



RELEASE NOTES

Version 6.3.1 | December 2015 | 3725-76310-001J

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

Copyright ©2015, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive
San Jose, CA 95002
USA



Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

End User License Agreement By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the End User License Agreement for this product.

Patent Information The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

Open Source Software Used in this Product This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at OpenSourceVideo@polycom.com.

Disclaimer While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

Limitation of Liability Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

Customer Feedback We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.



Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.

Contents

What's New in the Version 6.3.1 Release	4
Root Password Administration.....	4
API Additions and Changes	4
Resource Documentation Organization	4
New APIs	4
Changed APIs	6
System Capabilities and Constraints	8
Appliance Edition.....	8
Supported Cluster Configurations.....	9
Virtual Edition	10
Host Installation Guidelines.....	10
Features Not Supported with the Virtual Edition.....	10
Software Version History	11
Consequences of Enabling Maximum Security Mode	14
System and Network Requirements	17
Installation and Upgrade Notes.....	18
Existing System Upgrades.....	18
Supported Upgrade Paths and Required Files.....	18
Upgrade to Version 6.3.1 of the RealPresence DMA System, Appliance Edition	19
Upgrade to Version 6.3.1 of the RealPresence DMA System, Virtual Edition	19
DNS Records Requirement Changes.....	20
Interoperability.....	21
Integration with Polycom MCUs.....	21
Important Notes Regarding Integration with Polycom MCUs.....	21
Products Tested with This Release	22
Interoperability Notes	28
Resolved Issues	30
Known Issues.....	33
Get Help	35

The Polycom Community.....	35
Polycom Solution Support.....	35

What's New in the Version 6.3.1 Release

The Polycom RealPresence DMA system version 6.3.1 is a minor release; the changes are described in the following sections.

Root Password Administration

This release adds the ability to change a single server's root password from the **Admin > Local Cluster** menu in the web interface and through the **plcm-config** API. You must log in to each server's physical management IP address to change the root password; you cannot use this feature while logged in to the cluster's virtual IP address.

The password management and complexity settings on the **Admin > Login Policy Settings > Local Password** page also apply to the root password, with the exceptions of the **Maximum password age**, **Minimum password age**, and **Reject previous passwords** fields.

API Additions and Changes

The RealPresence DMA system version 6.3.1 brings improvements to the API, as described in the following sections. For more information about individual APIs, see the *Polycom RealPresence API Resource Documentation* included in the system's online help.

Resource Documentation Organization

The documentation for the **plcm-network-cloud**, **plcm-site**, **plcm-site-link**, and **plcm-site-to-site-exclusion** APIs is now contained in the documentation for the **plcm-site-topology** API. You can access the *Polycom RealPresence API Resource Documentation* by selecting **Help > RealPresence Platform API Documentation** in the web interface.

New APIs

The following list details new APIs in this release:

- **plcm-active-call-observer**

The RealPresence DMA system uses this API to send changes in the number or type of active calls to clients who have subscribed to active call notifications using the **plcm-active-call** API.

- **plcm-active-call**

This API allows you to subscribe to notifications about changes to active calls and query the current list of active calls.

- **plcm-device**

You can use this API to subscribe to notifications about device registration events as well as query the current list of devices.

-
- **plcm-device-authentication**

This API allows you to create, view, update, and remove information about registered or calling SIP or H.323 devices that authenticate with the system.
 - **plcm-dial-plan**

This API allows you to retrieve and change authorized and unauthorized dial rules, as well as remove existing dial rules. You can also use this API to test dial rules and associated preliminary scripts.
 - **plcm-embedded-dns-config**

This API allows you to view or change the embedded DNS configuration.
 - **plcm-enterprise-directory-cache**

This API allows you to view and change the Microsoft® Active Directory® cache refresh settings, as well as refresh the cache and view the current cache status.
 - **plcm-enterprise-directory**

This API allows you to view and change the Microsoft Active Directory configuration, as well as view integration status.
 - **plcm-eula**

This API allows you to accept the EULA and retrieve the EULA acceptance record.
 - **plcm-ext-gatekeeper**

This API allows you to retrieve and change external gatekeeper information, add and remove external gatekeepers, and test LRQs. You can also use this API to test postliminary scripts with external gatekeepers.
 - **plcm-ext-sbc**

This API allows you to add, delete, change, and retrieve information about external SBCs. You can also use this API to test postliminary scripts with external SBCs.
 - **plcm-hunt-group**

This API allows you to list, create, and delete hunt groups, as well as view individual hunt group information.
 - **plcm-ivr-promptset**

You can use this API to retrieve a list of the current IVR promptsets, view information about an IVR promptset, and create and remove IVR promptsets.
 - **plcm-login-policy**

This API allows you to view and change the system's password policy configuration.
 - **plcm-login-sessions**

This API allows you to view information about current login sessions and terminate a login session.
 - **plcm-power-management**

This API allows you to restart and shut down the RealPresence DMA system server.
 - **plcm-prefix-service**

With this API, you can retrieve a list of all prefix services configured on the system.

-
- **plcm-registration-policy**

This API allows you to view, update, and debug the registration policy, as well as reapply the policy to registered endpoints.
 - **plcm-remote-backup**

You can use this API to retrieve and update the remote backup configuration, view information on past remote backups, perform remote backups, and transfer backup files to the system.
 - **plcm-reports**

This API allows you to administer system alerts, registration events, conference history, call history, and view QoS information (if available).
 - **plcm-rprm-integration**

Using this API, you can control integration with a RealPresence Resource Manager system.
 - **plcm-security-settings**

This API allows you to retrieve and update security settings.
 - **plcm-simplified-gateway-prefixes**

You can use this API to view and configure simplified ISDN gateway prefix settings.
 - **plcm-software-upgrade**

This API allows you to upload upgrade files, view upgrade history, and upgrade the system software.
 - **plcm-task**

You can use this API to retrieve currently running system tasks, and terminate a specific task.
 - **plcm-troubleshooting-utilities**

This API allows you to use the built-in troubleshooting utilities that are also accessible from the **Maintenance > Troubleshooting Utilities** menu in the web interface.
 - **plcm-veq**

This API allows you to administer virtual entry queues, view MCU entry queues, and debug preliminary scripts.
 - **plcm-vertical-service-code**

This API allows you to view and update information about vertical service codes. See the *Polycom RealPresence DMA 7000 System Operations Guide* or online help for more information about vertical service codes.

Changed APIs

The following list details changes to existing APIs in this release:

- **plcm-conference-settings**

The *plcm-conference-settings-v3* resource has been added.

-
- **plcm-conference**

POST methods for the */promote-conference* and */demote-conference* resources have been added to support WebRTC conferences.

The *plcm-conference-v4* and *plcm-conference-list-v4* resources have been added.
 - **plcm-config**

A POST method for the */root-password* resource has been added.
 - **plcm-dma-supercluster**

POST methods for the */restart-services* and */reset-services* resources have been added.
 - **plcm-ext-sip-peer**

A POST method for the */debug-postliminary* resource has been added.
 - **plcm-mcu**

A POST method for the */debug-postliminary* resource has been added.
 - **plcm-presence-config**

A DELETE method for the */conference-contacts/{domain}* resource has been added.
 - **plcm-signaling-config**

A POST method for the */restore-default* resource has been added.
 - **plcm-site-topology**

GET methods for the */site-qos-statistics-list* and */site-link-qos-statistics-list* resources have been added.
 - **plcm-user**

A POST method for the */self/password* resource has been added.

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

<i>Capability</i>	<i>Maximum for Polycom Rack Server 630/620/610</i>	<i>Maximum for Polycom Rack Server 220</i>
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
--	-------	-------

<i>Capability</i>	<i>Maximum for Polycom Rack Server 630/620/610</i>	<i>Maximum for Polycom Rack Server 220</i>
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

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

<i>Component</i>	<i>Minimum Deployment Settings</i>
Virtual Cores	3
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

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.3.1	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	December 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	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.

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

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

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.x, or 6.3.0 RealPresence DMA system to be upgraded to version 6.3.1. 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 **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

<i>From Version</i>	<i>To Version</i>	<i>New License Required</i>	<i>Upgrade Package</i>
5.0.x 5.1.x	→ 5.2.x	Yes	DMA-upgrade_5.2.2.6-bld9r144761.bin
5.2.x 6.0.x	→ 6.1.x	Yes	6.1.0_Build_159296-rppufconv.bin
6.1.x 6.2.x 6.3.x	→ 6.3.1	Yes Yes No	6.3.1_Build_208818-full.bin

Upgrade to Version 6.3.1 of the RealPresence DMA System, Appliance Edition

You can upgrade a RealPresence DMA, Appliance Edition system to version 6.3.1 from the **Maintenance > Software Upgrade** page of the system's web interface.

Follow the instructions on the **Software Upgrade** page in the system's online help to upload and install the 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 6.3.1 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 6.3.1 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 6.3.1, 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 6.3.1 instance.
- 4 Verify that the upgraded RealPresence DMA system is available and operating correctly.

DNS Records Requirement Changes

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

- A/AAAA records (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

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

<i>Product</i>	<i>Tested Versions</i>
MS Exchange 2010	14.03.174.001 SP3 (UR4)
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	R016x03.0.124.0
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)

<i>Product</i>	<i>Tested Versions</i>
Fortinet Fortigate 310B	v5.0,build0252 (GA Patch 5)
Juniper J2320	11.4
Juniper NetScreen-ISG1000	6.3.0r10.0
Lync 2010 Server	4.0.7577.710(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

<i>Product</i>	<i>Tested Versions</i>
Avaya ADVD	1_1_2_020002
Avaya Flare Desktop	1.1.3.14
Avaya Flare Mobile (iOS)	2.0.1
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

<i>Product</i>	<i>Tested Versions</i>
Huawei TE40	1.10.100
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	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

<i>Product</i>	<i>Tested Versions</i>
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
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 WX 1500	5.2.2,5.3.0,5.5.0
Polycom WX 500	5.1.2,5.2.2,5.3.0,5.5.0
Polycom WX 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

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

Interoperability Notes

The following are notes about interoperability with specific devices.

- When a RealPresence Group Series system is registered to the RealPresence DMA system and hosts an encrypted conference, Cisco C-series endpoints that are registered to the RealPresence DMA system and dial in to the conference are unable to complete the SSL handshake with the RealPresence Group Series system's MCU.
As a workaround, dial out from the RealPresence Group Series system to the Cisco endpoints.
- A Polycom HDX system using the RealPresence DMA system as its SIP registrar is unable to complete a point to point call to a Microsoft Lync client.
As a workaround, edit the Microsoft external SIP peer on the **External SIP Peers** page and enable the **Postliminary** feature.

-
- The **Terminate calls based on failed responses to IRQs** call server setting is enabled by default, causing some Sony, Radvision, and Avaya endpoints to be disconnected during conferences. As a workaround, disable the **Terminate calls based on failed responses to IRQs** call server setting.

Resolved Issues

The following table lists the issues resolved between the Polycom RealPresence DMA 7000 system version 6.3.0 and version 6.3.1 releases.

Resolved Issues

<i>Issue Number</i>	<i>Found in Version</i>	<i>Fixed in Version</i>	<i>Description</i>
DMA-15504	6.3.0	6.3.1	In rare situations, the RealPresence DMA system did not wait long enough for endpoints to connect, causing some endpoints to fail to join a conference on the first try.
DMA-15388	6.2.2	6.3.1	In rare circumstances, an error occurred that prevented you from exporting and downloading CDR data.
DMA-15361	6.3.0.2	6.3.1	During a WebRTC mesh conference, the video transmission to participants froze and recovered periodically.
DMA-15351	6.3.0	6.3.1	If the system was unable to modify a backup archive's timestamp after it transferred the archive to a remote server, a Java exception was displayed in the web interface.
DMA-15331	6.3.0	6.3.1	When the RealPresence DMA system was configured to use more than one Lync SIP peer in a dial rule with the action Resolve to Lync conference ID , the system sent an incorrect focus URI, resulting in failed connections from AVMCU participants.
DMA-15205	6.0.4 HF3	6.3.1	In rare circumstances, the RealPresence DMA system incorrectly handled ARQ and LWRRQ messages, causing endpoints to lose H.323 gatekeeper registration.
DMA-15202	6.2.1.1	6.3.1	API: If the RealPresence DMA system hosted a large number of conference rooms, a conference room API query caused the system to become unresponsive. As part of this fix, a conference room API query now returns a maximum of 500 results.
DMA-15167	6.3.0	6.3.1	Supplying a very large prefix range for an external SBC device caused the RealPresence DMA system to become unresponsive.
DMA-15158	6.2.1.1	6.3.1	The online help description of the MCU call failure penalty (applied to an MCU during MCU selection) was misleading.

<i>Issue Number</i>	<i>Found in Version</i>	<i>Fixed in Version</i>	<i>Description</i>
DMA-15157	6.2.1	6.3.1	In certain circumstances, the RealPresence DMA system started with an incorrect firewall configuration after rebooting, resulting in an outage.
DMA-15130	6.2.1	6.3.1	If there was a slight time difference between the RealPresence DMA system and an integrated RealPresence Resource Manager system, some conferences failed to start. As a result of this fix, the RealPresence DMA system is now more tolerant of clock drift.
DMA-15096	6.2.0	6.3.1	The RealPresence DMA system uses a mechanism to limit the number of calls it sends to an MCU each second. This mechanism caused calls to be sent in a burst at the beginning of each second, instead of sending the calls evenly throughout the second.
DMA-15053	6.2.2	6.3.1	In rare situations, some internal system events took more execution time than expected, and caused the system to stop responding.
DMA-15040	6.2.1	6.3.1	When deployed in networks with certain DNS configurations, the RealPresence DMA system delayed responses to SIP call requests.
DMA-15015	6.1.2	6.3.1	The RealPresence DMA system disconnected calls to endpoints if the initial round trip delay request timer expired, even if the system received a round trip delay response from the endpoint.
DMA-14894	6.1.2	6.3.1	When the RealPresence DMA system received a 401 Authentication Required message during an outbound SIP call, it performed a DNS lookup on the domain even though the call dialogue was already established. In some configurations, this caused the call to be routed incorrectly.
DMA-14857	6.2.1.2	6.3.1	The postliminary script function appendParameterString() placed the parameter string inside the angle brackets instead of appending it. As a result of this fix, appendParameterString() is deprecated, but still available for compatibility.
DMA-14738	6.3.0	6.3.1	The Unique external Lync system option for VEQs erroneously attempted to match the conference ID on all RealConnect™ dial rules. As a result of this fix, the system only attempts dial rules with the action Resolve to Lync Conference ID by Conference Auto Attendant .

<i>Issue Number</i>	<i>Found in Version</i>	<i>Fixed in Version</i>	<i>Description</i>
DMA-14524	6.2.0	6.2.2, 6.3.1	In the Call Details dialog on the Reports > Call History page, a long Final Dial string value caused the dialog to run off of the page rather than creating a new text line.
DMA-14385	6.2.0	6.2.2, 6.3.1	If you deleted a MCU pool order that was associated with a dial rule, the dial rule was no longer able to route calls properly.
DMA-14231	6.1.2	6.3.1	The RealPresence DMA system treated dial strings from Polycom RealPresence Desktop systems and Polycom HDX systems slightly differently, possibly causing calls involving RealPresence Access Director systems to fail.
DMA-12318	6.1.0	6.3.1	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 reference documentation now includes the above information.
DMA-12014	6.1.0	6.3.1	The variable REG_SITE_COUNTRY_CODE was not properly set within registration policy compliance scripts.

Known Issues

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

Known Issues

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
DMA-15374	6.3.1	When a conference is deleted using Polycom RMX Manager, endpoints that dial in to the conference are placed into the default entry queue.	
DMA-15124	6.3.0.1	When an endpoint joins a Polycom RealConnect™ or Meet Now cascade for bandwidth conference and triggers a cascade, the Polycom ContentConnect™ gatewaylink is disconnected.	When you configure the conference template, choose H.264 cascade and SVC optimized for the Content protocol field in the Polycom MCU Video Quality section.
DMA-15026	6.1.3	Certain system events that take a long time to process can cause the system to become unresponsive. In a superclustered configuration, this can cause a failover.	
DMA-15014	6.1.3	The system rolls logs at the top of every hour, which can cause performance issues if many conferences start during that time.	
DMA-15004	6.2.1	If you make an API call against a conference while the conference is being set up, 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 standard and custom ports and define an external SIP peer using the custom port, the system routes calls to the custom port. However, the Contact header in the outbound SIP INVITE message from the RealPresence DMA system contains port 5060. This causes the in-dialogue message to be rejected with a 401 response.	

<i>Issue ID</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
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	The RealPresence DMA system does not properly respond to duplicate SIP REGISTER requests from an MCU.	
DMA-14861	6.2.2	When you attempt to edit the Video ports reserved for non-DMA use or Voice ports reserved for non-DMA use fields in the Add/Edit MCU dialog on the Network > MCU > MCUs page for an idle MCU, the system displays an error message as if the MCU is hosting active conferences, preventing you from saving changes.	In the Actions area, click Stop Using and confirm the action. Then, click Start Using and confirm the action. Attempt the changes again.
DMA-14492	6.2.0	When the RealPresence DMA system is configured for direct mode and receives a DRQ from an endpoint during a conference, the system does not release the call. The call is still listed in the Active Calls dashboard pane and still consumes a license.	
DMA-14415	6.2.1	When you export CDR data, the File Download progress indicator does not show progress.	
DMA-14370, DMA-14382, DMA-14383, DMA-14726, DMA-15021, DMA-15022	6.1.3	In rare circumstances, the RealPresence DMA system may encounter a problem with its H.323 call stack that causes the system application to crash.	
DMA-14368	6.2.0	When processing a call with an unresolvable destination, the RealPresence DMA system writes an excessive amount of data to the internal database.	

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.