



RELEASE NOTES

8.2.1 | November 2014 | 3725-72100-001 Rev K2

RealPresence Resource Manager System



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What's New in Release 8.2.1

The RealPresence Resource Manager system 8.2.1 release is a maintenance release that includes the following performance enhancements:

- The refresh interval for conference information in web interface has been changed to five minutes.
- The refresh interval for provision profile information in web interface has been changed to 1 minute.

The RealPresence Resource Manager system 8.2.1 release also fixes the issues identified in the [Resolved Issues](#) section.

Release History

This following table shows the release history of the RealPresence Resource Manager system.

Release History

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
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 7u51	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 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.
7.0			August 2012	<ul style="list-style-type: none"> • Initial Release. Runs on Linux-based operating system. Integration with Polycom DMA system. Full multi-tenancy support.

Products Tested with this Release

The RealPresence Resource Manager system is 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: Supported products

You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by vendor software updates.

Go to http://support.polycom.com/PolycomService/support/us/support/service_policies.html to find the current Polycom Supported Products matrix.

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
RealPresence Platform Virtual Edition Infrastructure	
Polycom RealPresence Platform Director (required for Virtual Edition)	1.7.1
Polycom Video Endpoints	
Polycom HDX systems	3.1.4, 3.1.5
Polycom RealPresence Group Series (300, 500, 550, and 700)	4.1.3, 4.1.5
CMA Desktop (Windows and Mac)	5.2.5
RealPresence Mobile	3.1, 3.2.1
RealPresence Desktop (Windows and Mac)	3.1, 3.2.1
Polycom VVX 1500	5.1.1
Polycom VSX 7000	9.0.6.2
RealPresence Immersive Studio systems	4.1.4, 4.1.5
Polycom Network Devices	
RealPresence Collaboration Server 800s	8.3, 8.4.1
RealPresence Collaboration Server 1800	8.3, 8.4.1
Polycom RMX system (1500/2000/4000)	8.3, 8.4.1
Polycom MGC system	9.0.4

<i>Product</i>	<i>Tested Versions</i>
Polycom DMA 7000	6.0.4, 6.1.1,
RealPresence Access Director	3.0, 4.0.1
Polycom VBP-ST	11.2.16, 11.2.17
Third Party Products	
Acme Packet Net-Net Enterprise Session Director	6.3
LifeSize 200 Series	4.7.22
Tandberg MXP Series (1700MXP)	F9.3.1 PAL
Cisco C20	6.2, 7.1
Tandberg T150	L6.1
Cisco EX90	6.2, 7.1
Cisco SX20	6.2, 7.1

System Capabilities and Constraints

When installed on a Dell 620 server, the RealPresence Resource Manager system supports the following maximum system capabilities:

<i>Capability</i>	<i>Maximum</i>
Users	250000
Groups	1000
Areas	No maximum
Device	Limited to maximum number of device licenses (50000)
Global Address Book entries	Limited to maximum number of device licenses
Room entries	No limit, but if the system has more than 500 room entries, it could experience user interface performance issues.
Site entries	500
Subnets	5000
Site link	No maximum
Number of concurrent endpoint software upgrade	80
Number of licensed endpoints	50000
Number concurrent calls that can be monitored	No maximum
Number of directory entries	No maximum
Number of registered DMA systems (or DMA superclusters)	1
Number of registered MCUs	No maximum
Maximum text message length that can be sent to a hard endpoint	100 characters
Number of provisioning profiles is 2000.	2000

<i>Capability</i>	<i>Maximum</i>
Number of provisioning rules is 2000.	2000
Maximum password age for local user when this feature is enabled.	180 days
Number of displayed users in the Users page.	500
Number of tiers in Address book	5
Guest book entry: 500	500
User GUI login sessions per system and 10 sessions per user.	50

Support for Polycom RealPresence Resource Manager, Virtual Edition

This version of the RealPresence Resource Manager system is also available in an edition packaged for VM-based deployment.

Virtual Edition Host Server Hardware Profiles

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

Minimum Deployment Settings

<i>Component</i>	<i>Minimum Deployment Settings</i>
CPU	2000MHz Reservation
Memory	8GB Reservation 8GB Limit
Storage	146GB
Performance	1200 provisioned endpoints 300 users

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.

Features Not Supported with the Virtual Edition

RealPresence Resource Manager system redundancy settings are not available in the Virtual Edition.

The Polycom RealPresence Resource Manager system, Virtual Edition does not support two-server redundant configuration as with the Appliance Edition. Polycom recommends using vSphere HA to protect against host-level failures. See your VMWare documentation for more information. The RealPresence Resource Manager system, Virtual Edition, automatically reboots the virtual instance if an application-level failure is detected.

Installation and Upgrade Notes

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>
7.0	7.1.x	7.1 Pre-Upgrade Patch	Migrate System to 8.0	8.1.x	8.2	8.2.1
7.1.x	7.1 Pre-Upgrade Patch	Migrate System to 8.0	8.1.x	8.2		8.2.1
8.x.x	8.1.x	8.2				8.2.1
8.2						8.2.1

Upgrade and Migration Paths for Existing Polycom CMA Systems to Migrate to RealPresence Resource Manager

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>
6.2	→ 6.2 Pre-Migration Patch	→ Migrate the system to RealPresence Resource Manager 8.0	→	See RealPresence Resource Manager table for additional upgrades.
6.0.x	→ 6.2	→ 6.2 Pre-Migration Patch	→ Migrate the system to RealPresence Resource Manager 8.0	See RealPresence Resource Manager table for additional upgrades.
5.5 Patch 7	→ 5.5 Pre-Migration Patch	→ Migrate the system to RealPresence Resource Manager 8.0		See RealPresence Resource Manager table for additional upgrades.
5.5 Patch 6	→ Upgrade to 5.5 Patch 7	→ Apply the 5.5 Pre-Migration Patch	→ Migrate the system to RealPresence Resource Manager 8.0	See RealPresence Resource Manager table for additional upgrades.

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>
5.5 Patch 5	→ Upgrade to 5.5 Patch 7	→ Apply the 5.5 Pre-Migration Patch	→ Migrate the system to RealPresence Resource Manager 8.0	See RealPresence Resource Manager table for additional upgrades.

Migrating RealPresence Resource Manager systems from v7.1.x to v8.0

You can download the RealPresence Resource Manager v7.1.x Pre-Upgrade patch from the RealPresence Resource Manager system support site:

http://support.polycom.com/PolycomService/support/us/support/network/management_scheduling/realpresence_resource_manager.html

After applying the RealPresence Resource Manager system 7.1.x Pre-Upgrade patch, please request the RealPresence Resource Manager system v8.0 DVD by clicking <http://response.polycom.com/05-DR-C-RPRM-System-v8.0Software-Aug2013> and submitting the order information to Polycom.

Migrating from a Polycom CMA System

Existing Polycom CMA system customers can migrate to RealPresence Resource Manager. Please see the support site for Polycom CMA System for detailed migration information.

Resolved Issues

The following table lists the resolved issues in 8.2.1.

Resolved Issues

<i>Issue No.</i>	<i>Description</i>
XMA-7043	For direct conferences: when an RMX is configured to auto terminate a conference when the last participant remains, the RealPresence Resource Manager does not also enable the feature.
XMA-7038	Login and conference operations slow if the system has many past conferences and added rooms.
XMA-6931	The Endpoint Monitor page does not keep its configuration settings.
XMA-6925	The default conference template cannot be used after a customer migrates to RealPresence Resource Manager from a Polycom CMA system.
XMA-6762	When the system refreshes the display while a user is monitoring a conference, the system will re-order the display.
XMA-6750	RealPresence Resource Manager web interface has slow performance when creating dynamic provisioning rules.
XMA-6720	The RealPresence Resource Manager web interface has decreased performance when muting audio for a conference with a large number of HDX participants.
XMA-6572	RealPresence Resource Manager system unable to install certificate with wrong host name.
XMA-6560	The name of the Virtual IP cannot include the physical host name.
XMA-6201	RealPresence Resource Manager cannot register to XMPP and CPU utilization reaches 100 percent.
XMA-6564	"Proxy Server must be entered" message incorrectly displays.
XMA-6537	Newly registered Polycom HDX systems show a status of 'Unknown' and RealPresence Resource Manager could not generate endpoint usage reports for them.
XMA-6201	RealPresence Resource Manager cannot register to XMPP and CPU utilization reaches 100 percent.
XMA-6954	The MCU prefix was not included in the conference e-mail template.
XMA-6882	When the RealPresence Resource Manager manages a large number of endpoints (more than 15,000), the web interface displays an error if the admin adds the Endpoint pane to the Dashboard.
XMA-6691	Virtual Edition upgrade sometimes fails.
XMA-6661	All of pre-defined E.164 numbers were changed to dynamically E.164 numbers after system used for some time.
XMA-6594	Can't set up a dynamic software update for the Polycom Touch Control.

<i>Issue No.</i>	<i>Description</i>
XMA-6572	The RealPresence Resource Manager system checks for a valid PFX certificate only the CA-signed certificate for the RealPresence Resource Manager is installed.
XMA-6589	Improved enterprise directory searches.
XMA-6554	Changed CSR to not mandate an e-mail address.

Known Issues

The following table lists all known issues in 8.2.1.

Known Issues

<i>Category</i>	<i>Issue No.</i>	<i>Release Found In</i>	<i>Description</i>	<i>Workaround</i>
UI	XMA-7091	8.2	When the RealPresence Resource Manager is under heavy provision request load, the Conference Monitoring screen will not display the access mode and bit rate statistics of some conference participants in pooled conferences.	None.
Conference Management	XMA-7090	8.2	For pooled conferences, there are times where the RealPresence Manager system displays conferences taking place even though they have been terminated.	None.
UI	XMA-7051	8.2	While the first and second automatic FTP transfers of CDR files work, the third automatic FTP transfer of CDR files fails.	None.
UI	XMA-7045	8.2	When attempting to get the latest information about an RMX system, the "Refresh Device" action does not always work.	None.
Other	XMA-7041	8.2	A DNS query to the alternate DNS server may take longer than the Resource Manager NTLM authentication expiration timer allows. This may cause the provisioning of an Active Directory user's endpoint to fail.	None.
UI	XMA-7037	8.2	The new template for Anytime Conferences is not displayed.	None.

<i>Category</i>	<i>Issue No.</i>	<i>Release Found In</i>	<i>Description</i>	<i>Workaround</i>
UI	XMA-7036	8.2	A user cannot open the WEB UI when there are 30+ concurrent active Web sessions and the endpoint provisioning will fail. The TCP connections will be in CLOSE_WAIT state.	None.
UI	XMA-7026	8.2	The Resource Manager system GUI may not respond or may respond slowly, if the number of failed system login attempts (as identified in the Failed Enterprise Directory Login Attempts pane) is greater than 1000.	None.
UI	XMA-7025	8.2	The "rsyslog" service daemon died during performance load testing. This may mean that it might die during heavy system usage. When this happens the logging and syslog transfer functions will not work.	None.
UI	XMA-7015	8.2	When the Resource Manager is performing many Group Series endpoint software updates, sorting the list of endpoints in the Software Update Status page may fail.	

Get Help

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

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

For more information on solution with this Polycom partner, see the partner site at [Polycom Global Strategic Partner Solutions](#).

The Polycom Community

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