

Polycom® RealPresence® Resource Manager System

Contents

What's New in Release 10.0.0	2
Release History	5
Security Updates.....	10
Products Tested with this Release.....	11
System Capabilities and Limitations	14
Browser Requirements.....	16
Installation and Upgrade Notes	18
System Licenses.....	19
Resolved Issues.....	20
Known Issues.....	22
Get Help	25
Copyright and Trademark Information	26

What's New in Release 10.0.0

Polycom® RealPresence® Resource Manager includes the features and functionality of previous releases and includes the following new features:

- [Unified Management of Polycom® RealPresence Clariti™ Video Infrastructure](#)
- [New HTML5 Look and Feel](#)
- [Support for Selectable Provisioning for Polycom® RealPresence® Group Series](#)
- [Improved Conference Scheduling and Monitoring Interface](#)
- [Support for Security Baselines](#)
- [Support for USB Deployment \(Appliance Only\)](#)

Unified Management of Polycom® RealPresence Clariti™ Video Infrastructure

The RealPresence Resource Manager system now includes license management, monitoring, and service-group level configuration of all Polycom video infrastructure products within your environment. These features include:

- Network device management. You can view and manage all of your Polycom video conferencing network devices from a single interface. It supports network device management and system monitoring and management including network topology by geography and visual alarm reporting.
- Service-group level configuration. You can create a service group of all the Polycom network devices within your video environment. This allows you to configure time, SNMP, and enterprise directory settings on a service-group level for the supported products within the service group. You can also visit the GUI of the supported products within the service group.
- Licensing management. The RealPresence Resource Manager system is now the licensing interface between the Polycom Licensing Center and your Polycom® RealPresence Clariti™ products. If you are a RealPresence Clariti customer using this version of the RealPresence Resource Manager system, you must use the Polycom RealPresence Resource Manager system to license your products.
If you have used a Polycom® RealPresence® Platform Director™ system to license your products, you need to migrate all the instances on your RealPresence Platform Director system to the RealPresence Resource Manager system. See the *Polycom RealPresence Resource Manager System Upgrade Guide* on how to do the migration.
- Monitoring for network devices. Monitor all the network devices within your video infrastructure environment from the RealPresence Resource Manager system.
- Alert management. You can view alerts and set alert thresholds for the supported platform.
- Common password configuration.
You can also apply your RealPresence Resource Manager system administrator password for admin users that you specified when adding the following servers as network instances:
 - Polycom® RealPresence® DMA®
 - Polycom® RealPresence® Collaboration Server (RMX®)
 - Polycom® RealPresence® Web Suite

This operation does not apply to RealPresence DMA and RealPresence Collaboration Server systems that have a service integration with the RealPresence Resource Manager system.

New HTML5 Look and Feel

The web interface for the RealPresence Resource Manager system is now presented in an HTML5 graphical user interface, allowing for usability enhancements, workflow improvements, and more reliable browser support. See the *Polycom RealPresence Resource Manager System Operations Guide* for details.

Support for Selectable Provisioning for Polycom® RealPresence® Group Series

You can now manually select which settings within the provisioning profile are sent to a Polycom® RealPresence® Group Series system. Only the selected settings are provisioned to RealPresence Group Series systems. For example, if a provisioning setting is blank but still checked, the blank value is provisioned to the system.

By default, all settings are checked. If you do not want to provision a setting to the RealPresence Group Series system, you must uncheck the setting individually.

Improved Conference Scheduling and Monitoring Interface

Conference scheduling is simpler and adopts an easier workflow. The RealPresence Resource Manager system has simplified the scheduling workflow with a more intuitive interface. Schedulers can now easily select where to locate their scheduled conference by selecting a managed MCU or a pool order from an integrated RealPresence DMA system. A simple modular workflow helps schedulers to schedule conferences faster.

An intuitive calendar interface allows an improved view of scheduled conferences.

Support for Security Baselines

The system now supports security baselines. You can use security baselines to capture your security settings at any moment in time. You can then periodically compare your security settings to a saved baseline to view changes or revert to previous settings.

Support for USB Deployment (Appliance Only)

The USB Configuration Utility enables you to enter your initial system settings and save them to the blank USB flash drive. These settings are then be configured for your system when you install the software with your DVD.

See the *Polycom RealPresence Resource Manager System Getting Started Guide* for details.

Other Changes in this Release

There is an API change in this release.

API Change

The API version is changed from 3.2.1 to 3.2.2 due to a parameter length change. There are no other changes for the API.



To view the latest Polycom product documentation, visit [Polycom Support](#).

Release History

The following table lists the release history of RealPresence Resource Manager.

Release History

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
10.0.0	3.2.2	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	August 2016	<ul style="list-style-type: none"> • Unified Management of RealPresence Clariti Video Infrastructure • New HTML5 Look and Feel • Support for Selectable Provisioning for RealPresence Group Series • Improved Conference Scheduling and Monitoring Interface • Support for Security Baselines • Support for USB Deployment (Appliance Only) • API Change: a parameter length change
9.0.1	3.2.1	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	March 2016	<ul style="list-style-type: none"> • Support for the RealPresence Clariti solution. • Enhancements for pooled conferences.
9.0.0	3.2.0	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	December 2015	<ul style="list-style-type: none"> • Support for new Polycom endpoints and peripherals. <ul style="list-style-type: none"> ○ RealPresence Centro system ○ RealPresence Touch Control ○ RealPresence Debut ○ Polycom OTX Studio ○ Polycom RealPresence Trio • Support for Polycom Concierge features. • Support for monitoring WebRTC conference participants. • Support for zero-touch provisioning of RealPresence Debut. • Support for easier upgrade of redundant systems.
8.4.1	2.7.1	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	September 2015	<ul style="list-style-type: none"> • Resolved some known issues.

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
8.4.0	2.7.1	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	June 2015	<ul style="list-style-type: none"> • Support for the RealPresence Group Series 310 • Subnet overlapping is allowed when creating site topology. • Support for Additional Direct Conference Template Parameters • Calendar Proxy support for RealPresence Group Series and Polycom HDX systems. • Configurable passcode for Anytime conferences. • Limitations in license reclamation for RealPresence Desktop, RealPresence Mobile and CMA Desktop. • Virtual edition now supports geographic redundancy. • Allow mid-string searches for non-LDAP users. • Add encryption license for Presence and Chat (XMPP). • Virtual edition now supports Microsoft Hyper-V. • Enhanced phone management. More Polycom phones and support for Cisco Unified Communications Manager 10.x. • Ability to enable sending usage data reports to Polycom.
8.3.2	2.6.1	CentOS 6.5 Postgres 9.3 OpenJDK 1.8.0.25	March 2015	<ul style="list-style-type: none"> • Resolves issues related to Active Directory integrations.
8.3.1	2.6.1	CentOS 6.5 Postgres 9.3 OpenJDK 1.8.0.25	March 2015	<ul style="list-style-type: none"> • Improved Pooled Conferences • Ability to Sort the Conference Template List • Flexible Provisioning of IDs and Passwords • Support for the Polycom Rack Server 220 (R220) • Default System Password Changed • TLSv1.2 Support for Active Directory Connections • Java Version Changed to OpenJDK • API Changes • Resolved some known issues.

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
8.3	2.4.3	CentOS 6.5 Postgres 9.3 Java 7u51	December 2014	<ul style="list-style-type: none"> • Improved certificate settings • Audio phone provisioning with Cisco Unified Communications Manager • Upgrade CentOS operating system • Improved Active Directory Integration • Guest Book improvements • Improved synchronization with endpoints registered with the RealPresence DMA system • Default password changed.
8.2.1	2.4.2	CentOS 6.3 Postgres 9.2 Java 7u51	November 2014	<ul style="list-style-type: none"> • Bug fixes and performance enhancements.
8.2.0	2.4.1	CentOS 6.3 Postgres 9.2 Java 7u51	July 2014	<ul style="list-style-type: none"> • Deploying RealPresence Resource Manager, Virtual Edition with RealPresence Platform Director • Geographic Redundancy and Other Redundancy Enhancements • Endpoint Management Enhancements • Simplified Integration with the Polycom RealPresence DMA System • User Management Enhancements • Usability changes. • API documentation available on the RealPresence Resource Manager system server. • Resolved some known issues.
8.1.1	2.2.0	CentOS 6.3 Postgres 9.2 Java 7u21	April 2014	<ul style="list-style-type: none"> • Resolved some known issues.

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
8.1.0	2.2.0		December 2013	<ul style="list-style-type: none"> • Support for system log management with an external syslog server. • Ability to configure automatic system backups. • Improved SNMP. • More detailed status messages for redundancy failover. • Support for presence for RealPresence Desktop endpoints. • Support for the RealPresence Immersive Studio systems. • Increased flexibility to use Active Directory fields when you auto-generate dial strings. • Increased support for scheduled provisioning of Cisco endpoints. • Shorter conference passcodes are allowed.
8.0.1	2.0.1		October 2013	<ul style="list-style-type: none"> • Resolved some known issues.
8.0	2.0.1		August 2013	<ul style="list-style-type: none"> • Rule-based dynamic provisioning. • Re-organization of menu system. • Direct import and linking to MCU conference profiles. • Support for SVC conferences. • Integration with a Polycom RealPresence DMA supercluster. • Ability to auto-generate SIP URIs for dynamically-managed endpoints. • Increased security options. • Support for IPv6 networks. • Support for Polycom MGC systems. • Performance enhancements. • Better license reclamation for Polycom soft endpoints.
7.1.1			April 2013	<ul style="list-style-type: none"> • Associate billing codes with conferences. • Support for RealPresence Collaboration Server 800s.
7.1			December 2012	<ul style="list-style-type: none"> • Support for RealPresence Group Series endpoints. • Dynamically-provisioned system and E.164 naming schemes for endpoints. • Access Control Lists for tighter dynamic-management. • Support for RealPresence Access Director systems.

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
7.0			August 2012	<ul style="list-style-type: none">• Initial Release.• Runs on Linux-based operating system.• Integration with Polycom RealPresence DMA system.• Full multi-tenancy support.

Security Updates

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

Products Tested with this Release

The RealPresence Resource Manager systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.



Note: Update your Polycom devices

Polycom recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. Refer to the [Current Polycom Interoperability Matrix](#) to match Polycom devices with the latest software release.

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Platform Infrastructure	
Polycom® RealPresence® Platform Director™	3.0
Hypervisor Environments For Virtual Editions	
VMware® vSphere® Platform	5.1, 5.5, 6.0
Microsoft® Hyper-V®	2012 R2
Polycom Video Endpoints	
Polycom® HDX®	3.1.11
Polycom® RealPresence Debut™	1.0, 1.1.x
Polycom® RealPresence Centro™	5.1.2
Polycom® RealPresence® Group Series (300, 310, 500, 550, and 700)	5.0.x, 5.1.x
Polycom® CMA® Desktop (Windows and Mac)	5.2.5
Polycom® RealPresence® Mobile	3.4.1, 3.5.x
Polycom® RealPresence® Desktop	3.5.x, 3.6
Polycom® RealPresence Immersive Studio™	5.0.x, 5.1.x
Polycom® RealPresence® OTX® Studio	5.0.x, 5.1.x
Polycom® VVX® 1500	5.3.2, 5.4.0
Endpoint Peripherals	
Polycom® RealPresence Touch™	1.0.1

<i>Product</i>	<i>Tested Versions</i>
Polycom® Touch Control	5.0.x, 5.1.x
Polycom® EagleEye™ Producer	1.1.0, 1.1.1
Polycom® EagleEye™ Director	2.2
Polycom Conference Phones	
Polycom® RealPresence Trio™	5.4.0
Polycom® SoundPoint® IP 300/450/560/650/670	4.0.4 and higher
Polycom® SoundStation® IP 5000/6000/7000	4.0.4 and higher
Polycom® SoundStation® Duo	4.0.4 and higher
Polycom® SoundStructure® VoIP Interface (with VOIP card)	4.0.4 and higher
Polycom Network Devices	
Polycom® RealPresence® Collaboration Server, Virtual Edition	8.6.3, 8.6.4
Polycom® RealPresence® Collaboration Server (RMX®) 1500/2000/4000 with MPMx	8.5.x
Polycom® RealPresence® Collaboration Server (RMX®) 1800/2000/4000 with MPMx	8.6.3, 8.6.4
Polycom® MGC system	9.0.4
Polycom® RealPresence® DMA® 7000	6.3.2.x, 6.4.0
Polycom® RealPresence® Access Director™	4.2.3.1
Polycom® VBP®-ST	11.2.16, 11.2.17
Polycom® RealPresence® Web Suite	2.1.0
Third Party Products	
Acme Packet Net-Net Enterprise Session Director	SCX6.3.0 MR-5 Patch 2 (Build 591)
Cisco Unified Communications Manager	9.0, 10.5.2
Lifesize® Express 200™ Lifesize® Team 200™	4.7.22 (3)
Lifesize® Express 220™ Lifesize® Team 220™	5.0.9 (2)
Cisco TelePresence System 1700 MXP	F9.3.4 PAL

<i>Product</i>	<i>Tested Versions</i>
Cisco TelePresence System Quick Set C20	7.3.6
Tandberg 150 MXP	L6.1
Cisco TelePresence System EX90	7.3.6
Cisco TelePresence System SX20	7.3.6

System Capabilities and Limitations

The RealPresence Resource Manager system is available in either an Appliance Edition or a Virtual Edition.

If you need to support more than 400 devices or 20 network devices with your RealPresence Resource Manager system, the server you use must have 16 GB of RAM. If you are using a virtual edition, you will need to ensure that the system has enough RAM. You will need to create a new virtual machine with the required 16 GB of RAM and at least 160 GB of hard disk space.

Appliance Edition

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

- Polycom Rack Server 630 (R630)
- Polycom Rack Server 620 (R620)
- Polycom Rack Server 220 (R220)
- Polycom Rack Server 610

The maximum capabilities of the system differ according to which server you are using.

Maximum Capabilities for Polycom Rack Server 630/620 or 220

Capability	Maximum For Polycom Rack Server 630 and 620	Maximum For Polycom Rack Server 220
Users	250,000	2000
Groups	1000	10
Areas	No maximum	No maximum
Device	Limited to maximum number of device licenses (50,000). Maximum number of managed audio devices is 8000.	Limited to maximum number of device licenses (400). Maximum number of managed audio devices is 100.
Room entries	No limit, but if the system has more than 1000 room entries, it could experience user interface performance issues.	No limit, but if the system has more than 400 room entries, it could experience user interface performance issues.
Site entries	500	500
Number of supported instances/servers	50	20

Capability	Maximum For Polycom Rack Server 630 and 620	Maximum For Polycom Rack Server 220
Maximum number of images	5 The total size is under 8 GB. If the image number is more than 5 or the total size is larger than 8 GB, you need to delete unused images.	5 The total size is under 8 GB. If the image number is more than 5 or the total size is larger than 8 GB, you need to delete unused images.
Number of integrated RealPresence DMA systems (or RealPresence DMA superclusters)	1	1
Number of integrated MCUs	No maximum	No maximum
Maximum text message length that can be sent to a hard endpoint	100 characters	100 characters
Number of provisioning profiles	2000	20
Number of provisioning rules	1200	20
Number of displayed users in the Users page	500	500
Number of tiers in Address book	5	5
Number of Guest book entries	500	500
Number of User GUI login sessions per system and sessions per user	50 with 10 sessions per user	10 with 10 sessions per user
Calendar Connector proxy connections	200 RealPresence Group Series systems and 1000 RealPresence Mobile and/or RealPresence Desktop applications.	10 RealPresence Group Series systems and 100 RealPresence Mobile and/or RealPresence Desktop applications.

Virtual Edition

This version of the RealPresence Resource Manager system is also available in an edition packaged for VM-based deployment. RealPresence Resource Manager, Virtual Edition, is supported in VMware environments and Microsoft Hyper-V environments.

Polycom supports mixed Hyper-V/VMware environments, but Polycom has not tested all configurations/combinations.

Host Installation Guidelines

The following table describes the VM host recommended deployment settings for an instance of the RealPresence Resource Manager, Virtual Edition system. It also shows the typical performance capacities of that deployment.

If you upgrade your system from 9.0 to 10.0 and your server only has 8 GB of RAM, only 400 devices are supported.

RealPresence Resource Manager Recommended Deployment Settings in a Virtual Environment

<i>Component</i>	<i>Minimum Deployment Settings</i>
Virtual Cores	8
CPU	8000 MHz
Memory	16 GB
Storage	160GB
Performance	Maximum number of provisioned endpoints is 10000.



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

Browser Requirements

Use one of the web browsers in the following table to administer a RealPresence Resource Manager system.

Browser Requirement

<i>Browser</i>	<i>Description</i>
Microsoft Internet Explorer®	Version 11.0
Google Chrome™	Version 45.0 or later

Installation and Upgrade Notes

See the *Polycom RealPresence Resource Manager System Getting Started Guide* for instructions on how to install and license your product.

See the *Polycom RealPresence Resource Manager System Upgrade Guide* for instructions on how to upgrade your product.

Polycom delivers RealPresence Resource Manager system upgrades within major (for example, 8.0), minor releases (for example, 8.x) and updates with maintenance releases (for example, 8.x.x).

If you are running a version prior to 8.0, you must sequentially apply every minor upgrade version until you get to 8.0.

Customers running 8.0 and above can directly upgrade to the next minor version without worrying about the maintenance updates in between. For example, you can upgrade directly from 8.2 > 8.3 or from 8.3 > 8.4.

If you want to update to a maintenance release of the next minor release, you must first upgrade to the next minor release and then update to the maintenance release. For example, if you want to upgrade 8.1.x to 8.2.1, you must upgrade to 8.2 first, then update to 8.2.1.

You must be running on either version 9.0.0 or 9.0.1 to upgrade to 10.0.

If the conferences scheduled on RealPresence Resource Manager 9.x enables Conference Passcode/Chairperson Passcode, please do not upgrade to 10.0 until 10.0.1 is available due to the known issue XMA-10763.

Polycom supports the following upgrade and migration paths for RealPresence Resource Manager system.

Upgrade and Migration Paths for Existing RealPresence Resource Manager installations

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>
8.0.x	8.1	8.2	8.3	8.4	9.0	9.0.1
8.2.x	8.3	8.4			9.0	9.0.1
8.3.x	8.4				9.0	9.0.1
8.4.x					9.0	9.0.1
9.0.x						10.0.0

System Licenses

Licenses for the RealPresence Resource Manager system must be activated and validated before you can use RealPresence Resource Manager to manage your RealPresence products.

When products are connected to the RealPresence Resource Manager system, licensing remains active. If the RealPresence Resource Manager system goes offline for any reason, licensing remains active for up to 14 days.

Resolved Issues

The following table lists the resolved issues in RealPresence Resource Manager.

Resolved Issues

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Certificates	XMA-8761	9.0.0	After you upload a certificate, if the certificate revocation check fails due to some network issues, the RealPresence Resource Manager interface prevents you from moving to another page, even if the certificate should have actually worked. This issue is resolved when certificate validation is not enabled in the RealPresence Resource Manager TLS settings.
Conference Management	XMA-8780	9.0.1	Sometimes when an ITP participant is a dial-out participant in a pooled conference, you cannot correctly monitor the endpoint if you disconnect and reconnect the ITP participant.
Conference Management	XMA-8737	9.0.1	RealPresence Resource Manager incorrectly displays the same participant in two conferences at the same time when the participant disconnects from one conference to join other.
Conference Management	XMA-8664	9.0.1	If you disconnect a participant from a scheduled Anytime conference and then reconnect the participant using RealPresence Resource Manager, the participant will not connect to the conference using the correct encryption level or bit rate.
Conference Management	XMA-8454	8.3.2	Sometimes you cannot add a guest book participant to an ad-hoc RealPresence DMA conference.
Conference Management	XMA-8408	9.0.0	Scheduled point-to-point calls between Cisco SX and Cisco C endpoints will not start.
Conference Monitoring	XMA-8816	9.0.1	Sometimes external conference guest participants display incorrect names in the conference monitoring screen.
Conference Monitoring	XMA-8726	9.0.1	Sometimes after you disconnect an ITP participant from an ongoing pooled conference, you cannot reconnect it and it incorrectly displays a connected status.
Conference Monitoring	XMA-8433	8.4.1	When multiple scheduled direct conferences are consecutively connected to other multiple scheduled direct conferences (e.g. 10 conferences end at 11:00 and another 10 conferences start at 11:00), sometimes the conference and participant status are incorrectly displayed on RealPresence Resource Manager.
Device Management	XMA-184	7.0.0	Scheduled software updates for Lifesize endpoints are not supported.

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Device Monitoring	XMA-5617	8.1.0	When the RealPresence Resource Manager integrates with RealPresence DMA and Polycom RSS registers to RealPresence DMA via H.323, the Polycom RSS system will be displayed under RealPresence Resource Manager Endpoint monitor view.
Global Address Book	XMA-8474	8.4.1	RealPresence Desktop endpoints do not display the “click-to-call” button when you exclude dynamically managed endpoints from the Global Address Book.
Interop	XMA-9128	9.0.1	When installed on a VMware ESXI 6.0, the status of the VMware Tools is “Running (Out-of-date)” instead of “Running (Current)”.
Provisioning	XMA-8717	9.0.0	Special characters cannot be used in the Remote Access and Meeting Room password fields of RealPresence Resource Manager system provisioning field.
Provisioning	XMA-8428	9.0.0	When "Enable Concierge Service" is not enabled in provisioning profile, RealPresence Resource Manager 9.0.0 displays that auto provisioning has failed with RealPresence Group Series 5.0.2, but actually RealPresence Group Series is provisioned by RealPresence Resource Manager successfully. This issue does not exist with RealPresence Group Series builds prior to 5.0.2.
UI	XMA- 10113	9.0.0	The Enable SNMP Access is enabled by default for provisioning profiles.
UI	XMA-7182	8.3.0	When monitoring more than 10,000 phones, the web interface slows down and may not allow users to login.



Known Issues

The following table lists known issues in this release.

Known Issues

Category	Issue Number	Found in Version	Description	Workaround
Account Management	XMA-10647	10.0.0	Issue 1: (Admin User Only) When changing admin password by clicking account name > Change Password , you cannot apply the new password containing "<" or ">" to the admin users of other servers added as network instances.	<ul style="list-style-type: none"> Do not use "<" or ">". If you already changed the password containing "<" or ">" and failed to apply the password to the instance, go to Network Device, select the instance, and change its password manually.
			Issue 2: (All Users) If your RealPresence Resource Manager account password contains the character ":", this password cannot be changed.	<ul style="list-style-type: none"> Do not use ":". If you failed to update the password containing ":", you need to log into the system as admin user, and change the password for this user.
Conference	XMA-10763	10.0.0	After upgrading to RealPresence Resource Manager 10.0, if the conferences scheduled on 9.x enables Conference Passcode/Chairperson Passcode , participants cannot join the upgraded conferences due to the Invalid Passcode error. The Conference Passcode and Chairperson Passcode are not correctly saved on 10.0.	If the number of the upgraded conferences is small, re-create the conferences on 10.0. If the number is large, contact Polycom Global Services to fix this issue.
Conference	XMA-10475	10.0.0	After removing a guest from an ongoing conference, you cannot add this guest with the same name and email back in to the conference.	After removing a guest, log out and log in the system again, and then add this guest back to the meeting.
Conference Monitoring	XMA-8831	9.0.1	If an ITP system is an audio-only participant in a pooled conference, its encryption status incorrectly displays as unencrypted even when it is encrypted.	None.

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
Conference Monitoring	XMA-7281	8.3.0	In a conference with more than 20 participants that all use a dial-in password to join, the RealPresence Resource Manager will briefly display internal multipoint conferences incorrectly on the monitoring screen.	None.
Conference Scheduling	XMA-6988	8.3.0	Conferences scheduled on a Cisco C system with an embedded MCU will not work.	None.
Interop	XMA-10237	10.0.0	RealPresence Resource Manager does not support scheduling embedded MCU conferences with third-party endpoints.	None.
Interop	GS-28519	10.0.0	After enabling the Selectable Provisioning for Group Series option on RealPresence Resource Manager, you still cannot edit the settings on the RealPresence Group Series GUI that are not provisioned by RealPresence Resource Manager. This issue happens on RealPresence Group Series version 5.1.2 and earlier.	Reprovision RealPresence Group Series, then the settings will be editable.
Scheduling	XMA-8358	9.0.0	H.323 conferences scheduled with the API display the connection type as H323_E164 instead of H323.	None.
Scheduling	XMA-7416	8.3.1	You cannot schedule an ISDN participant using a multi-string dial string.	None.
Security	XMA-10727	10.0.0	You may lose the RealPresence Resource Manager GUI access after changing server certificate with FIPs enabled.	Reboot the system by powering off/on.
UI	XMA-8462	9.0.0	If you use the RealPresence Resource Manager to reboot an H.323 endpoint that has been synchronized from a RealPresence DMA, RealPresence Resource Manager incorrectly displays that the endpoint is still online.	None.
UI	XMA-10598	10.0.0	If you log in using an account with the Assign Resource Manager Users to Manage Area permission, the users and guests associated with the managed areas by this account cannot be shown.	Search the users and guests by area.

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
UI	XMA-10202	10.0.0	When you select a field on the GUI using Internet Explorer,  is displayed instead of some functional icons, such as  . This is a browser limitation with Internet Explorer.	Use Google Chrome.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at [Polycom Support](#).

For information about Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

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.

Copyright and Trademark Information

Copyright© 2016, 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 installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the [End User License Agreement](#) for this product. The EULA for this product is available on the Polycom Support page for 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.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to 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.