



RELEASE NOTES

8.3.2 | March 2015 | 3725-72100-001 Rev L2

RealPresence Resource Manager System



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What's New in Release 8.3.2

RealPresence Resource Manager 8.3.2 includes the features and functionality of previous releases and fixes the list of [resolved issues](#) dealing with Microsoft Active Directory integration.

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> |
|----------------|--------------------|---|---------------------|---|
| 8.3.2 | 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. |
| 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. |

| <i>Release</i> | <i>API Release</i> | <i>System</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|--------------------|---|---------------------|---|
| 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 | Resolved some known issues. |
| 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 | Resolved some known issues. |

| <i>Release</i> | <i>API Release</i> | <i>System</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|--------------------|---------------|---------------------|--|
| 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 | 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, 1.8.0, 1.8.1 |
| 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 |
| 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 | 6.2.1, 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 |

| <i>Product</i> | <i>Tested Versions</i> |
|-------------------------------|------------------------|
| 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

The RealPresence Resource Manager system is available in either an Appliance Edition or a Virtual Edition.

Appliance Edition

The RealPresence Resource Manager, Appliance Edition, system can be installed on either a Polycom Rack Server 620 (R620) or a Polycom Rack Server 220 (R220).

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

Maximum Capabilities when installed on a Polycom Rack Server 620/220

| Capability | Maximum For Polycom Rack Server 620 | Maximum For Polycom Rack Server 220 |
|---|--|--|
| Users | 25000 | 2000 |
| Groups | 1000 | 50 |
| Areas | No maximum | No maximum |
| Device | Limited to maximum number of device licenses (50000) Maximum number of managed audio devices is 8000. | Limited to maximum number of device licenses (500) Maximum number of managed audio devices is 100. |
| Global Address Book entries | Limited to maximum number of device licenses | 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. | No limit, but if the system has more than 500 room entries, it could experience user interface performance issues. |
| Site entries | 500 | 100 |
| Subnets | 5000 | 1000 |
| Site link | No maximum | 100 |
| Number of concurrent endpoint software upgrade | 80 | 10 |
| Number of licensed endpoints | 50000 Maximum number of audio devices is 8000. | 500 Maximum number of audio devices is 100 |

| Capability | Maximum For Polycom Rack Server 620 | Maximum For Polycom Rack Server 220 |
|--|--|--|
| Number concurrent calls that can be monitored | No maximum | 100 |
| Number of directory entries | No maximum | No maximum |
| Number of registered DMA systems (or DMA superclusters) | 1 | 1 |
| Number of registered MCUs | No maximum | 5 |
| Maximum text message length that can be sent to a hard endpoint | 100 characters | 100 characters |
| Number of provisioning profiles | 2000 | 100 |
| Number of provisioning rules | 2000 | 100 |
| Maximum number of concurrent FTP connections | 200 | 10 |
| Maximum password age for local user when this feature is enabled. | 180 days | 180 days |
| Number of displayed users in the Users page. | 500 | 500 |
| Number of tiers in Address book | 5 | 5 |
| Number of Guest book entries | 500 | 200 |
| Number of User GUI login sessions per system and sessions per user. | 50 with 10 sessions per user | 10 with five sessions per user |

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 | 4000 MHz Reservation |
| Memory | 8GB Reservation 8GB Limit |
| Storage | 80 GB |
| 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 your native virtual environment HA to protect against host-level failures. See your virtual environment 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 delivers RealPresence Resource Manager system upgrades within major (for example, 8.x) and minor versions (for example, 8.x.x).

If you are running a version prior to 8.2, you must sequentially apply every upgrade version (both minor and major) until you get to the latest version.

Customers running 8.2 and above can directly upgrade to the next major version without worrying about the minor upgrades in between. For example, you can upgrade directly from 8.2 >8.3.

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>Interim Upgrade</i> | <i>Interim Upgrade</i> | <i>Interim Upgrade</i> | <i>Interim Upgrade</i> | <i>Interim Upgrade</i> | <i>Interim Upgrade</i> | <i>Interim Upgrade</i> | <i>Interim Upgrade</i> | <i>Final Upgrade</i> |
|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|----------------------|
| 7.0 | 7.1.x | 7.1 Pre-Upgrade Patch | Migrate System to 8.0 | 8.0.x | 8.1.x | 8.2 | 8.2.x | 8.3 | 8.3.2 |
| 7.1.x | 7.1 Pre-Upgrade Patch | Migrate System to 8.0 | 8.1.x | | 8.2 | 8.2.x | | 8.3 | 8.3.2 |
| 8.0.x | 8.1.x | 8.2 | | | | | | 8.3 | 8.3.2 |
| 8.2.x | | | | | | | | 8.3 | 8.3.2 |
| 8.3 | | | | | | | | | 8.3.2 |
| 8.3.1 | | | | | | | | | 8.3.2 |

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. |

| <i>Current Version</i> | | <i>Intermediate Upgrade</i> | | <i>Intermediate Upgrade</i> | | <i>Intermediate Upgrade</i> | | <i>Final Upgrade</i> |
|------------------------|---|-----------------------------|---|---|---|---|---|--|
| 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. |
| 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 and higher

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.

Requirements for Certificate Signing Request

When you choose to use security certificates with your video infrastructure environment, you need to generate a CSR (Certificate Signing Request) for the Certificate Authority (CA) you are using.

When you create a certificate signing request (CSR) from RealPresence Resource Manager system, the system not only populates the CSR with the data that you enter in the **Certificate Information** dialog, but it also populates some of the CSR's subject alternative name (SAN) fields. This information is not visible in the **Certificate Information** dialog.

The RealPresence Resource Manager system generates a CSR containing all of the information shown in the following table for your configuration. You cannot edit or remove any of the fields, including those listed in the *Optional fields* column. If your CA cannot accept a CSR that includes all of this information, you must generate the CSR and certificate manually using at least the data in the *Required fields* column for your configuration. If you include the fields listed in the *Optional fields* column, users can access the system using an abbreviated name without authentication errors.

The RealPresence Resource Manager system only uses the DNS format for SAN values, even though some values are IP addresses.

Required and Optional CSR SAN Fields

| <i>Configuration</i> | <i>Required fields</i> | <i>Optional fields</i> |
|------------------------|---|--|
| Single-server system | <ul style="list-style-type: none"> • Common Name – Fully qualified domain name (FQDN) • SAN-DNS – FQDN • SAN-DNS – System IP address (Ipv4) • Country Name (two-letter code) • State or Province Name (full name) • Organizational Name(s) (one per line) • E-mail address • Key Size | <ul style="list-style-type: none"> • SAN-DNS – Host short name • SAN-DNS – Ipv6 address, if used |
| Local Redundant System | <ul style="list-style-type: none"> • Common Name – Fully qualified domain name (FQDN) of Virtual IP Address • SAN-DNS – FQDN of Virtual IP address • Country Name (two-letter code) • State or Province Name (full name) • Organizational Name(s) (one per line) • E-mail address • Key Size | <ul style="list-style-type: none"> • SAN-DNS – Virtual host short name |

| <i>Configuration</i> | <i>Required fields</i> | <i>Optional fields</i> |
|----------------------|---|--|
| Geo-Redundant System | <p>Server 1:</p> <ul style="list-style-type: none"> • Common Name – Fully qualified domain name (FQDN) of server 1 IP • SAN-DNS – FQDN of Virtual IP • SAN-DNS – System IP address of server 1 • SAN-DNS – System IP address of server 2 • Country Name (two-letter code) • State or Province Name (full name) • Organizational Name(s) (one per line) • E-mail address • Key Size <p>Server 2:</p> <ul style="list-style-type: none"> • Common Name – Fully qualified domain name (FQDN) of server 2 IP • SAN-DNS – FQDN of Virtual IP • SAN-DNS – System IP address of server 1 • SAN-DNS – System IP address of server 2 • Country Name (two-letter code) • State or Province Name (full name) • Organizational Name(s) (one per line) • E-mail address • Key Size | <ul style="list-style-type: none"> • SAN-DNS – Server 1 short name • SAN-DNS – Server 2 short name |

Known Issues

The following table lists all known issues in 8.3.2.

Known Issues

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|---|--|
| XMA-7465 | The RealPresence Resource Manager system incorrectly allows you to leave the Mail server account should blank when you have checked 'Allow confirmation emails for scheduled conferences'. | Be sure you specify a mail server account if you check the 'Allow confirmation emails for scheduled conferences'. |
| XMA-7364 | When a redundant system fails over, an existing ongoing conference cannot be automatically terminated by the RealPresence Resource Manager system. | When a conference terminates is determined by a setting on the Polycom Collaboration Server (RMX). To automatically terminate conferences, it depends on the RMX profile setting to terminate the conference, there are 2 options for conference termination, one is "After last participant quits", another is "When last participant remains". |
| XMA-7442 | After the system fails over, it sometimes correctly displays an error message "failed to perform action". | Reboot the server. |
| XMA-7437 | When you try to extend an anytime conference, RealPresence Resource Manager does not tell the user that an anytime conference cannot be extended. | There is no need to extend the duration of an anytime conference. Click Cancel when you see the error message. |
| XMA-7433 | You are allowed to copy a terminated pooled conference. When you do this, the conference information is not correct. | If you need to copy a terminated pool conference, you will need to re-enter the participant information. |
| XMA-7416 | You cannot schedule an ISDN participant using a multi-string dialstring. | You need to check the Use Modified Dial Number check box when scheduling an ISDN dialout participant. |
| XMA-7414 | When scheduling a pooled conference, you cannot include SIP dial-out participants that are audio only or use encryption. DMA doesn't support SIP participants with these options so scheduling the pooled conference will fail. | None. |
| XMA-7412 | Pooled conferences that include ISDN/audio-only/extension/encryption participants are not monitored correctly. | None. |
| XMA-7409 | When you add a guest to a pooled conference, the name of the guest may display incorrectly and the guest icon is only updated after the guest connects to the conference. | None |

| <i>Issue Number</i> | <i>Description</i> | <i>Workaround</i> |
|---------------------|--|-------------------|
| XMA-7292 | When you monitor an ad hoc conference that has only guest participants, the bit rate for some guests will display as zero. | None. |
| XMA-7281 | In a conference with more than 20 participants that all use a dial-in password to join, the RealPresence Resource Manager will briefly display internal multipoint conferences incorrectly on the monitoring screen. | None. |
| XMA-7242 | The RealPresence Resource Manager system web interface becomes very slow if there are more than 10000 ad hoc conferences and you add the Today's Ad Hoc Conferences pane to the Dashboard. | None. |
| XMA-7182 | When monitoring more than 10000 phones, the web interface slows down and may not allow users to login. | None. |
| 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. | None. |
| XMA-7041 | 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. |
| XMA-6824 | The system allows non-encrypted FTP connections. | None. |

Resolved Issues

The following table lists the resolved issues in RealPresence Resource Manager 8.3.2.

Resolved Issues

| <i>Issue Number</i> | <i>Found in Version</i> | <i>Description</i> |
|---------------------|-------------------------|--|
| XMA-7487 | 8.3.0 | After upgrading RealPresence Resource manager to version 8.3, Active Directory integration using LDAPS does not work. |
| XMA-7484 | 8.3.1 | After Microsoft Patch KB3002657 and Microsoft Patch KB3002657-v2 is applied to an Active Directory server, endpoints cannot login RealPresence Resource Manager with Active Directory credentials. |

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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