

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

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What's New in the Version 6.4.1 Release

Version 6.4.1 of the Polycom® RealPresence® Distributed Media Application (DMA®) system fixes the issues identified in [Resolved Issues](#) and provides the security enhancements described in [Security Updates](#).

Security Updates

The RealPresence DMA system version 6.4.1 includes the following update to improve security:

- Updated Java 1.8.0 OpenJDK to 1.8.0.101 to fix known security issues.

Please refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

Release History

The following table lists only the RealPresence DMA versions released for General Availability.

Software Version History

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.4.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	September 2016	Maintenance release to fix issues.
6.4.0	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	August 2016	Microsoft Skype for Business MCU Affinity Integration with the Polycom RealPresence Collaboration Server MMCU and RDP Content Translator Scheduled Conference Support for Microsoft Office 365 Panoramic Layout Support for Skype for Business Clear SNMP Traps API Additions and Changes Fixes the issues identified in the Resolved Issues section
6.3.2.3	3.1.3	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	July 2016	Maintenance release to fix issues.

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.3.2.2	3.1.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	May 2016	Maintenance release to fix issues.
6.3.2.1	3.1.2	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	April 2016	Maintenance release to fix issues.
6.3.2	3.1.2	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	March 2016	Support for RealPresence Clariti Resolved some known issues.
6.3.1.2	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	February 2016	Maintenance release to fix issues.
6.3.1.1	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	February 2016	Maintenance release to fix issues.
6.3.1	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	December 2015	Maintenance release to fix issues.
6.3.0.2	2.7.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	September 2015	Maintenance release to fix issues.
6.3.0.1	2.7.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	August 2015	Maintenance release to fix 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.

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.2.2.2	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	October 2015	Maintenance release to fix issues.
6.2.2.1	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	September 2015	Maintenance release to fix issues.
6.2.2	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	August 2015	Maintenance release to fix issues.
6.2.1.2	2.6.2	CentOS 6.6 Java 8u5 PostgreSQL 9.3	June 2015	Maintenance release to fix issues.
6.2.1.1	2.6.2	CentOS 6.6 Java 8u5 PostgreSQL 9.3	April 2015	Maintenance release to fix issues.
6.2.1	2.6.2	CentOS 6.6 Java 8u5 PostgreSQL 9.3	March 2015	Maintenance release to fix issues. Conference room dial-out improvements.
6.1.3.1	2.5.5	CentOS 6.5 Java 8u5 PostgreSQL 9.3	April 2015	Maintenance release to fix issues.
6.1.3	2.6.0	CentOS 6.5 Java 8u5 PostgreSQL 9.3	March 2015	Maintenance release to fix 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.

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.1.2	2.5.4	CentOS 6.5 Java 8u5 PostgreSQL 9.3	October 2014	Maintenance release to fix issues.
6.1.1.1	2.5.3	CentOS 6.5 Java 8u5 PostgreSQL 9.3	August 2014	Maintenance release to fix issues.
6.1.1	2.5.2	CentOS 6.5 Java 8u5 PostgreSQL 9.3	July 2014	Maintenance release to fix 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 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 issues.
6.0.4	1.7.5	CentOS 6.4 Java 7u21 PostgreSQL 9.2.4	February 2014	Maintenance release to fix issues MPMRx and RealPresence Collaboration Server 1800 MCU support.
5.2.2.6	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	January 2014	Maintenance release to fix issues.
6.0.3	1.7.4	CentOS 6.4 Java 7u21 PostgreSQL 9.2.4	December 2013	Maintenance release to fix issues 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 issues.
5.2.2.4	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	October 2013	Maintenance release to fix issues.
6.0.2.1	1.7.2	CentOS 6.4 Java 7u9 PostgreSQL 9.2.2	August 2013	Maintenance release to fix issues.
5.2.2.3	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	August 2013	Maintenance release to fix 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.

System Capabilities and Constraints

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

If your RealPresence DMA system is licensed for more than 200 concurrent calls, the server you use must have 16 GB of RAM.

- If you are using a Virtual Edition, you need to create a new virtual machine (VM) with the required 16 GB of RAM and at least 146 GB of hard disk space.
- If you are using an Appliance Edition, you must use an R620 or R630 server, or a combination of the two (see [Supported Cluster Configurations](#)). These servers come with 16 GB RAM. The R220 and R610 servers can support a maximum of only 200 concurrent calls.

Appliance Edition

This version of the RealPresence DMA system, Appliance Edition, can be installed on the following Polycom servers:

- Polycom Rack Server 630 (R630)
- Polycom Rack Server 620 (R620)
- Polycom Rack Server 220 (R220) – deployments with 200 or fewer licensed concurrent calls
- Polycom Rack Server 610 (R610) – deployments with 200 or fewer licensed concurrent calls



Important: Version 6.4.x of the RealPresence DMA system software is the last version that Polycom will support if the software is installed on an R610 server. Consult with your sales representative for help in replacing your R610 servers.

The maximum capabilities of the system differ according to which server you are using. For information on two-server local cluster compatibility, see [Supported Cluster Configurations](#).

Maximum Capabilities for Polycom Rack Server 630/620 and 220

<i>Maximum Capability</i>	<i>Polycom Rack Server 630/620</i>	<i>Polycom Rack Server 220</i>
Number of sites	500	100
Number of subnets	5000	1000
Number of RealPresence DMA clusters in a supercluster	5	3
Number of clusters enabled for conference rooms	3	3
Number of MCUs enabled for conference rooms	64	5
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)
Number of contacts registered to a Microsoft Lync 2013 or Skype for Business server per cluster	25000	25000
Number of network usage data points retained per cluster	8,000,000	8,000,000

<i>Maximum Capability</i>	<i>Polycom Rack Server 630/620</i>	<i>Polycom Rack Server 220</i>
Concurrent registrations per cluster	15000	1600
Total concurrent conference room (VMR) calls per cluster	1200 H.323 only 2400 SIP only	200
Total point-to-point concurrent calls per cluster	5000	200
Total concurrent conference room (VMR) calls for a supercluster ¹	3600 H.323 only 7200 SIP only	600
Total point-to-point concurrent calls for a supercluster	25000	600

¹ To support 3600 H.323 or 7200 SIP calls, the supercluster must contain a minimum of three clusters.

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

Trial Licenses

All new RealPresence DMA Appliance Edition systems include a trial CFS license for 10 concurrent calls that can be used after you install the software on your server. When you purchase and activate your call license (CFS or Flexera), any remaining trial license calls are no longer available – they are not added to your number of purchased licensed calls. For example, if you use four trial license calls, then activate a 50 concurrent-call license, you will have a total of 50 concurrent calls available, not 56.

Virtual Edition

This version of the RealPresence DMA system is available in an edition packaged for VM-based deployment. The RealPresence DMA system, Virtual Edition, is supported in VMware environments and Microsoft Hyper-V environments.

Polycom supports mixed Hyper-V/VMware environments, but Polycom has not tested all configurations/combinations.

New RealPresence DMA Virtual Edition systems do not include a trial license for calls.

Host Installation Guidelines

The following table describes the recommended VM host deployment 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>Recommended Deployment Settings</i>
Virtual Cores	3
CPU	6000MHz
Memory	16 GB ¹
Storage	146 GB
Performance	80 concurrent VMR calls 150 concurrent point to point calls

¹ 16 GB of memory are required if your RealPresence DMA system is licensed for more than 200 concurrent 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

The following are 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 VMware High Availability (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.

System Requirements

The Polycom RealPresence DMA system requires the following hardware, software, and network performance capabilities.

Hardware

The following hardware requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

To access the management interface, you need a client system running Microsoft® Windows® with the following hardware:

- 1280x1024 (SXGA) minimum display resolution; 1680x1050 (WSXGA+) or greater recommended
- USB and Ethernet ports
- DVD-RW drive or an external DVD burner (Appliance Edition only)

Software

The following software requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

The client system used to access the management interface requires the following software:

- A supported web browser:
 - Microsoft Internet Explorer®, version 8 or later
 - Google Chrome™, current version (with Adobe Flash plugin, not built-in Flash support)
 - Mozilla® Firefox®, current version
- Java™, version 7 or later
- Adobe® Flash® Player, version 11 or later (for stability and security reasons, Polycom recommends always using the latest version of Adobe Flash Player)



Note: Due to a known issue with Google Chrome, files, including logs, cannot be downloaded from the browser.

Network Performance

For the best reliability, deploy the Polycom RealPresence DMA system into an IP network with low latency and very little packet loss. The following table describes different types of RealPresence DMA system network connections and the related network performance requirements.

Network Performance Requirements

<i>RealPresence DMA System Network Connections</i>	<i>Network Performance</i>
Between clusters of a RealPresence DMA supercluster	<ul style="list-style-type: none"> • Bandwidth above 10 mbps, regardless of packet loss or latency • Less than 1 percent packet loss if there is network latency of 300ms or less (one-way) <p>Or</p> <ul style="list-style-type: none"> • Network latency below 350ms (one-way) if there is no packet loss
Between the RealPresence DMA system and all MCUs	<ul style="list-style-type: none"> • Less than 200ms round-trip latency • Less than 2 percent round-trip packet loss <p>Since this network carries only signaling traffic (the RTP stream goes directly from the endpoint to the MCU), bandwidth is not an issue.</p>
Between the RealPresence DMA system and video endpoints	<ul style="list-style-type: none"> • Less than 200ms round-trip latency • Less than 6 percent round-trip packet loss
Between the RealPresence DMA system and Microsoft® Active Directory® (if integrated)	<ul style="list-style-type: none"> • Less than 200ms round-trip latency • Less than 4 percent round-trip packet loss

Products Tested with This Release

Polycom RealPresence DMA systems are tested extensively with a wide range of products. The list in this section is not a complete inventory of compatible systems. Rather, the list includes the products that have been tested for compatibility with this release.



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

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
RealPresence Platform Infrastructure	
Polycom RealPresence Platform Director	3.0
Hypervisor Environments for Virtual Edition	
Polycom supports mixed Hyper-V/VMware environments, but Polycom has not tested all configurations / combinations.	
VMware vSphere® Platform	5.5, 6.x
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)
MS Exchange 2013	15.00.0775.038 (CU3)
Polycom RealPresence ContentConnect	1.5.1
Polycom MLA	3.1.2.8
Polycom Real Presence Media Suite	2.6
Polycom RealPresence Resource Manager	10.0
Polycom RSS4000	8.5.2, 8.6
Polycom TelePresence Tool	3.1.2
Gatekeepers, Gateways, SIP Servers, and MCUs	
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

<i>Product</i>	<i>Tested Versions</i>
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)	4.2(4.18)
Cisco Unified Communications Manager (CUCM)	11.5.1
Cisco VCS	X8.6.1
Cisco 4505 MCU	1.72, 1.85
Fortinet Fortigate 100D	v5.0,build0252 (GA Patch 5)
Fortinet Fortigate 310B	v5.0,build0252 (GA Patch 5)
Juniper J2320	11.4
Juniper NetScreen-ISG1000	6.3.0r10.0
Lync 2010 Server	4.0.7577.710(CU13)
Lync 2013 Server	5.0.8308.956
Skype for Business Server	6.0.9319.235
Polycom RealPresence Access Director	4.2.3
Polycom RealPresence Distributed Media Application (DMA)	6.4.0
Polycom RealPresence Collaboration Server 800s	8.4
Polycom RealPresence Collaboration Server (RMX) 1800	8.7.1
Polycom RealPresence Collaboration Server, Virtual Edition	8.6.4, 8.7.1
Polycom RMX 2000, 4000 (MPMRx)	8.6.4, 8.7.1
Polycom RMX 1500, 2000, 4000 (MPMx)	8.5

<i>Product</i>	<i>Tested Versions</i>
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
Avaya Voice Phone	S3.171b
BroadSoft BroadTouch Business Communicator for PC	20.0.1.1649
Cisco CTS	1.10.13
Cisco CTS500-32	6.1.2.1(5)
Cisco CTS500-37	1.10.5.1(4)
Cisco DX70 / DX80 / DX650	10-2-4-99
Cisco E20	4.1.7
Cisco SX10 / SX20 / SX80	CE8.0.1.1
Cisco C20 / C40 / C60 / C90	TC7.3.3

<i>Product</i>	<i>Tested Versions</i>
Cisco EX90	TC7.3.3
Cisco TC	7.1.1
Cisco TX	6.1.7(16)
Cisco Jabber for Windows	11.1
Cisco Jabber iPad	11.1
Cisco Jabber Video for Telepresence (windows)	4.6.3
Crestron MLA	3.1.2.8
Crestron OTX/TPX	3.1.10
Crestron RPX	3.1.10
Crestron TelePresence Tool	3.1.10
Polycom HDX	3.1.3.2, 3.1.4, 3.1.5
Huawei TE30	2.0.200
Huawei TE40	2.0.200
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	5.0.9(2)
LifeSize ICON 600	2.9.1(2001)
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	5.0.9(2)
Microsoft Lync 2010 Client	4.0.7577.4446

<i>Product</i>	<i>Tested Versions</i>
Microsoft Lync 2013 Client	15.0.4701.1000
Polycom CMA Desktop	5.2.6
Polycom CX500/CX600	4.0.7577
Polycom CX5500	1.2.3
Polycom CX7000	1.2.0
Polycom RealPresence Group Series	5.1.2, 6.0
Polycom RealPresence Touch	4.2.0
Polycom OTX / TPX	3.1.10
Polycom PVX	8.0.16
Polycom QDX4000	4.0.2
Polycom QDX6000	4.0.3
Polycom RealPresence Desktop (Mac)	3.6
Polycom RealPresence Desktop (PC)	3.6
Polycom RealPresence Mobile Android	3.6
Polycom RealPresence Mobile IOS	3.6
Polycom RPX	3.1.10
Polycom Sound Point 601 SIP	5.5
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	3.1.10, 3.1.11
Polycom HDX Touch Control Operating System	1.11
Polycom HDX Touch Control Panel Software	1.11
Polycom VSX	9.0, 6.2

<i>Product</i>	<i>Tested Versions</i>
Polycom VVX 1500	5.5
Polycom VVX 410	5.4.1
Polycom VVX 500	5.5
Polycom VVX 600	5.5
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	1.60
Sony PCS-XG80	2.46
Tandberg 150 MXP	L6.1
Tandberg 1700 MXP	F9.3.4
Tandberg 6000 MXP	F9.3.1
Tandberg Edge95 MXP	F9.3.4
Directory Services	
Microsoft Active Directory Domain Services	Windows Server 2012 R2 (domain and forest functional levels)
Web Browser-Based Solutions	

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence CloudAXIS Suite	1.7
Polycom RealPresence Web Suite	2.0

Interoperability Constraints

The following table lists constraints of other products that may cause interoperability issues with the RealPresence DMA system.

Interoperability Issues

<i>Product</i>	<i>Description</i>	<i>Workaround</i>
Polycom RealPresence Group Series	When a RealPresence Group Series system is registered to a 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.	Dial out from the RealPresence Group Series system to the Cisco endpoints.
Polycom HDX	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 or Skype for Business client.	In the RealPresence DMA system, edit the Microsoft external SIP peer on the External SIP Peers page and enable the Postliminary feature.
Sony, Radvision, and Avaya endpoints	In the RealPresence DMA system, 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.	In the RealPresence DMA system, disable the Terminate calls based on failed responses to IRQs call server setting.
Various endpoints	The RealPresence DMA system version 6.4 or later no longer supports certificates with an RSA key size less than 1024 bits in length. Manufacturers of some endpoints have not yet enhanced their software to support more secure encryption. As a result, TLS connections made from the RealPresence DMA system to some endpoints will no longer work.	

<i>Product</i>	<i>Description</i>	<i>Workaround</i>
Cisco SX endpoints	When Cisco SX devices running CE 8.X software are registered to the RealPresence DMA system using SIP/TLS, SSL handshake failures between the Cisco SX and RealPresence DMA system during establishment of SIP/TLS connections can result in call failures.	Add a certificate to the Cisco SX device and enable the certificate for use with SIP. See the Cisco SX CE 8.X Administrator Guide on the Cisco website for additional details.
Skype for Business and RealPresence Desktop	When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a point-to-point call, the call does not include video media. As an alternative, if Skype for Business joins a VMR or RealConnect™ conference with RealPresence Desktop, the conference will include video.	When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a VMR call, the call does include video.
Polycom HDX endpoints	Polycom HDX endpoints can be used with Lync Server but do not support Skype for Business video conferencing.	
Virtual Entry Queues	On RealPresence DMA systems, Virtual Entry Queues (VEQs) do not support direct dialing from Skype for Business clients into the RealPresence Platform.	

Installation and Upgrade Notes

The upgrade package for this software version allows previous versions of the RealPresence DMA system to be upgraded to version 6.4.1 (see [Supported Upgrade Paths](#)). Once you log in to the [RealPresence DMA support portal](#), you can download the 6.4.1 upgrade package and any interim upgrade packages you need for both the Appliance Edition and Virtual Edition.

For complete instructions on how to upgrade your systems, see the *RealPresence DMA System Operations Guide*. See the section “Add Required DNS Records for the Polycom RealPresence DMA System” in the *Polycom RealPresence DMA System Operations Guide* and online help to ensure that you have the correct DNS entries for a successful deployment.

Supported Upgrade Paths

The following table outlines the upgrade paths you can take 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.

RealPresence DMA versions previous to 6.1.x require an interim upgrade(s) before you can upgrade to 6.4.1.

When upgrading to version 6.4.1, the system will not preserve the call history information. To preserve this information, backup the databases, upgrade the RealPresence DMA system, and then restore the databases.



Note: If you upgrade from version 6.1.3.1 HF1 through HF4 to version 6.4.1, the installation may stop. If this occurs, reboot the RealPresence DMA system to allow the upgrade to complete.

Supported Upgrade Paths

Current Version		Intermediate Upgrade		Intermediate Upgrade		Final Upgrade	New License Required?
5.0.x 5.1.x 5.2.0	→	5.2.1 ¹	→	6.2.2.2 ²	→	6.4.1 ³	Yes
5.2.1 5.2.2.x 6.0.x	→	6.2.2.2 ²			→	6.4.1 ³	Yes
6.1.x 6.2.x 6.3.x					→	6.4.1 ³	Yes

Current Version	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade	New License Required?
6.4.0 6.4.0.0.1 6.4.0.1			→ 6.4.1 ³	No

1. Use [DMA-upgrade_5.2.1-bld8r112427.bin](#) to upgrade to 5.2.1.
2. Use [6.2.2_P2_Build_202581-rppufconv.bin](#) to upgrade to 6.2.2.2.
3. Use [6.4.1_Build_227989-full.bin](#) to make the final upgrade to 6.4.1.

Upgrade to Version 6.4.1 of the RealPresence DMA System

You can upgrade a RealPresence DMA system to version 6.4.1 from the **Maintenance > Software Upgrade** page of the system's web interface.

Follow the *Basic Upgrade Procedures* in the *Polycom RealPresence DMA System Operations Guide* or in the system's online help to upload and install the correct upgrade package for the version you are upgrading. A new license may be required. For information on licensing a newly installed system, refer to the *Polycom RealPresence DMA System Getting Started Guide*.

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.

Resolved Issues

The following table lists the issues resolved in RealPresence DMA system version 6.4.1.

Resolved Issues

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Certificates	DMA-16031	6.3.1 P2	The RealPresence DMA system populates a Certificate Signing Request (CSR) with default SAN entries if all SANs are deleted when generating the CSR. The default SANs cannot be seen in the user interface.
Traffic Capture	DMA-16067	6.2.1.2	The tcpdump packet analyzer in the system logs does not capture traffic in the signaling interface.
User Interface	DMA-16087	6.2.1	The "Time since last refresh" of the RealPresence Resource Manager System Integration pane has an incorrect label and color.
RealPresence Access Director Integration	DMA-16195	6.3.1.2	The RealPresence Access Director system initiates inbound calls from unregistered clients in the RealPresence DMA system but then disconnects the call, causing the RealPresence DMA system to generate an error.
MCUs	DMA-16436	6.1.3	Multiple RealPresence DMA systems in a supercluster that are using the same MCU can each move 3 calls-per-second to a new MCU, causing it to fail. Cascading then causes other MCUs to fail.
User Interface	DMA-16438	6.3.1.1	In H.323 Settings on the Call Server Settings page, if you select the Dynamically blacklist signaling from hyperactive endpoints checkbox but do not click Update , then leave the page and return, the checkbox is still selected although the setting is not truly activated and Update is grayed out.

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
API	DMA-16584	6.3.2.2	An API call to the dial-out participant list for a VMR conference started through the API shows a dial-out participant is connected but with null values for the pass-back and pass-through fields.
H.323 Calls	DMA-16603	6.3.2.2	The RealPresence DMA system drops calls from H.323 dial-out participants when two different conferences land on a different RMX, but each conference has the same RMX conference ID. As the non-dial-out participants from one conference hang up, calls from any H.323 dial-out participant in the other conference with a matching participant ID are also disconnected.
Call Server	DMA-16609	6.1.3.1.2	The RealPresence DMA system's routing algorithm favors video capacity over audio capacity.
SIP Calls	DMA-16612	6.4.0	The timer task that generates SIP session refreshes may fail before sending any refresh. If the RealPresence DMA system is the session refresher for long-lasting calls, these calls may terminate unexpectedly.
MCU Pool Order	DMA-16620	6.4.0	When a RealConnect or MeetNow conference starts, ends, then starts again within 15 minutes, the second conference instance uses the wrong MCU pool order.
SIP Calls	DMA-16708	6.2.1.2	Keepalive is not enabled on TLS 5061 outbound sockets on calls from the RealPresence DMA system to RMX MCUs, causing call failures.
SIP Calls	DMA-16758	6.3.2.3.1	The RealPresence DMA system stops processing SIP TLS calls due to deadlock in the SIP stack.

Known Issues

The following table lists known issues of the Polycom RealPresence DMA system version 6.4.1.

Known Issues

<i>Category</i>	<i>Issue No.</i>	<i>Release Found</i>	<i>Description</i>	<i>Workaround</i>
SIP Registrations	DMA-14905	6.1.1	The RealPresence DMA system does not correctly respond to duplicate SIP REGISTER requests from an MCU.	
Microsoft Lync/Skype for Business Integration	DMA-15770	6.3.0	When an invite to one Lync Front End server in a pool fails, the RealPresence DMA system retries the call but the call sometimes fails.	
Other	DMA-16012	6.3.0.2	High numbers of Null Pointer Exceptions related to "RAS TRANSACTION-ALREADY CLOSED" seen in RealPresence DMA system logs.	
SIP Calls	DMA-16073	6.2.2.2	The RealPresence DMA system stops processing SIP calls, prompting the system to reboot.	
Call Detail Records	DMA-16146	6.3.2 P2	The columns in downloaded CDRs for different parameters report "0" values or are not populated, including the columns for Jitter and Latency data.	
SIP Calls	DMA-16222	6.3.1.2	The RealPresence DMA system rejects or drops calls and SIP service has a slow response time.	
Territory Failover	DMA-16279	6.1.3	A RealPresence DMA system territory failover occurs when ActiveCallManager blocks all port 8444 traffic for several minutes.	
RealPresence Resource Manager Integration	DMA-16401	6.3.0	The RealPresence DMA system shows a RealPresence Resource Manager system as unreachable when the RealPresence Resource Manager system has an IPv6 address.	

<i>Category</i>	<i>Issue No.</i>	<i>Release Found</i>	<i>Description</i>	<i>Workaround</i>
Conference Room API	DMA-16488	6.3.0	<p>A conference and/or a chairperson passcode can be associated with a user and a VMR the user owns. Subsequent VMRs created for the user will inherit the respective passcodes. For passcodes in use, the RealPresence DMA user interface distinguishes between an inherited passcode and a passcode created as an override for a specific VMR.</p> <p>A round trip of a VMR through the Conference Room API disables the ability for the API-edited VMR to inherit passcodes associated with the user.</p>	
Session Border Controllers	DMA-16498	6.3.1	The RealPresence DMA system does not notify Acme Packet session border controllers that the system does not support additive registrations, causing an SBC's registration to expire after 300 seconds.	
RealPresence Resource Manager Integration	DMA-16542	6.3.0.2	If the integration between a RealPresence DMA system and RealPresence Resource Manager system fails, an endpoint's registration user association will be empty. Any registration policy based on user association decisions will be broken	
Other	DMA-16550	6.0.0	A RealPresence DMA gateway call cannot be resumed at an H.323-registered RealPresence Group Series endpoint once the call has been placed on hold.	
Endpoints	DMA-16551	6.2.1	External endpoints dialing in to an RMX conference through two Cisco VCS devices and the RealPresence DMA system cannot connect to the conference.	
RealPresence Resource Manager Integration	DMA-16580	6.4.0, 6.3.2	For a conference managed by the RealPresence Resource Manager system, no RealPresence DMA system participant notification is displayed for a guest endpoint or, if displayed, the extension for the guest participant is null.	

<i>Category</i>	<i>Issue No.</i>	<i>Release Found</i>	<i>Description</i>	<i>Workaround</i>
WebRTC	DMA-16602	6.4.0	The RealPresence DMA system default conference template allows inconsistent settings for WebRTC calls and Conference Mode .	When the conference template allows WebRTC calls to MCUs, the Conference Mode must be changed to AVC only .
Call History	DMA-16607	6.3.2.2	A RealPresence DMA system dial rule displays correctly in active calls but displays as unresolved in call history.	
Microsoft Lync/Skype for Business Integration	DMA-16628	6.4.0	The External SIP peer Inbound Authentication setting does not work for Microsoft Lync-integrated peers that have an FQDN defined as the next hop address.	
Call Detail Records	DMA-16630	6.3.2.2	After upgrading the RealPresence DMA system from 6.1.2 to 6.3.2.2, the Call Detail Record header "origEndpoint" displays the H323_ID but does not display the E.164 number.	
Microsoft Lync/Skype for Business Integration	DMA-16651	6.3.2.1	A Polycom Content Connect client (with a Microsoft Lync web plugin) is not prompted to enter a meeting password but is able to join a meeting if Conference passcode is enabled in the conference room but Chairperson passcode is not enabled.	
RealPresence Resource Manager Integration	DMA-16665	6.3.2.2	When TLS v1.0 is disabled on both the RealPresence DMA system and the RealPresence Resource Manager system, or disabled on the RealPresence DMA system and enabled on the RealPresence Resource Manager system, integration between the two systems fails.	
Other	DMA-16688	6.3.2.2	The RealPresence DMA system sends a conference participant a notification about a mute status change, followed immediately by two unnecessary notifications that update only the notification sequence number.	

<i>Category</i>	<i>Issue No.</i>	<i>Release Found</i>	<i>Description</i>	<i>Workaround</i>
RealPresence Resource Manager Integration	DMA-16697	6.3.2.3	When the RealPresence Resource Manager conference scheduler initiates a call, the RealPresence DMA system does not correctly parse the dial string.	
Conference Manager	DMA-16720	6.4.0.0.1	The RealPresence DMA system allows calls from a SIP call generator to connect without authentication if the calls use the FQDN defined as the local hostname to dial in.	
SIP Registrations	DMA-16724	6.4.0	The RealPresence DMA system returns an incorrect error response (500) to a SIP endpoint that fails to re-register to a RealPresence DMA cluster due to a registration status error that occurs after a supercluster failover.	
SIP Calls	DMA-16747	6.4.1	The RealPresence DMA system returns a 500 error response when it encounters empty address lists with the "message" media type.	
Conference Manager	DMA-16749	6.3.1.2	When uploading a prompt set, an error occurs when opening the .zip file that causes an incorrect error message to display in the management user interface – "The uploaded archive does not contain a supported manifest file."	
Documentation	DMA-16752	6.3.1.2	The RealPresence DMA system documentation does not describe the file permissions necessary for creating a custom IVR prompt set.	
SIP Registrations	DMA-16756	6.4.0	SIP endpoint fails to re-register to a RealPresence DMA backup cluster after a supercluster failover due to a registration status error.	

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

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