



RELEASE NOTES

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RealPresence Resource Manager System



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What's New in Release 9.0

RealPresence Resource Manager system 9.0 includes the following new features.

Support for Polycom Concierge

You can now pair devices (computers or phones) running RealPresence Mobile or RealPresence Desktop directly to a RealPresence Group system to allow users to wirelessly join calendared events and connect to the room system to share content and to provide conference controls like mute and end call. After connecting, users can present content directly from their device with everyone in the call. Content sent to call participants is automatically delivered to each connected device.

In order to enable this feature, your video conference environment must also include the following Polycom systems:

- Polycom RealPresence Web Suite system that is licensed for enhanced content.
- Polycom RealPresence DMA system integrated with your RealPresence Resource Manager system and RealPresence Web Suite.

NOTE: Polycom Concierge is only available for conference participants that are scheduled into pooled conferences or VMRs on the RealPresence DMA system.



Polycom Concierge Requires RealPresence Web Suite 2.1

Polycom Concierge requires RealPresence Web Suite 2.1 with a RealPresence Web Suite Pro license. Do not enable any Polycom Concierge features unless your video conferencing environment includes RealPresence Web Suite Pro. RealPresence Web Suite 2.1 is targeted for release and available for purchase in the first half of 2016, but subject to change. Polycom reserves the right to modify future product plans at any time. Products and/or related specifications are not guaranteed and will be delivered on a when and if available basis.

Setting Up Polycom Concierge

You must do the following to ensure that Polycom Concierge is supported for your Polycom endpoints.

- Integrate your system with a RealPresence DMA system.
- You must use dynamic-provisioning for your Polycom endpoints (RealPresence Group systems, RealPresence Desktop systems, and RealPresence Mobile systems).
- You must dynamically-provision these endpoints to Enable Calendaring.
- You must dynamically-provision these endpoints to use the RealPresence Resource Manager system as a proxy for their Microsoft Active Directory connection.
- You must dynamically-provision these endpoints with the Concierge feature.
- You must inform the RealPresence Resource Manager system of the IP address of the RealPresence Web Suite system that delivers the functionality.
- You must integrate with Active Directory to support user management and calendaring.

For additional information, see the Polycom Concierge Solution Deployment Guide.

Support for New Polycom Endpoints and Peripherals

This release of the RealPresence Resource Manager system supports management of the following new Polycom endpoints and peripherals.

- RealPresence Centro System
- RealPresence Debut System
- Polycom OTX Studio System
- Polycom RealPresence Trio
- RealPresence Touch Control

Support Monitoring of WebRTC Conference Participants

Conference participants who participate in conferences using the WebRTC protocol can now be monitored within the conference they are participating. These participants are also included in CDRs.

Support for Zero-Touch Provisioning with the RealPresence Debut

You can use DHCP-based auto-discovery to dynamically provision RealPresence Debut systems.

The RealPresence Debut can connect to the network via DHCP and if it can find the RealPresence Resource Manager system through DHCP it will automatically be provisioned.

Upgrade Improvements for Redundant Systems

You can now upgrade redundant RealPresence Resource Manager systems without un-doing the redundancy feature.

See the RealPresence Resource Manager System Upgrade Guide for details.

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>
9.0.0	3.2.0	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	December 2015	<ul style="list-style-type: none">• Support for new Polycom endpoints and peripherals.<ul style="list-style-type: none">○ RealPresence Centro system○ RealPresence Touch Control○ RealPresence Debut○ Polycom OTX Studio○ Polycom RealPresence Trio• Support for Polycom Concierge features.• Support for monitoring WebRTC conference participants.• Support for zero-touch provisioning of RealPresence Debut.• Support for easier upgrade of redundant systems.
8.4.1	2.7.1	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	September 2015	<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>
8.4.0	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 license 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	
RealPresence Platform Director (required for Virtual Editions of RealPresence Platform Products)	2.0, 3.0
Hypervisor Environments For Virtual Editions	
Vmware	5.1, 5.5
Microsoft Hyper-V	2012 R2
Polycom Video Endpoints	
Polycom HDX systems	3.1.8, 3.1.9
RealPresence Debut System	1.0
RealPresence Centro System	5.1
RealPresence Group Series (300, 310, 500, 550, and 700)	5.0, 5.0.x, 5.1
CMA Desktop (Windows and Mac)	5.2.5
RealPresence Mobile	3.4.1, 3.5
RealPresence Desktop (Windows and Mac)	3.4.1, 3.5
RealPresence Immersive Studio systems	5.0, 5.0.x, 5.1

<i>Product</i>	<i>Tested Versions</i>
RealPresence OTX System	5.0.x, 5.1
Polycom VVX 1500	5.3.2, 5.4.0
Polycom VSX 7000	9.0.6.2
Endpoint Peripherals	
RealPresence Touch	1.0.1
Polycom Touch Control	5.0.x
Polycom EagleEye Producer	1.1.0, 1.1.1
Polycom EagleEye Director	2.2
Polycom Conference Phones	
RealPresence Trio	5.4.0
Polycom SoundPoint 300/450/560/650/670	4.0.4 and higher
Polycom SoundStation 5000/6000/7000/Duo	4.0.4 and higher
Polycom SoundStructure with VOIP card	4.0.4 and higher
Polycom Network Devices	
RealPresence Collaboration Server (Virtual Edition)	8.5, 8.6.2
Polycom RMX system 1500/2000/4000 with MPMx	8.5, 8.6.2
Polycom RMX system 1800/2000/4000 w/MPMrx	8.5, 8.6.2
Polycom MGC system	9.0.4
Polycom DMA 7000	6.2.x, 6.3, 6.3.1
RealPresence Access Director	4.1, 4.2.x
Polycom VBP-ST	11.2.16, 11.2.17
RealPresence Web Suite	2.0.1, 2.1
Third Party Products	
Acme Packet Net-Net Enterprise Session Director	SCX6.3.0 MR-5 Patch 2 (Build 591)
Cisco Unified Communications Manager	9.0, 10.5.2
LifeSize Express and Team 200	4.7.22(3)
LifeSize Express and Team 220	5.0.8 (3)
Tandberg MXP Series (1700MXP)	F9.3.1 PAL

<i>Product</i>	<i>Tested Versions</i>
Cisco C20	7.3.2
Tandberg T150	L6.1
Cisco EX90	7.3.2
Cisco SX20	7.3.2

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	Maximum For Polycom Rack Server 620 And Polycom Rack Server 630	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.

Capability	Maximum For Polycom Rack Server 620 And Polycom Rack Server 630	Maximum For Polycom Rack Server 220
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
Number concurrent calls that can be monitored	No maximum	100
Number of scheduled conferences	No maximum	No maximum
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

Capability	Maximum For Polycom Rack Server 620 And Polycom Rack Server 630	Maximum For Polycom Rack Server 220
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
Calendar Connector proxy connections	200 RealPresence Group systems and 1000 RealPresence Mobile and/or RealPresence Desktop systems.	50 RealPresence Group systems and 400 RealPresence Mobile and/or RealPresence Desktop systems.

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

<i>Component</i>	<i>Minimum Deployment Settings</i>
Virtual Cores	4
CPU	8000 MHz
Memory	8GB

<i>Component</i>	<i>Minimum Deployment Settings</i>
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>Final Upgrade</i>
8.0.x	8.1	8.2	8.3	8.4	9.0
8.2.x	8.3	8.4			9.0
8.3	8.4				9.0
8.3.x	8.4				9.0
8.4.x					9.0

Known Issues

The following table lists all known issues in 9.0.

Known Issues

<i>Issue Number</i>	<i>Description</i>	<i>Workaround</i>
XMA-8428	When "Enable Concierge Service" is not enabled in provisioning profile, RPRM 9.0.0 displays auto provisioning has failed with GroupSeries 5.0.2 but actually GroupSeries is provisioned by RPRM successfully. This issue does not exist with GroupSeries builds prior to 5.0.2.	None.
XMA-8358	H.323 conferences scheduled with the API display the connection type as H323_E164 instead of H323.	None.
XMA-7416	You cannot schedule an ISDN participant using a multi-string dialstring.	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.
XMA-184	Scheduled software updates for LifeSize endpoints are not supported.	None.
XMA-8408	Scheduled point-to-point calls between Cisco SX and Cisco C endpoints will not start.	None.
XMA-6988	Conferences scheduled on a Cisco C system with an embedded MCU will not work.	None.
XMA-5617	When RealPresence Resource Manager is integrated with DMA and a RSS/RealPresence Media Suite registers to DMA with H.323, RealPresence Resource Manager shows the RSS/RPMS under the Endpoint Monitor View.	None.

Resolved Issues

The following table lists the resolved issues in RealPresence Resource Manager 9.0.

Resolved Issues

<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
XMA-8380	8.4, 8.4.1, 9.0.0	When RPRM is integrated with DMA and a HDX 3.1.7 or 3.1.8 registers to DMA with H.323, RPRM shows the HDX model as "PolycomHDXxxxx"(like PolycomHDX4500) instead of "HDXxxxx" and thus RPRM cannot push software update to HDX named with "PolycomHDXxxxx". This issue does not happen with other HDX versions.
XMA-8322	8.4.1	The Disable Root User Login option is now enabled by default after a fresh install of 9.0.
XMA-8291	8.4.1	Fixed security issue.
XMA-7833	8.3.1	HTTPs web access to RPRM is not allowed from VBP's provide IP address.
XMA-7926	8.4.0	Fixed security issue.
XMA-7850	8.3.0, 9.0.0	Multiple dial-in participants from the same source number display as one participant.
XMA-7818	9.0.0, 8.3.2	Integration with DMA is not possible when the RealPresence Resource Manager system is setup in remote redundancy (using DNS).
XMA-7813	8.4.0, 8.3.2	When you provision the Web Access Port with a dynamic provisioning profile, the new value is not reflected.
XMA-7804	8.1.0, 9.0.0	Unable to upload a NATO PKI SSL certificate to RPRM 8.1 due to incomplete trust chain.
XMA-7786	9.0.0, 8.3.2	Cannot download report by clicking 'Download All CDRs' when there are a large number of endpoints managed by RealPresence Resource Manager.
XMA-7783	8.4.0	If you navigate to Provisioning Profiles page first, and then go to Provisioning Rules page. Select one provisioning rule, it will take 60 seconds to display provisioning profiles associated with this rule.
XMA-7743	8.3.0	When adding a new user to a large local group if you click OK before the User screen has refreshed, the users in the group will be deleted.
XMA-7659	8.3.0	if you navigate away from the Server Software Upgrade page after uploading an upgrade package, when you navigate back to the Server Software Upgrade page, the Upgrade button is missing and you cannot upgrade the RPRM system.
XMA-7540	8.4.0	Fixed security issue.

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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