

Patch Release Notes



Polycom® RealPresence® Distributed Media Application™

Release label: 9.0.0_P3 (9.0.0_P3_Build_3059-full.bin)
Built on versions: Polycom DMA System v9.0.0.2
Released files: ISO, OVA, Hyper-V and the upgrade file

Purpose

DMA v9.0.0.3 contains all fixes from all previous releases to date, up to and including v6.4.1.7 and v9.0.0.2. Please refer to those Release Notes for a complete list.

Additional internally identified fixes since v9.0 LA are also included but not itemized here.

The Resolved Issues section below captures issues that were externally reported. The Known Issues list captures issues that were reported since the last DMA GA release. Recommended workarounds are tabulated where applicable.

Resolved Issues

Patch 3 for DMA 9.0.0.3 (i.e. v9.0.0.3 or v9.0.0_P3) has been augmented with the following items:

Key	Summary
DMA-16983	PDX4 memory leak caused by SIP INVITEs being looped back to the source DMA
EN-54771	Dell R630 Bios does not identify the E630 product name can cause 9.0.* upgrade/installation failure
EN-59010	Super-clustered VM kicks all admin users out after a few seconds, repeatedly. Symptom: one or more DMAs inside a supercluster or HA pair may log the user out, within 2 minutes or less time. If this happens to a user, this bug may be the root cause. Workaround: upgrade to 9.0.0.3, and then follow the below steps to correct the problem: 1. Toggle the time settings on each DMA to "manual". Ensure the time listed there is correct. This will cause a reboot. 2. Once each DMA is back online, you can toggle the time settings back to use the NTP server. Changing the time zone after the upgrade and these changes should no longer cause the issue.

Known Issues

Issues that have been identified since the release of DMA 6.4.1.7 and DMA 9.0.0.2 but are not included in 9.0.0.3 are aimed to be fixed in a future release.

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Key	Summary
EN-56536	DMA 9.0 Conference template Audio Setting change to disable "NoiseBlock" does not save.
EN-58569	DMA 9.0 Network Settings page, DNS search domains needed to have * as it is a mandatory field to fill in. If it is leave blank, an error will show - Network settings are not valid. DNS configuration must specify at least one search domain.
EN-58573	Call failed with cause "Server internal error when processing " because the destAddress of the call was null.
EN-58576	DMA 9.0.0.2 fails to alert user to syntax errors in registration policy scripts (works as expected in 6.4.x)-
EN-58560	DMA not handling termination of previous registration requests from same client resulting in memory leak.
EN-58567	DMA 9.0.0.2 Registration Policy script debug tool does not pass variable values correctly from the GUI
EN-58545	DMA dial rule logic can cause long call delays when resolving external domains via h323ls SRV records
EN-58552	DMA 9.0 cannot manage an MCU if the name contains the characters "(" or ")"
EN-58575	DMA 6.4.1.6 still response to additiveRegistration to device that is not VBP
EN-58548	DMA 6.x to 9.0 upgrade, the DNS search domains field should place a default for the DNS search domains field on upgrade if one is not present.
EN-58554	DMA scripting: Unable to retrieve all H323_ID addresses using the predefined variables as described under DMA Predefined Preliminary/Postliminary Scri
EN-58577	DMA 6.4.1 P6-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
EN-58570	DMA 6.4.1.6 MCU Affinity flow intermittently fails, "UCWA flow returned the following as the next hop address for use: null"-

Prerequisites/Configuration Considerations

- See table below for Supported Upgrade Paths
- When upgrading from 6.4.x to a 9.0.x 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	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	→ 6.4.1.1 ³	→ 9.0.0.3 ⁵	Yes.
5.2.1, 5.2.2.x, 6.0.x		→ 6.2.2.2 ²	→ 6.4.1.1 ³	→ 9.0.0.3 ⁵	Yes.
6.1.x, 6.2.x, 6.3.x			→ 6.4.1.1 ³	→ 9.0.0.3 ⁵	Yes.
6.4.0.x, 6.4.1, 6.4.1.1, 6.4.1.2				→ 9.0.0.3 ⁵	Yes.
6.4.1.3, 6.4.1.4, 6.4.1.5, 6.4.1.6, 6.4.1.7			→ DELL-HW-Utility ⁴	→ 9.0.0.3 ⁵	Yes.
9.0.0, 9.0.0.1, 9.0.0.2			→ DELL-HW-Utility ⁴	→ 9.0.0.3 ⁵	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_P1_Build_232148-full.bin to make the final upgrade to version 6.4.1.1. 4. Use DELL-HW-Utility.bin DELL-HW-Utility for R630s. 5. Use 9.0.0_P3_Build_3059-full.bin to make the final upgrade to version 9.0.0.3

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 9.0.0.2](#)

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http://support.polycom.com/content/dam/polycom-support/products/UC-Infrastructure-Support/management_scheduling/user/en/dma-operations-9-0-0-0.pdf

2. Before continuing, ensure the intermediate upgrade using the DELL-HW-Utility Release Notes are followed if applicable.
3. Download the upgrade file for DMA v9.0.0_P3
4. Login to DMA and navigate to Maintenance > Software Upgrade
5. Select "Upload and Upgrade" and choose the upgrade file
6. DMA processes and applies patch
7. 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

<i>Product</i>	<i>Tested Versions</i>
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

Upgrading a RealPresence DMA Version 6.4.x System Configured for Use with a RealPresence Access Director System

Versions of the RealPresence DMA system prior to version 9.0.x supported SIP guest dialing. A RealPresence Access Director System could be configured to send "guest" (unauthorized) SIP calls to the RealPresence DMA system in such a way that the RealPresence DMA system would invoke an alternative, unauthorized dial plan. The RealPresence Access Director system could be configured to prepend a prefix and the RealPresence DMA system would recognize that prefix and direct the call to the unauthorized dial plan. This RealPresence DMA system version 6.4.x feature was configured in Signaling Settings > SIP Settings. This SIP setting is not available in version 9.0.x, but you can achieve the same effect by using the following procedure.

RealPresence DMA System Configuration

Version 6.4.x and 9.0.x of the RealPresence DMA system have different configuration settings related to SIP guest dialing.

Version 6.4.x

- Unauthorized dial plan with dial rules U1, U2, etc.
- Authorized dial plan with rules A1, A2, etc.
- Signaling settings with the unauthorized prefix (for example, 77) and "strip prefix" optionally enabled.

Version 9.0.x

The Signaling Settings page has been split into separate H.323, SIP, and WebRTC signaling pages. The SIP Settings page does not have an option to configure unauthorized prefixes. Any unauthorized port settings in a RealPresence DMA 6.4 system will carry over during the upgrade to the 9.0.x system.

When upgrading from a version 6.4.x system, Version 9.0.x includes two predefined dial plans: Default Dial Plan, with dial rules A1, A2, etc., and Guest Dial Plan, with dial rules U1, U2, etc.

Step 1. Duplicate the Guest Dial Plan Rules Within the Default Dial Plan

After upgrading to version 9.0.x, you need to duplicate all the Guest Dial Plan rules within the Default Dial Plan.

- 1** Go to **Service Config > Dial Plan > Dial Plans**.
- 2** In the Guest Dial Plan, select the first dial rule (U1).
- 3** Under **Actions**, click **Edit Dial Rule**.
- 4** Note all the settings in the dial rule:
 - a Description
 - b Action
 - c Other items configured within the rule
 - d A preliminary script (if one exists) and if it is enabled.
- 5** Add a corresponding dial rule in the Default Dial Plan and configure the values of the rule:
 - a Description
 - b Action
 - c Other items configured within the rule
 - d The preliminary script (if applicable), enabled or disabled.
- 6** Move the rule to the **top** of the Default Dial Plan.
- 7** Repeat the preceding steps for each rule (U2, etc.) in the Guest Dial Plan.
- 8** In the Default Dial Plan, insert a new dial rule, **Block**, between the rules duplicated from the Guest Dial Plan and the rules that were already in the Default Dial Plan.

The Default Dial Plan should then look like the following:

- U1
- U2
- ...
- Block
- A1
- A2
- ...

The dial rules in the Guest Dial Plan can remain there. They won't be referenced; but if calls are made to an unauthorized port, the dial plan will correctly handle them.

Step 2. Create Preliminary Scripts for the Guest Dial Plan and Block Rules

After you duplicate all the Guest Dial Plan rules within the default dial plan, configure the following changes in the RealPresence DMA version 9.0.x system.

- 1 Using a copy of the [model script](#), create a preliminary script for each of the Guest Dial Plan rules and the Block rule.
- 2 Make the following changes to the model script for each rule:
 - a Replace the “77” prefix with the prefix defined in the RealPresence DMA version 6.4 system. Ensure that you set the “strip_the_prefix” option to false if the prefix should NOT be stripped.
 - b If a preliminary script was defined for any of the U1, U2, etc., dial rules on the RealPresence DMA 6.4.x system, insert that script into the middle of the copy of the model script you created for the duplicate of the dial rule within the Default Dial Plan.

The newly-added Block rule will not have a counterpart on the RealPresence DMA 6.4 system, but it MUST have the model script in version 9.0.x.

Results

Using preliminary scripts to direct guest traffic on the RealPresence DMA system via a prefix has the following outcomes:

- The incoming SIP calls distinguished by prefix will be directed to the Default Dial Plan, so the dial rules for these calls must be in the Default Dial Plan.
- The preliminary script detects whether there is a prefix in the dial string. If there is not, the script directs the system to skip the dial rule.
- The preliminary script can optionally strip the prefix before passing the DIAL_STRING to the dial rule.
- If the RealPresence DMA 6.4 system had a preliminary script, it is invoked only if the prefix was found, and has been (optionally) stripped.
- The Block dial rule is needed to assure that any calls with prefixed dial strings do not fall through to the Authorized dial rules (A1, A2, etc.).

Limitations:

If there are multiple prefixes with different logic regarding stripping (for example, 77 is stripped but 66 is not), that is beyond the scope of this process.

Model Script

Use the following model script to create a preliminary script for each of the guest dial rules and Block dial rule.

```
// use this dial rule preliminary script with any initial dial rules that should apply to guest calls sent to DMA from RPAD with a prefix.
```

```
// after all the initial dial rules, add an additional dial rule, with action = Block. This will keep guest calls from hitting the non-guest dial rules.
```

```

// REPLACE the 66|77 below with the list of guest prefixes that is configured on your
RPAD and recognized in your DMA, separated by vertical bars.
// If you have only one prefix, (e.g., 77) you can write it as (77) without a
vertical bar.
// This version always strips the prefix. If you need a version that *does not* strip
the prefix, change the value of "strip_the_prefix" to false.

var GuestPrefix = '(66|77)';
var strip_the_prefix = true;

var strippedDialString = strip_prefix(DIAL_STRING, GuestPrefix);

if (strippedDialString == DIAL_STRING) {
    // no stripping occurred, so there was no prefix. skip this dial rule.
    DIAL_STRING = strippedDialString;
    return NEXT_RULE;
}

// stripping occurred, so this dial string had a guest prefix. remove it and process
this dial rule.
if (strip_the_prefix) DIAL_STRING = strippedDialString;

// -----

// IF THERE IS ANY MORE PRELIMINARY SCRIPT LOGIC, IT SHOULD GO BETWEEN THE DASHED
LINES.

// -----

return;

// this function returns the stripped dial string. If it is unchanged, there is no
prefix.

function strip_prefix(dial_string, prefix) {

    var sipRegex = new RegExp("^sip[s]?:" + prefix);
    // try stripping from SIP.

    var stripped = dial_string.replace(sipRegex, "$1");
    if (stripped != dial_string) return stripped;

    // DMA 6.x does not support Guest Dialing/Unauthorized dial plans for H.323. The
following code could be used if a customer wants to implement guest dialing by prefix
for H.323.

```



```
// try stripping from H.323.  
// whether or not any stripping occurred, return whatever the replace returns.  
  
// var h323RegExp = new RegExp("^((h323:)?)" + prefix);  
// return dial_string.replace(h323RegExp, "$1");  
  
// this return is not needed if H.323 stripping is included; but is necessary if  
the H.323 code is commented out.  
return stripped;  
}
```