

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

## Contents

<b>What's New in the Version 9.0.0.2 Release .....</b>	<b>2</b>
<b>Security Updates.....</b>	<b>5</b>
<b>Viewing Usage Data and Settings .....</b>	<b>6</b>
<b>Release History .....</b>	<b>7</b>
<b>System Capabilities and Constraints.....</b>	<b>12</b>
<b>System Requirements .....</b>	<b>16</b>
<b>Products Tested with This Release.....</b>	<b>17</b>
<b>Installation and Upgrade Notes .....</b>	<b>23</b>
<b>Resolved Issues.....</b>	<b>26</b>
<b>Known Issues.....</b>	<b>30</b>
<b>Get Help .....</b>	<b>38</b>
<b>Copyright and Trademark Information .....</b>	<b>39</b>

# What's New in the Version 9.0.0.2 Release

Version 9.0.0.2 of the Polycom® RealPresence® Distributed Media Application (DMA®) system offers the following new features and enhancements to previous functionality:

- [Management User Interface](#)
- [Multiple Dial Plans](#)
- [High Availability](#)
- [Point-to-Point to MCU Call Escalation](#)
- [Two-System Installation with the USB Configuration Utility](#)
- [Network Packet Capture](#)
- [Log File Downloads](#)
- [Network Settings](#)
- [Security Settings](#)
- [Pooled Licenses](#)
- [Other Changes](#)



Important: The RealPresence DMA system version 9.0.0.2 can be used with the Polycom RealPresence Web Suite version 2.1.5 or later. Previous versions are not supported.

## *Management User Interface*

Version 9.0.0.2 of the RealPresence DMA system provides an updated HTML5 management user interface designed to improve usability and system workflow. APIs provide 100 percent feature coverage of the new user interface.

Note that the URL of a RealPresence DMA system no longer supports “/dma7000”. URLs must use the following format:

`https://<DMA-address>:8443/dma`

## *Multiple Dial Plans*

Version 9.0.0.2 of the RealPresence DMA system supports the use of multiple dial plans.

The system comes with two dial plans out-of-the-box: a default dial plan and a guest dial plan. The Default Dial Plan provides the most commonly needed address resolution processing and is used for authorized calls. The Guest Dial plan is used for unauthorized “guest” calls and contains no dial rules. The Guest Dial Plan blocks all guest calls unless you add dial rules to it to allow unauthorized calls.

You can add additional dial plans as needed. This flexibility allows you to assign different dial plans to disparate SIP servers, neighbored gatekeepers, or session border controllers within your video conferencing environment.

Note that the RealPresence DMA system no longer supports selection of SIP prefix-based dial plans. SIP guest dial plans must be selected by port.

## ***High Availability***

Two RealPresence DMA systems can be configured on the same network to provide High Availability (HA) of services. Systems configured for High Availability support minimal interruption of services and greater call reliability.

In an HA configuration, each RealPresence DMA system has a virtual IP address for at least one network interface with assigned services. If one RealPresence DMA system fails, the peer system takes over the failed system's resources (virtual IP addresses and assigned services).

HA pairs can be a mix of Appliance Edition servers and Virtual Edition instances. Although not required, Polycom recommends that you configure more than one network interface as an HA link, one of which should be a dedicated direct link. Multiple HA links provide more reliable communication between the two systems.

## ***Point-to-Point to MCU Call Escalation***

Version 9.0.0.2 of the RealPresence DMA system supports escalation of point-to-point calls to Polycom MCUs. Users with certain brands and models of endpoints (known as escalating endpoints) can escalate multiple point-to-point calls to a RealPresence DMA conference by calling a SIP conference factory. When the RealPresence DMA system receives an incoming call from an escalating endpoint to a SIP conference factory, the system creates a dynamic multi-point conference on an MCU and generates a conference ID for the conference. The conference IDs are strings that can be dialed by any endpoint (SIP or H.323) to join the conference. These conference IDs are not VMR IDs and the conferences do not have associated VMRs.

Once the RealPresence DMA system creates the dynamic conference, the escalating endpoint invites itself to the conference and then transfers (refers) its calls with other endpoints into the multi-point conference. Any user attending the conference can then invite other participants by providing them with the conference ID.

## ***Two-System Installation with the USB Configuration Utility***

In version 9.0.0.2, when you use the USB Configuration Utility to configure your initial system settings, you can configure the settings for two systems and use the same USB stick to install the settings on the two separate systems.

---

## ***Network Packet Capture***

This version of the RealPresence DMA system provides the Network Traffic Capture troubleshooting utility. You can run this tool to capture data packets received or sent by the network interfaces on your RealPresence DMA system. The traffic capture generates a packet capture (.pcap) file that contains the network traffic information, which you can download to a local computer.

## ***Log File Downloads***

In this version of the RealPresence DMA system, you can download individual log files.

## ***Network Settings***

Version 9.0.0.2 supports the use of multiple network interfaces, including bonded interfaces and VLAN interfaces. RealPresence DMA system services, including management, signaling, and integrations can be mapped to the different types of interfaces. Additionally, DHCP addressing is fully supported

## ***Security Settings***

This version of the RealPresence DMA system supports **Enhanced Security** mode. Maximum Security mode is no longer supported in the RealPresence DMA system. Enhanced Security provides the same level of security by disabling unencrypted protocols and non-essential access methods. However, security settings are no longer irreversible. You can change the security settings from Enhanced to Custom based on the requirements of your network environment.

This version of the RealPresence DMA system also supports cipher customization for the management and signaling network interfaces.

If you are using a previous version of the RealPresence DMA system and have Maximum Security mode enabled, the security settings will default to Enhanced Security mode after you upgrade to version 9.0.x.

## ***Pooled Licenses***

License pooling is available across a supercluster or High Availability pair. Any system can share all licenses on all servers in all clusters.

Within the management user interface, you can enable licensing with activation keys or you can specify a licensing server. You can also switch from using a license with an activation key to using a license server. Note that if you do so, you cannot switch back to using a license that requires an activation key.

## ***Other Changes***

Other changes in version 9.0.0.2 of the RealPresence DMA system include the following:

- [Superclustering](#)
- [Preset Dialouts](#)
- [API Changes](#)

## Superclustering

In version 9.0.0.2, when adding a cluster to a supercluster, you initiate the action from the existing supercluster by inviting a RealPresence DMA cluster to join the supercluster. Prior to version 9.0.0, you logged in to a RealPresence DMA cluster and then asked to join an existing supercluster.

The invited cluster requires a single reboot and data synchronizes when the new cluster is in service.

## Preset Dialouts

A conference room can be enabled for preset dialout conferences, also known as an *Anytime* conference in the Polycom RealPresence Resource Manager system. When someone dials in and starts a conference, the RealPresence DMA system dials out to the entries you have added to the Preset Dialout Participants list. Note that for the RealPresence DMA system to dial out from an H.323 conference, the Polycom RealPresence Collaboration Server (MCU) hosting the conference must be H.323-registered to one of the RealPresence DMA clusters in the supercluster.

## API Changes

The following sections describe changes to the RealPresence Platform API with version 9.0.0.2 of the RealPresence DMA system and upcoming API changes in the next release.

### ***Retrieving Call Detail Records***

The GET method for the API resource `/api/rest/billing` used to retrieve a list of CDRs has been deprecated and replaced by the following resources to generate CDRs:

- `/api/rest/billing/generate-cdrs`
- `/api/rest/billing/download-cdrs`

### ***Upcoming API Deprecation***

The next major release of the RealPresence DMA system will deprecate many elements related to the API resource `/api/rest/registration-policy`. If possible, you should avoid using this resource in the RealPresence DMA system version 9.0.0.2. If using it is necessary, you will need to modify applications to use the replacement API resource available in the next major release of the RealPresence DMA system.

## Security Updates

The RealPresence DMA system version 9.0.0.2 includes the following updates to improve security:

- Java 1.8.0 OpenJDK updated to 1.8.0.131 to fix known security issues.
- Security settings updated to allow enabling or disabling of TLS 1.0.
- TLS ciphers updated to allow only 2048-bit or stronger Diffie-Hellman groups.
- Security settings updated to allow enabling or disabling of individual ciphers.

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

## Viewing Usage Data and Settings

When you accept the End User License Agreement (EULA) for the Polycom RealPresence DMA system, you can select the **Automatically send usage data** check box. This option enables your system to send various types of usage data to a Polycom collection point (*customerusagedatacollection.polycom.com*). As this data is used to continually improve the product, Polycom recommends that you keep the setting enabled. See the **Automatically Send Usage Data** section in the **Polycom® RealPresence® DMA® System Operations Guide** for a description of the types of data your system sends.

To view or change your selection for the **Automatically send usage data** option:

- 1 Go to **Admin > Server > Licenses** in the web user interface.
- 2 Select or clear the **Automatically send usage data** check box.
- 3 Click **Update** if you change the setting.

To see the data your RealPresence DMA system sends to Polycom:

- 1 Go to **Admin > System Log Files** in the web user interface.
- 2 Under **Actions**, click **Roll Logs**.  
The system prompts you to download the log archive.
- 3 Click **OK** and save the log archive to your local machine.
- 4 After the download is complete, unpack the log archive.

The *analytics.json* file in the *var/log/polycom/rpp* directory contains the data that your RealPresence DMA system sends to Polycom.



Note: If your local DNS server does not resolve *customerusagedatacollection.polycom.com*, the analytics service in the RealPresence DMA system will query the Google DNS server (8.8.8.8) to resolve that DNS name.

# 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>
9.0.0.2	3.5.0	CentOS 6.9 OpenJDK 1.8.0_131 PostgreSQL 9.6.3	August 2017	New management user interface Multiple dial plans Enhanced High Availability Peer-to-Peer to MCU Escalation Two-system installation with the USB Configuration Utility Network packet capture troubleshooting utility Single log file downloads Enhanced network settings Revised security settings Licensing changes Revised superclustering Enhanced security features Fixed bugs
6.4.1.4	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	June 2017	Maintenance release to fix issues.
6.4.1.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	December 2016	Maintenance release to fix issues.
6.4.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	September 2016	Maintenance release to fix issues.
6.4.0.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	September 2016	Maintenance release to fix issues.

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
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
6.3.2.4	3.1.3	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4		Maintenance release to fix issues.
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.
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.



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

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

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

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
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 300 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.

## Supported Cluster Configurations

The RealPresence DMA system supports two-system clusters configured for High Availability (HA) only with certain server and virtual instance combinations. The following table details which combinations of server models and Virtual Edition instances can be configured for HA:

### Supported Two-System Combinations for High Availability Configuration

	<i>Polycom Rack Server 620 (R620)</i>	<i>Polycom Rack Server 630 (R630)</i>	<i>Polycom Rack Server 220 (R220)</i>	<i>Polycom Rack Server 230 (R230)</i>	<i>RealPresence DMA Virtual Edition</i>
<i>Polycom Rack Server 620 (R620)</i>	Supported	Supported	Not Supported	Not Supported	Supported <sup>1</sup>
<i>Polycom Rack Server 630 (R630)</i>	Supported	Supported	Not Supported	Not Supported	Supported <sup>1</sup>
<i>Polycom Rack Server 220 (R220)</i>	Not Supported	Not Supported	Supported	Supported	Supported <sup>2</sup>

	<i>Polycom Rack Server 620 (R620)</i>	<i>Polycom Rack Server 630 (R630)</i>	<i>Polycom Rack Server 220 (R220)</i>	<i>Polycom Rack Server 230 (R230)</i>	<i>RealPresence DMA Virtual Edition</i>
<i>Polycom Rack Server 230 (R230)</i>	Not Supported	Not Supported	Supported	Supported	Supported <sup>2</sup>
<i>RealPresence DMA Virtual Edition</i>	Supported <sup>1</sup>	Supported <sup>1</sup>	Supported <sup>2</sup>	Supported <sup>2</sup>	Supported

<sup>1</sup> The default OVA settings for the VM match the specifications of the R620 and R630 servers.

<sup>2</sup> The default OVA settings for the VM must be adjusted to match the specifications of the R220 and R230 servers.

## Appliance Edition

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

- Polycom Rack Server 620 (R620)
- Polycom Rack Server 630 (R630)
- Polycom Rack Server 220 (R220) – deployments with 200 or fewer licensed concurrent calls
- Polycom Rack Server 230 (R230) – 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 with the server you are using. For information on two-server local cluster compatibility, see [Supported Cluster Configurations](#).

### Maximum Capabilities for Polycom Rack Servers 220/230 and 620/630

<i>Maximum Capability</i>	<i>Polycom Rack Server 220/230</i>	<i>Polycom Rack Server 620/630</i>
Number of sites	100	500
Number of subnets	1000	5000
Number of RealPresence DMA clusters in a supercluster	3	10
Number of clusters enabled for conference rooms	3	3

<i>Maximum Capability</i>	<i>Polycom Rack Server 220/230</i>	<i>Polycom Rack Server 620/630</i>
Number of MCUs enabled for conference rooms	5	64
Number of concurrent SIP<->H.323 gateway calls	200	500
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 Skype for Business server per cluster	25000	25000
Number of network usage data points retained per cluster	8,000,000	8,000,000
Concurrent registrations per cluster	1600	15000
Total concurrent conference room (VMR) calls per cluster	200	1200 H.323 only 3600 SIP only
Total point-to-point concurrent calls per cluster	200	5000
Total concurrent conference room (VMR) calls for a supercluster <sup>1</sup>	600	3600 H.323 only 10800 SIP only <sup>1</sup>
Total point-to-point concurrent calls for a supercluster	600	50000

<sup>1</sup> To support 3600 H.323 or 10800 SIP calls, the supercluster must contain at least three clusters.

## Trial Licenses

All new RealPresence DMA Appliance Edition systems include a trial CFS license for 5 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 3 trial license calls, then activate a 50 concurrent-call license, you will have a total of 50 concurrent calls available, not 52.

If you deploy two RealPresence DMA Appliance Edition systems as an HA pair, the two systems combined include a trial CFS license for 5 concurrent calls.

## 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 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.

If you deploy two systems as a High Availability pair, one of which is a virtual instance and the other is a Polycom server, the profile of the VM should be consistent with the server's profile.

### Recommended VM Host Deployment Settings

<i>Component</i>	<i>Recommended Small Deployment Settings</i>	<i>Recommended Medium-Large Deployment Settings</i>
Virtual Cores	6	12
Min. CPU Speed	2.4 GHz	2.4 GHz
Total Required GHz	14.4 GHz	28.8 GHz
Min. CPU Family	Haswell	Haswell
Memory	16 GB	16 GB
Storage	300 GB	300 GB
Random IOPS	110 total	210 total
Performance	200 concurrent calls	5000 concurrent calls <ul style="list-style-type: none"> <li>• Up to 1200 H.323 calls, not to exceed 5000 total calls</li> <li>• Up to 3600 SIP calls (encrypted or unencrypted), not to exceed 5000 total calls</li> <li>• Up to 5000 point-to-point calls, not to exceed 5000 total calls</li> </ul>

Because of differences in hardware and VM environments, the performance information is provided for guidance purposes only and does not represent a guarantee of any kind by Polycom.

# 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 client system used to access the management user interface requires a web browser that supports HTML5. Microsoft Internet Explorer® must be version 11 or later.

## Network Performance

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"> <li>• Bandwidth above 10 Mbps, regardless of packet loss or latency</li> <li>• Less than 1 percent packet loss if network latency is 300 ms or less (one-way)</li> </ul> <p><b>Or</b></p> <ul style="list-style-type: none"> <li>• No packet loss if network latency is below 350 ms (one-way)</li> </ul>
Between the RealPresence DMA system and all MCUs	<ul style="list-style-type: none"> <li>• Less than 200 ms round-trip latency</li> <li>• Less than 2 percent round-trip packet loss</li> </ul> <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"> <li>• Less than 200 ms round-trip latency</li> <li>• Less than 6 percent round-trip packet loss</li> </ul>



<i>RealPresence DMA System Network Connections</i>	<i>Network Performance</i>
Between the RealPresence DMA system and Microsoft® Active Directory® (if integrated)	<ul style="list-style-type: none"> <li>• Less than 200 ms round-trip latency</li> <li>• Less than 4 percent round-trip packet loss</li> </ul>

## 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 your Polycom systems with the latest software versions. Any compatibility issues may have been addressed by software updates. Go to [http://support.polycom.com/PolycomService/support/us/support/service\\_policies.html](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>
<b>RealPresence Platform Infrastructure</b>	
Polycom RealPresence Platform Director	3.0
<b>Hypervisor Environments for Virtual Edition</b>	
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
<b>Management Systems and Recorders</b>	
BroadSoft BroadWorks	R21.sp1_1.551
IBM Sametime Server	Sametime 9
MS Exchange 2013	15.00.0775.038 (CU3)
Polycom Real Presence Media Suite	2.8

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Resource Manager	10.1
<b>Gatekeepers, Gateways, SIP Servers, and MCUs</b>	
Avaya Aura CM	R017x.00.0.441.0
Avaya Aura SM	7.0.0.0.0.700007
Cisco Telepresence Server (TPS)	4.2 (4.18)
Cisco Unified Communications Manager (CUCM)	11.5.1
Cisco VCS	X8.8.1, X8.9.1
Cisco 4505 MCU	1.72, 1.85
Lync 2010 Server	4.0.7577.710 (CU13)
Lync 2013 Server	5.0.8308.956
Skype for Business Server	6.0.9319.277
Polycom RealPresence Access Director	4.2.5
Polycom RealPresence Distributed Media Application (DMA)	9.0.0.2
Polycom RealPresence Collaboration Server (RMX) 1800	8.6.8, 8.7.3, 8.7.4
Polycom RealPresence Collaboration Server, Virtual Edition	8.6.8, 8.7.3, 8.7.4
Polycom RMX 2000, 4000 (MPMRx)	8.6.8, 8.7.3, 8.7.4
Polycom RMX 1500, 2000, 4000 (MPMx)	8.5
Polycom RMX Gateway	8.1.6
Polycom TCSPi Adapter	3.2.7
Polycom VBP	11.2.13RC2
Polycom VBP 7301	14.1.1
<b>Endpoints</b>	
Avaya 10XX	4.8.3(24)
Avaya 1X Communicator	6.2.12.04
Avaya ADVD	1_1_2_020002

<i>Product</i>	<i>Tested Versions</i>
Avaya Flare Desktop	1.1.3.14
Avaya Flare Mobile (iOS)	2.0.6
Avaya Voice Phone	S3.171b
BroadSoft BroadTouch Business Communicator for PC	21.6.1.26
BroadSoft BroadTouch Business Communicator for Android	22.0.1.5797
BroadSoft BroadTouch Business Communicator for IOS	22.1.1.222
Cisco CTS	4.2(4.18)
Cisco CTS500-32	1.10.15(4)
Cisco CTS500-37	6.1.12(4)
Cisco SX10 / SX20 / SX80	CE8.3.1
Cisco MX300 G2	CE8.3.1
Cisco EX90	TC7.3.8
Cisco TX	6.1.12(4)
Cisco TelePresence IX5000	8.1.2(12)
Cisco Jabber for Windows	11.1
Cisco Jabber iPad	11.1
Polycom HDX	3.1.4, 3.1.5,3.1.11
Huawei TE30	2.0.600
Huawei TE40	2.0.600
LifeSize ICON 600	3.2.1(2008)
Microsoft Lync 2010 Client	4.0.7577.4504
Microsoft Lync 2013 Client	15.0.4919.1000
Microsoft Lync MAC Client	16.3.240
Microsoft Skype For Business Client (Android)	6.14.0.0
Microsoft Skype For Business Client (iOS)	6.14.0.224

<i>Product</i>	<i>Tested Versions</i>
Polycom Centro	6.1.0
Polycom Debut	1.2.1,1.3.0
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 RealPresence Group Series	6.0, 6.1.0
Polycom RealPresence Desktop (Mac)	3.8
Polycom RealPresence Desktop (PC)	3.8
Polycom RealPresence Mobile Android	3.8
Polycom RealPresence Mobile IOS	3.8
Polycom RPX	3.1.10
Polycom SoundPoint 601 SIP	5.5
Polycom SoundPoint 650 SIP	4.0.7
Polycom SoundStation IP4000 SIP	3.1.7
Polycom SoundStation IP7000	4.0.11
Polycom Touch Control (for use with HDX)	OS1.17.0-38/TP1.17.0-58
Polycom Touch Control (for use with RealPresence Group Series)	OS6.1.0-903/TP 6.1.0-280932
Polycom Trio	5.4.5, 5.5.1
Polycom VVX 410	5.5.1
Polycom VVX 500	5.5.1
Polycom VVX 600	5.5.1
Polycom VVX 1500	5.5.1
Radvision ScopiaXT 5000	v8_3_7_51
Sony PCS-XG80	2.46
Sony PCS-XG100	1.6

<i>Product</i>	<i>Tested Versions</i>
Tandberg 150 MXP	L6.1
Tandberg 1700 MXP	F9.3.4
Tandberg 6000 MXP	F9.3.1
Tandberg Edge95 MXP	F9.3.4
TelyLabs HD	5.0.0-2770
<b>Directory Services</b>	
Microsoft Active Directory Domain Services	Windows Server 2012 R2 (domain and forest functional levels)
<b>Web Browser-Based Solutions</b>	
Polycom RealPresence Web Suite	2.1.5

## ***Interoperability Constraints***

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

### **Interoperability Constraints**

<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 endpoints	A Polycom HDX endpoint 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 <b>Postliminary</b> feature.
Polycom HDX endpoints	Polycom HDX endpoints can be used with Lync Server but do not support Skype for Business video conferencing.	

<i>Product</i>	<i>Description</i>	<i>Workaround</i>
Polycom HDX endpoints, Polycom Trio	DMA does not support H.264 high profile (HP) for SIP <--> H.323 calls.	
Sony, Radvision, and Avaya endpoints	In the RealPresence DMA system, the <b>Terminate calls based on failed responses to IRQs</b> 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 <b>Terminate calls based on failed responses to IRQs</b> 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.	
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.
Microsoft Skype for Business and Polycom 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.
Microsoft Skype for Business and Polycom RealPresence DMA 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.	

<i>Product</i>	<i>Description</i>	<i>Workaround</i>
Microsoft Skype for Business and Polycom RealPresence DMA presence publishing	After editing a VMR in the RealPresence DMA system, Skype for Business (and Lync) clients experience a delay in updating presence information.	

## Installation and Upgrade Notes

The upgrade package for the RealPresence DMA system software enables you to upgrade previous versions to version 9.0.0.2 (see [Supported Upgrade Paths](#)). When you log in to the [RealPresence DMA support portal](#), you can download the 9.0.0.2 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 system, see the “Upgrading” section in the *RealPresence DMA System Operations Guide* or the online help. See the “Add Required DNS Records for the Polycom RealPresence DMA System” section to ensure that you have the correct DNS entries for a successful deployment.

Installing and configuring the RealPresence DMA system, Virtual Edition, from the RealPresence Resource Manager system or RealPresence Platform Director system using an OVA file is not supported. Instead, use VMware vSphere or vCenter to deploy the RealPresence DMA system OVA file. Then use ThinShell to configure the network address and add the instance to the RealPresence Resource Manager system for licensing.

### ***Supported Upgrade Paths***

You can upgrade to version 9.0.0.2 of the RealPresence DMA system *only* from the following versions:

- 6.4.0
- 6.4.0.1
- 6.4.1
- 6.4.1.1
- 6.4.1.2
- 6.4.1.3
- 6.4.1.4
- 9.0.0 beta version
- 9.0.0 limited availability version
- 9.0.0.1 limited availability version

If your RealPresence DMA system is running a version prior to those listed above, you must perform interim upgrades before you can upgrade to version 9.0.0.2 (see the [Supported Upgrade Paths](#) table). If

you try to upgrade from a non-supported version, the RealPresence DMA system displays the following message:

“This upgrade version cannot be used to upgrade the current system. Please refer to the release notes for allowed upgrade paths or perform a backup, then a fresh install, followed by restoring the backup to upgrade the system to this version.”

Do not perform a fresh installation of version 9.0.0.2 and then restore a backup of a non-supported version. You must upgrade a non-supported version to one of the supported versions listed in the preceding list before upgrading to 9.0.0.2.



Note: If you have a system running version 6.4.x that has two default territories and is integrated with a RealPresence Resource Manager system, you must delete one of the territories before you upgrade to version 9.0.0.2. If you upgrade without deleting one of the default territories, the system will display an error when you attempt to change some user settings. To resolve the error, you need to remove your integration with the RealPresence Resource Manager system, then reintegrate.

The following table outlines the supported paths you can use to upgrade to this release, depending on which version your system is currently running. Read the release notes for each version in your upgrade path to review any upgrade notes.

**Supported Upgrade Paths**

<i>Current Version</i>		<i>Intermediate Upgrade</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	→	6.2.2.2	→	6.4.1.4	→	9.0.0.2	Yes
5.2.1 5.2.2.x 6.0.x	→	6.2.2.2			→	6.4.1.4	→	9.0.0.2	Yes
6.1.x 6.2.x 6.3.x					→	6.4.1.4	→	9.0.0.2	Yes
6.4.0 6.4.0.1 6.4.1 6.4.1.1 6.4.1.2 6.4.1.3 6.4.1.4							→	9.0.0.2	Yes
9.0.0 9.0.0.1							→	9.0.0.2	No



## Upgrade to Version 9.0.0.2 of the RealPresence DMA System

You can upgrade a RealPresence DMA system to version 9.0.0.2 from the **Maintenance > Software Upgrade** page of the system's management user interface.

Follow the 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 is required. For information on licensing a newly installed system, refer to the *Polycom RealPresence DMA System Operations Guide*.

### Upgrading Superclustered or High Availability Systems

If you have superclustered or High Availability systems to upgrade, note the following requirements:

- If you upgrade the RealPresence DMA system from any of the supported versions, including the 9.0.0 beta release and the 9.0.0.1 limited availability release, you must break your superclusters before you upgrade to version 9.0.0.2. After you upgrade each system, you can reestablish your supercluster connections.
- If you upgrade a RealPresence DMA system HA pair from version 6.4.x, you can upgrade one of the systems and the upgrade will be applied across both HA systems. After the upgrade, you must re-enable the systems as an HA pair.
- If you upgrade a RealPresence DMA system HA pair from version 9.0.x, you must disable HA on both systems prior to upgrading, and then upgrade each system separately. After you upgrade the systems, you must re-enable them as an HA pair.

### Rolling Back System Software to Previous Versions

After you upgrade your system software to a new version, you can roll back the upgrade to restore the previous version of software you were running. However, if a rollback is necessary, you may need to reconfigure supercluster or High Availability configuration settings for your system(s).

The state of a RealPresence DMA system after you perform an upgrade and then roll back to the previous version may vary, depending on the software version from which you upgraded and whether you configured any of the settings on your upgraded system before performing a rollback.

The following table describes the states of a RealPresence DMA system before and after an upgrade and after a rollback.

**RealPresence DMA System States Before and After an Upgrade and Rollback**

<i>System Version and State Before Upgrade</i>	<i>System State After Upgrade and Additional Configuration</i>	<i>System Version and State After Rollback</i>
9.0.x Standalone single-server cluster	Part of an HA pair or supercluster	9.0.x Standalone single-server cluster

<i>System Version and State Before Upgrade</i>		<i>System State After Upgrade and Additional Configuration</i>	<i>System Version and State After Rollback</i>	
9.0.x	Part of an HA pair or supercluster	Part of an HA pair or supercluster	9.0.x	Part of an HA pair or supercluster; remains part of the HA pair or supercluster
6.4.x	Standalone single-server cluster	Part of an HA pair or supercluster	6.4.x	Standalone single-server cluster; cannot pair or supercluster with 9.0.x systems.
6.4.x	Part of an HA pair or supercluster	Part of an HA pair or supercluster	6.4.x	Standalone single-server cluster; cannot pair or supercluster with 9.0.x systems; may be able to pair or supercluster with 6.4.x systems. <sup>1</sup>

<sup>1</sup> After rolling back superclustered systems to version 6.4.x, the systems may be able to re-establish supercluster communications, but this is not guaranteed.

## Resolved Issues

All issues resolved through version 6.4.1.4 of the RealPresence DMA system have corresponding fixes applied to version 9.0.0.2. The following table lists the additional issues resolved in version 9.0.0.2.

### Resolved Issues

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Active Calls	DMABAR-5022	9.0	The system removes some information about a pinned call when the call ends.
Active Calls	DMABAR-5532	9.0	The RealPresence DMA system fails to display signaling diagram for calls that are treated as external.
Active Directory Integration	DMABAR-5524	9.0	The RealPresence DMA system cannot find the callback contacts OU set up on the Active Directory server, which causes external Skype for Business calls to fail.
Active Directory Integration	DMABAR-5558	9.0	Assigning roles and other attributes to a group does not give those roles or attributes to the users within the group.

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Active Directory Integration	DMABAR-5565	9.0	The system does not save <b>Default Conference Duration</b> settings after editing an enterprise group.
Certificates	DMABAR-5530	9.0	Certificate Signing Request (CSR) fields (excluding the SANS fields) should pre-populate only with the current CN (FQDN).
Conference Template	DMABAR-5535	9.0	The setting for the check box <b>Override default conference IVR service</b> is not saved when creating a new conference template
Gateway	DMABAR-5406	9.0	A gateway call by the RealPresence DMA system to SIP and H.323 endpoints with VCS as a peer gateway does not send video.
High Availability	DMABAR-5410	9.0	The RealPresence DMA system does not display an alert when only the management interface for one system in a High Availability pair goes down.
High Availability	DMABAR-5555	9.0	The validation check for Local Virtual Hostname for High Availability systems does not account for systems that have multiple DNS names for the same local virtual IP address, which causes the validation check to fail.
Installation	DMABAR-5510	9.0	After installing the RealPresence DMA system software from an OVA file, the system does not start.
Interoperability	DMABAR-5554	9.0	On a multi-point call, the RealPresence DMA system sends an indication to un-mute only video when a moderator performs "Un-Mute All" for the first time. The moderator must "Un-Mute All" a second time for both audio and video to be unmuted.
MCUs	DMABAR-5117	9.0	MCU pools disappear and a user cannot add new MCU pools after registering a RealPresence® Collaboration Server (RMX) to the RealPresence DMA system on IPv6.
MCUs	DMABAR-5527	9.0	The MCU padlock icon on the left of the <b>Status and Alarm State</b> column does not display a tooltip and the color varies.
MCUs	DMABAR-5534	9.0	The MCUs page displays <b>Unknown</b> as the connection status for devices of the type <b>Other MCU</b> .
Network Settings	DMABAR-5490	9.0	An error occurs when the static IP address for a NIC is changed to DHCP.
Polycom ContentConnect	DMA-16976	6.4.1.2	The RealPresence DMA system reduces MCU reliability scores if calls go to multiple Polycom ContentConnect servers and fail.

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Presence Publishing	DMABAR-5479	9.0	After checking Create Polycom conference contacts, the RealPresence DMA system displays an error and is unable to create new VMR contacts.
SIP Ports	DMABAR-5540		When adding more than one entry with the same port number to the SIP Signaling ports table, the RealPresence DMA system does not display an error until the user clicks "Update."
SIP Ports	DMABAR-5634	9.0	After restoring a 6.4.x corporate backup onto a version 9.0.0 system, the SIP port setting for 5061 is set to UDP/TCP instead of TLS.
SIP Registrations	DMABAR-5728	9.0	The system does not update SIP ports correctly in SuperclusterNodeInfo, which causes SIP registrations to fail sometimes for users with multiple devices using the same AOR.
Skype for Business	DMABAR-5553	9.0	A Mac Skype for Business client keeps receiving an incoming content notification, even after the client declines to receive content.
SNMP	DMA-16852	6.3.2.3	In <b>SNMP Settings</b> , if the SNMP transport protocol is changed from TCP to UDP, or from UDP to TCP, the RealPresence DMA system does not update the firewall rules accordingly.
SNMP	DMA-16857	6.4.0.1	The RealPresence DMA system user interface for the virtual IP address does not display the unique SNMP engine ID for each system in an HA pair
Supercluster	DMABAR-5629	9.0	After inviting the APAC node to join the supercluster with the NALA node, the APAC node user interface was not accessible; a reboot of the APAC node fixed the issue and the node successfully joined the supercluster.
System Configuration	DMABAR-5393	9.0	Unable to configure the RealPresence DMA system using a direct laptop connection.
System Performance	DMA-16998	6.4.1.1	The RealPresence DMA system becomes unresponsive to SIP messages due to a single failed DNS query.
System Performance	DMABAR-5670	9.0	If a supercluster member is rebooted, the other nodes in the cluster may lose information about the member after the next purge of deleted DTOs, which occurs each day at 4:15 am. The node will be marked unreachable, an alert will be generated, and inconsistent system behavior may occur.

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
System Performance	DMABAR-5672	9.0	After busying out or stopping use of a NALA node, the system does not update the embedded DNS record with the EMEA node IP address, which is the backup node for NALA.
System Performance	DMABAR-5693	9.0	When changing SIP ports, the network service resets without displaying a warning message.
User Interface	DMABAR-5520	9.0	Deleting an external Skype system that is in use by a dial rule does not display an error and causes the system to hang.
User Interface	DMABAR-5528	9.0	In <b>Add MCU</b> or <b>Edit MCU &gt; Direct Access Settings</b> , the <b>Enable direct access</b> check box is incorrectly formatted.
User Interface	DMABAR-5713	9.0	After selecting the <b>Associated Roles</b> on the <b>Groups</b> page and clicking OK, the cursor keeps spinning and doesn't return to the normal cursor.
User Interface	DMABAR-5714	9.0	The RealPresence DMA system crashed while rebooting and the user could not log back in to the user interface.
User Interface	DMABAR-5734	9.0	The <b>Conference Manager Usage</b> pane and <b>Conference Manager MCUs</b> pane on the system dashboard do not report correct MCU port information.
User Interface	DMABAR-5745	9.0	Unable to view or edit a user's conference room.
User Interface	DMABAR-5667	9.0	The user interface does not display system log files for the corporate APAC RealPresence DMA system.
User Roles	DMABAR-5427	9.0	A user with the Provisioner role can remove a server from a supercluster or busy out the server by using API commands.
User Roles	DMABAR-5617	9.0	After restoring a 6.4.x corporate backup onto a version 9.0.0 system, the user was unable to set the Admin user role for a specific Active Directory user.
Users	DMABAR-5618	9.0	After restoring a 6.4.x corporate backup onto a version 9.0.0 system, the <b>Users</b> page displays conference room information with the text "EOVR" included.
Virtual Entry Queue	DMABAR-5538	9.0	VEQ calls do not work correctly with a second dial plan (non-default) that is assigned an alternate SIP port.
Voice Registrations	DMABAR-5536	9.0	VVX500-501, 600-601 phones are unable to register to the RealPresence DMA system over TLS.

## Known Issues

The following table lists known issues of the Polycom RealPresence DMA system version 9.0.0.2.



Note: These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice or video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

### Known Issues

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Active Calls	EN-24742	9.0	The system clears data on the <b>Active Calls</b> page for pinned H.323 calls after a call has ended.	
Active Calls	EN-25878	9.0	Some call information such as device model and vendor is missing from <b>Active Calls</b> for a point-to-point call to a Polycom HDX endpoint.	
APIs	EN-21353	6.4.x	APIs that internally pull from the database to check a PUT or POST may encounter an error.	
APIs	EN-25120	9.0	The field description for the plcm-territory-v3 API is optional but cannot be an empty string, which is inconsistent with other APIs.	
APIs	EN-26877	9.0	API Boolean fields treat any response other than true as false instead of displaying an error.	
APIs	EN-34938	9.0	When performing a GET of the logging configuration using the <code>api/rest/config/cluster/logging</code> API, without specifying a logging version, the API returns <code>plcm-logging</code> , but only occasionally returns <code>plcm-logging-v2</code> .	Specify the version of the logging API in the GET request.
Call History	EN-26366	9.0	The RealPresence DMA system displays incorrect dialout information in <b>Call History</b> .	

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Call History	EN-42754	9.0	<b>Call History</b> does not always display an end time for calls that have ended.	
Certificates	EN-35252	9.0	The RealPresence DMA system's signed certificate sometimes does not display SANs fields when a user selects <b>Display Details</b> in the user interface, or requests the certificate through an API request, even though the fields exist in the system's database.	
Cisco Endpoints	EN-23858	6.4.x	Cisco systems use a transfer method that prevents receiving video when they receive a call transfer from the RealPresence DMA system.	
Conference Password	DMA-16944	6.4.1.2	When the Conference password option is enabled, the password request prompt is played on H.323 calls but not on SIP calls.	
Dashboard	EN-21338	9.0	The <b>Conference Manager Usage</b> pane on the system dashboard may display an incorrect number of conferences.	
Dashboard	EN-34619	9.0	The <b>Conference Manager Usage</b> pane on the system dashboard may display active conferences when no active conferences exist.	
Dial Rules	EN-34970	9.0	If a Direct Dial Virtual Entry Queue (VEQ) is configured on the system, dialing by IP address triggers the resolve to VEQ dial rule instead of the resolve to IP address dial rule.	To dial by IP address: <ul style="list-style-type: none"> <li>• Go to <b>Service Config &gt; Dial Plan &gt; Dial Plans</b>.</li> <li>• Move the IP address dial rule above the VEQ dial rule.</li> </ul>
DHCP	EN-24743	9.0	The system user interface does not display a warning message when an IPV6 DHCP request fails if a DHCP server cannot be contacted.	

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
DNS Entries	EN-43072	9.0	When the RealPresence DMA system is busied out and then restarted, the system remains busied out but updates the DNS entries. The DNS entries should not be updated until you start using the system again.	
H.323 Calls	EN-33086	9.0	The system does not respond to some RRQs that it receives from H.323 endpoints.	
High Availability	EN-24741	9.0	The system does not support an IPv4/IPv6 configuration for an HA pair.	
High Availability	EN-34033	9.0	After an HA failover, the virtual IP address does not move to the peer system as expected.	
High Availability	EN-34503	9.0	After upgrading one of the systems in an HA pair, the system does not display a warning that it is not licensed.	
Interoperability	EN-34953	9.0	Outbound REST API subscription notifications to an F5 load balancer present Diffie-Hellman ciphers, even though the ciphers are disabled on the RealPresence DMA system.	Disable all Diffie-Hellman ciphers on the F5 load balancer system.
ISDN Gateway	EN-21348	6.4.x	Calls connected to ISDN gateway simplified dialing display in Call History as "unresolved."	
Log Files	EN-24744	9.0	The system's <i>server.log</i> file contains a misspelled word.	
Log Files	EN-21336	9.0	An error occurs when the logs are rolled on both physical nodes of an HA pair and the virtual IP address at the same time.	
Log Files	EN-33733	9.0	A null pointer exception occurs when the system sends conference notifications to subscribers.	



<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Logging In	DMABAR-5764	9.0	After joining the second system to an HA pair or inviting a system to join a supercluster, the system reboots and the user interface login screen displays. A user may not be able to log in for several minutes until the user database is completely synchronized.	
MCUs	DMA-16892	6.3.2.3	The RealPresence DMA system rejects SIP registrations from a Polycom® RealPresence® Collaboration Server (RMX) with a 500 Server Internal Error if the RMX SIP domain changes, but the RMX status reports as OK with no discernible service impact.	
MCUs	EN-23866	9.0	When clicking <b>OK</b> after adding an MCU on the <b>Add MCU</b> page, the system may hang momentarily if the MCU is invalid.	
MCUs	EN-23863	9.0	SIP and H.323 registrations will add an MCU to the CommObject database with an active registration, even if the MCU is unregistered. The system then displays a message that the MCU cannot be deleted until it unregisters or the registration is unblocked	Wait for the registration to timeout before deleting the MCU.
Monitoring, Reports	EN-24740	9.0	The <b>Destination</b> field for WebRTC endpoints in a call on an MCU displays incorrect information in <b>Active Calls</b> , <b>Call History</b> , and <b>Conference History</b> .	
Monitoring, Reports	EN-27982	9.0	When endpoints dial into the same conference room, the destination in the <b>Active Calls</b> list and <b>Call Details</b> does not match the call legs.	
Monitoring, Reports	EN-30173	9.0	The system reports conflicting information in the <b>Active Calls</b> list and <b>Call Details</b> for the same call.	

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Network Settings	EN-21346	9.0	The system does not prevent creating a bonded interface with less than two NICs.	
Network Settings	EN-21349	9.0	Adding VLANs on an interface using DHCP will replace the DHCP address with the VLAN IP.	Create VLANs only on interfaces configured with static IPs.
RealPresence Resource Manager Interoperability	EN-35251	9.0	The RealPresence Resource Manager system fails to deploy the RealPresence DMA system, Virtual Edition, with a static IP address.	Use VMware vSphere or vCenter to deploy the RealPresence DMA system OVA file. Then use ThinShell to configure the network address and add the instance to the RealPresence Resource Manager system for licensing.
Registration History	EN-34623	9.0	When viewing details for a device in <b>Registration History</b> , the device changes to the last device on the page when the page refreshes if registration actions are ongoing.	
Registrations	DMA-16498	6.3.1	Endpoint registrations through an ACME Session Border Controller to the RealPresence DMA system expire after 5 minutes.	
Registrations	EN-23865	9.0	After an endpoint unregisters from the system, the <b>Registration Status</b> and <b>End Time</b> stamp may display incorrect information.	
Reports	EN-34196	9.0	Endpoint registration details do not provide adequate information when multiple endpoints register with the same Address of Record (AOR).	
Reports	EN-34542	9.0	<b>Monitoring &gt; Endpoints and Reports -&gt; Registration History</b> windows do not support filtering by territory.	

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Search Filters	EN-35243	9.0	From <b>Monitoring &gt; Endpoints</b> , if a user selects an endpoint, then selects <b>View Registration History</b> or <b>View Call History</b> , the search filters for before and after dates close before modifications can be made.	To modify the search filters for before and after dates, refresh (or reload) the browser page.
Security Settings	EN-34540	9.0	After changing <b>Security Settings</b> , updating and logging back in after the system restarts, the changes to the settings have not been made; approximately 30 seconds later, the system restarts, the user logs back in, and the changes have been made.	
Security Settings	EN-34624	9.0	On the <b>Security Settings</b> page, the <b>Unlock SIP Settings mutual authentication option on the SIP Settings Page</b> check box does not link directly to the mutual authentication option on the <b>SIP Settings</b> page.	On the <b>SIP Settings</b> page, add or edit a SIP port and select <b>Require mutual authentication (validation of client certificates)</b> .
Session Settings	EN-21335	9.0	The first Administrator is not able to log in to the system as the system does not terminate the non-Administrator session that's been idle the longest after the active system session limit is reached and none of the logged-in users is an Administrator.	
Session Settings	EN-30047	9.0	In <b>Session Settings</b> , the system allows the number of <b>Active system sessions</b> to be less than the <b>Active sessions per user</b> .	
SIP Peers	EN-23855	6.4.1.x	A SIP peer can be configured to use RFC 3263 but the peer's external registration function is not RFC-compliant.	
Site Information	EN-27981	9.0	If an MCU is in the Internet site, the site information count does not increment and the Internet site's information always has an MCU count of 0.	

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Site Topology	EN-23856	6.4.x	When the system has a site topology with no media path between an MCU and an endpoint, VMR calls fail and the system produces unusual entries in call history and no signaling events.	
SNMP Settings	EN-33734	9.0	An incorrect error message displays in <b>SNMP Settings</b> when a user enters a port already in use by the system.	
SVC	EN-23854	9.0	A point-to-point SIP call that escalates and is transferred to an MCU fails for an SVC-capable endpoint.	
System Performance	EN-34885	9.0	H.323 VMR and SIP TLS VMR load tests complete with a failure rate greater than 1 percent.	
Territories	EN-33723	9.0	The <b>Territory Details</b> window does not display the cluster IDs of the primary cluster and the backup cluster.	
ThinShell	EN-34544	9.0	After installing a new OVA file in a DHCP environment and entering the ThinShell for the RealPresence DMA system, changes to host name and/or DNS settings do not take effect unless the user selects "4 DHCP Configuration" in the ThinShell menu to make the changes.	In the ThinShell for the RealPresence DMA system, make changes to host name and/or DNS settings by selecting "4 DHCP Configuration" in the ThinShell menu.
ThinShell	EN-34625	9.0	After installing a new OVA file in a DHCP environment and entering the ThinShell for the RealPresence DMA system, Network Setup contains the option "Set DHCP On," even when DHCP is already on.	
User Interface	DMA-16922	6.4.1	Unable to log in to the RealPresence DMA management user interface using local\admin or Microsoft® Active Directory accounts.	

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
User Interface	EN-23860	9.0	After installing the RealPresence DMA system, the system displays an error and prompts the user to accept the EULA twice if two browsers sessions are open at the same time.	
User Interface	EN-24743	9.0	When an IPV6 DHCP request fails and a DHCP server cannot be contacted, the system's user interface does not display a warning message.	
Users	EN-21351	9.0	After selecting and editing a user from a page of users (multiple pages exist), the user no longer displays on the initial page.	
Users	EN-34300	9.0	In the <b>Users</b> list, the conference room number of some MS Active Directory users displays twice.	
Virtual Entry Queue	EN-25879	9.0	After editing a Virtual Entry Queue (VEQ), the system displays an error that the VEQ already exists if the new VEQ contains a substring of an existing VEQ.	
VMR Calls	EN-27046	9.0	New participant calls to a VMR are rejected when a conference is ending.	
WebRTC Calls	EN-42104	9.0	If WebRTC clients take significant time to send all ICE candidate messages, the RealPresence DMA system terminates a promoted conference before any participants can join.	

---

## 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](http://www.polycom.com/services/professional_services/index.html) or contact your local Polycom representative.

# Copyright and Trademark Information

Copyright© 2017, 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

## Trademarks

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.

## 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.

## End User License Agreement

BY USING THIS PRODUCT, YOU ARE AGREEING TO THE TERMS OF THE END USER LICENSE AGREEMENT (EULA) AT: <http://documents.polycom.com/indexes/licenses>. IF YOU DO NOT AGREE TO THE TERMS OF THE EULA, DO NOT USE THE PRODUCT, AND YOU MAY RETURN IT IN THE ORIGINAL PACKAGING TO THE SELLER FROM WHOM YOU PURCHASED THE 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](mailto:OpenSourceVideo@polycom.com).

## Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [DocumentationFeedback@polycom.com](mailto:DocumentationFeedback@polycom.com).

## Polycom Support

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