

# Patch Release Notes



## Polycom® RealPresence® Distributed Media Application™

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<b>Release label:</b>	6.4.1_P3	(6.4.1_P3_Build_237676-full.bin)
<b>Built on version:</b>	Polycom DMA System v6.4.1.2	
<b>Released files:</b>	ISO, OVA, Hyper-V and the upgrade file for 6.1.x, 6.2.x, 6.3.x and 6.4.x	

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### Resolved Issues

Patch 3 for DMA 6.4.1 (i.e. v6.4.1.3 or v6.4.1\_P3) has been augmented with the following items:

Key	Summary
DMA-16896	Inbound calls from an external GK neighbor to a DMA supercluster can potentially fail if the call SETUP happens on a different cluster than where the initial LRQ was received.
DMA-16918	DMA CDRs displaying 'Source' and 'Destination' as same, impacting RPAanalytics system and customer reports
DMA-16935	Change/hide RealConnect Bridge user name in the Skype roster. There is a new setting on the Conference Settings page: "Skype roster cascade indicator". This setting specifies the display name that appears in the Skype-for-business client as the conference roster entry for the Polycom conference (with all the standards-based endpoints). The setting consists of 0-64 characters, consisting of the ascii letters (upper/lower case) + digits (0-9) + (space ! % + - _). If left blank, the value is <conf-ID>@domain, where the conf-ID is the name of the ID of the Polycom conference (e.g., the RealConnect ID or VMR). This improvement works in conjunction with RMX version 8.7.4.x as well as 8.7.5.x and beyond.
DMA-16941	Support for VMWare 6.5 in DMA OVA

### Known Issues

Issues that have been identified since the previous DMA 6.4.1.2 released and not included in DMA 6.4.1.3 but will be fixed in a future release.

Key	Summary
DMA-16902	DMA responds with 500 error, when Group Series tries to keep the call on Hold in P2P SUT-Lite Call.
DMA-16908	DMA responded to incoming VEQ/VMR calls with 503 Service unavailable.
DMA-16910	Missing online help for "Add Simplified ISDN Gateway Dialing Prefix" dialog
DMA-16912	Participant status is not reported correctly to RPRM in some cascade-for-size calls
DMA-16913	Aqua: if SIP call gets canceled quickly, CANCEL fails and the call never gets cleaned up
DMA-16920	Garbage Collection pauses resulted in EMEA territory failover.
DMA-16922	Unable to log in to DMA via web UI using local\admin or AD accounts. Reboot of DMA resolved the issue

DMA-16933	When an RPWS client starts recording on web client UI, no recording icon is displayed on web client UI, and content start/stop indication changes back and forth
DMA-16937	H323 leak call reported in DMA active call pane (Dashboard)
DMA-16938	Ghost conference stuck and will not clear via REST API
DMA-16939	DMA incorrectly quarantines RPD user
DMA-16940	DMAs experience occasional performance issues caused by rolling logs at the top of the hour
DMA-16943	DMA 6.4.1.2, H323 calls leak shows dashboard leading to license max out
DMA-16944	When the Conference password parameter is enabled, the password request prompt is being played on H323
DMA-16945	ISDN Gateway feature does not adjust line rate based on session profile selected
DMA-16948	Remove Contacts from AD (on Presence Publishing screen) does not work. The workaround is to have the Active Directory administrator go into the Active Directory server, to Active Directory Users and Computers, and manually delete the conference rooms found in the DMA's OU. Not an issue in the next major DMA release of v9.0.

### 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 6.4.1.3, 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

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>	<i>New License Required?</i>
5.0.x, 5.1.x, 5.2.0	→ 5.2.1 <sup>1</sup>	→ 6.2.2.2 <sup>2</sup>	→ 6.4.1.3 <sup>3</sup>	Yes.
5.2.1, 5.2.2.x, 6.0.x	→ 6.2.2.2 <sup>2</sup>		→ 6.4.1.3 <sup>3</sup>	Yes.
6.1.x, 6.2.x			→ 6.4.1.3 <sup>3</sup>	Yes.
6.3.x			→ 6.4.1.3 <sup>3</sup>	Yes
6.4.x			→ 6.4.1.3 <sup>3</sup>	No.
<ol style="list-style-type: none"> <li>1. Use <a href="#">DMA-upgrade_5.2.1-bld8r112427.bin</a> to upgrade to 5.2.1.</li> <li>2. Use <a href="#">6.2.2_P2_Build_202581-rppufconv.bin</a> to upgrade to 6.2.2.2.</li> <li>3. Use <a href="#">6.4.1_P3_Build_237676-full.bin</a> to make the final upgrade to version 6.4.1.3.</li> </ol>				

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® 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)  
[http://support.polycom.com/content/dam/polycom-support/products/UC-Infrastructure-Support/collaboration\\_conferencing\\_platforms/user/en/DMA-6-4-0-Operations-Guide.pdf](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\_P3
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, try 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.

### Automatically send usage data

DMA will automatically send usage data if you have checked the "Automatically send usage data" checkbox while accepting the End User License Agreement (EULA). To see what you have selected; you can go to Admin->Local Cluster->Licenses on the DMA UI. A description on what type of data is sent is provided in the DMA Operations Guide under section "Automatically Send Usage Data". As this data is used to continually improve the product, Polycom recommends that this be kept enabled.

Please note that if your local DNS server does not resolve customerusagedatacollection.polycom.com, the Analytics service in DMA will query to Google DNS server (8.8.8.8) to resolve that DNS name.

To see the actual data being sent to Polycom from DMA, go to Maintenance->System Log Files on the DMA UI. Select a log archive and click on "Download Archived Logs". After the log archive is downloaded on your local machine, unpack the log archive. In the main directory, you will see a file called analytics.json. That file contains the data that is being sent.