Patch Release Notes

Polycom® RealPresence® Distributed Media Application™

Release label:	6.4.1_P7	(6.4.1_P7_Build_241688-full.bin)
Built on versions:	Polycom DMA System v6.4.1.6	
Released files:	ISO, OVA, Hyper-V and the upgrade file	

Purpose

DMA v6.4.1.7 contains all fixes from all previous v6.4.1.x releases.
The section below indicates the Resolved Issues and Known Issues.

Resolved Issues

Patch 7 for DMA 6.4.1 (i.e. v6.4.1.7 or v6.4.1_P7) has been augmented with the following items:

Key	Summary
DMA-16103	Make registration summary status sort order in DMA branches consistent
DMA-16697	Simplified dialing issue: "DMA Unable to parse dial string". When the call is initiated by the RPRM scheduling, DMA is not parsing the dialing string
DMA-16789	Under 'Licensing Server' on the DMA the 'Last successful connection' fields are blank although license count from PD is correct
DMA-16803	Active calls remain when dial out fails (nonexistent endpoint)
DMA-16804	Call through a dial-rule with preliminary causes call history to report destination as Unresolved and no information is in CDR. Active call shows correct destination.
DMA-16836	Endpoints belonging to one territory are unable to dial into conference calls which belong to another territory's endpoints when going via VEQ due to a Transport Protocol Mismatch.
DMA-16839	DMA dashboard shows Resource Manager connection failed when only a UserDevice association error was reported.
DMA-16850	Exchange Server integration disabled in v6.4.1
DMA-16857	Display unique SNMP engine ID for each DMA node in VIP GUI.
DMA-16938	Ghost conference stuck and will not clear via REST API
DMA-16975	DMA sending a SIP response to a SIPS request
DMA-16976	DMA is reporting alerts 4011 for multiple RMXs. DMA should stop affecting the MCU score when a redialing CSS call fails
DMA-16981	Embedded DNS did not function properly when DMA went down
DMA-16983	PDX4 memory leak caused by SIP INVITEs being looped back to the source DMA
DMA-16995	CDR reports "Display=1" for an immersive call that has three endpoints in the origEndpoint column
DMA-16999	A large volume of DMA call CDR data was lost

Key	Summary
DMA-17000	Original Issue Description: DMA unable to upload large backup files Be advised: The user can now upload backup files up to 15 GB, an increase from the 5 GB limit previously. There are some limitations: 1. There must be sufficient space for the backup to be uploaded inside the backup directory and their temporary directory. 2. The GUI will not necessary reflect accurate times with uploading and re-storing from large backups. 3. Uploading large files will take time before the user receives information on the success of the upload. 4. Restoring large files may take two or more hours to fully restore.
DMA-17001	Enforcement of chairperson requirement in R/C calls starting DMA is causing issues under certain scenarios
DMA-17002	DMA strips the passcode from sip dial strings that are routed between clusters
DMA-17003	Unable to export the CDR from DMA due to NullPointerException on ITP identification
DMA-17005	DMA WebUI access lost after upgrading
DMA-17008	Conference Spy (4575 notifications) get a 404
DMA-17009	Participants dial an invalid conference ID and remain connected indefinitely in a RealConnect for Service Providers single-tenant deployment model.
DMA-17011	DMA alert 3605 (conference rooms differ between servers) seems to be overly sensitive
DMA-17013	The RealConnect for Service Provider call flow does not work with SfB lobby feature
DMA-17015	100,000 VMRs associated with local users, the DMA UI cannot open the user's page
DMA-17019	Original Issue Description but is not a defect: After the restore of a database to an upgraded DMA, no mcus are listed on the dashboard "Caution: Restoring feature and system configuration, but not network con-figuration (or vice versa) will result in invalid primary or backup cluster assignments for some territories. After the restore operation is complete, go to Network > Site Topology > Territories and assign primary and backup clusters to the affected territories."

Known Issues

Issues that have been identified since the release of DMA 6.4.1.6 and are not included but are aimed to be fixed in a future release.

Key	Summary
DMA-16998	DMA became totally unresponsive to SIP messages as a result of a single failed DNS query.
DMA-17004	Unexpected Exception on executing API request StartConference
DMA-17017	Problem with DMA bandwidth calculation (SfB VMR calls) when a call is escalated from audio to video and call throttled by the DMA to 1024k
DMA-17018	External SIP Peer Postliminary: edit of postliminary script does not display the saved script only the default
DMA-17021	Active Directory integration-DMA throws an exception type java.lang.ArrayIndexOutOfBoundsException when loading enterprise users
DMA-17024	MCU Affinity flow intermittently fails

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

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]	→ 6.4.1.7[3]	Yes.
5.2.1, 5.2.2.x, 6.0.x	→ 6.2.2.2[2]		→ 6.4.1.7[3]	Yes.
6.1.x, 6.2.x, 6.3.x			→ 6.4.1.7[3]	Yes.
6.4.x			→ 6.4.1.7[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_P7_Build_241688-full.bin to make the final upgrade to version 6.4.1.7.

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
2. Download the upgrade file for DMA v6.4.1_P7
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.

Hypervisor Environments for Virtual Edition

Products Tested with this Release

Product	*Tested Versions*
Hypervisor Environments for Virtual Edition Polycom supports mixed Hyper-V and VMware environments, but has not tested all configurations and combinations.	
VMware vSphere®	5.5, 6.5
VMware vCenter® Server	5.5, 6.5
Microsoft Hyper-V	Microsoft Windows Server 2016, Datacenter edition