Patch Release Notes

Polycom® RealPresence® Distributed Media Application™

Release label:	6.4.1_P8	(6.4.1_P8_Build_244360-full.bin)
Built on versions:	Polycom DMA System v6.4.1.7	
Released files:	ISO, OVA, Hyper-V and the upgrade file	

Purpose

DMA v6.4.1.8 contains all fixes from all previous v6.4.1.x releases.
The section below indicates the Resolved Issues and Known Issues.

Resolved Issues

Patch 8 for DMA 6.4.1 (i.e. v6.4.1.8 or v6.4.1_P8) has been augmented with the following items:

Key	Summary
DMA-16775	DMA added invalid entry to call history with no signaling diagram
DMA-16847	Installation of server certificate on DMA will fail if there are ~15 or more root CA certificates installed
DMA-16849	DMA Shared Number Dialing - Direct Dial will accept resolve true for any IP address.
DMA-16908	DMA responded to incoming VEQ/VMR calls with 503 Service unavailable.
DMA-16912	Participant status is not reported correctly to RPRM in some cascade-for-size calls
DMA-16920	Garbage Collection pauses resulted in EMEA territory failover
DMA-16933	When an RPWS client starts recording on web client UI, no recording icon is displayed on web client UI, and content start/stop indication changes back and forth
DMA-16968	DMA 6.4.1.2+ - OpenDS dsconfig will not work if TLS 1.0 is disabled
DMA-16989	DMA does not forward ACK msg leading to content failures between SfB clients (o365 users) and Polycom in direct VMR dialing (VMR presence scenario)
DMA-17026	The API Java code samples included with our DMA do not compile as per instructions
DMA-17031	DMA changes content settings in a DMA-defined conference template if the "use existing profile" box is toggled
DMA-17032	Whenever dial out participants disconnect from RMX, they are also deleted from the conference. This behavior changed after DMA upgrade from 6.2
DMA-17033	DMA 6.4.1.4 threw alert 2401 twice in the space of a few minutes "DMA can no longer get a connection to the History data source"
DMA-17039	Newer Dell R630s cannot upgrade from 6.4.1.x to 9.0.0.2

DMA-17040	Attempting to "reserve Voice Ports" on an Rx based Rmx, prevents ALL H.323 conference calls to the Rmx Workaround: this problem can be avoided by proper configuration on DMA. Assure that the setting of reserved voice ports does not exceed the actual number of voice ports on the system. For a system with MPMRX cards, there is no way to configure voice ports, so the voice port reservation should always be 0. An alert has been added as of DMA 6.4.1.8 to notify the administrator when the system detects this erroneous configuration.
DMA-17041	DMA's "reserve Voice Ports for non-DMA use:" gives no feedback when misused
DMA-17077	EP cannot connect to VMR when enabling cascading for size in VMR template
DMA-17080	A failed TCP DNS query crashed DMA
DMA-17083	The DMA prefers MCUs where the Dial-Out behavior of the Conference IVR Service is set to "None"

Known Issues

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

Key	Summary
DMA-17085 / EN-61063 DMA-16991 / EN-63751	Skype roster cascade indicator doesn't work when RealConnect with external Skype systems CAA call. The defined DMA Skype Roster cascade link name intermittently flip from the defined name to conf_id@domain.com if CSS or Softblade is used in the RealConnect conference. Both of the tickets above are blocked by the following: • Blocked by BRIDGE-28034 - External Skype System call with CAA does not show the Skype roster indicator to the Skype client • Blocked by BRIDGE-28019 - Skype Roster name is not shared with Lync client in MeetNow with focus URI conferences
EN-61909	Any changes made on SFB scheduled meeting by workflow server does not reflect on DMA causing users are unable to connect to the meeting
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"
EN-59158	Statistical issues found in Call history and Active Call page when preset dialouts are made in a conference call.
EN-59159	If SIP call gets CANCEL'd quickly CANCEL fails and the call never gets cleaned up

EN-59160	License checking for forked calls does not occur until one of the callees answers.
EN-59161	CDRs from a Realconnect conference have the conference ID in the confDisplayNameList field.
EN-59162	CSS Gateway Real Connect conference call does not failover to secondary MCU
EN-59164	CDR Extension Fields not populating for SIP dialout calls

Prerequisites/Configuration Considerations

- Systems may have Polycom DMA v6.1.x, v6.2.x, v6.3.x or previous versions of v6.4.x
- When upgrading from DMA 6.1.x, 6.2.x, 6.3.x or 6.4.x to 6.4.1.8, the system will not preserve the call history information. To keep this data, backup the databases, upgrade the DMAs, and then restore the databases.

Supported Upgrade Paths

Current Version		*Intermediate Upgrade*		*Intermediate Upgrade*		*Final Upgrade*	*New License Required?*
5.0.x, 5.1.x, 5.2.0	→	5.2.1[1]	→	6.2.2.2[2]	→	6.4.1.8[3]	Yes.
5.2.1, 5.2.2.x, 6.0.x			→	6.2.2.2[2]	→	6.4.1.8[3]	Yes.
6.1.x, 6.2.x, 6.3.x					→	6.4.1.8[3]	Yes.
6.4.0.x, 6.4.1, 6.4.1.x					→	6.4.1.8[3]	No.

1. Use DMA-upgrade_5.2.1-bld8r112427.bin to upgrade to 5.2.1.
2. Use 6.2.2_P2_Build_202581-rppufconv.bin to upgrade to 6.2.2.2.
3. Use 6.4.1_P8_Build_244360-full.bin to make the final upgrade to version 6.4.1.8.

Note: 6.2.2.2 was selected because it is the most recent GA release that will allow an upgrade from a pre-6.1.0 system.

Installation Notes

1. It is always recommended that configuration backups are taken before upgrades. Please follow the instructions in the OPERATIONS GUIDE for the Polycom® RealPresence® Distributed Media Application™ (DMA®) System which can be found on the Polycom Support site:
   RealPresence DMA System Operations Guide 6.4.0
   http://support.polycom.com/content/dam/polycom-support/products/UC-Infrastructure-Support/collaboration_conferencing_platforms/user/en/DMA-6-4-0-

Operations-Guide.pdf

2. Download the upgrade file for DMA v6.4.1_P8
3. Login to DMA and navigate to Maintenance > Software Upgrade
4. Select "Upload and Upgrade" and choose the upgrade file
5. DMA processes and applies patch
6. NOTE: If you are performing an upgrade on Hyper-V you will observe:
    a. A warning screen with a green status bar and flashing red text bar.
    b. When the status bar completes, a flashing red screen will be displayed.
    c. The upgrade should successfully complete several minutes after the flashing red screen is first observed.
    d. A few minutes after you see the flashing red screen, try to open the DMA GUI window.
    e. If it doesn't come up immediately, wait and try again.
    f. It may take up to an hour after the upgrade begins for it to complete, so continue to try to load the DMA GUI window.

Automatically send usage data

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

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

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

Hypervisor Environments for Virtual Edition

Products Tested with this Release

Product	*Tested Versions*
Hypervisor Environments for Virtual Edition Polycom supports mixed Hyper-V and VMware environments, but has not tested all configurations and combinations.	
VMware vSphere®	5.5, 6.0, 6.5
VMware vCenter® Server	5.5, 6.5
Microsoft Hyper-V	Microsoft Windows Server 2016, Datacenter edition