



RELEASE NOTES

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RealPresence[®] Resource Manager System



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What's New in Release 9.0.1

RealPresence Resource Manager system 9.0.1 is a maintenance release that fixes the issues identified in the [Resolved Issues](#) section and introduces support for Polycom® RealPresence Clariti™.

Polycom RealPresence Clariti Support

The RealPresence Resource Manager system is now available as part of Polycom® RealPresence Clariti™, a Polycom collaboration infrastructure offer that features simplified concurrent user licensing and add-on options. RealPresence Clariti customers should consult with their Polycom representative to ensure they have the correct licensing information before upgrading.

If you are a RealPresence Clariti customer, you must use the Polycom® RealPresence® Platform Director™ system to license your product.



Note: Upgrade the RealPresence Platform Director System to Version 3.0

If you are a RealPresence Clariti customer, you must upgrade your RealPresence Platform Director system to version 3.0 before you upgrade your RealPresence Resource Manager system.

Enhancements for Pooled Conferences

This release includes the following two enhancements for pooled conferences. RealPresence DMA v6.3.1.2 or higher is required to take advantage of these enhancements. These enhancements are not available for ad hoc conferences hosted on a RealPresence DMA system or for Anytime conferences scheduled by the RealPresence Resource Manager system.

- If you disconnect a participant from a pooled conference, you can reconnect them to the conference as well as continue to monitor them.
- You can define/adjust the connection speed for participants that connect via H.323 or ISDN.

Release History

The 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>
9.0.1	3.2.1	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	March 2016	<ul style="list-style-type: none"> • Support for the RealPresence Clariti solution. • Enhancements for pooled conferences.
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 Infrastructure	
RealPresence Platform Director (required for virtual edition customers as well as RealPresence Clariti customers)	2.0, 3.0
Hypervisor Environments For Virtual Editions	
VMware vSphere® Platform	5.1, 5.5, 6.0
Microsoft Hyper-V	2012 R2
Polycom Video Endpoints	
Polycom HDX systems	3.1.8, 3.1.9
RealPresence Debut System	1.0, 1.1
RealPresence Centro System	5.1
RealPresence Group Series (300, 310, 500, 550, and 700)	5.0, 5.0.x, 5.1.x
CMA Desktop (Windows and Mac)	5.2.5
RealPresence Mobile	3.4.1, 3.5.x
RealPresence Desktop (Windows and Mac)	3.4.1, 3.5.x
RealPresence Immersive Studio systems	5.0, 5.0.x, 5.1
RealPresence OTX System	5.0.x, 5.1

<i>Product</i>	<i>Tested Versions</i>
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.x, 8.6.3
Polycom RMX system 1500/2000/4000 with MPMx	8.5.x
Polycom RMX system 1800/2000/4000 w/MPMrx	8.5.x, 8.6.3
Polycom MGC system	9.0.4
Polycom DMA 7000	6.3.1.2, 6.3.2
RealPresence Access Director	4.1, 4.2.x
Polycom VBP-ST	11.2.16, 11.2.17
RealPresence Web Suite	2.0.x
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
Cisco C20	7.3.2

<i>Product</i>	<i>Tested Versions</i>
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

This version of 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)
- A Polycom Rack Server 610



Note: Support for Rack Server 610

The maximum number of device licenses for a Rack Server 610 is 10,000.

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 630	Maximum For Polycom Rack Server 220
Users	25000	2000
Groups	1000	50
Areas	No maximum	No maximum

Capability	Maximum For Polycom Rack Server 620 and 630	Maximum For Polycom Rack Server 220
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
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

Capability	Maximum For Polycom Rack Server 620 and 630	Maximum For Polycom Rack Server 220
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
Calendar Connector roxy connections	200 RealPresence Group systems and 1000 RealPresence Mobile and/or RealPresence Desktop systems.	10 RealPresence Group systems and 100 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
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

See the *Polycom RealPresence Resource Manager System Getting Started Guide* for instructions on how to install and license your product.

RealPresence Clariti customers as well as virtual edition customers must use the RealPresence Platform Director system to license the RealPresence Resource Manager system. The RealPresence Platform Director system is available for download at **Documents and Downloads** at [Polycom Support](#) at no additional charge.

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>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>
8.0.x	8.1	8.2	8.3	8.4	9.0	9.0.1
8.2.x	8.3	8.4			9.0	9.0.1
8.3.x	8.4				9.0	9.0.1
8.4.x					9.0	9.0.1

Security Fixes in this Release

Please refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

Known Issues

The following table lists all known issues in 9.0.1.

Known Issues

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
Interop		9.0.1	When installed on a VMare ESXI 6.0, the status of the VMware Tools is 'Running (Out-of-date)' instead of 'Running (Current)'.	None. But can be ignored.
Conference Monitoring	XMA-8831	9.0.1	If an ITP system is an audio-only participant in a pooled conference, its encryption status incorrectly displays as unencrypted even when it is encrypted.	None.
Conference Management	XMA-8780	9.0.1	Sometimes when an ITP participant is a dial-out participant in a pooled conference, you cannot correctly monitor the endpoint if you disconnect and reconnect the ITP participant . The participant will incorrectly redundant slave codecs.	None.
Conference Management	XMA-8737	9.0.1	RealPresence Resource Manager incorrectly displays the same participant in two conferences at the same time when the participant disconnects from one conference to join other.	None.
Conference Monitoring	XMA-8726	9.0.1	Sometimes after you disconnect an ITP participant from an ongoing pooled conference, you cannot reconnect it and it incorrectly displays a connected status.	None.
Conference Scheduling	XMA-6988	8.3	Conferences scheduled on a Cisco C system with an embedded MCU will not work.	None.
Conference Management	XMA-8664	9.0.1	If you disconnect a participant from a scheduled Anytime conference and then reconnect the participant using RealPresence Resource Manager, the participant will not connect to the conference using the correct encryption level or bit rate.	None.
UI	XMA-8462	9.0.0	If you use the RealPresence Resource Manager to reboot an H.323 endpoint that has been synchronized from a RealPresence DMA, RealPresence Resource Manager incorrectly displays that the endpoint is still online.	None.
Scheduling	XMA-8358	9.0.0	H.323 conferences scheduled with the API display the connection type as H323_E164 instead of H323.	None.
Scheduling	XMA-7416	8.3.1	You cannot schedule an ISDN participant using a multi-string dialstring.	None.

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>	<i>Workaround</i>
Conference Monitoring	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.	None.
UI	XMA-7182	8.3.0	When monitoring more than 10000 phones, the web interface slows down and may not allow users to login.	None.
Device Monitoring	XMA-5617	8.1	When the RealPresence Resource Manager integrates with DMA and RSS registers to DMA via H.323, Polycom RSS system will be displayed under RPRM Endpoint monitor view . It's a known limitation.	None.
Device Management	XMA-184	7.0	Scheduled software updates for LifeSize endpoints are not supported.	None.

Resolved Issues

The following table lists the resolved issues in RealPresence Resource Manager 9.0.1.

Resolved Issues

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Conference Monitoring	XMA-8816	9.0.1	Sometimes external conference guest participants display incorrect names in the conference monitoring screen.
Certificates	XMA-8761	9.0.0	After you upload a certificate, if the certificate revocation check fails due to some network issues, the RealPresence Resource Manager interface prevents you from moving to another page, even if the certificate should have actually worked. This issue is resolved when certificate validation is not enabled in the RealPresence Resource Manager TLS settings.
Provisioning	XMA-8717	9.0.0	Special characters cannot be used in the Remote Access and Meeting Room password fields of RealPresence Resource Manager system provisioning field.
Global Address Book	XMA-8474	8.4.1	RealPresence Desktop endpoints do not display the 'click-to-call' button when you exclude dynamically managed endpoints from the Global Address Book.
Conference Monitoring	XMA-8433	8.4.1	When multiple scheduled direct conferences are consecutively connected to other multiple scheduled direct conferences (e.g. 10 conferences end at 11:00 and another 10 conferences start at 11:00), sometimes the conference and participant status are incorrectly displayed on RealPresence Resource Manager
Conference Management	XMA-8454	8.3.2	Sometimes you cannot add a guest book participant to an ad-hoc DMA conference.
Provisioning	XMA-8428	9.0.0	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.
Conference Management	XMA-8408	9.0.0	Scheduled point-to-point calls between Cisco SX and Cisco C endpoints will not start.

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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