



RELEASE NOTES

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RealPresence Resource Manager System



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What's New in Release 8.4

RealPresence Resource Manager 8.4 includes the following new features.

Support for the RealPresence Group Series 310

The system now supports management of the RealPresence Group Series 310 system.

Subnet Overlap Allowed in Site Topology

Site topology configurations now allow overlapping subnets.

Support for Additional Direct Conference Template Parameters

Direct conference templates now support the following Polycom RealPresence Collaboration Server (RMX) parameters: Tip capability, Mute all participants except lecturer and Display recording icon, and Auto-mute noisy parties.

Calendar Connector for RealPresence Group and Polycom HDX Systems

A RealPresence Group system or Polycom HDX system displays meeting calendars when it is associated with a user within Microsoft Exchange. This means that in general, users of these systems can join meetings by clicking in the calendar display instead of manually dialing into the conference.

For an endpoint users to be able to use the feature, you must configure the RealPresence Resource Manager system to be a proxy for the Microsoft Exchange Server. When you do this, the Calendar Connector ensures that the right meeting information is routed to the endpoint's calendar.

The Calendar Connector interprets the meeting invitations sent to the user's endpoint via Microsoft Exchange and ensures that the endpoint can correctly dial a meeting directly from its calendar interface. It modifies the dialstring within the invitation to ensure it is valid.

As an administrator, you must do the following:

- Configure the RealPresence Resource Manager to be a Calendar Connector
- This enables the RealPresence Resource Manager to act as a proxy service for your Exchange Server.
- Set up proxy rules that scan e-mails for call information to insert into a user-associated Polycom Group or HDX system's calendar.

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- Provision the user-associated endpoint to use the RealPresence Resource Manager system as its Exchange Server IP address.
OR
 - Manually configure the endpoint to use the RealPresence Resource Manager IP address for its Microsoft Exchange server.

Experimentally, you can configure the Calendar Connector for Google, Yahoo and Office 365, but these services are not officially supported at this time.

Configurable Passcode for Anytime Conferences

You can now schedule Anytime conferences with a passcode for participants to use.

License Reclamation Changes

In previous releases, you could set the license reclamation time for RealPresence Mobile, RealPresence Desktop and CMA Desktop in minutes, hours or days. You now can configure license reclamation in days or weeks. The minimum reclamation period has been changed from five minutes to one day.

Geographic System Redundancy for Virtual Edition

You can now configure geographic redundancy for RealPresence Resource Manager, Virtual Edition, systems.

Mid-String Search For Local Users

You can now search for non-Active Directory users using characters in the middle of the local user's ID.

Encryption License Required for XMPP

If you want to encrypt XMPP (Presence and Chat services), you must now order a license your system that includes this feature.

Upgrading customers who want to start or continue to use encryption will need to request a new license file for 8.4 and higher.

Virtual Edition Supported on Microsoft Hyper-V

The RealPresence Resource Manager system, Virtual Edition is now supported for installation in Microsoft Hyper-V environments. See the supported versions section for specific Hyper-V version support.

Phone Management Enhancements

This release has the following enhancements related to managing phones.

- [Support for Cisco Unified Communications Manager 10.x](#)
- [New Phone Support with Cisco Unified Communications Manager](#)

Support for Cisco Unified Communications Manager 10.x

With support for the new version of Cisco Unified Communications Manager system, you can now synchronize your phone provisioning details easier.

New Phone Support with Cisco Unified Communications Manager

The following Polycom phones are now supported for provisioning.

- VVX 300/310/400/410/500/600/1500
- SoundPoint IP 321/331/335/450/550/560/650/670
- SoundStructure with VoIP card

Usage Data Reports

This version includes support for automatically sending usage data to Polycom. You can enable or disable this setting in the **Admin > Server Settings > Licenses** page.

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>
8.4.0	2.7.1	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	June 2015	<ul style="list-style-type: none"> • Support for the RealPresence Group Series 310 • Subnet overlapping is allowed when creating site topology. • Support for Additional Direct Conference Template Parameters • Calendar Proxy support for RealPresence Group and Polycom HDX systems. • Configurable passcode for Anytime conferences. • Limitations in license reclamation for RealPresence Desktop, RealPresence Mobile and CMA Desktop. • Virtual edition now supports geographic redundancy. • Allow mid-string searches for non-LDAP users. • Add encryption licence for Presence and Chat (XMPP). • Virtual edition now supports Microsoft Hyper-V. • Enhanced phone management. More Polycom phones and support for Cisco Unified Communications Manager 10.x. • Ability to enable sending usage data reports to Polycom.
8.3.2	2.6.1	CentOS 6.5 Postgres 9.3 OpenJDK 1.8.0.25	March 2015	<ul style="list-style-type: none"> • Resolves issues related to Active Directory integrations.
8.3.1	2.6.1	CentOS 6.5 Postgres 9.3 OpenJDK 1.8.0.25	March 2015	<ul style="list-style-type: none"> • Improved Pooled Conferences • Ability to Sort the Conference Template List • Flexible Provisioning of IDs and Passwords • Support for the Polycom Rack Server 220 (R220) • Default System Password Changed • TLSv1.2 Support for Active Directory Connections • Java Version Changed to OpenJDK • API Changes • Resolved some known issues.

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
8.3	2.4.3	CentOS 6.5 Postgres 9.3 Java 7u51	December 2014	<ul style="list-style-type: none"> • Improved certificate settings • Audio phone provisioning with Cisco Unified Communications Manager • Upgrade CentOS operating system • Improved Active Directory Integration • Guest Book improvements • Improved synchronization with endpoints registered with the RealPresence DMA system • Default password changed.
8.2.1	2.4.2	CentOS 6.3 Postgres 9.2 Java 7u51	November 2014	<ul style="list-style-type: none"> • Bug fixes and performance enhancements.
8.2.0	2.4.1	CentOS 6.3 Postgres 9.2 Java 7u51	July 2014	<ul style="list-style-type: none"> • Deploying RealPresence Resource Manager, Virtual Edition with RealPresence Platform Director • Geographic Redundancy and Other Redundancy Enhancements • Endpoint Management Enhancements • Simplified Integration with the Polycom RealPresence DMA System • User Management Enhancements • Usability changes. • API documentation available on the RealPresence Resource Manager system server. • Resolved some known issues.
8.1.1	2.2.0	CentOS 6.3 Postgres 9.2 Java 7u21	April 2014	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	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	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)	1.8, 2.0
Hypervisor Environments For Virtual Editions	
Vmware	5.1, 5.5
Microsoft Hyper-V	2012 R2
Polycom Video Endpoints	
Polycom HDX systems	3.1.5, 3.1.6
Polycom RealPresence Group Series (300, 500, 550, and 700)	4.2, 4.3
Polycom RealPresence Group Series 310	4.3
CMA Desktop (Windows and Mac)	5.2.5
RealPresence Mobile	3.3, 3.4
RealPresence Desktop (Windows and Mac)	3.3, 3.4
RealPresence Immersive Studio systems	4.2, 4.3
Polycom VVX 1500	5.1.1, 5.1.2

<i>Product</i>	<i>Tested Versions</i>
Polycom VSX 7000	9.0.6.2
Endpoint Peripherals	
Polycom Touch Control	4.2, 4.3
Polycom EagleEye Producer	1.0.x
Polycom EagleEye Director	2.2
Polycom Conference Phones	
Polycom SoundStation 5000/6000/7000/Duo	4.0.4 and higher
Polycom SoundStructure with VOIP card	
Polycom Network Devices	
RealPresence Collaboration Server 800s	8.5, 8.6
Polycom RMX system (1500/1800/2000/4000)	8.5, 8.6
Polycom MGC system	9.0.4
Polycom DMA 7000	6.2.x, 6.3
RealPresence Access Director	4.1, 4.2
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	9.1.1.20000-5, 10.0.1.11900-2
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

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 the following Polycom servers:

- A Polycom Rack Server 630 (R630)
- A Polycom Rack Server 620 (R620)
- 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 630/620 OR 220

Capability	<i>Maximum For Polycom Rack Server 620 And Polycom Rack Server 630</i>	<i>Maximum For Polycom Rack Server 220</i>
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

Capability	<i>Maximum For Polycom Rack Server 620 And Polycom Rack Server 630</i>	<i>Maximum For Polycom Rack Server 220</i>
Number of licensed endpoints	50000 Maximum number of audio devices is 8000.	500 Maximum number of audio devices is 100
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

Capability	Maximum For Polycom Rack Server 620 And Polycom Rack Server 630	Maximum For Polycom Rack Server 220
Calendar Connector proxy connections	200	10

Virtual Edition

This version of the RealPresence Resource Manager system is also available in an edition packaged for VM-based deployment. The RealPresence Resource Manager, Virtual Edition, is supported in VMware environments and Microsoft Hyper-V environments.

Polycom supports mixed Hyper-V/VMware environments, but Polycom has not tested all configurations/combinations.

Host Installation Guidelines

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.

RealPresence Resource Manager Minimum Deployment Settings in a Virtual Environment using a 2.9 Ghz Server

Component	Minimum Deployment Settings
Virtual Cores	4
CPU	8000 MHz
Memory	8GB
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.

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 8.0, you must sequentially apply every upgrade version (both minor and major) until you get to 8.0.

Customers running 8.0 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 or from 8.3 > 8.4.

If you want to upgrade to a maintenance release of the next major release, you must first upgrade to the next major release first and then 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 upgrade to 8.2.1.

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

Upgrade and Migration Paths for Existing RealPresence Resource Manager installations

<i>Current Version</i>	<i>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	8.3	8.4
7.1.x	7.1 Pre-Upgrade Patch	Migrate System to 8.0	8.1.x			8.2	8.3	8.4
8.0.x	8.1	8.2					8.3	8.4
8.2.x							8.3	8.4
8.3								8.4
8.3.x								8.4

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.

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.

Known Issues

The following table lists all known issues in 8.4.

Known Issues

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
XMA-7700	The new RealPresence Collaboration Server conference L4x5 layout is not supported in conferences.	<p>For pooled/anytime conferences, first delete the DMA conference template that enables 4x5 layout if you have already created one. Then create a conference profile with 4x5 layout on RMX, and create a DMA conference template using that RMX conference profile. Schedule pooled/anytime conference with newly created DMA conference template.</p> <p>For direct conference, select a RMX conference profile with 4x5 layout using "Use routing name" instead of "Download profile".</p>

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
XMA-7783	Go to the Provisioning Profiles page first, and then navigate to the Provisioning Rules page. Select a provisioning rule and it will take 60 seconds to display the provisioning profiles associated with that rule.	Navigate to the Provisioning Rules page from any other page other than the Provisioning profiles page.
XMA-7743	When adding a new user to a large local group, if you click Ok before the User screen has refreshed, the users in the associated group will be deleted.	Wait until the User screen has completely refreshed before clicking OK.
XMA-7736	You cannot use the RealPresence Resource Manager API to reserve dial strings for Active Directory users.	Edit the Active Directory users within the RealPresence Resource Manager GUI. For example, give them some roles and then delete them. After these operations, there will be entries in the RealPresence Resource manager database for the users. After that the dial strings can be reserved for the users via the REST API.
XMA-7555	Although rare, the RealPresence Resource Manager sometimes can't schedule conferences after RealPresence Resource Manager server failover.	None.
XMA-7537	Some requests may return direct paths.	
XMA-7442	After the system fails over, it sometimes incorrectly displays an error message "failed to perform action".	None.

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
XMA-7416	You cannot schedule an ISDN participant using a multi-string dialstring.	None.
XMA-7412	Pooled conferences that include ISDN/audio-only/extension/encryption participants are not monitored correctly.	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-7182	When monitoring more than 10000 phones, the web interface slows down and may not allow users to login.	None.

Resolved Issues

The following table lists the resolved issues in RealPresence Resource Manager 8.4.

Resolved Issues

<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
XMA-7575	8.4.0	After you enable "Allow non-LDAP directory protocols", the RealPresence Resource Manager system stops listening on the port used for the Global Address Book.
XMA-7574	8.3.1	RealPresence Resource Manager not provisioning the Polycom VVX correctly.
XMA-7562	8.3.2	Customer is not able to assign user to a specific area.
XMA-7486	8.2.0	After Microsoft Patch KB3002657 or KB3002657-v2 is applied to an Active Directory server, endpoints cannot login to RealPresence Resource Manager with Active Directory credentials.
XMA-7473	8.4.0	After upgrading RealPresence Resource Manager to version 8.3, Active Directory integration using LDAPS does not work.
XMA-7465	8.3.1	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'.
XMA-7433	8.3.1	When you copy a terminated pooled conference, the conference name is changed and the participants are deleted.
XMA-7396	8.0.0, 8.2.0, 8.3.0	Fixed a vulnerability that could potentially allow an authenticated, remote attacker to download arbitrary files from the targeted system.
XMA-7379	8.2.1, 8.3.0	When you migrate from a Polycom CMA system to RealPresence Resource Manager, scheduled direct conferences are missing.
XMA-7351	8.2.0	When using Internet Explorer 9, the Endpoint Monitoring page does not display the list of endpoints correctly.
XMA-7350	8.3.0, 8.4.0	RealPresence Resource Manager cannot specifically disable use of SSLv3.
XMA-7316	8.2.0, 8.4.0	When using Internet Explorer 9, the Device Monitoring page does not always display device lists correctly or allow you to page through multiple lists.

<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
XMA-7304	8.3.0	Certificates generated from the RealPresence Resource Manager CSR request, incorrectly include the internal IP.
XMA-7303	8.2.1	Unable to remove a participant from a conference if the participant has not joined the conference.
XMA-7277	8.3.0	In a Pooled Conference that uses a VMR that includes an HDX system associated with a room and RealPresence Desktop, the Conference Monitoring page shows the room twice.
XMA-7253	8.2.0	Some logs are allowed to become too large.
XMA-7233	8.4.0	Direct Scheduled Conference is starting as finished and the conference is not created in the RMX.
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.
XMA-6658	8.1.1	Time Zone display incorrect for Caracas.
XMA-6036	8.1.0	Global Address Book went down and users cannot get entries.
XMA-5555	8.1.0	Security certificate issues may prevent provisioning of RealPresence Desktop clients.

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

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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