

# Polycom RealPresence Resource Manager

Polycom announces the release of version 10.8 software for the Polycom RealPresence Resource Manager system. This document provides the latest information about RealPresence Resource Manager.

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## What's New in Release 10.8

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

- [Support for Polycom RealPresence Poly Studio X30 and X50](#)
- [Support for Poly TC8](#)
- [Support for Poly Trio 8300](#)
- [Support for Poly CCX Business Media Phones](#)
- [Polycom Rack Server Shipments Updates](#)

## ***Support for Polycom RealPresence Poly Studio X30 and X50***

RealPresence Resource Manager 10.8 now can provision, monitor, and upgrade Poly Studio X30 and Poly Studio X50 models as a part of UC management.

See the Provisioning, Monitoring, and Upgrading UC Managed Video Endpoints section in the *RealPresence Resource Manager Operations Guide* for details. You can find the guide at the [Polycom Documentation Library](#).

## ***Support for Poly TC8***

You can upgrade the Poly TC8 touch controller along with Poly Studio X30 and Poly Studio X50 from the RealPresence Resource Manager portal.

RealPresence Resource Manager doesn't monitor Poly TC8.

## ***Support for Poly Trio 8300***

RealPresence Resource Manager 10.8 can monitor, provision, and upgrade Poly Trio 8300 in the following ways:

- Add, edit, delete, view, and search for Poly Trio 8300 from the **Endpoint > Monitor** page.
- Import and export Poly Trio 8300 systems via a CSV file.
- Provision and upgrade Poly Trio 8300 from the **Endpoint > UC Management** menu.

## ***Support for Poly CCX Business Media Phones***

RealPresence Resource Manager 10.8 supports the following CCX models:

- CCX 500 business media phones

RealPresence Resource Manager can monitor, provision, and upgrade the CCX business media phones in the following ways:

- Add, edit, delete, view, and search for CCX business media phones from the **Endpoint > Monitor** page.
- Import and export CCX business media phones via a CSV file.
- Provision and upgrade CCX business media phones from the **Endpoint > UC Management** menu.

## ***Polycom Rack Server Shipments Updates***

Polycom no longer ships the following contents:

- System DVD
- The USB flash drive labeled **Diagnostics** that contains server diagnostics utilities. You can download Dell's diagnostics software from your product support page at [Polycom Support](#). You must use the software under the instruction of Polycom Global Services.



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

## Release History

The following table lists the release history of RealPresence Resource Manager from 10.0.0.

### Release History

Release	API Release	System	Release Date	Features
10.8	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	December 2019	<ul style="list-style-type: none"> <li>Support for Polycom RealPresence Poly Studio X30 and X50</li> <li>Support for Poly TC8</li> <li>Support for Poly Trio 8300</li> <li>Support for Poly CCX Business Media Phones</li> <li>Polycom Rack Server Shipments Updates</li> </ul>
10.7.0	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	July 2019	<ul style="list-style-type: none"> <li>Support for Polycom G7500 Provisioning, Monitoring, and Upgrading</li> <li>Support for Polycom EagleEye Cube USB Camera Monitoring, Provisioning, and Upgrading</li> <li>Support for Polycom RealPresence Video App SDK API Monitoring and License Control</li> <li>Support Polycom EagleEye Cube HDCI Camera as Peripheral</li> <li>Other Changes in This Release</li> </ul>
10.6.0	3.2.6	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	March 2019	<ul style="list-style-type: none"> <li>Support for Polycom Studio Monitoring, Provisioning, and Upgrading</li> <li>Authorizing Users with JSON Web Token</li> <li>Support for Additional Phone Configuration Profiles</li> <li>Other Changes in This Release</li> </ul>
10.5.0	3.2.5	CentOS 6.10 Postgres 9.5.14 OpenJDK 1.8.0_181	December 2018	<ul style="list-style-type: none"> <li>Support Polycom RealPresence DMA Edge Configuration</li> <li>Support for Resetting Phones via REST API</li> <li>Support for Getting or Setting Phone Parameters via REST API</li> <li>Simple Certificate Enrollment Protocol (SCEP) Provisioning Support</li> <li>Support for Sending Pooled Conference Name to RealPresence DMA via REST API</li> <li>Support LDAP Channel Binding Token</li> <li>Support for More Phone Configuration Profiles</li> <li>Other Changes in This Release</li> </ul>

**Release History**

Release	API Release	System	Release Date	Features
10.4.0	3.2.4	CentOS 6.9 Postgres 9.5.9 OpenJDK 1.8.0.151	July 2018	<ul style="list-style-type: none"> <li>• Support for New Polycom RealPresence Clariti Licenses</li> <li>• Support for Provisioning Polycom RealPresence Group Series Via Poly Trio</li> <li>• New Dynamic Provisioning Parameters Support for Polycom Pano and RealPresence Group Series</li> <li>• Enhancements to Phone Configuration Files</li> <li>• Enhancements to Ciphers Support</li> <li>• Support for More Phone Configuration Profiles</li> <li>• Support for New Devices</li> <li>• RealPresence Platform API Version Updates to 3.2.4 without API Changes</li> </ul>
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"> <li>• Support for Polycom Pano</li> <li>• Support for Selecting SMB Versions</li> <li>• Support for Two New Log Streams</li> <li>• Support for More Phone Configuration Profiles</li> <li>• Dashboard Enhancements</li> <li>• Sites Enhancements</li> <li>• Adding Polycom VBP Automatically No Longer Supported</li> </ul>
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"> <li>• Video Endpoint and Audio Phones License Enhancement (Non-Polycom® RealPresence Clariti™)</li> <li>• Filter Enhancements</li> <li>• Support for User Defined Attributes in CSV File</li> <li>• Assign Auto-Added Phones to Default Endpoint Groups</li> <li>• Support for More Phone Configuration Profiles</li> <li>• Phone Software Updates Enhancements</li> <li>• Support for Uploading Phone Configuration Files</li> <li>• Support for Updating Endpoint Model Definition</li> <li>• Disk Space Usage Notice for Phone Software Updates and Resource Files</li> <li>• Support for New Devices</li> <li>• Polycom® Concierge No Longer Supported</li> </ul>

## Release History

Release	API Release	System	Release Date	Features
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"> <li>Enhanced Audio Phone Management</li> <li>Pre-defined Domain and Password for Software Endpoints Control</li> <li>Support for Guest Book Filter</li> <li>Support for Manually Updating Endpoint Name</li> <li>Support for Standalone RealPresence Platform Director Migration</li> <li>Support for New Network Devices for Remote Alert Profile</li> <li>Support for New Devices</li> </ul>
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"> <li>Resolved some known issues.</li> <li>Support for Polycom Rack Server 230.</li> </ul>
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"> <li>Unified Management of RealPresence Clariti Video Infrastructure</li> <li>New HTML5 Look and Feel</li> <li>Support for Selectable Provisioning for RealPresence Group Series</li> <li>Improved Conference Scheduling and Monitoring Interface</li> <li>Support for Security Baselines</li> <li>Support for USB Deployment (Appliance Only)</li> <li>API Change: the changed API is <code>*plcm_user_role*</code>. The length of the <code>*description*</code> parameter has been increased from 120 characters to 240 characters.</li> </ul>

## 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 is tested with other 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**

Product	Tested Versions
<b>Hypervisor Environments for Virtual Editions</b>	
VMware vSphere Platform	6.0, 6.5, 6.7
Microsoft Hyper-V	2012, 2016
<b>Polycom Video Endpoints</b>	
Polycom HDX	3.1.14
Polycom RealPresence Debut	1.3.3
Polycom RealPresence Group Series (300, 310, 500, 550, and 700)	6.2.1.2
Poly G7500	3.0
Poly Studio X30 Poly Studio X50	3.0
Polycom RealPresence Mobile	3.10
Polycom RealPresence Desktop	3.10
Polycom VVX 1500	5.9.3, 6.1.0
<b>Polycom UC Endpoints</b>	
Poly Trio 8800	5.9.1
Poly Trio 8500	5.9.1
Poly Trio Visual+	5.9.1
Poly Trio Visual Pro	6.2.1
Polycom VVX 501 Polycom VVX 601 Polycom VVX 1500	5.9.3
Polycom VVX 450	5.9.3
Poly CCX 500	6.1.0
<b>Endpoint Peripherals</b>	
Poly TC8	1.0
<b>Polycom Network Devices</b>	
Polycom RealPresence Collaboration Server 800, Virtual Edition	8.8.0, 8.8.1
Polycom RealPresence Collaboration Server (RMX) 1800	8.8.0, 8.8.1

**Products Tested with this Release**

Product	Tested Versions
Polycom RealPresence Collaboration Server (RMX) 2000/4000 with MPMrx	8.8.0, 8.8.1
Polycom RealPresence DMA 7000, Virtual Edition	10.0.0.4
Polycom RealPresence Media Suite	2.8.2
<b>Third Party Products</b>	
LifeSize Room 220	5.0.70(6)
Cisco TelePresence System Quick Set C90, C40, C20	7.3.18
Cisco TelePresence System SX80, SX20, SX10	9.8.0

## Compatible Products

The following table lists the products compatible with RealPresence Resource Manager.



This release only tests a part of the compatible products. The following table shows the products tested with previous release.

**Products Supported with Previous Release**

Product
<b>Hypervisor Environments for Virtual Editions</b>
VMware vSphere Platform
Microsoft Hyper-V
<b>Polycom Video Endpoints</b>
Polycom HDX
Polycom RealPresence Debut
Polycom RealPresence Centro
Polycom RealPresence Group Series (300, 310, 500, 550, and 700)
Polycom G7500
Polycom RealPresence Mobile
Polycom RealPresence Desktop
Polycom RealPresence Immersive Studio

**Products Supported with Previous Release**

Product
Polycom RealPresence OTX Studio
Polycom VVX 1500
Polycom CX5100
Polycom CX5500
<b>Endpoint Peripherals</b>
Polycom RealPresence Touch
Polycom Touch Control
Polycom EagleEye Producer
Polycom EagleEye Director
Polycom EagleEye Director II
Polycom EagleEye Cube HDCI Camera
<b>Polycom UC Endpoints</b>
Poly Trio 8800
Poly Trio 8500
Poly Trio Visual+
Polycom SoundPoint IP 300/450/560/650/670
Polycom SoundStation IP 5000/6000/7000
Polycom SoundStation Duo
Polycom SoundStructure VoIP Interface (with VOIP card)
Polycom VVX 101/201
Polycom VVX 300/301/310/311
Polycom VVX 400/401/410/411
Polycom VVX 500/501
Polycom VVX 600/601
Polycom VVX 1500
Polycom VVX 150/250/350/450
Polycom Studio
Polycom EagleEye Cube USB Camera
<b>Polycom Content Endpoints</b>
Polycom Pano
<b>Polycom Network Devices</b>



**Products Supported with Previous Release**

Product
Polycom RealPresence Collaboration Server, Virtual Edition
Polycom RealPresence Collaboration Server (RMX) 1500/2000/4000 with MPMx
Polycom RealPresence Collaboration Server (RMX) 1800/2000/4000 with MPMrx
Polycom RealPresence DMA 7000
Polycom RealPresence Access Director
Polycom VBP 7301
Polycom RealPresence Web Suite
Polycom RealPresence Media Suite
<b>Third Party Products</b>
Acme Packet Net-Net Enterprise Session Director
Cisco Unified Communications Manager
Lifesize Express 200 Lifesize Team 200
Lifesize Express 220 Lifesize Team 220
Cisco TelePresence System 1700 MXP
Cisco TelePresence System Quick Set C20
Cisco 150 MXP
Cisco TelePresence System EX90
Cisco TelePresence System SX20
Cisco TelePresence MX200/MX300

## 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, verify that the system has enough RAM. You must 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 can use an R230 or R640 server. These servers come with 16 GB RAM. The R220 server can support a maximum of 400 endpoints. See the [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 640 (R640)
- 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.

Capability	Maximum for Polycom Rack Server 640, 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	Maximum number of licensed video endpoints (50,000). Maximum number of managed audio phones is 20000. Recommended audio devices and video endpoints (mixed deployment) is 10000 audio/10000 video.	Maximum number of licensed video endpoints (400). Maximum number of managed audio phones is 400. Recommended number of mix of audio devices and video endpoints (mixed deployment) is 200 audio/200 video.
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

Capability	Maximum for Polycom Rack Server 640, 630, and 620	Maximum for Polycom Rack Server 230 and 220
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
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 the supported two-server local cluster configurations:

**Supported Two-Server Local Cluster Combinations**

	<b>Polycom Rack Server 620 (R620)</b>	<b>Polycom Rack Server 630 (R630)</b>	<b>Polycom Rack Server 640 (R640)</b>	<b>Polycom Rack Server 220 (R220)</b>	<b>Polycom Rack Server 230 (R230)</b>
Polycom Rack Server 620 (R620)	Supported	Not Supported	Not Supported	Not Supported	Not Supported
Polycom Rack Server 630 (R630)	Not Supported	Supported	Not Supported	Not Supported	Not Supported
Polycom Rack Server 640 (R640)	Not Supported	Not Supported	Supported	Not Supported	Not Supported
Polycom Rack Server 220 (R220)	Not Supported	Not Supported	Not Supported	Supported	Supported
Polycom Rack Server 230 (R230)	Not Supported	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: 6.0, 6.5, 6.7
- 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.

**RealPresence Resource Manager Recommended Deployment Settings in a Virtual Environment**

<b>Component</b>	<b>Deployment Settings</b>
Virtual Cores	8
CPU	16,000 MHz
Memory	16 GB

### RealPresence Resource Manager Recommended Deployment Settings in a Virtual Environment

Component	Deployment Settings
Storage	160GB
Performance	Recommended maximum number of licensed video endpoints is 10,000. Recommended maximum number of managed audio phones is 10,000. Recommended maximum number of audio devices and video endpoints (mixed deployment) is 5000 audio/5000 video.



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

### Browser Requirement

Browser	Supported Versions
Microsoft Internet Explorer	11.0
Google Chrome	45.0 or later

## Supported Microsoft Exchange

The RealPresence Resource Manager Calendar Connector supports Microsoft Exchange Server 2013 15.0.516.032.

## 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, 10.0), minor releases (for example, 10.x) and updates with maintenance releases (for example, 10.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 later 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 and later.



You must upgrade RealPresence DMA to 10.0 before upgrading RealPresence Resource Manager to 10.5. If you don't upgrade RealPresence DMA first, it causes the RealPresence DMA integration to fail.

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

Current Version	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade
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
10.2						10.3
10.3						10.4
10.4						10.5
10.5						10.6
10.6						10.7
10.7						10.8

## System Licenses

You must activate and validate licenses for the RealPresence Resource Manager system 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.



If your local DNS server doesn't resolve `customerusagedatacollection.polycom.com`, the analytics service in the RealPresence Resource Manager system queries the Google DNS server.

## Enable or Disable the Automatically send usage data Option

You can view or change your selection for the **Automatically send usage data** option.


### 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**.

## View the Data

You can view the data your RealPresence Resource Manage system sends to Polycom.

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

- 1 Go to **Admin > Maintenance > System Log Files**.
- 2 Click **Roll Logs**  to roll the logs.
- 3 Save the log archive to your local machine.
- 4 Unpack the log archive.
- 5 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 resolved issues in this release.

**Resolved Issues**

Category	Issue Number	Description
Conference	EN-133147	When the room is owned by using the API, you can't create a conference.
HA	EN-130225	(Geo Redundancy) RealPresence Resource Manager reports the "redundant server is not running" alarm by mistake.

## Known Limitations

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

**Known Limitations**

Issue ID	Description	Workaround
EN-89957	The RealPresence Resource Manager system may fail to add the following instances by creating a new image with static IP: <ul style="list-style-type: none"> <li>RealPresence Access Director instance</li> <li>RealPresence DMA instance</li> </ul> Sometimes, you can add the instance, but the IP address of the instance in the RealPresence Resource Manager system is not same as the specified static IP.	Deploy the RealPresence Access Director OVA on a virtual machine, and then add the existing instance to RealPresence Resource Manager.
EN-88183	The RealPresence Resource Manager system fails to add a RealPresence Web Suite Experience Portal instance by creating a new image.	Deploy the RealPresence Web Suite Experience Portal OVA on a virtual machine, and then add the existing instance to RealPresence Resource Manager.
EN-85432	After disabling the CBC Ciphers on the RealPresence Resource Manager system, RealPresence Resource Manager fails to communicate with RealPresence Access Director.	None.
EN-59844	The RealPresence Resource Manager system fails to provision VVX 1500 after integrating with Enterprise Directory by SMB version 2.0.	VVX 1500 doesn't support SMB version 2.0. Use SMB version 1.0.
EN-59501	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 and suggested workarounds for 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	Description	Workaround
Site Topology	EN-146794	RealPresence DMA fails to download site topology from RealPresence Resource Manager when you only specify the <b>ISDN Number Range</b> but don't set any values to the <b>Digits in Call Line Identifier</b> and <b>Digits in Short Phone Number</b> fields on the <b>ISDN Number Assignment</b> tab when editing a site.	Specify the fields on the <b>ISDN Number Assignment</b> tab correctly.
UI	EN-158225	The screen where you edit Studio X50 or Studio X30 shows the <b>Associate the Configuration Profiles to the Secondary Devices</b> tab.	Ignore the tab since neither Studio X50 or Studio X30 officially support Poly IP table or ceiling microphones and Poly microphone IP adapters.

## Get Help

For more information about installing, configuring, and administering Polycom products, see [Polycom Support](#).

To find all 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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