

Patch Release Notes



Polycom® RealPresence® Distributed Media Application™

Release label:	6.4.1_P2	(6.4.1_P2_Build_234946-full.bin)
Built on version:	Polycom DMA System v6.4.1.1	
Released files:	ISO, OVA, Hyper-V and the upgrade file for 6.1.x, 6.2.x, 6.3.x and 6.4.x	

Issues Resolved

Patch 2 for DMA 6.4.1 (i.e. v6.4.1.2 or v6.4.1_P2) has been augmented with the following items:

Key	Summary
DMA-15995	DMA dashboard shows calls that do not reflect on actual calls If an endpoint becomes unreachable, DMA will hold onto the call in hopes that the endpoint recovers. If the endpoint doesn't recover within 2.5 hours, the DMA will tear down the call and release the license.
DMA-16222	DMA performance problems resulting from frequent endpoint re-registration
DMA-16854	Upgrading Hyper-V Fails
DMA-16868	DMA - Site Name on RMX displays with incorrect participant name.
DMA-16869	In certain environments, Realconnect calls may fail if the DMA is unable to open port 443 to the Lync edge server.
DMA-16878	An unusually long running diagnostic statement triggered a missed heartbeat and failover
DMA-16882	DMA 6.4.1 and 6.4.1.1 show "Rejected: Insufficient network bandwidth available" as disconnection cause for successful calls
DMA-16883	An invalid Request URI causing the call to fail when it is sent to the RMX
DMA-16886	Stale calls in Active Calls list cause it to reach the call license limit
DMA-16904	SIP calls are disconnecting every 30 minutes when dialing to WEB EX, all other SIP calls to other external entities do not experience this issue

Known Issues

Issues that have been identified since the previous DMA 6.4.1.1 released and not included in DMA 6.4.1.2 but will be fixed in a future release.

Key	Summary
DMA-16898	Cannot create and publish contacts for the existing OU
DMA-16896	Active call check processed prior to LRQ being fully processed causes call to drop if the VMR is hosted on another cluster in the SC
DMA-16894	When meeting is generated with rest API display name is not sent to RMX
DMA-16892	DMA rejects RMX SIP registrations with 500 Server Internal Error, but status OK on RMX no discernible service impact-
DMA-16877	Default territory is ignored when integrating with the Exchange Server. Workaround: For Exchange Server integration in 6.4.1.x, there is an issue with the Territories that will require these steps to allow the Exchange Server integration to occur:

Key	Summary
	<ol style="list-style-type: none"> 1. Navigate to Territories and create a new territory with any name. It does not have to host conference rooms. Save the new territory. 2. Navigate back to the Exchange Server integration page. Enter the appropriate information, and choose for the territory the new one you created in step 1. Click "Update". 3. The territory will update to the Default DMA Territory and integrate to the Exchange Server.
DMA-16884	DMA doesn't recognize SoftMCU GHz resources
DMA-16880	SIP calls time out before connecting if unrelated SIP peer FQDNs cannot be resolved
DMA-16867	Max licensed calls reached, no alarm or notification sent to Active alarms
DMA-16861	DMA is responding to customer portal and to GUI with error indicating no available VMR numbers when attempting to add a new VMR despite configured range of 550K

Prerequisites/Configuration Considerations

- Systems may have Polycom DMA v6.1.x, v6.2.x, v6.3.x or previous versions of v6.4.x
- When upgrading from DMA 6.1.x, 6.2.x, 6.3.x or 6.4.x to 6.4.1.2, the system will not preserve the call history information. To keep this data, backup the databases, upgrade the DMAs, and then restore the databases.

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	→ 6.4.1.2 ³	Yes.
5.2.1, 5.2.2.x, 6.0.x	→ 6.2.2.2 ²		→ 6.4.1.2 ³	Yes.
6.1.x, 6.2.x			→ 6.4.1.2 ³	Yes.
6.3.x			→ 6.4.1.2 ³	Yes
6.4.x			→ 6.4.1.2 ³	No.
<ol style="list-style-type: none"> 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 P2 Build 234946-full.bin to make the final upgrade to version 6.4.1.2. 				

Note: 6.2.2.2 was selected because it is the most recent GA release that will allow an upgrade from a pre-6.1.0 system.

Installation Notes

1. It is always recommended that configuration backups are taken before upgrades.

Please follow the instructions in the OPERATIONS GUIDE for the Polycom® RealPresence®

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Distributed Media Application™ (DMA®) System which can be found on the Polycom Support site:

[RealPresence DMA System Operations Guide 6.4.0](#)

http://support.polycom.com/content/dam/polycom-support/products/UC-Infrastructure-Support/collaboration_conferencing_platforms/user/en/DMA-6-4-0-Operations-Guide.pdf

2. Download the upgrade file for DMA v6.4.1_P2
3. Login to DMA and navigate to Maintenance > Software Upgrade
4. Select "Upload and Upgrade" and choose the upgrade file
5. DMA processes and applies patch
6. NOTE: If you are performing an upgrade on Hyper-V you will observe:
 - a. A warning screen with a green status bar and flashing red text bar.
 - b. When the status bar completes, a flashing red screen will be displayed.
 - c. The upgrade should successfully complete several minutes after the flashing red screen is first observed.
 - d. A few minutes after you see the flashing red screen, make an attempt to open the DMA GUI window.
 - e. If it doesn't come up immediately, wait and try again.
 - f. It may take up to an hour after the upgrade begins for it to complete, so continue to try to load the DMA GUI window.