RealPresence Resource Manager System

Contents

What's New in Release 8.3

RealPresence Resource Manager 8.3 includes the features and functionality of previous releases and includes the following new features:

- Conference Phone Provisioning
- Support for the Polycom Eagle Eye Producer
- Guest Book Improvements
- Improved Security Management
- Improved Synchronization with Endpoints Registered with the RealPresence DMA System

Conference Phone Provisioning

The RealPresence Resource Manager system now supports provisioning Polycom conference phones when you are using the Cisco Unified Communications Manager as your phone's call server.

When you integrate your Cisco Unified Communications Manager system with your RealPresence Resource Manager system, the RealPresence Resource Manager system becomes aware of all the supported Polycom phones registered to the Cisco Unified Communications Manager. Supported Polycom phones are then displayed in the Endpoint > Monitor screen. The RealPresence Resource Manager system supports monitoring of the call status, online status, and line registration status.

The RealPresence Resource Manager system can then deliver provisioning information and software updates via the phone's FTP requests.

You can now take advantage of the RealPresence Resource Manager system's provisioning profiles specifically for audio endpoints.

This feature is supported with Cisco Unified Communications Manager 9.0 and select Polycom conference phones, see Products Tested with this Release.

Support for the Polycom Eagle Eye Producer

The Polycom Eagle Eye Producer is a endpoint camera capable of tracking the number of conference participants in a room when used with a RealPresence Group system. This information is available via a RealPresence Resource Manager Endpoint Usage Reports that include a RealPresence Group system that is using the camera.

EagleEye Producer is a camera peripheral technology that works with the primary video conferencing camera to provide intelligent camera control that simplifies the in-room participant's camera setup, enhances the far end's conferencing experience, and provides detailed data to the system administrator for better in-room analytics.

Guest Book Improvements

You are now prevented from entering duplicate guest book entries. You can add as many as 500 guests, but each guest must be unique. The RealPresence Resource Manager validates each guest for a unique H.323 ID, E.164 number, IP address, and so on. The RealPresence Resource Manager verifies that the guest does not already exist in the guest book or as a user-associated endpoint.

Improved Security Management

You can now modify TLS settings independently of installing certificates. The previous Certificate Settings function has been replaced with TLS settings.

In addition, RealPresence Resource Manager always supports self-signed certificates without any additional configuration.

In versions previous to 8.3, TLS settings were called Certificate Settings and divided up into three categories. Certificate Settings are now called TLS Settings and have simpler configuration options.

The following section describes the old settings and how they are now represented in version 8.3.

For previous Server Settings, use the following table as guidance:

Previous Field	Description	Differences in Version 8.3
Cipher Mode	You can choose from the following cipher modes: Standard Ciphers Weak Ciphers Strong Ciphers (FIPS)	You can now enable Strong Ciphers without enable FIPS-140. However, when you enable FIPS-140 separately, Strong Ciphers is now automatically selected.
Allow self-signed certificate	You can choose to allow a self-signed certificate on the RealPresence Resource Manager system.	Self-signed certificates are always allowed in 8.3 and above. The ability to enable or disable this option was removed.

Require client to send certificate	This setting requires all clients (endpoints, peripherals, and users accessing the RealPresence Resource Manager system web interface over an encrypted protocol such as SSL or TLS) to send identity certificates in order to access the system.	This option is now called **Validate Certificate Connection from Clients.**

For previous External Client Certificate Settings, use the following guidance:

Field	Description	Differences in Version 8.3
Trust self-signed certificate	You can choose to trust self-signed certificates from client systems (endpoints, users accessing the web interface, and peripherals). Use this setting with discretion. Any and all self-signed certificates presented by clients will automatically be installed as trusted peer certificates and will be trusted until they are deleted from RealPresence Resource Manager's trusted certificates list. This setting is intended to be used selectively, for example, during initial deployment of a Polycom solution that will use self-signed certificates going forward. After RealPresence Resource Manager has been running for several hours (or days) and all of the known clients' certificates have been added to the RealPresence Resource Manager's trusted certificates list, the setting should be disabled to prevent network intrusion from unknown clients. Disabling the setting does not mean that self-signed certificates will no longer be trusted. It means that no new self-signed certificates will be automatically added to the RealPresence Resource Manager's trusted certificate list.	Self-signed certificates are always allowed. The ability to enable or disable this option was removed.
Validate date range	Choose if you want to validate the date range. When this is checked, the RealPresence Resource Manager verifies the date range contained in the certificate to ensure validity.	This option was removed. Certificates are always validated by date range.
Validate revocation	When this is checked, the RealPresence Resource manager validates the revocation status using the revocation resources (OCSP responder URL or CRL Distribution Point).	This option was removed. Certificates are always validated by revocation status.

For previous External Server Certificate Settings, use the following guidance:

Field	Description	Differences in Version 8.3
Trust self-signed certificate	This option is disabled when the system is in maximum security mode. You can choose to trust self-signed certificates from server systems (DMA systems, MCUS and session border controllers). Use this setting with discretion. Any and all self-signed certificates presented by servers will automatically be installed as trusted peer certificates and will be trusted until they are deleted from RealPresence Resource Manager's trusted certificates list. This setting is intended to be used selectively, for example, during initial deployment of a Polycom solution that will use self-signed certificates going forward. After RealPresence Resource Manager has been running for several hours (or days) and all of the known servers' certificates have been added to the RealPresence Resource Manager's trusted certificates list, the setting should be disabled to prevent network intrusion from unknown servers. Disabling the setting does not mean that self-signed certificates will no longer be trusted. It means that no new self-signed certificates will be automatically added to the RealPresence Resource Manager's trusted certificate list.	Self-signed certificates are always allowed. The ability to enable or disable this option was removed.
Validate hostname	When this is checked, the RealPresence Resource Manager verifies the hostname contained in the certificate to ensure validity.	In 8.3 or higher, you can choose to validate the host name of server certificates.
Validate date range	Choose if you want to validate the date range. When this is checked, the RealPresence Resource Manager verifies the date range contained in the certificate to ensure validity.	This option was removed. Certificates are always validated by date range.
Validate revocation	When this is checked, the RealPresence Resource manager validates the revocation status using When this is checked, the RealPresence Resource manager validates the revocation status using the revocation resources (OCSP responder URL or CRL Distribution Point).	This option was removed. Certificates are always validated by revocation status.

Improved Synchronization with Endpoints Registered with the RealPresence DMA System

The RealPresence Resource Manager now displays text in the Endpoint > Monitor screen that informs you when an endpoint is registered with the RealPresence DMA system, but not managed by the RealPresence Resource Manager. Endpoints registered to the RealPresence DMA system but not managed by RealPresence Resource Manager still consume licenses when they participate in RealPresence Resource Manager conferences.

Licenses consumed by DMA-registered endpoints are the first to be re-claimed when the RealPresence Resource Manager system reaches is maximum licensed endpoint threshholds.

Previous to 8.3, RealPresence Resource Manager monitored endpoints registered to the DMA as non-dynamically managed endpoints. After you upgrade to 8.3, any existing endpoints from your RealPresence DMA system will continue to display in the monitoring screen as non-dynamically managed endpoints in the monitoring screen.

Any endpoints that register with the RealPresence DMA system after you upgrade to RealPresence Resource Manager 8.3 will be monitored as DMA-sync'd endpoints.

Other Changes in this Release

Minor changes in this release include the following:
- Operating System Upgrade
- Improved Integration with Active Directory Users

Operating System Upgrade

The CentOS operating system used for RealPresence Resource Manager has been upgraded to 6.5.

Improved Integration with Active Directory Users

RealPresence Resource Manager system now allows you to delete Active Directory users from RealPresence Resource Manager when the users are no longer present in the Active Directory system.

Be sure your Active Directory Connection is Available

If you perform an orphan clean up when your system is not connected to Active Directory, you will delete ALL users in the system.

API Changes

The RealPresence Resource Manager system API has been updated with this release.

API Version	Changes
2.4.3	The plcm-device resource collection now has three new parameters for the GET method: ● Username: Returns only devices the match the username provided. ● Domain: Returns only devices that are associated with the network domain provided. ● Device-model: Returns only devices that match the device model provided.

Release History

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

Release History

Release	API Release	System	Release Date	Features
8.3	2.4.3	CentOS 6.5 Postgres 9.3 Java 7u51	December 2014	• 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
8.2.1	2.4.2	CentOS 6.3 Postgres 9.2 Java 7u51	November 2014	• Bug fixes and performance enhancements. •
8.2.0	2.4.1	CentOS 6.3 Postgres 9.2 Java 7u51	July 2014	• Deploying RealPresence Resource Manager, Virtual Edition with RealPresence Platform Director • Geographic Redundancy and Other Redundancy Enhancements • Endpoint Management Enhancements • Simplied 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	Resolved some known issues.

Release	API Release	System	Release Date	Features
8.1.0	2.2.0		December 2013	• 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	Resolved some known issues.
8.0	2.0.1		August 2013	• 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	• Associate billing codes with conferences. • Support for RealPresence Collaboration Server 800s.
7.1			December 2012	• 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	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

Product	Tested Versions
RealPresence Platform Virtual Edition Infrastructure	
Polycom RealPresence Platform Director (required for Virtual Edition)	1.7.1, 1.8.0
Polycom Video Endpoints	
Polycom HDX systems	3.1.4, 3.1.5
Polycom RealPresence Group Series (300, 500, 550, and 700)	4.1.4, 4.2
CMA Desktop (Windows and Mac)	5.2.5
RealPresence Mobile	3.2.1
RealPresence Desktop (Windows and Mac)	3.2.1, 3.3
RealPresence Immersive Studio systems	4.1.4, 4.2
Polycom VVX 1500	5.1.1, 5.1.2
Polycom VSX 7000	9.0.6.2
Polycom Conference Phones	
Polycom Soundstation 5000/6000/7000/Duo	4.0.4 and higher
Polycom Network Devices	
RealPresence Collaboration Server 800s	8.4.1, 8.5

Product	Tested Versions
RealPresence Collaboration Server 1800	8.4.1, 8.5
Polycom RMX system (1500/2000/4000)	8.4.1, 8.5
Polycom MGC system	9.0.4
Polycom DMA 7000	6.1.1, 6.2
RealPresence Access Director	4.0, 4.1
Polycom VBP-ST	11.2.16, 11.2.17
Third Party Products	
Acme Packet Net-Net Enterprise Session Director	6.3
Cisco Unified Communications Manager	9.1.1
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:

Capability	Maximum
Users	250000
Groups	1000
Areas	No maximum
Device	Limited to maximum number of device licenses (50000) Maximum number of managed audio devices is 8000.
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 Maximum number of audio devices is 8000.
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

Capability	Maximum
Maximum text message length that can be sent to a hard endpoint	100 characters
Number of provisioning profiles is 2000.	2000
Number of provisioning rules is 2000.	2000
Maximum number of concurrent FTP connections	200
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
User GUI login sessions per system and 10 sessions per user.	50

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

Current Version	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade
7.0	7.1.x	7.1 Pre-Upgrade Patch	Migrate System to 8.0	8.1.x	8.2	8.3
7.1.x	7.1 Pre-Upgrade Patch	Migrate System to 8.0	8.1.x	8.2		8.3
8.0.x	8.1.x	8.2				8.3
8.2.x						8.3

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

Current Version		Intermediate Upgrade		Intermediate Upgrade		Intermediate Upgrade	Final Upgrade
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.

Current Version		Intermediate Upgrade		Intermediate Upgrade		Intermediate Upgrade	Final Upgrade
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.

Monitoring RealPresence DMA-registered Endpoints after Upgrade

Previous to 8.3, RealPresence Resource Manager monitored endpoints registered to the DMA as non-dynamically managed endpoints. After you upgrade to 8.3, any existing endpoints from your RealPresence DMA system will continue to display in the monitoring screen as non-dynamically managed endpoints in the monitoring screen.

Any endpoints that register with the RealPresence DMA system after you upgrade to RealPresence Resource Manager 8.3 will be monitored as DMA-sync'd endpoints.

Security Settings in v8.3

The RealPresence Resource Manager system has simplified certificate (TLS settings) starting with version 8.3. Use this section to help you understand the differences when you upgrade to RealPresence Resource Manager system 8.3.

In versions previous to 8.3, TLS settings were called **Certificate Settings** and divided up into three categories. Certificate Settings are now called TLS Settings and have simpler configuration options.

The following section describes the old settings and how they are now represented in version 8.3.

For previous Server Settings, use the following table as guidance:

Previous Field	Description	Differences in Version 8.3
Cipher Mode	You can choose from the following cipher modes: Standard Ciphers Weak Ciphers Strong Ciphers (FIPS)	You can now enable Strong Ciphers without enable FIPS-140. However, when you enable FIPS-140 separately, Strong Ciphers is now automatically selected.

Allow self-signed certificate	You can choose to allow a self-signed certificate on the RealPresence Resource Manager system.	Self-signed certificate for the RealPresence Resource Manager server is always allowed in 8.3 and above. The ability to enable or disable this option was removed.
Require client to send certificate	This setting requires all clients (endpoints, peripherals, and users accessing the RealPresence Resource Manager system web interface over an encrypted protocol such as SSL or TLS) to send identity certificates in order to access the system.	This option is now called **Validate Certificate Connection from Clients.**

Migrating to 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.

Security Fixes in this Release

Please refer to the Polycom's latest security bulletin for information about security fixes.

http://support.polycom.com/PolycomService/support/us/support/documentation/security_center.html

Specifically regarding the Security Advisory SSLv3 ("POODLE"") Version 1.1, you must configure endpoints to disable SSLv3 to avoid this vulnerability.

Known Issues

The following table lists all known issues in 8.3.

Known Issues

Category	Issue No.	Release	Description	Workaround
Account Management, Performance and stability	XMA-7151	8.3.0	If there are more than 5000 entries in the Global Address Book and the address book has been changed from the default, legacy HDX systems will not be able to be added to the address book.	
Conference Mgmt	XMA-7288	8.3.0	When you monitor an ad hoc conference that has only guest participants, the bit rate for some guests will display as zero.	
Device Management	XMA-7286	8.3.0	If an integrated DMA system fails over several times, and you disconnect and then re-integrate with the DMA, the pool orders will not display.	
Conference Mgmt	XMA-7281	8.3.0	In a conference with more than 20 participants that all use a dial-in password to join, the RealPresence Resource Manager will briefly display internal multipoint conferences incorrectly on the monitoring screen.	
Device Management	XMA-7278	8.3.0	If you change the RMX MCU prefix after adding it to the RealPresence Resource Manager, the wrong prefix will continue to be sent in conference participant emails.	
DMA Integration	XMA-5280	8.0.1	When the RealPresence DMA system failovers over, endpoints will display the IP of one of the DMA failover servers instead of the virtual IP address.	

Category	Issue No.	Release	Description	Workaround
Device Management	XMA-7060		The provisioning status of the RealPresence Group Series will display as failed if the NTP server mode of the provisioning profile is set as Auto but the RealPresence Group system is still provisioned successfully. This limitation only impacts the 4.2 version. -KEEP	The user can set the NTP server mode as Manual and provide the primary and backup server addresses. Or the user can set the mode as Off and let the user configure the NTP server from the EP locally.

Resolved Issues

The following table lists the resolved issues in RealPresence Resource Manager 8.3.

Resolved Issues

Category	Issue No.	Resolved in Release	Description
	XMA-7227	8.3	A Direct Scheduled Conference starts and immediately ends so the conference is not created in the RMX system.
	XMA-7169	8.3	An Invalid Provisioning Policy error for a site occurs when you attempt to edit the site configuration.
	XMA-7161	8.3	Auto-redialing in a direct conference does not work.
	XMA-7145	8.3	The default template setting "Always Use MCU" is set to TRUE but a two-participant conference does not launch on an MCU.
	XMA-7115	8.3	When the RealPresence Resource Manager system provisions "Secure Mode" to a Group Series system, the following error occurs: "Provisioning error report Field[CONFIG.webAccessPort]: error[INVALID.
	XMA-7109	8.3	The RealPresence Resource Manager system reports that the DMA system is down even though the DMA system is operating correctly.
	XMA-7091	8.3	If you upload the latest RealPresence Desktop software before upgrading the RealPresence Resource Manager system, the shipped version will display the wrong version number.
	XMA-7090	8.3	A ghost (non-existent) scheduled pooled/direct conference may sometimes display in the RealPresence Resource Manager system and cannot be terminated manually.
	XMA-7073	8.3	In Direct Conference Scheduling mode, a specific line rate on a call from an ISDN guest participant (384kbps, 256Kbps, 128Kbps) is changed to 768Kbps.
	XMA-7069	8.3	If a user is associated with more than one non-dynamic endpoint, the Gab Display Name reverts to the default for all current endpoint associations.
	XMA-7048	8.3	A large number of old conference records impacts the performance of the RealPresence Resource Manager system. Historical conference records are now limited to 1000.
	XMA-7037	8.3	The new template for Anytime Conferences does not display.
	XMA-7036	8.3	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.

Category	Issue No.	Resolved in Release	Description
	XMA-7026	8.3	The RealPresence 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.
	XMA-7025	8.3	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.
	XMA-7015	8.3	When the RealPresence Resource Manager system is performing many Group Series endpoint software updates, sorting the list of endpoints in the Software Update Status page may fail.
	XMA-7011	8.3	Additional details are needed in the API documentation to describe the dial-number for a conference participant's endpoint.
	XMA-6982	8.3	Site links do not match the site latitude/longitude in the site topology map.
	XMA-6927	8.3	ASCII characters in the name of the Global Address Book are now supported.
	XMA-6868	8.3	CMA Desktop users experience lengthy sign-in time.
	XMA-6662	8.3	All of pre-defined E.164 numbers were changed to dynamically E.164 numbers after system used for some time.
	XMA-6604	8.3	Unable to select the scheduled conference in the second row.
	XMA-6599	8.3	Maximum Bit rate of added guest participants does not get updated when you update the conference template during conference scheduling.
	XMA-6561	8.3	When an HDX is in a PSTN call and disconnects the call, the RealPresence Resource Manager still shows the call as connected. The admin cannot terminate the conference.
	XMA-6511	8.3	Active Directory integration fails after some time.
	XMA-6486	8.3	When you archive CDR records, the archive message is incorrect. Regardless of the CDR setting, the message says it will send one week of records.
	XMA-6477	8.3	Cisco endpoints that are registered with RealPresence Resource Manager system directory services have an incorrect Directory Registration Status as "not registered."
	XMA-6476	8.3	Site topology is not synchronized to the DMA system after the RealPresence Resource Manager completes a failover.
	XMA-6469	8.3	If a conference has 255 or more participants, you cannot manage the conference successfully.

Category	Issue No.	Resolved in Release	Description
	XMA-6450	8.3	If two endpoints register with the RealPresence DMA through the RealPresence Access Director, the RealPresence Resource Manager only monitors one.
	XMA-6426	8.3	If a SIP user has more than on endpoint associated with the same SIP URI, the user's endpoint does not display the correct endpoint type in the Ongoing Conference monitoring screen.
	XMA-6391	8.3	If using multiple address books, the address book must be associated with a user instead of a group. When it is associated with a group, no calling information is displayed in the address book.
	XMA-6384	8.3	Active Directory connection is intermittently slow when you use Security Level LDAPs
	XMA-6256	8.3	You cannot add an international prefix to an ISDN guest participant who is not in the Guest Book.
	XMA-6252	8.3	A dial-out guest participant is switched to dial-in mode if the conference is modified.
	XMA-6228	8.3	Conference guests that are audio-only are incorrectly displayed as video-only in the Conference Monitoring screen.
	XMA-6141	8.3	Scheduled audio only direct conference on RPRM v8.1, when reaching the start time, conference disappeared from RPRM conference page.
	XMA-6068	8.3	RealPresence Desktop users cannot login if the maximum number of assigned aliases has been reached.
	XMA-6034	8.3	The RealPresence Resource Manager system has been updated to use Postgres 9.2.2.
	XMA-5909	8.3	If you add a guest to a conference with the same SIP URI that is used by an existing dynamically-managed endpoint, the RealPresence Resource Manager system adds an additional point-to-point conference.
	XMA-5884	8.3	CLONE - 'Unable to load user information' error seen when enterprise user attempts to schedule a CMA conference
	XMA-5875	8.3	If you add a guest to the Guest Book, when you enable H.323 or Annex-O and then add an extension, it is not saved.
	XMA-3820	8.3	You can now delete orphaned Active Directory users.

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.

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