

Polycom® RealPresence® Resource Manager

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What's New in Release 10.0.1

Polycom® RealPresence® Resource Manager 10.0.1 is a maintenance release that fixes the issues identified in the [Resolved Issues](#) section and introduces support for Polycom Rack Server 230.

Polycom Rack Server 230 Support

Polycom RealPresence Resource Manager 10.0.1 adds support for Polycom Rack Server 230 (R230) with the following known limitations:

- The **Lock BIOS** function under **Admin > Management and Security > System Hardening** does not work on R230.
- The **Hardware Version** on the **Dashboard > System Info** pane displays **Unknown** for R230.



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

Release History

This 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>
10.0.1	3.2.2	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	October 2016	<ul style="list-style-type: none"> Resolved some known issues. Support for Polycom Rack Server 230.
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: the changed API is *plcm_user_role*. The length of the *description* parameter has been increased from 120 characters to 240 characters.
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.

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

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

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

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
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.
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™	1.1.0, 1.2.0
Polycom® RealPresence Centro™	5.1.2, 6.0
Polycom® RealPresence® Group Series (300, 310, 500, 550, and 700)	5.1.2, 6.0
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	8.6.4, 8.7.1
Polycom® RealPresence® Collaboration Server (RMX®) 1500/2000/4000 with MPMx	8.5.x
Polycom® RealPresence® Collaboration Server (RMX®) 1800/2000/4000 with MPMx	8.6.4, 8.7.1
Polycom® MGC system	9.0.4
Polycom® RealPresence® DMA® 7000	6.3.2.x, 6.4.0.1, 6.4.1
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 your RealPresence Resource Manager system is licensed for more than 400 endpoints or over 20 network devices, 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.
- If you are using an Appliance Edition, you must use an R230 or R630 server. These servers come with 16 GB RAM. The R220 and R610 servers can support a maximum of 400 endpoints. See [Polycom Server Replacement Migration Guide](#) on how to change servers.

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 230 (R230)
- Polycom Rack Server 610 (R610) — deployments with 400 endpoints
- Polycom Rack Server 220 (R220) — deployments with 400 endpoints



Note: R610 Support

RealPresence Resource Manager 10.0.X 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.



Note: Redundancy Configuration

In order for redundancy to work, you must use two servers of the same model. For example, you can use two R620 servers. You cannot mix R630 with R620 or R220 servers.

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 230 and 220
Users	250,000	2000
Groups	1000	10

Capability	Maximum For Polycom Rack Server 630 and 620	Maximum For Polycom Rack Server 230 and 220
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
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

Capability	Maximum For Polycom Rack Server 630 and 620	Maximum For Polycom Rack Server 230 and 220
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

Component	Deployment Settings
Virtual Cores	8
CPU	16000 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 Getting Started Guide* for instructions on how to install and license your product.

See the *Polycom RealPresence Resource Manager 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 have the Conference Passcode/Chairperson Passcode enabled, please upgrade RealPresence Resource Manager to 10.0.1 following the upgrade path (9.x > 10.0.0 > 10.0.1). The recommendation is based on the issue XMA-10763, which is fixed in 10.0.1.

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	10.0.1
10.0.0						10.0.1

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 10.0.1.

Resolved Issues

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Account Management	XMA-10879	10.0.0	Fail to add additional roles to administrator accounts after upgrading from CMA 6.2.1 to RealPresence Resource Manager 10.0.0 with the “cannot remove local admin user role of Administrator” error message.
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. Issue 2: (All Users) If your RealPresence Resource Manager account password contains the character “:”, this password cannot be changed.
Conference Management	XMA-10840	10.0.0	Fail to edit the End Time for recurring conferences.
Conference Management	XMA-10819	8.3.2	The recurring meeting invitations from RealPresence Resource Manager shows an hour early during the Standard time period.
Conference Management	XMA-10809	10.0.0	When creating or editing a conference, the calendar always shows the current days.
Conference Management	XMA-10807	10.0.0	After filtering for future conferences, and then filtering back to ongoing conferences takes a long time.
Conference Management	XMA-10763	10.0.0	After upgrading to RealPresence Resource Manager, 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.
Conference Management	XMA-10731	9.0.1	Terminating a pooled conference on RealPresence Resource Manager does not delete its VMR on RealPresence DMA.
Enterprise Directory	XMA-10885	10.0.0	RealPresence Resource Manager cannot integrate with an Enterprise Directory server that only uses NTLM Authentication Protocol version2.
Endpoint Management	XMA-10782	9.0.1	RealPresence Resource Manager displays incorrect time of endpoints for in Display Local Time field.



<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Endpoint Management	XMA-10332	9.0.0	The exported list of endpoints doesn't contain the H.323 alias for multiple systems.
Security	XMA-10207	9.0.1	Fix security vulnerability. The 10.0.1 release fixed a security vulnerability that was discovered by Saif El-Sherei @ SensePost. Thanks Saif for working with Polycom to address this issue.
UI	XMA-10790	10.0.0	Fail to update the imported Enterprise Directory groups without an error message after upgrading from RealPresence Resource Manager 9.0 to 10.0.
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.

Known Issues

The following table lists known issues in this release.

Known Issues

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
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.
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.
HA	XMA-10768	10.0.1	After installing RealPresence Resource Manager servers through USB utility and setting up HA, the HA servers status is Inactive, which is incorrect.	Update the network settings again from the GUI and restart the servers.
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.	Re-provision 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.

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

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