

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

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What's New in the Version 9.0.1 Release

Version 9.0.1 of the Polycom® RealPresence® Distributed Media Application (DMA®) system offers the following new features and enhancements to previous functionality:

- [Load Balancer Function to Support Multiple Polycom ContentConnect Systems](#)
- [Other Changes](#)



Caution: Customers using an F5 BIG-IP device to load balance Polycom® ContentConnect™ servers in a Polycom® RealConnect™ environment should contact Polycom Support before upgrading to version 9.0.1. Some settings may need to be changed to ensure interoperability with version 9.0.1 of the RealPresence DMA system.



Important: The RealPresence DMA system version 9.0.1 can be used with the Polycom RealPresence Web Suite version 2.1.5 or later. Previous versions are not supported.

Load Balancer Support for Multiple Polycom® ContentConnect™ Systems

Version 9.0.1 of the RealPresence DMA system provides load balancing functionality for multiple Polycom® ContentConnect™ systems (version 1.6.1 and later).

In a Microsoft® Skype® for Business environment, a ContentConnect system provides gateway services when a Polycom conference is cascaded to a corresponding Skype for Business conference. To detect this cascade, a ContentConnect system uses the RealPresence DMA system's subscribe/notify service, which reports when a conference is started and when that conference is cascaded.

Each ContentConnect system has limited capacity for gateway services. A single ContentConnect server may not be able to scale to handle the entire load for deployments with large numbers of conferences. In this case, multiple ContentConnect systems can be pooled. Each system must use the subscribe/notify service, which does not filter notifications. Therefore, all ContentConnect systems will receive notifications for all conferences and all systems will attempt to join every cascaded conference.

The RealPresence DMA system load balancing feature filters notifications. Multiple ContentConnect systems can subscribe for conference information and the RealPresence DMA system will deliver only a subset of the active conferences to each individual ContentConnect system.

Note that a RealPresence DMA system can connect with one ContentConnect system or act as a load balancer for a pool of ContentConnect systems, but not both. You must configure one of the following operating modes:

- Point one ContentConnect system's SIP address to a RealPresence DMA system's SIP server address.
- Enable ContentConnect load balancing on a RealPresence DMA system, then point multiple ContentConnect systems to the RealPresence DMA system's load balancing server address.

Enable Load Balancing

From the RealPresence DMA system user interface, you can enable the load balancer for multiple Polycom ContentConnect systems. You can also disable load balancing when necessary.



Note: When you enable the RealPresence DMA system as a load balancer, the system creates a user named “contentbalanceuser” in the user interface. While the system is enabled as a load balancer, do not delete this user.

For instructions on configuring Polycom ContentConnect systems to use the RealPresence DMA system as a load balancer, see the *Polycom® ContentConnect™ Release Notes* for version 1.6.1.

To enable load balancing on a RealPresence DMA system:

- 1 Go to **Integrations > Polycom ContentConnect**.
- 2 Select the **Load balance multiple ContentConnect systems** check box to enable the RealPresence DMA system to function as a load balancer.

The **Available ContentConnect systems** table includes the following information about each ContentConnect system connected to the RealPresence DMA system load balancer:

- IP address
- Current usage
- Maximum capacity
- Last heartbeat received

- 3 Click **Update** to save the load balancing setting.

Using Embedded DNS to Share a Pool of Polycom ContentConnect Systems Across a Supercluster

A pool of Polycom ContentConnect systems can be shared across a supercluster by pointing each ContentConnect system in the pool to the RealPresence DMA system’s embedded DNS FQDN. The ContentConnect systems will service the primary cluster if the primary cluster is active. If the primary cluster goes out of service, the ContentConnect systems will redirect to the backup cluster until the primary cluster comes back online again.

The embedded DNS configuration enables full use of all ContentConnect systems as opposed to pointing an individual ContentConnect system to each RealPresence DMA system in the supercluster.

Configure the RealPresence DMA System Embedded DNS FQDN in a ContentConnect system

If you have a supercluster with a primary and backup RealPresence DMA system configured in a territory, you can specify the embedded DNS FQDN of the RealPresence DMA system. If the primary RealPresence DMA system experiences a failover, the backup system will continue to use the same pool

of ContentConnect devices for future conferences until the primary RealPresence DMA system is back online.

For more information on the Embedded DNS feature, refer to the *Polycom® RealPresence® Distributed Media Application™ (DMA®) System Operations Guide*, available on support.polycom.com.

To configure the RealPresence DMA system embedded DNS FQDN in a ContentConnect system:

- 1 From the ContentConnect system's user interface, go to **Server Configuration > Server**.
- 2 In the **SIP Server Address** field, enter the RealPresence DMA system's embedded DNS FQDN.
- 3 Restart the ContentConnect system.
- 4 From the RealPresence DMA system's user interface, go to **Integrations > Polycom ContentConnect**.

The **Available ContentConnect systems** list displays all ContentConnect systems connected to the RealPresence DMA system.

Limitations of the Load Balancer Feature

- Cannot be used with Polycom ContentConnect's HA configuration
- Not supported on RealPresence DMA supernodes (that is, local nodes configured for High Availability using a virtual IP address)
- Not supported in configurations involving RealPresence DMA superclusters, such as Geo-HA using DNS, beyond what is described in [Using Embedded DNS to Share a Pool of Polycom ContentConnect Systems Across a Supercluster](#)
- Not supported on Soft Blades

Other Changes

Other changes in version 9.0.1 of the RealPresence DMA system include the following:

- [Fields for Preliminary and Postliminary Scripts](#)
- [Upgrading a RealPresence DMA Version 6.4.x System Configured for Use with a RealPresence Access Director System](#)
- [Upcoming API Deprecation](#)

Fields for Preliminary and Postliminary Scripts

The dial rule preliminary and postliminary fields "CALLER_H323ID" and "CALLER_E164" have been corrected to now be string arrays. If you use these fields in a preliminary/postliminary script, you may need to update your script to use array syntax.

For example, the first CALLER_H323ID was previously accessible using the variable name

```
CALLER_H323ID
```

The first value in the array is now accessible using

```
CALLER_H323ID[0]
```

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. In version 6.4.x of the RealPresence DMA system, the SIP guest dialing 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 results by using the following procedure.

RealPresence DMA System Configuration

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

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 within the Default Dial Plan.
- 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.x 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.

The newly-added Block rule will not have a counterpart on the RealPresence DMA 6.4.x 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.x 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 ensure 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 in the Default Dial Plan.

```
// 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("^([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 h323Regex = new RegExp("^((h323:)?)" + prefix);
    // return dial_string.replace(h323Regex, "$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;
}
```

User Interface Changes

In the **Service Config > Call Server Settings** menu, the new field **Skype edge server discovery timeout (seconds)** has been added under **General Settings**. When the RealPresence DMA system is integrated with a Microsoft® Skype® for Business environment, you can use this field to limit the duration of time that queries are sent to the Skype for Business server for MCU assignment rules. The range is 1-20 seconds.

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 9.0.1. 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

Version 9.0.1 of the RealPresence DMA system includes an upgrade to the PostgreSQL database from version 9.6.3 to version 9.6.6. The upgrade resolves the following PostgreSQL authorization vulnerabilities:

- CVE-2017-7546
- CVE-2017-7547
- CVE-2017-7548

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 sending usage data:

- 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 view the data your RealPresence DMA system sends to Polycom:

- 1 Go to **Admin > System Log Files** in the web user interface.
- 2 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 *customerusedatacollection.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>
9.0.1	3.5.2	CentOS 6.9 OpenJDK 1.8.0_151 PostgreSQL 9.6.6	January 2018	Load balancer to support multiple Polycom ContentConnect systems Security updates Fixed bugs
9.0.0.3	3.5.1	CentOS 6.9 OpenJDK 1.8.0_131 PostgreSQL 9.6.3	November 2017	Maintenance release to fix issues

<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
6.4.1.8	3.4.6	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	December 2017	Maintenance release to fix issues
6.4.1.7	3.4.5	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	September 2017	Maintenance release to fix issues
6.4.1.6	3.4.4	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	July 2017	Maintenance release to fix issues
6.4.1.5	3.4.3	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	July 2017	Maintenance release to fix issues
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

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

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

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

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

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
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
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 the combinations of server models and Virtual Edition instances that 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 ¹
<i>Polycom Rack Server 630 (R630)</i>	Supported	Supported	Not Supported	Not Supported	Supported ¹
<i>Polycom Rack Server 220 (R220)</i>	Not Supported	Not Supported	Supported	Supported	Supported ²
<i>Polycom Rack Server 230 (R230)</i>	Not Supported	Not Supported	Supported	Supported	Supported ²
<i>RealPresence DMA Virtual Edition</i>	Supported ¹	Supported ¹	Supported ²	Supported ²	Supported

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

² 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
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 ¹	600	3600 H.323 only 10800 SIP only ¹
Total point-to-point concurrent calls for a supercluster	600	50000

¹ 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 and 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

<i>Component</i>	<i>Recommended Small Deployment Settings</i>	<i>Recommended Medium-Large Deployment Settings</i>
Performance	200 concurrent calls	5000 concurrent calls <ul style="list-style-type: none"> • Up to 1200 H.323 calls, not to exceed 5000 total calls • Up to 3600 SIP calls (encrypted or unencrypted), not to exceed 5000 total calls • Up to 5000 point-to-point calls, not to exceed 5000 total calls

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"> • Bandwidth above 10 Mbps, regardless of packet loss or latency • Less than 1 percent packet loss if network latency is 300 ms or less (one-way) <p>Or</p> <ul style="list-style-type: none"> • No packet loss if network latency is below 350 ms (one-way)
Between the RealPresence DMA system and all MCUs	<ul style="list-style-type: none"> • Less than 200 ms round-trip latency • Less than 2 percent round-trip packet loss <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"> • Less than 200 ms round-trip latency • Less than 6 percent round-trip packet loss
Between the RealPresence DMA system and Microsoft® Active Directory® (if integrated)	<ul style="list-style-type: none"> • Less than 200 ms round-trip latency • Less than 4 percent round-trip packet loss

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 to see the current Interoperability Matrix.

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
RealPresence Platform Infrastructure	
Polycom RealPresence Platform Director	3.0
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
Management Systems and Recorders	
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
Polycom RealPresence Resource Manager	10.1
Gatekeepers, Gateways, SIP Servers, and MCUs	
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

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Access Director	4.2.5
Polycom RealPresence Distributed Media Application (DMA)	9.0.1
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
Endpoints	
Avaya 10XX	4.8.3(24)
Avaya 1X Communicator	6.2.12.04
Avaya ADVD	1_1_2_020002
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

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

<i>Product</i>	<i>Tested Versions</i>
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
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
Directory Services	
Microsoft Active Directory Domain Services	Windows Server 2012 R2 (domain and forest functional levels)
Web Browser-Based Solutions	
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 Postliminary feature.
Polycom HDX endpoints	Polycom HDX endpoints can be used with Lync Server but do not support Skype for Business video conferencing.	
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 Terminate calls based on failed responses to IRQs 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 Terminate calls based on failed responses to IRQs 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.	

<i>Product</i>	<i>Description</i>	<i>Workaround</i>
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. When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a VMR call, the call does include video.	As an alternative to a point-to-point call, if Skype for Business joins a VMR or RealConnect™ conference with RealPresence Desktop, the conference will 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.	
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.	
F5 BIG-IP device	The RealPresence DMA system setting for the Diffie-Hellman public key size changes during an upgrade to version 9.0.1. The new setting differs from the F5 BIG-IP Diffie-Hellman public key size.	Choose one of the following options: <ul style="list-style-type: none"> Customers using an F5 BIG-IP device to load balance ContentConnect servers in a Polycom RealConnect environment should contact Polycom Support before upgrading to version 9.0.1. Some settings may need to be changed to ensure interoperability with version 9.0.1 of the RealPresence DMA system. Use the load balancer function in version 9.0.1 of the RealPresence DMA system to support load balancing across multiple ContentConnect systems.

Installation and Upgrade Notes

The upgrade package for the RealPresence DMA system software enables you to upgrade previous versions to version 9.0.1 (see [Supported Upgrade Paths](#)). When you log in to the [RealPresence DMA support portal](#), you can download the 9.0.1 upgrade package and any interim upgrade packages you need for both the Appliance Edition and Virtual Edition.



Caution: Customers using an F5 BIG-IP device to load balance ContentConnect servers in a Polycom RealConnect environment should contact Polycom Support before upgrading to version 9.0.1. Some settings may need to be changed to ensure interoperability with version 9.0.1 of the RealPresence DMA system.

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 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 9.0.1 of the RealPresence DMA system *only* from the following versions:

- 6.4.0.x
- 6.4.1.x through 6.4.1.8
- 9.0.0 through 9.0.0.3

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 9.0.1 (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 9.0.1 and then restore a backup of a non-supported version. You must upgrade a non-supported version to one of the supported versions before upgrading to 9.0.1.



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 9.0.1. 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.



Caution: If you are running version 6.4.1.3, 6.4.1.4, 6.4.1.5, 6.4.1.6, 6.4.1.7, 9.0.0, 9.0.0.1, or 9.0.0.2 of the RealPresence DMA system on a Polycom Rack Server 630 (R630), your upgrade to version 9.0.1 may be blocked. In this case, you must upload and install `DELL-HW-Utility.bin` before upgrading to 9.0.1.

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	→	6.4.1.1	→	9.0.1	Yes
5.2.1 5.2.2.x 6.0.x	→	6.2.2.2			→	6.4.1.1	→	9.0.1	Yes
6.1.x 6.2.x 6.3.x					→	6.4.1.1	→	9.0.1	Yes
6.4.0.x 6.4.1 6.4.1.1 6.4.1.2							→	9.0.1	Yes
6.4.1.3 6.4.1.4 6.4.1.5 6.4.1.6 6.4.1.7					→	DELL-HW Utility (only if using Polycom R630 server)	→	9.0.1	Yes
6.4.1.8							→	9.0.1	Yes

<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>
9.0.0 9.0.0.1 9.0.0.2		→	DELL-HW Utility (only if using Polycom R630 server)	→	9.0.1 No
9.0.0.3				→	9.0.1 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 P1 Build 232148-full.bin](#) to upgrade to version 6.4.1.1.
4. Use [DELL-HW-Utility.bin](#) (the DELL-HW Utility) for Polycom R630 servers.
5. Use [9.0.0 P3 Build 3059-full.bin](#) to upgrade to version 9.0.0.3.
6. Use [dma-9.0.1-3898-full.bin](#) to make the final upgrade to 9.0.1.

Upgrade to Version 9.0.1 of the RealPresence DMA System

You can upgrade a RealPresence DMA system to version 9.0.1 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. If you are upgrading from a 9.0.x version to 9.0.1, a new license is not 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 6.4.x and earlier versions, you must break your superclusters before you upgrade to version 9.0.1. 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 or the virtual IP 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
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. ¹

¹ 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 versions 6.4.1.8 and 9.0.0.3 of the RealPresence DMA system have corresponding fixes applied to version 9.0.1. The following table lists the additional issues resolved in version 9.0.1.

Resolved Issues

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
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.
Backup and Restore	EN-59779	9.0.0.3	After restoring one RealPresence DMA system from backup in an HA configuration, the RealPresence DMA systems do not completely synchronize.
Call History	EN-42754	9.0	Call History does not always display an end time for calls that have ended.
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-34619	9.0	The Conference Manager Usage pane on the system dashboard may display active conferences when no active conferences exist.
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.
Log Files	EN-33733	9.0	A null pointer exception occurs when the system sends conference notifications to subscribers.
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.

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Network Settings	EN-21346	9.0	The system does not prevent creating a bonded interface with less than two NICs.
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 Registration Status and End Time 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).
Search Filters	EN-35243	9.0	From Monitoring > Endpoints , if a user selects an endpoint, then selects View Registration History or View Call History , the search filters for before and after dates close before modifications can be made.
Session Settings	EN-30047	9.0	In Session Settings , the system allows the number of Active system sessions to be less than the Active sessions per user .
SNMP Settings	EN-33734	9.0	An incorrect error message displays in SNMP Settings when a user enters a port already in use by the system.
Supercluster Upgrade	EN-62381	9.0.0.3	Upgrading one node in a supercluster environment may result in data inconsistency between the supercluster nodes.
System	EN-64605	9.0.0.3	User cannot log in to the system's user interface after updating certificates.
Territories	EN-33723	9.0	The Territory Details window does not display the cluster IDs of the primary cluster and the backup cluster.
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.
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.
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.

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
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.

Known Issues

The following table lists known issues of the Polycom RealPresence DMA system version 9.0.1.



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 for pinned H.323 calls on the Active Calls page after a call has ended.	
Active Calls	EN-25878	9.0	Some call information such as device model and vendor is missing from Active Calls 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-26877	9.0	API Boolean fields treat any response other than true as false instead of displaying an error.	

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.
APIs	EN-44542	9.0	A request against the Users API does not page unless wildcard-enabled is set.	
APIs	EN-64708	9.0	Memory leaks may occur in some API subscription objects.	
Backup and Restore	EN-66357	9.0.1	All backup and restore functions fail after rebooting a DHCP system (without updating any network settings).	<p>Ensure that DHCP provides a host name and a domain name¹. If it does not, complete the following steps in the RealPresence DMA user interface:</p> <ul style="list-style-type: none"> • Go to Admin > Server > Network Settings. • Enter a Host name and a Domain name¹. • Click Update to save the settings. <p>¹ Do not use "localhost" or "localhost6" for host names or "localdomain" or "localdomain6" for domain names.</p>
Call History	EN-26366	9.0	The RealPresence DMA system displays incorrect dialout information in Call History .	
Certificates	EN-35252	9.0	The RealPresence DMA system's signed certificate sometimes does not display SANs fields when a user selects Display Details in the user interface, or requests the certificate through an API request, even though the fields exist in the system's database.	

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Certificates	EN-35253	9.0	When adding a certificate after changing network settings, the system installs the certificate only as an intermediate instead of replacing the self-signed certificate.	
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.	
Dashboard	EN-21338	9.0	The Conference Manager Usage pane on the system dashboard may display an incorrect number of conferences.	
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 virtual entry queue dial rule action instead of the Resolve to IP address dial rule action.	To dial by IP address: <ul style="list-style-type: none"> Go to Service Config > Dial Plan > Dial Plans. Move the IP address dial rule above the VEQ dial rule.
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.	
H.323 Calls	EN-33086	9.0	The system does not respond to some RRQs it receives from H.323 endpoints.	
H.323 Calls	EN-64243	9.0.1	H.323 calls fail when a user is dialed by alias into a conference with Chairperson passcode enabled, but no passcode has been configured.	In the MCU template, specify the Chairperson passcode, or disable the Chairperson passcode required field.
H.323 Calls	EN-64678	6.3.2.4	H.323 calls that run indefinitely for many months may cause the RealPresence DMA system to run out of memory.	

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
H.323 Calls	EN-65961	9.0	H.323 calls from Cisco Unified Communications Manager (CUCM) to the RealPresence DMA system fail due to 0x00 characters in the CUCM setup messages.	
H.323 Calls	EN-66653	9.0.0.3	The RealPresence DMA system does not connect H.323 participants to a conference hosted on an Xd-based RMX if all audio-only ports are reserved.	
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.	
High Availability	EN-57412	9.0	In High Availability Settings , confusing error messages display when Direct link is enabled.	
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.

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Interoperability	EN-67275	9.0.0.3	The RealPresence DMA system setting for the Diffie-Hellman public key size changes during an upgrade.	<p>Choose one of the following options:</p> <ul style="list-style-type: none"> Customers using an F5 BIG-IP device to load balance ContentConnect servers in a Polycom RealConnect environment should contact Polycom Support before upgrading to version 9.0.1. Some settings may need to be changed to ensure interoperability with version 9.0.1 of the RealPresence DMA system. Use the new load balancer function in the RealPresence DMA system to support load balancing across multiple ContentConnect systems.
ISDN Gateway	EN-21348	6.4.x	Calls connected to ISDN gateway simplified dialing display as "unresolved" in Call History .	
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-24744	9.0	The system's <i>server.log</i> file contains a misspelled word.	
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 time out before deleting the MCU.

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
MCUs	EN-23866	9.0	When clicking OK after adding an MCU on the Add MCU page, the system may hang momentarily if the MCU is invalid.	
Monitoring, Reports	EN-24740	9.0	The Destination field for WebRTC endpoints in a call on an MCU displays incorrect information in Active Calls , Call History , and Conference History .	
Monitoring, Reports	EN-27982	9.0	When endpoints dial into the same conference room, the destination in the Active Calls list and Call Details does not match the call legs.	
Monitoring, Reports	EN-30173	9.0	The system reports conflicting information in the Active Calls list and Call Details for the same call.	
Network Settings	EN-21349	9.0	Adding VLANs on an interface using DHCP will replace the DHCP address with the VLAN IP address.	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 Registration History , the device changes to the last device on the page when the page refreshes if registration actions are ongoing.	

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Reports	EN-34542	9.0	In the system's user interface, the Monitoring > Endpoints and Reports > Registration History pages do not support filtering by territory.	
RMX Manager	EN-64489	9.0.1	H.323 dialouts from RMX Manager fail to be recorded in APIListener, Conference Spy (produces 4575 notifications), and in the RealPresence DMA system's Conference History, if two-thirds of the ports on the RMX are full.	
Security Settings	EN-34540	9.0	After changing Security Settings , 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 Security Settings page, the Unlock SIP Settings mutual authentication option on the SIP Settings Page check box does not link directly to the mutual authentication option on the SIP Settings page.	On the SIP Settings page, add or edit a SIP port and select Require mutual authentication (validation of client certificates) .
Session Settings	EN-21335	9.0	The Administrator is not able to log in to the system because 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.	
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.	

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
SIP Registrations	EN-63780	6.4.1.8 9.0.0.3	A significant percentage of initial SIP/UDP registrations are not processed, resulting in retransmissions and longer-than-average registration times.	
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.	
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.	
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.	
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.	

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.	
User Interface	EN-65083	9.0.1	The Time field on the RealPresence Resource Manager page in the RealPresence DMA user interface is blank after integrating with a RealPresence Resource Manager system.	
Users	EN-21351	9.0	In the Users list, 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 Users list, the conference room number of some MS Active Directory users displays twice.	
VMR Calls	EN-27046	9.0	New participant calls to a VMR are rejected when a conference is ending.	
WebRTC Calls	EN-41777	9.0	Sometimes the recording status of a WebRTC client is incorrect and an ECS gateway participant keeps connecting to the VMR, even if all other participants have ended the call.	

Get Help

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