

Polycom® RealPresence® Resource Manager

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What's New in Release 10.2.0

Polycom® RealPresence® Resource Manager 10.2.0 includes the features and functionality of previous releases and includes the following new features:

- [Video Endpoint and Audio Phones License Enhancement \(Non-Polycom® RealPresence Clariti™\)](#)
- [Filter Enhancements](#)
- [Support for User Defined Attributes in CSV File](#)
- [Assign Auto-Added Phones to Default Endpoint Groups](#)
- [Support for More Phone Configuration Profiles](#)
- [Phone Software Updates Enhancements](#)
- [Support for Uploading Phone Configuration Files](#)
- [Support for Updating Endpoint Model Definition](#)
- [Disk Space Usage Notice for Phone Software Updates and Resource Files](#)
- [Support for New Devices](#)
- [Polycom® Concierge No Longer Supported](#)



The ***RealPresence Resource Manager Endpoint Management Guide*** describes these new endpoint management features and functions. In the future, this content will be merged into the ***RealPresence Resource Manager Operations Guide***.

Video Endpoint and Audio Phones License Enhancement (Non-Polycom® RealPresence Clariti™)

For a-la-carte virtual and non-Polycom® RealPresence Clariti™ appliance versions, video endpoint license and audio phones licenses are separately controlled. Video endpoints licenses can be used to manage audio endpoints. Audio endpoints license cannot be used to manage video endpoints.

In a-la-carte mode, you can activate audio phone and endpoint license on your license server on the Polycom License Center. On the RealPresence Resource Manager GUI, you can view the audio and video endpoint license allocation on the **License > Allocation** page.

This release has the following enhancements:

- **View License Count on Dashboard**
On the **Dashboard**, you can view the video and audio license usage information from the **Video Endpoint Licenses** and **Audio Endpoint Licenses** panes.
- **Support for Video and Audio License Alert**
You can set **Video License Capacity Threshold Exceeded** and **Audio License Capacity Threshold Exceeded** alert levels on the **Alert > Alert Level Settings** page. When the threshold is reached, the system reports alerts.

Filter Enhancements

This release has the following filter enhancements:

- Support for multiple search.
You can use multiple conditions to do a search in the RealPresence Resource Manager system.
- Support for direct search using a key word.
This function is supported on the following pages:
 - **Endpoint > Monitor View**
 - **Endpoint > Endpoint Groups**
 - **Endpoint > Phone Management > Profiles Deployment**
 - **Endpoint > Phone Management > Configuration Profiles**
 - **Endpoint > Phone Management > Resource Files**

Enter a key word in the Search field beside  to search the key word among the filter results.

See the *RealPresence Resource Manager Endpoint Management Guide* for details.

Support for User Defined Attributes in CSV File

The RealPresence Resource Manager system defines all imported phones as **Polycom Phone** by default. When the phones connect to the system, the system will recognize the phone type and model.

A CSV file must contain a user defined header to specify the format of phone attributes to be included. Commas (,) are field separators, and cannot be embedded in a field.

Example Header Format (case and sequence insensitive):

```
mac_address, endpoint_name, owner_id, endpoint_group, reg.1.address,  
reg.1.displayname, reg.1.auth.userId, reg.1.auth.password, [any attribute  
name]
```

If a header in a CSV file contains user defined phone attributes and the attributes for a phone have values, the RealPresence Resource Manager system generates a configuration profile for this phone.

See the **Managing Audio Phones** section in the *RealPresence Resource Manager Endpoint Management Guide* for details.

Assign Auto-Added Phones to Default Endpoint Groups

You can set the default endpoint group(s) for new auto-added phones. When a new phone is added to the system automatically via HTTP/HTTPS, it is added to the specified default endpoint group(s). The configuration profiles associated with the default endpoint group(s) are applied to the auto-added phones once phones are added to the RealPresence Resource Manager system.

See the **Set Default Endpoint Group** section in the *RealPresence Resource Manager Endpoint Management Guide* for details.

Support for More Phone Configuration Profiles

This release supports more than 100 new Polycom standard phone configuration profiles. After you upgrade your system to 10.2, you see the new configuration profiles on the **Endpoint > Phone Management > Configuration Profiles** page.

Phone Software Updates Enhancements

This release has the following enhancements on phone software updates:

- Support for downloading phone images from the Polycom Hosted Server.
- Support for associating a phone image with an existing or new configuration profile.
- Support for system alerts for new software updates on the Polycom Hosted Server
After enabling the system alerts, when new phone software updates are available on the Polycom Hosted Server, the RealPresence Resource Manager system detects the updates and raises alerts for the changes.

See the **Upload the Software Update for Phone Software Updates** section in the *RealPresence Resource Manager Endpoint Management Guide* for details.

Support for Uploading Phone Configuration Files

The RealPresence Resource Manager system supports two types of phone configuration files:

- Global Phone Configuration Files
You can use upload a global 000000000000-* file as a phone resource file, for example, 000000000000-directory.xml, or 000000000000-license.cfg. This file is applied to all the audio phones that are provisioned by the RealPresence Resource Manager system. Audio phones read the parameters in the 000000000000-* file after connecting to the system.
- Configuration File for a Specific Phone
You can upload configuration files for a specific phone on the **Endpoint > Monitor View** page. When this phone connects to the RealPresence Resource Manager, it reads the parameters in the configuration files. CFG, XML, and CSV files are supported.

See the **Upload Configuration Files for Audio Phones** and **Working with Resource Files** sections in the *RealPresence Resource Manager Endpoint Management Guide* for details.

Support for Updating Endpoint Model Definition

You can update the endpoint model definition in the RealPresence Resource Manager system to make the system can always recognize the latest endpoint models.

If you do a local update, you need to download the endpoint definition file (polycom-device-types.zip) from [Polycom Support](#).

Restarting the RealPresence Resource Manager system is required to apply the updates.

Endpoint types definition cannot be updated. If a new version of RealPresence Resource Manager supports new endpoint types, you need to upgrade your system to the latest version to support the new endpoint types.

To update endpoint model definition:

- 1 Go to **Admin > Maintenance > Update Endpoint Model Definition**.
- 2 Do one of the following to update the endpoint model definition.
 - Click the **Update from Local File** button to upload the polycom-device-types.zip file.
 - Click the **Update from Polycom Hosted Server** button to get the latest endpoint model files from the specified Polycom server.
- 3 Restart the system.

Disk Space Usage Notice for Phone Software Updates and Resource Files

The RealPresence Resource Manager system checks the disk space usage when uploading a software image or resource file. If the free disk space is not enough for the software image or resource file, the system prompts you to remove unused files and try again.

Support for New Devices

The system now manages Polycom® CX5100, Polycom® CX5500, and Polycom® Trio™ 8500 as audio phones.

Polycom® Concierge No Longer Supported

This release drops support for Polycom® Concierge. All Polycom Concierge features are removed from the RealPresence Resource Manager GUI.



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>
10.2.0	3.2.3	CentOS 6.9 Postgres 9.5.6 OpenJDK 1.8.0.121	August 2017	<ul style="list-style-type: none"> • Video Endpoint and Audio Phones License Enhancement (Non-Polycom® RealPresence Clariti™) • Filter Enhancements • Support for User Defined Attributes in CSV File • Assign Auto-Added Phones to Default Endpoint Groups • Support for More Phone Configuration Profiles • Phone Software Updates Enhancements • Support for Uploading Phone Configuration Files • Support for Updating Endpoint Model Definition • Disk Space Usage Notice for Phone Software Updates and Resource Files • Support for New Devices • Polycom® Concierge No Longer Supported
10.1.0	3.2.3	CentOS 6.9 Postgres 9.5.6 OpenJDK 1.8.0.121	April 2017	<ul style="list-style-type: none"> • Enhanced Audio Phone Management • Pre-defined Domain and Password for Software Endpoints Control • Support for Guest Book Filter • Support for Manually Updating Endpoint Name • Support for Standalone RealPresence Platform Director Migration • Support for New Network Devices for Remote Alert Profile • Support for New Devices
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.

<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: 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.
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.



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

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Hypervisor Environments for Virtual Editions	
VMware® vSphere® Platform	5.1, 5.5, 6.0, 6.5
Microsoft® Hyper-V®	2012 R2
Polycom Video Endpoints	
Polycom® HDX®	3.1.11
Polycom® RealPresence Debut™	1.3, 1.3.1
Polycom® RealPresence Centro™	6.1.2
Polycom® RealPresence® Group Series (300, 310, 500, 550, and 700)	6.1.1, 6.1.2
Polycom® CMA® Desktop (Windows and Mac)	5.2.5
Polycom® RealPresence® Mobile	3.7, 3.8

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence® Desktop	3.7, 3.8
Polycom® RealPresence Immersive Studio™	6.1.1, 6.1.2
Polycom® RealPresence® OTX® Studio	6.1.1, 6.1.2
Polycom® VVX® 1500	5.5.2, 5.5.3
Polycom® CX5100	1.3.1, 1.3.2
Polycom® CX5500	1.3.1, 1.3.2
Endpoint Peripherals	
Polycom® RealPresence Touch™	2.1.1, 2.1.2
Polycom® Touch Control	6.1.1, 6.1.2
Polycom® EagleEye™ Producer	1.1.0, 1.1.1
Polycom® EagleEye™ Director	2.2
Polycom® EagleEye™ Director II	1.0.0, 1.1, 1.2
Polycom Audio Phones	
Polycom® Trio™ 8800	5.4.5
Polycom® Trio™ 8500	5.5.2
Polycom® Trio™ Visual+	5.5.0, 5.5.1
Polycom® SoundPoint® IP 300/450/560/650/670	4.0.11, 4.0.12
Polycom® SoundStation® IP 5000/6000/7000	4.0.11, 4.0.12
Polycom® SoundStation® Duo	4.0.11, 4.0.12
Polycom® SoundStructure® VoIP Interface (with VOIP card)	4.0.11, 4.0.12
Polycom® VVX® 101/201	5.5.2, 5.5.3
Polycom® VVX® 300/301/310/311	
Polycom® VVX® 400/401/410/411	
Polycom® VVX® 500/501	
Polycom® VVX® 600/601	
Polycom® VVX® 1500	
Polycom Network Devices	
Polycom® RealPresence® Collaboration Server, Virtual Edition	8.6.4, 8.7.3

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence® Collaboration Server (RMX®) 1500/2000/4000 with MPMx	8.5.x
Polycom® RealPresence® Collaboration Server (RMX®) 1800/2000/4000 with MPMrx	8.6.4, 8.7.3
Polycom® MGC system	9.0.4
Polycom® RealPresence® DMA® 7000	6.4.1, 9.0
Polycom® RealPresence® Access Director™	4.2.4.1, 4.2.5
Polycom® VBP® 7301	14.7.3
Polycom® RealPresence® Web Suite	2.1.2, 2.1.x
Polycom® RealPresence® Media Suite	2.8.2
Third Party Products	
Acme Packet Net-Net Enterprise Session Director	SCX6.3.0 MR-5 Patch 2 (Build 591)
Cisco Unified Communications Manager	10.5.2, 11.x
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
Cisco TelePresence System Quick Set C20	7.3.7
Cisco 150 MXP	L6.1
Cisco TelePresence System EX90	7.3.7
Cisco TelePresence System SX20	7.3.7
Cisco TelePresence MX200/MX300	7.3.7

System Constraints 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) — deployments with 400 endpoints or less
- Polycom Rack Server 220 (R220) — deployments with 400 endpoints or less

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

Maximum Capabilities for Polycom Rack Server

Capability	Maximum for Polycom Rack Server 630 and 620	Maximum for Polycom Rack Server 230 and 220
Users	250,000	2000
User Groups	1000	10
Areas	No maximum	No maximum
Video and Audio Endpoints	<p>Maximum number of licensed video endpoints (50,000).</p> <p>Maximum number of managed audio phones is 20000.</p> <p>Recommended audio devices and video endpoints(mixed deployment) is 10000 audio/10000 video.</p>	<p>Maximum number of licensed video endpoints (400).</p> <p>Maximum number of managed audio phones is 400.</p> <p>Recommended number of mix of audio devices and video endpoints mixed deployment) is 200 audio/ 200 video.</p>
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.

Capability	Maximum for Polycom Rack Server 630 and 620	Maximum for Polycom Rack Server 230 and 220
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
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.

Supported Cluster Configurations

The Appliance Edition supports a two-server redundant configuration only with certain server combinations. The following table details which two-server local cluster configurations are supported:

Supported Two-Server Local Cluster Combinations

	<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>Polycom Rack Server 620 (R620)</i>	Supported	Not Supported	Not Supported	Not Supported
<i>Polycom Rack Server 630 (R630)</i>	Not Supported	Supported	Not Supported	Not Supported
<i>Polycom Rack Server 220 (R220)</i>	Not Supported	Not Supported	Supported	Supported
<i>Polycom Rack Server 230 (R230)</i>	Not Supported	Not Supported	Supported	Supported

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, can be installed on the following VM-based environments:

- VMware 5.1, 5.5, 6.0, 6.5
- Microsoft Hyper-V: 2012 R2, 2016

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>Deployment Settings</i>
Virtual Cores	8

<i>Component</i>	<i>Deployment Settings</i>
CPU	16000 MHz
Memory	16 GB
Storage	160GB
Performance	<p>Maximum number of licensed video endpoints 10000.</p> <p>Maximum number of managed audio phones is 10000.</p> <p>Recommended number of audio devices and video endpoints(mixed deployment) is 5000 audio/5000 video.</p>



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

Using one of the web browsers in the following table to administer a RealPresence Resource Manager system on Windows PC is officially supported. Polycom recommends you to use Google Chrome™ for better user experience.

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 10.0.0 or 10.0.1 to upgrade to 10.1.

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
10.0.x						10.1
10.1						10.2

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.

General Note on Analytics:


When you accept the End User License Agreement (EULA) for the RealPresence Resource Manager 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 **Send Usage Data** section in the **RealPresence Resource Manager Operations Guide** for a description of the type of data your system sends.

To view or change your selection for the Automatically send usage data option:

- 1 Go to **Admin > Server Settings > Licenses** in the web user interface.
- 2 Select or clear the **Automatically send usage data** check box.
- 3 Click **Update**.

To see the data your RealPresence Resource Manager system sends to Polycom:

4 Go to **Admin > Maintenance > System Log Files**.

5 Click  to roll the logs.

6 Save the log archive to your local machine.

7 Unpack the log archive.

The `analytics.json` file in the `/var/log/polycom/cma` directory contains the data that your system sends to Polycom.

Resolved Issues

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

Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
Audio Phone	EN-12410	10.1.0	When syncing with CUCM, an auto-added phone's IP, model, version, type, and online information is cleared if this phone is also added to CUCM.
Audio Phone	EN-26470	10.1.0	The tar.gz configuration files of audio phones show messy code if you open the files without decompression.
Audio Phone	EN-26667	10.1.0	Downloaded audio phone files have invalid file extensions.
Conference	XMA-6988	8.3.0	Conferences scheduled on a Cisco C system with an embedded MCU do not work.
Conference	EN-20148	10.1.0	Point to Point conferences and embedded MCU conferences should not have conference IDs.
Conference	EN-20151	10.1.0	The sort function does not work when scheduling or editing an Anytime meeting.
Conference	EN-20241	10.1.0	After you open and edit a conference with the Chairperson Passcode checked, another other conference that you open later, has the Chairperson Passcode checked.
Conference	EN-20280	10.1.0	(DMA Pool Conference Only) Chairperson Passcode cannot be modified for existing conferences.
Conference	EN-24250	10.1.0	Some special characters, such as @ and #, cannot be used to filter conferences.
Conference	EN-24863	10.1.0	Fail to manually add conference participants after upgrading to 10.1.
Interop	EN-20195	10.1.0	Lifesize® Express 220™ or Lifesize® Team 220™ 5.0.9 fails with LDAP searching.

Category	Issue ID	Found in Release	Description
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.
Licensing	EN-24851		Soft license robustness enhancement to address License Unavailable escalation for two virtual Resource Manager systems
Log	EN-20926	10.0.0	Fail to delete audit files from the RealPresence Resource Manager system.
Report	EN-18986	10.0.1	(IE Only) When the Conference > Monitor View, Reports > Endpoint Usage Report , or Reports > Conference Usage Report contains large items, the pages may response slowly or freeze.
UI	EN-19303	10.1.0	(IE Only) Some floating tool tips cannot show on the RealPresence Resource Manager GUI.
UI	EN-20244	10.1.0	On Dashboard , after adding an Endpoint Type pane by selecting By Type , you cannot edit this Endpoint Type pane. On Dashboard , the pie chart tooltip on the Endpoint Type pane cannot be updated immediately when changing from one type to another type.

Known Issues

The following table lists known issues in all releases of RealPresence Resource Manager.



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 and 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

Category	Issue ID	Release	Description	Workaround
Conference	EN-7943	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.

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
Conference	EN-19486	10.1.0	A user with the scheduler role with default permissions fails to save conference note for an ongoing conference.	Add the Conference Operator (Restricted) permission to the scheduler role.
Endpoint Management	EN-42496	10.2.0	Fail to associate a large number of non-dynamic endpoints (for example, 20,000 endpoints) with an address book.	Associate an endpoint with the address book from the endpoint web UI.
Interop	EN-8015	10.0.0	RealPresence Resource Manager does not support scheduling embedded MCU conferences with third-party endpoints.	None.
License	EN-20087	10.1.0	The License > Allocation page on the RealPresence Resource Manager GUI cannot immediately reflect the license allocation changes on Polycom License Center.	After clicking Update on the License > Setup page, wait for 30 seconds to see the license allocation changes.
Phone Management	EN-24387	10.1.0	The Change Phone AD Password and Remote Call Control features are not supported on audio phones that do not support REST API, such as VVX 101 and VVX 201.	None.
Report	EN-18741	10.1.0	The Today's Conference Statistics and Today's Adhoc Conferences on the dashboard do not show the anytime conference number changes.	None.
Report	EN-19805	10.1.0	(Operator Role Only) The network device information is missing in the Network Usage Report .	Add the System Maintenance/Troubleshooting permission to the operator role.
Scheduling	XMA-8358/ EN-8130	9.0.0	H.323 conferences scheduled with the API display the connection type as H323_E164 instead of H323.	None.
Scheduling	XMA-7416/ EN-8081	8.3.1	You cannot schedule an ISDN participant using a multi-string dial string.	None.
UI	XMA-8462/ EN-8090	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.

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
UI	EN-19912	10.1.0	(Spanish Only) The Dashboard cannot display the full Hardware Usage pane.	Use the English version to check hardware usage.

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