

Polycom® RealPresence® Resource Manager

Contents

What's New in Release 10.3.0	2
Release History	5
Security Updates.....	10
Products Tested with this Release	10
System Constraints and Limitations	13
Browser Requirements.....	16
Installation and Upgrade Notes.....	17
System Licenses.....	18
Resolved Issues.....	19
Known Limitations.....	19
Known Issues.....	19
Get Help.....	22
Copyright and Trademark Information	23

What's New in Release 10.3.0

Polycom® RealPresence® Resource Manager 10.3.0 includes the features and functionality of previous releases and includes the following new features:

- [Support for Polycom® Pano™](#)
- [Support for Selecting SMB Versions](#)
- [Support for Two New Log Streams](#)
- [Support for More Phone Configuration Profiles](#)
- [Dashboard Enhancements](#)
- [Sites Enhancements](#)
- [Adding Polycom VBP Automatically No Longer Supported](#)

Support for Polycom® Pano™

The RealPresence Resource Manager system supports for dynamically managing Polycom® Pano™.

- Polycom Pano Provisioning Attributes

The following new provisioning attributes are supported for Pano in the **Network Provisioning Profiles**:

- **Enable Pano Updates via HTTP**: Enable HTTP transfer for Pano software updates. If you disable this option, HTTPS transfer is used for Pano updates. In this case, you need to install an official certificate to allow HTTPS connection for Pano updates.
- **Enable Pairing PIN**: Select this check box to enable pairing PIN for content sharing using the Polycom Pano system. It is selected by default.
- **Enable Polycom Cloud Service**: Enable this option to allow the Polycom Pano system to be provisioned by the Polycom Cloud Service. It is not selected by default.
- **Enable Software Updates by Polycom Cloud Service**: This option is available only after you select the **Enable Polycom Cloud Service** check box. Enable this option to allow the Polycom Pano system software updates to be managed by the Polycom Cloud Service.

- Polycom Pano Monitor Status and Polycom Cloud Service Registration

After Pano is provisioned by the RealPresence Resource Manager system, you can check the monitor status on the **Endpoint > Monitor View** page.

- Polycom Pano Software Updates

You can let the Polycom Cloud Service manage Pano updates by enabling the **Enable Software Updates by Polycom Cloud Service** option.

If you use the RealPresence Resource Manager system to manage Polycom Pano updates, you can select HTTP or HTTPS for Pano updates by selecting or clearing the **Enable Pano Updates via HTTP** checkbox.

- Polycom Pano License Usage on the Dashboard (non-Polycom® RealPresence Clariti™)

The **Audio and/or Content Endpoint Licenses** pane displays the Pano license usage along with phone license usage.

Support for Selecting SMB Versions

When integrating with an enterprise directory, you can select an SMB version to connect with the domain controller.

To select an SMB version:

- 1 Go to **Admin > Directories > Enterprise Directory**.
- 2 Select an SMB version from **Select SMB to connect with the Domain Controller**.
- 3 Click **Update**.

Support for Two New Log Streams

The `/var/log/secure` and `/var/log/audit.log` log streams are supported. You can store the new system logs only on a remote `syslog` server. Go to the **Admin > Maintenance > Log Settings** page to configure the remote servers.

Support for More Phone Configuration Profiles

This release supports new Polycom standard phone configuration profiles. After you upgrade your system to 10.3, you see the new configuration profiles on the **Endpoint > Phone Management > Configuration Profiles** page.

Dashboard Enhancements

The **Dashboard** has the following enhancements:

- **Users** pane: Displays the number of total users and rooms.
- **Endpoint Number** pane: Displays the total endpoint number and online endpoint number.
- **Today's Adhoc Conferences** pane: Displays the number of total and ongoing Adhoc conferences.
- **Today's Scheduled Conferences** pane: Displays the number of total and ongoing scheduled conferences.
- **Endpoint Type** pane: Displays the number of each endpoint type.
- **Video Endpoint License Number** pane (non-Polycom RealPresence Clariti): Displays the number of total and free video endpoint licenses.
- **Audio and/or Content Endpoint License Number** pane (non-Polycom RealPresence Clariti): displays the number of total and free audio and content endpoint licenses.

Sites Enhancements

The **Network Topology > Sites** page can display up to 1000 sites. For audio users, you can apply different configuration profiles to different sites when you provision.

You can search sites by entering a site name in the **Search** field on the top-right corner of the page.



If there are more than 500 sites, the system does not display the **Dashboard > Site Map** pane and the **Site Topology** map. The **Site-Links**, **Site-to-Site Exclusions**, **Network Clouds**, **Territories**, **Reports > Site Statistics**, **Reports > Site-Links Statistics**, and RealPresence DMA integration are not supported.

Adding Polycom VBP Automatically No Longer Supported

Adding Polycom VBP devices via Polycom DMA is no longer supported.



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>
10.3.0	3.2.3	CentOS 6.9 Postgres 9.5.9 OpenJDK 1.8.0.151	December 2017	<ul style="list-style-type: none"> • Support for Polycom® Pano™ • Support for Selecting SMB Versions • Support for Two New Log Streams • Support for More Phone Configuration Profiles • Dashboard Enhancements • Sites Enhancements • Adding Polycom VBP Automatically No Longer Supported
10.2.0	3.2.3	CentOS 6.9 Postgres 9.5.6 OpenJDK 1.8.0.121	October 2017	<ul style="list-style-type: none"> • Video Endpoint and Audio Phones License Enhancement (Non-Polycom® RealPresence Clarity™) • 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

<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.
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.

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
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.
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: 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	5.5, 6.0, 6.5
Microsoft® Hyper-V®	2012 R2, 2016
Polycom Video Endpoints	
Polycom® HDX®	3.1.11
Polycom® RealPresence Debut™	1.3, 1.3.1
Polycom® RealPresence Centro™	6.1.3, 6.1.4
Polycom® RealPresence® Group Series (300, 310, 500, 550, and 700)	6.1.3, 6.1.4
Polycom® CMA® Desktop (Windows and Mac)	5.2.5
Polycom® RealPresence® Mobile	3.8, 3.8.1

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence® Desktop	3.8, 3.8.1
Polycom® RealPresence Immersive Studio™	6.1.3, 6.1.4
Polycom® RealPresence® OTX® Studio	6.1.3, 6.1.4
Polycom® VVX® 1500	5.5.3, 5.6.0
Polycom® CX5100	1.3.2
Polycom® CX5500	1.3.2
Endpoint Peripherals	
Polycom® RealPresence Touch™	2.1.3
Polycom® Touch Control	6.1.3
Polycom® EagleEye™ Producer	1.2.1.5
Polycom® EagleEye™ Director	2.2
Polycom® EagleEye™ Director II	1.1.0.23
Polycom Audio Phones	
Polycom® Trio™ 8800	5.5.2
Polycom® Trio™ 8500	5.5.2
Polycom® Trio™ Visual+	5.5.2
Polycom® SoundPoint® IP 300/450/560/650/670	4.0.13
Polycom® SoundStation® IP 5000/6000/7000	4.0.13
Polycom® SoundStation® Duo	4.0.13
Polycom® SoundStructure® VoIP Interface (with VOIP card)	4.0.13
Polycom® VVX® 101/201	5.6.0
Polycom® VVX® 300/301/310/311	
Polycom® VVX® 400/401/410/411	
Polycom® VVX® 500/501	
Polycom® VVX® 600/601	
Polycom® VVX® 1500	
Polycom Content Endpoint	
Polycom® Pano™	1.1
Polycom Network Devices	

<i>Product</i>	<i>Tested Versions</i>
Polycom® RealPresence® Collaboration Server, Virtual Edition	8.7.4.1
Polycom® RealPresence® Collaboration Server (RMX®) 1500/2000/4000 with MPMx	8.5
Polycom® RealPresence® Collaboration Server (RMX®) 1800/2000/4000 with MPMrx	8.7.4.1
Polycom® RealPresence® DMA® 7000	6.4.1, 9.0
Polycom® RealPresence® Access Director™	4.2.5.1
Polycom® VBP® 7301	14.7.3
Polycom® RealPresence® Web Suite	2.2
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

<i>Capability</i>	<i>Maximum for Polycom Rack Server 630 and 620</i>	<i>Maximum for Polycom Rack Server 230 and 220</i>
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>

<i>Capability</i>	<i>Maximum for Polycom Rack Server 630 and 620</i>	<i>Maximum for Polycom Rack Server 230 and 220</i>
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
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

<i>Capability</i>	<i>Maximum for Polycom Rack Server 630 and 620</i>	<i>Maximum for Polycom Rack Server 230 and 220</i>
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

The RealPresence Resource Manager system is also available in an edition packaged for VM-based deployment.

You can install RealPresence Resource Manager, Virtual Edition on the following VM-based environments:

- VMware: 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 and 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
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

<i>Browser</i>	<i>Description</i>
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

<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>
10.2						10.3

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 of RealPresence Resource Manager.

Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
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.

Known Limitations

The following table lists known limitations that may be experienced when the RealPresence Resource Manager system inter-operates with other Polycom products.

Known Limitations

<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
EN-59844	10.3.0	The RealPresence Resource Manager system fails to provision Polycom VVX 1500 after integrating with Enterprise Directory by SMB version 2.0.	Polycom VVX 1500 does not support SMB version 2.0. Use SMB version 1.0.
EN-58635	10.3.0	Polycom RealPresence Desktop MAC and Polycom RealPresence Mobile cannot do LDAP search after the RealPresence Resource Manager system integrates with Enterprise Directory by SMB version 2.0.	Use SMB version 1.0.
EN-59501	10.3.0	Sometimes the software update status on RealPresence Resource Manager indicates an update of a Pano system is in progress when it is not. This occurs when manually checking for updates from RealPresence Resource Manager in the Pano system web interface.	None.

Known Issues

The following table lists known issues 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

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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 system will briefly display internal multipoint conferences incorrectly on the monitoring screen.	None.
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-63871	10.3.0	(Dynamic Management Only) When a provisioning profile is associated with an user ID containing upper characters, it does not take effect.	Only use lower case for user IDs.
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.
Localization	EN-63855	10.3.0	(German UI Only) The Content Settings tab is missing on the Endpoint > Dynamic Management > Provisioning Profiles > Default Network Provisioning Profile page.	Use the English version.
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.

<i>Category</i>	<i>Issue ID</i>	<i>Release</i>	<i>Description</i>	<i>Workaround</i>
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.
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.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to [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© 2017, 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 USING THIS PRODUCT, YOU ARE AGREEING TO THE TERMS OF THE END USER LICENSE AGREEMENT (EULA) AT: <http://documents.polycom.com/indexes/licenses>. IF YOU DO NOT AGREE TO THE TERMS OF THE EULA, DO NOT USE THE PRODUCT, AND YOU MAY RETURN IT IN THE ORIGINAL PACKAGING TO THE SELLER FROM WHOM YOU PURCHASED 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 [Polycom Support](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.