5.1(4)
Cisco DX70 / DX80 / DX650	10.2(3.33)
Cisco E20	4.1.5
Cisco SX10 / SX20 / SX80	7.3.2
Cisco C20 / C40 / C60 / C90	7.3.2
Cisco EX90	7.3.2
Cisco TC	7.1.1
Cisco TX	6.1.7(16)
Cisco Jabber for Windows	9.7.0
Cisco Jabber iPad	9.3.4
Cisco Jabber Video for Telepresence (windows)	4.6.3
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
Huawei TE30	1.2.100
Huawei TE40	1.10.100
IBM Sametime Connect Client	Sametime 9
IBM Sametime Lotus Client	Sametime 9
IBM Sametime Web AV Client	Sametime 9

Product	Tested Versions
LifeSize Desktop client	2.0.2.191
LifeSize Express 220	4.12.3(4)
LifeSize ICON 600	2.0.10(100)
LifeSize Passport	4.12.0(30)
LifeSize Room	4.7.22(3)
LifeSize SoftPhone	8.1.12
LifeSize Team 200	4.7.22(3)
LifeSize Team 220	5.0.3(4)
Microsoft Lync 2010 Client	4.0.7577.4446
Microsoft Lync 2013 Client	15.0.4701.1000
Polycom CMA Desktop	5.2.6
Polycom CX500/CX600	4.0.7577
Polycom CX5500	1.1.3.10
Polycom CX7000	1.2.0
Polycom RealPresence Group Series	4.3.0
Polycom RealPresence Group Series Touch Controller	4.2.0
Polycom OTX / TPX	3.1.6
Polycom PVX	8.0.16
Polycom QDX4000	4.0.2
Polycom QDX6000	4.0.3
Polycom RealPresence Desktop (Mac)	3.3, 3.4
Polycom RealPresence Desktop (PC)	3.3, 3.4
Polycom RealPresence Mobile Android	3.3, 3.4
Polycom RealPresence Mobile IOS	3.3, 3.4
Polycom RPX	3.1.3.2

Product	Tested Versions
Polycom Sound Point 601 SIP	3.1.7
Polycom SoundPoint 650 SIP	4.0.7
Polycom SoundStation IP4000 SIP	3.1.7
Polycom SoundStation IP7000	4.0.6
Polycom Telepresence M100	1.0.7
Polycom HDX	3.1.6, 3.1.7
Polycom HDX Touch Control Operating System	1.11.0-14
Polycom HDX Touch Control Panel Software	1.11.0-15
Polycom VSX	9.0.6.2
Polycom VVX 1500	5.2.2,5.3.0,5.5.0
Polycom VVX 500	5.1.2,5.2.2,5.3.0,5.5.0
Polycom VVX 600	5.1.2,5.2.2,5.3.0,5.5.0
Radvision Scopia XT1000	2.5.416
Radvision ScopiaXT 5000	v3_2_1_10
Siemens OpenScape Desktop Client	V7 R0.0.6 (70.0.0.0006), 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_31_0, 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	2.45

Product	Tested Versions
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	
Polycom RealPresence CloudAXIS Suite	1.7
Polycom RealPresence Web Suite	2.0.0.491

Resolved Issues

The following table lists the issues resolved between the Polycom RealPresence DMA 7000 system version 6.1 and version 6.3 releases.

Resolved Issues

Issue Number	Found in Version	Fixed in Version	Description
DMA-14694	6.3.0	6.3.0	After you deployed a Virtual Edition system in a Hyper-V environment, the web management interface was inaccessible.
DMA-14571	6.3.0	6.3.0	After you deployed a Virtual Edition system, the web management interface was inaccessible.
DMA-14359	6.1.0 HF2	6.3.0	Under certain circumstances during periods of sustained heavy system load, the system paused due to an unusually long Java garbage collection.
DMA-14309	6.1.2, 6.2.0	6.3.0	If you exported a large amount of CDR information during periods of heavy system load, the system became unresponsive.
DMA-14242	6.2.0	6.3.0	The online help and Operations Guide did not sufficiently caution against using self-signed certificates on the RealPresence DMA system when attempting to integrate with a Microsoft Exchange server.
DMA-14172	6.3.0	6.3.0	API: The `plcm-ext-sip-peer` API resource did not update the postliminary script with specified changes unless the field *use-output-format-rather-that-customized-script* was set to "false".
DMA-14128	6.0.6	6.3.0	Depending on the environment, the Call Server Active Calls dashboard pane sometimes reported call counts in a superclustered environment incorrectly.
DMA-14038	6.3.0	6.3.0	API: The GET method of the `plcm-ext-sip-peer` API resource returned improperly formatted script data.

Issue Number	Found in Version	Fixed in Version	Description
DMA-13757	6.1.0	6.3.0	Integrating the system with a RealPresence Resource Manager system using the **Join RealPresence Resource Manager** action on the **Admin > Integrations > RealPresence Resource Manager** page sometimes caused incomplete transfers of site topology data to the RealPresence DMA system. The **Join RealPresence Resource Manager** action has been removed from this page. To integrate your system with a RealPresence Resource Manager system, do so from the RealPresence Resource Manager web UI. You can, however, remove the RealPresence DMA system from the integration from the RealPresence DMA system web UI.

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-14792	6.3.0	The RealPresence DMA system conference template dialogs allow you to select the option **Multiple content resolutions** while the option **Send content to legacy endpoints** is unselected, which is a combination that is not supported by Polycom MCUs. Any conferences using this configuration cause the MCU to automatically enable the **Send content to legacy endpoints** conference profile option.	
DMA-14682	6.3.0	If a Cisco E20 Video Phone is registered to the RealPresence DMA system and configured to subscribe for presence information, dial-out calls to the E20 can fail.	In the E20 web interface, disable **PresenceSubscribe** on the **Advanced Settings > System Configuration > Network Services > PresenceSubscribe** page.
DMA-14553	6.3.0	When you use the Virtual Entry Queue **Script Debugging** dialog, the system does not populate the DIAL_STRING variable during script execution.	
DMA-14475	6.3.0	If you disable unencrypted signaling by setting the **Unencrypted SIP port** field to None on the **Signaling Settings** page, the system routes calls to an MCU that is not configured for TLS signaling even if a TLS-capable MCU is available.	
DMA-14438	6.3.0	If the system is not licensed, you cannot change the status of the **Automatically send usage data** option on the **Admin > Local Cluster > Licenses** page.	

Issue ID	Found in Version	Description	Workaround
DMA-14425	6.3.0	On the **Admin > Conference Manager > External Lync systems** page, the list of external Lync systems is not sorted alphabetically.	
DMA-14401	6.3.0	API: If you use the `plcm-caa-tenant` API to create an external Lync system and specify a conference-template-key-value (XML) or conferenceTemplateKeyValue (JSON) that does not exist, the **Admin > Conference Manager > External Lync Systems** page becomes inaccessible, and attempts to view the list of external Lync systems using the API fail.	
DMA-14397	6.3.0	The system does not properly enforce bandwidth restrictions in conference templates for H.323 calls with ITP systems.	
DMA-14278	6.3.0	When you navigate to the **Admin > Local Cluster > Certificates** page and then navigate to another page in the web UI without making changes, the system incorrectly displays a dialog alerting that certificates have been changed.	
DMA-14258	6.3.0	The **DNS search domains**, **DNS 1**, and **DNS 2** fields on the **Admin > Local Cluster > Network Settings** page are unaffected when you restore a system backup.	
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-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;`

Issue ID	Found in Version	Description	Workaround
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.	
DMA-13769	6.2	In rare circumstances, a presence-enabled conference contact will not show presence status after it is created.	
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-13382	6.1	You can't create a conference room with a single-character **Room ID**.	
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-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.	

Issue ID	Found in Version	Description	Workaround
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.	
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	

Issue ID	Found in Version	Description	Workaround
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.	
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-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".	

Issue ID	Found in Version	Description	Workaround
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-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".	
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.	

Issue ID	Found in Version	Description	Workaround
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-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.

Issue ID	Found in Version	Description	Workaround
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-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.	
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	

Issue ID	Found in Version	Description	Workaround
DMA-10372	6.0	After an MCU becomes unavailable, SIP calls are successfully moved to another MCU, but content sharing is not.	
DMA-10300	5.1.0 P1 Hotfix 2, 6.0	In a cascaded conference, when the hub MCU became unavailable and the endpoints on it dialed back in, they correctly rejoined on a spoke MCU, but their user interfaces showed only a single endpoint in conference.	
DMA-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-9550	6.0	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.	

Issue ID	Found in Version	Description	Workaround
DMA-9463	5.1	When an external endpoint's registration request is proxied to the RealPresence DMA system by a RealPresence Access Director SBC, the RealPresence DMA system incorrectly associates the endpoint with the "Internet/VPN" site instead of the site to which the RealPresence Access Director belongs.	
DMA-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-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-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.	

Issue ID	Found in Version	Description	Workaround
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-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-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-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.	

Issue ID	Found in Version	Description	Workaround
DMA-5313	3.0	The Property Changes tab of the Call Details dialog box sometimes contains entries with duplicate sequence numbers.	
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-2411	2.2	Calls from endpoints registered to a Tandberg VCS GK don't include the IP address of the endpoint, so the RealPresence DMA system can't determine the site to which the endpoint belongs. For cascaded conferences, the call ends up either in the hub conference or, if the VCS GK is in a defined site, in a spoke conference near the VCS GK.	Place the IP address of the VCS into a site near the bridges to be used for spokes.
DMA-2362	2.3	In some situations, SIP calls from an RMX to an HDX join with only video - no audio.	
DMA-2109	2.3	Polycom V500 endpoints don't support failover of SIP registrations.	

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.

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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.