

# Release Notes

Polycom® CMA® Systems, Version 6.0.3



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Polycom is pleased to announce this v6.0.3 release of the Polycom® Converged Management Application™ (CMA™) system.

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## New in CMA System v6.0.3

The v6.0.3 release of the CMA system is a maintenance release that fixes a specified set of issues, as documented in [“Resolved Issues in CMA System v6.0.3”](#) on page 20. In addition, it includes [Polycom CMA System SNMP Enhancements](#) as described on [page 2](#).

## Polycom CMA System SNMP Enhancements

This release provides the following enhanced SNMP support.

### Ability to Configure Thresholds

The v6.0.3 release of the CMA system provides administrators with the ability to configure some alert thresholds settings.

#### To set configure alert thresholds

- 1 Go to **Admin > Alert Settings > CMA Alert Threshold Settings**.
- 2 Configure these thresholds:

Threshold	Description
Used disk space alert threshold	<p>Whenever the system disk space usage in a partition (as identified in the <b>CMA Info Dashboard</b> pane) exceeds this threshold, the system sends an alert and an SNMP trap.</p> <p>Valid values for this threshold are between 1-100%. By default, this threshold is set to 90%. A threshold setting of 75% or greater is recommended and no greater than 95%.</p>
Memory usage alert threshold	<p>Whenever the system memory usage (as identified in the <b>CMA Info Dashboard</b> pane) exceeds this threshold, the system send an alert and an SNMP trap.</p> <p>Valid values for this threshold are between 1-100%. By default, this thresh-%old is set to 95%. A threshold setting between 80-95% is recommended.</p>
Average CPU usage alert threshold	<p>Whenever the average system CPU usage (over all CPUs as identified in the <b>CMA Info Dashboard</b> pane) exceeds this threshold for the length of time identified in the <b>Average CPU usage alert threshold window</b>, the system sends an alert and an SNMP trap.</p> <p>Valid values for this threshold are between 1-100%. By default, this threshold is set to 95%. A threshold setting between 90-100% is recommended.</p>

Threshold	Description
Average CPU usage alert threshold window	<p>Whenever the average system CPU usage (over all CPUs as identified in the <b>CMA Info Dashboard</b> pane) exceeds this threshold for the length of time identified in the <b>Average CPU usage alert threshold window</b>, the system sends an alert and an SNMP trap.</p> <p>By default, this threshold window is set to 10 minutes. This threshold can be set to between 1-15 minutes.</p> <p>A threshold setting between 5-10 minutes is recommended.</p>

3 Click **Update**.

### Removed SNMP Traps

The following SNMP traps were removed from the CMA system MIB, including:

Trap	Reason
ldapConnectionFailed	This trap has been removed from the MIB. The trap ldapConnectionDownAlert covers this case
licenseExpirationAlert	License expiration is not relevant to the CMA system so this trap is no longer included in the MIB.
mcuTimeDiscrepancyAlert	This trap was never used and has been removed from the MIB.
redundantServerDownAlert	This trap has been removed from the MIB. The trap cmaMonitorServiceStoppedAlert covers this case.

### New SNMP Traps

The following SNMP traps are new to the CMA system MIB, including:

Trap	Reason
certificateExpirationWarning	This trap is fired when any of the certificates installed on the CMA system will expire within 30 days.
certificateExpiredWarning	This trap is fired when any of the certificates installed on the CMA system are expired.

Trap	Reason
cpuUsageExceededAlert	This trap is fired when the set <b>Average CPU usage alert threshold</b> is exceeded.
memoryUsageExceededAlert	This trap is fired when the set <b>Memory usage alert threshold</b> is exceeded.

## Other SNMP Trap Changes

The following SNMP traps were modified in the CMA system MIB:

Trap	Reason
gkCallCountCloseToLimitAlert	This trap has been fixed. This trap is fired when...
gkCallCountLimitExceededAlert	This trap has been fixed. This trap is fired when...
alertDiskSpaceUsageExceeded	This trap has been modified. This trap is fired when the set <b>Used disk space usage alert threshold</b> is exceeded.
auditUsageThresholdExceeded	This trap is fired when the set <b>Used disk space alert threshold</b> is exceeded.
auditUsageThresholdExceeded	This trap is fired when the configured alert threshold is exceeded.
cmaFailoverAlert	This trap is fired in a redundant configuration when a failover from the active to the redundant server occurs.
cmaMonitorServiceStoppedAlert	This trap is fired in a redundant configuration when the monitor service on the redundant server does not respond. If the redundant server goes down, this alert is fired.
dbConnectionDownAlert	This trap is fired when the CMA system is unable to connect to its internal or external database.
ldapConnectionDownAlert	This trap is fired when a CMA system is unable to communicate with the Microsoft Active Directory server with which it is integrated.
ldapSystemAccountPasswordFailed	This trap is fired when a CMA system is unable to authenticate with the Microsoft Active Directory server using the administrator-provided delegated authentication (SSO) credentials.

Trap	Reason
licenseCapacityAlert	This trap is fired when the number of CMA system licenses in use (as identified in the <b>CMA Licenses Dashboard</b> pane) reaches 95% of the total available.
mcuDownAlert	This trap is fired when a CMA system is unable to communicate with a managed MCU.
redundantServerConflictAlert	This trap is fired in a redundant configuration if both servers believe themselves to be the active node.

## New in CMA System v6.0.2

The v6.0.2 release of the CMA system is a maintenance release only that fixes a specified set of issues, as documented in [“Resolved Issues in CMA System v6.0.3”](#) on page 20.

## New in CMA System v6.0.1

The v6.0.1 release of the CMA system includes support for the Polycom RealPresence Mobility client applications, which are new Polycom offerings designed for business professionals who need to video conference on the go using compatible phone or tablet devices.

Previously, the CMA system supported these applications as a model type of other. See the [“Installation and Upgrade Notes”](#) on page 12 for information about how the system manages this model type change during the upgrade process.

After upgrade, Polycom RealPresence Mobility client devices may have a model name of **Polycom RealPresence Mobile**, **RealPresence Mobile-iPad®**, or **RealPresence Mobile-Moto Xoom™**.

## New in CMA System v6.0.0

The v6.0.0 release of the CMA system includes the following new features.

- [Multiple Address Books](#)
- [SIP Support](#)
- [Standard Default Roles](#)

- [CMA System Template Changes and RMX Profile Dependency Changes](#)
- [Bundled Provisioning](#)
- [Support for Polycom CMA Desktop for Macintosh OS](#)
- [Provision Registrar Server/Load Balancer](#)
- [Maximum Security Mode Enhancements](#)

## Multiple Address Books

Previously, the CMA system could provide endpoint users' access to two distinct directories:

- The **Global Address Book** (GAB), which is the global set of all directory entries (users, rooms, endpoints, groups, and guests) that the CMA knows about. The GAB is a proprietary Polycom protocol.
- The **Enterprise Directory**, which is your business' Microsoft Active Directory system. This option can in part delegate the task of managing CMA system users and security to the enterprise directory system.

Beginning with this release, the CMA system now allows users assigned the default **Administrator** role to create multiple **Address Books**. This feature allows businesses to provide different directories to different sets of endpoint users. But in this case, an address book can contain any combination of users, rooms, endpoints, groups, and guests from both the CMA system GAB and the Active Directory to which the CMA system is integrated.

Address books can also be tiered. Tiers are organizational categories under which directory entries can reside.

### Upgrade Considerations

Administrators can specify a default address book for the CMA system, so if an endpoint user is not explicitly associated with an address book, that user will receive the default address book. If the **All Entries** option is specified, then the default address book is equivalent to the Global Address Book.

## SIP Support

This release of the CMA system introduces enhancements for SIP support that are focused on extending the same functionality the CMA system currently has for H.323 endpoints to SIP endpoints. This includes the following capabilities:

- Scheduling and call launch
- Provisioning
- Directory

- Guest book
- SIP URI Upload
- Device Monitoring
- Conference Monitoring

## Standard Default Roles

This version of the CMA system introduces a new set of default roles.

While the CMA system allows businesses almost unlimited flexibility in defining roles, for simplicity and clarity, we recommend keeping the default roles with their default permissions and responsibilities. Because users can be assigned multiple roles, and permissions are cumulative, your business can combine roles as needed to reflect the workload your people undertake to manage and use the system.

The CMA system default roles are:

- Scheduler
- Advanced scheduler
- View-only scheduler
- Operator
- Device administrator
- Administrator (CMA system administrator)
- Auditor

Roles are associated with a set of permissions. Roles and permissions define the menus, pages, and functions that the system displays. So users see only the menus, pages, and functions associated with their roles. For more information on these default roles and their associate permissions, menus, pages, and functions, see the *Polycom CMA System Operations Guide*.

## CMA System Template Changes and RMX Profile Dependency Changes

This release of the CMA system no longer has the dependency on RMX profiles. This change significantly reduce the amount of time a customer must spend configuring their solution and will improve the usability of conference templates.

With these changes, a CMA user may choose not to associate a conference template with either an RMX profile or a CMA template. If the conference template is not associated with an RMX profile template, the exact parameters of the template will be provided to the MCU at launch time. If a conference template is associated with a profile, the profile will be requested when the call is launched, thus it must exist on the target MCU. This second method, asking

for a specific profile, is being retained to ease transition for existing RMX customers and to ensure new RMX features may be used immediately upon release without requiring CMA to implement the associated feature as well.

### Upgrade Considerations

Customers upgrading to this new version will still have access to their RMX profiles (Existing templates will stay the same, with the profile specified. Customers can remove the profile dependency on those by editing the template and specifying conference parameters. Conferences scheduled prior to the upgrade will still be using profile). New customers will have a default RMX profile out-of-box, so they may use that until they create their own profiles.

## Bundled Provisioning

This release of the CMA system introduces a new **Bundled Provisioning** model. With **Bundled Provisioning**, a CMA system administrator can import a provisioning bundle from an already configured HDX system and apply the settings within the bundle to other HDX systems managed by the CMA system (along with required site settings). This provides businesses with an efficient and effective way to provision HDX systems consistently across a group of endpoints. HDX system users with administrative rights can still change the settings on an HDX system after the provisioning bundle is applied. However, if a newer bundled profile is sent by the CMA system, it will overwrite the user's changes.

In this release, the endpoint parameters that may be provisioned in a bundle are limited to the following types:

- Camera configuration settings
- Monitor configuration settings
- Microphone configuration settings
- Security settings
- Home screen settings

## Support for Polycom CMA Desktop for Macintosh OS

This release of the CMA system extends its support for the Polycom CMA Desktop to the Mac OS client. The CMA system now recognizes the MAC OS client as a separate entity from the PC client, but it offers equivalent functionality, including.

- Presence
- Custom branding
- Provisioning
- Software Installation and Update



- User authentication
- Directory searches
- Buddy list
- Alerts and monitoring

## Provision Registrar Server/Load Balancer

This release of the CMA system introduces support for provisioning endpoint system with a registrar or load balancing server. Load balancing is the capability of distributing service requests across a group of servers. It can address several network service requirements including:

- Increased scalability
- Better overall performance
- High availability

## Maximum Security Mode Enhancements

This release of the CMA system provides a Maximum Security option for those businesses that must adhere to the most stringent security protocols.

You can only enable the Maximum Security feature during First Time Setup (FTSU). The process is irreversible and has significant consequences, as many CMA system features aren't supported in this mode. The list of unsupported features includes:

- Operation on the CMA 4000 platform or redundant system configuration
- CMA system gatekeeper functionality
- External databases
- Legacy endpoints. Only HDX systems operating in dynamic management mode are supported.
- ISDN scheduling
- Global or Multiple Address Books
- Standard (scheduled) management and monitoring of endpoints
- Presence
- SNMP
- Remote desktop
- Integration with Microsoft (MS) Exchange for calendaring
- Integration with MS Office Communications Server or MS Lync
- Support for the Polycom CMA Desktop clients or the Polycom Scheduling Plug-ins for Microsoft Outlook and IBM Lotus Notes

- Least Cost Routing
- Audio only conferences
- Online help

This release (in both standard or Maximum Security mode) includes support for the following security features:

- Secure https
- Encrypted passwords
- Enhanced user account management
- Enhanced session management
- Enhanced certificate management
- Multiple time and DNS servers
- Backup and restore of system settings

The following list includes features that are available in this mode only.

- IPv6
- Standard and customized login banner

For more information on these features, see the *Polycom CMA System Deployment Guide for Maximum Security Environments*.

It's important to note:

- This release is not a Maximum Security-only release.
- Standard security mode is the default.

## Other System Changes

### Serial Port Disabled

In this release of the CMA system, the serial port has been disabled. To connect the CMA system server, you have two options

- Connect the CMA system server (via the GB1 port) directly to an ethernet port on a computer through a crossover cable.
- Use ethernet cables to connect the CMA system server (via the GB1 port) and a computer to the same ethernet switch or hub.

## Global Address Book Filtering

The CMA system now filters incompatible endpoints out of the Global Address Book (GAB) results presented to Polycom endpoints. This means that the GAB presented to H.323-only endpoints will not include ISDN-only endpoints and the GAB presented to ISDN-only endpoints will not include H.323-only endpoints.

This GAB filtering applies only to Polycom endpoints. The GAB is not filtered on third-party endpoints.

## Machine Accounts for Room Systems

The CMA system no longer requires a specific user name and password for Polycom HDX system located in conference rooms. Instead, a CMA system administrator should create a machine account for each dynamically-managed, room-based HDX system with which it interacts. The machine account allows the endpoint to connect and authenticate with the CMA system for dynamic management purposes without using an endpoint user's account.

## Provisioning FQDN for CMA System

When provisioning endpoints, the CMA system now provisions, as the directory server, its fully-qualified domain name (for example, `CMAserver.polycom.com`) rather than its IP address. If you find that directory lookups are not working, verify that the FQDN of your CMA system can be resolved via the DNS settings on the system doing the lookup.

# Software Version History

Version	Release Date	Features
6.0.3	September 2012	Maintenance release to fix specific issues
6.0.2	August 2012	Maintenance release to fix specific issues
6.0.1	December 2011	Maintenance release to fix specific issues
6.0.0	October 2011	New roles, Multiple Address Books
5.5.0	May 2011	Areas, Endpoint peripheral support

## System Parameters

The CMA system operates within the following system parameters:

- Users – no limit
- Groups – no limit
- Areas – no limit
- Devices – limited to maximum number of device licenses
- Global Address Book entries – limited to maximum number of device licenses
- Room entries – no limit, but if the system has more than 500 room entries, it could experience user interface performance issues.
- Site entries – supports up to 500 total sites
- Subnets – supports up to 5000 total subnets
- Site links – no limit

## Localization Information

The CMA system user interface (UI) is available in the following languages: English, French, German, International Spanish, Japanese, Korean, Simplified Chinese, Traditional Chinese, Portuguese, and Russian.

Note that the UI is translated for major releases only. For features delivered in minor releases that require UI changes, these UI changes will be in English only until the next major release.

## Installation and Upgrade Notes

Installation of new CMA systems is managed through Polycom Global Services. For more information, please contact your Polycom representative.

CMA systems running version 6.0, 6.0.1, or v6.0.2 can be upgraded to version 6.0.3. When upgrading a system, consider the following:

- If your system is not currently at v6.0 or greater, you must perform interim upgrades and apply the v6.0.0 Pre-Upgrade Patch, before upgrading to v6.0.0. Here are the upgrade scenarios that you may need to consider and apply:

Starting CMA System Version	Upgrade to...
CMA v5.0	CMA v5.3

Starting CMA System Version	Upgrade to...
CMA v5.3 or v5.4	CMA v5.5
CMA v5.5 or v5.5.2	Apply Pre-Upgrade Patch and Backup System Settings
CMA v5.5.x with Pre-Upgrade Patch	CMA v6.0.0 with an immediate upgrade to CMA v6.0.3  <b>Note</b> This must be an immediate upgrade. No exceptions.
CMA v6.0.0	CMA v6.0.3 and Restore Backup System Settings

Carefully read the **Upgrade Notes** in the Release Notes and the *Polycom CMA System Upgrade Guide* (where applicable) for each interim upgrade you must perform. Note that you will also be required to perform an interim system backup after applying the Pre-Upgrade Patch if you need to carry your system data forward. Then after upgrading the system you will perform a system restore of that backup.

- The CMA system upgrade script now verifies the system being upgrade is at a system version level that may be upgraded.
- During the upgrade process, the system will find all RealPresence Mobile client records for clients running version lower than 1.0.3 and remove them from the system. If any of these clients are scheduled for a future conference, they will be removed from the conference. After the client is removed as a participant, if the conference has less than two participants, the conference will be removed as well.
- If the CMA system is integrated with a Polycom VBP system, we recommend shutting down the VBP system before upgrading the CMA system. Once the CMA system is upgraded, restart the VBP system.

## Web Interface System Requirements

The following table describes the requirements for the CMA system v6.0.2 web interface.

Product	Versions
Microsoft Windows Operating System	2003 SP2, XP SP3, Vista™ SP2, or Ultimate 7 edition (32 and 64 bit)

Product	Versions
Internet Browser <ul style="list-style-type: none"> <li>• Microsoft Internet Explorer OR</li> <li>• Mozilla Firefox OR</li> <li>• Apple Safari</li> </ul>	v6.0, 7.0, or 8.0 v3.5 or 3.6 v3.2, 4.0, or 5.0
Adobe Flash Player	v9.x or 10.x

## Polycom CMA System Interoperability

Polycom CMA systems are tested with a wide range of products. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release of the CMA system.

Product	Tested Versions
<b>Video Endpoints</b>	
Polycom V and VSX Series	8.7.1 9.0.5 9.0.6.
Polycom HDX systems	3.0.1 3.0.3
Polycom CMA Desktop for Windows	5.1.0 5.1.1 5.2.0
Polycom CMA Desktop for Mac OS	5.2.0
RealPresence Telepresence m100	1.0
RealPresence Mobile-iPad2®	1.0.2 and higher
RealPresence Mobile-Samsung Galaxy™	1.0.3
RealPresence Mobile-Moto Xoom™	1.0.3
Polycom ViewStation SP/MP/512	7.5.4 (H.323 only)
Polycom ViewStation FX/EX/4000	5.1.2 6.0.5
Polycom PVX	8.0.2
Polycom QDX 6000 <sup>a</sup>	4.0.1

<b>Product</b>	<b>Tested Versions</b>
Polycom VVX 1500	UC 3.3.0 3.3.1
<b>Network Devices</b>	
Polycom RMX 1500	7.2 7.6
Polycom RMX 2000	7.2 7.5.0.U 7.6
Polycom RMX 4000	7.2 7.6
Polycom RMX 1000	2.1.2
Polycom MGC	9.0.4.3 9.0.4.4
Polycom DMA 7000	2.3 3.0 4.0
Polycom RSS 2000/400	7.0
Polycom VBP 5300/6400 E/S/T	9.1.5.3 11.2.3 11.2.5
<b>Third Party Products</b>	
Avaya One-X Communicator	6.1.1.02-SP2-33124
Avaya Communication Manager (H.323)	5.02.1.016.4 Patch18111
Cisco CTS	1.7.0.2 1.7.4
Cisco CTMS	1.7.2
Cisco CUCM	8.5.1
Cisco CUVC	7.2
Tandberg MXP 550	F9.0.2 NTSC
Tandberg MXP 770	F8.2 NTSC, security
Tandberg MXP 880	F8.2 NTSC, security F9.0
Tandberg MXP 990	F9.0.2 NTSC

Product	Tested Versions
Tandberg MXP 6000	F9.0
Tandberg MXP 1700	F9.0
Tandberg T 150	L5.1.1
Tandberg 150 MXP	L6.2
Tandberg 6000	E5.3 B10.3
Tandberg E20	TE2.2.0.215697
Tandberg C20	TC2.0.0.191232 TC3.1.1.220240 TC3.1.2.227244 TC4.1.0.247017
Tandberg C40	TC3.1.1.220240 TC4.0.1.240265
Tandberg C60	TC3.1.1.220240 TC3.1.3.234045
Tandberg C90	TC3.1.1.220240 TC3.1.3.234045 TC4.1.0.247017
Tandberg Edge 75	F8.1 NTSC
Tandberg Edge 85	F8.2 NTSC, security
Tandberg Edge 95	F9.0.2 NTSC
LifeSize Room	4.7.0.19 4.7.11
LifeSize Room 200	4.5.1 4.7.0 4.7.0.19
LifeSize Express 220	4.7.0 4.7.0.19
LifeSize Team 200	4.7.0 4.7.0.19
LifeSize Team 220	4.7.0 4.7.10 4.7.0.19



Product	Tested Versions
LifeSize Express 200	4.7.0 4.7.0.19
LifeSize Express 220	4.7.0.19
IBM Lotus Notes (for Polycom Scheduling Plugin <sup>b</sup> )	8.0.2 on Windows XP (32 bit) with SP3
Microsoft OCS 2007 R2 SP0	3.5.6907.0
Microsoft Lync 2010 SP0	4.0.7457.0
Microsoft OC 2007 R2 Client	3.5.6907.0
Microsoft Lync 2010 Client	4.0.7577.0
Microsoft Exchange 2007 R2 SP3	8.3 build 83.6
Microsoft Exchange 2010 SP0	14 build 39.21
Microsoft Outlook (for Polycom Scheduling Plugin)	2007 (12.0.6557.5001) SP2 MSO (12.0.6554.5001) on Windows XP (32 bit) with SP3, Windows 7 Enterprise (32 bit) with SP1  2010 (14.0.5128.5000) on Windows XP (32 bit) with SP2, Windows 7 Home Edition (32 bit) with SP1
Microsoft Windows 2003 Server	x64 R2 with SP2 and KB updates. See <a href="#">“Appendix B: Polycom CMA System Operating System Updates”</a> on page 53 for a list of the updates applied to the Polycom CMA system.
Microsoft SQL Server <sup>c, d, e, f</sup>	2005 SP3, Standard or Enterprise edition, 32 or 64 bit  2008, Standard or Enterprise edition, 32 or 64 bit  Clustering supported.
Microsoft Active Directory <sup>g</sup>	2003 Domain Functional Level w/ Domain Controller Windows Server 2003 SP2; multiple domain controllers  2008 Domain Functional Level w/ Domain Controller Windows Server 2008; single domain controller only

- a. Polycom QDX 6000 endpoints and Polycom DMA systems are supported only as H.323 devices.
- b. The Polycom CMA system includes a “shipped version” of the Scheduling Plugin for IBM Lotus Notes and Scheduling Plugin for Microsoft Outlook. This “shipped version” is the plugin version that has been tested and is certified to interoperate with the associated CMA system.

- c. Microsoft SQL Server is required for all redundant Polycom CMA 5000 systems and for Polycom CMA 5000 systems supporting more than 400 concurrently registered endpoints and 240 concurrent calls.
- d. For installations with an external database, the Polycom CMA system is only certified with the Microsoft SQL Server set to US-English Collation (SQL\_Latin1\_General\_CP1\_CI\_AS).
- e. The Polycom CMA system databases should have their own database instance and should not be part of a shared database instance.
- f. The recommended size for the external Polycom CMA ReadManager\_db system database is now 4GB rather than 2GB with Autogrow set as preferred.
- g. Microsoft Active Directory—Must have Global Catalogs enabled, universal groups defined, and Digitally sign communications enabled.

## Interoperability with New Polycom RealPresence Telepresence m100

Polycom has recently introduced the Polycom Telepresence m100 business-class video conferencing software, which delivers HD-quality audio, video, and content sharing to users of Microsoft® Windows® OS.

At this time, m100 desktop applications register with the CMA system gatekeeper as an endpoint type of **Other**. As such, the CMA can schedule and perform limited monitoring of these systems, but it cannot fully manage, provision, or update such systems.

## Polycom DMA 7000 System Interoperability

Version 4.0 of the Polycom DMA system includes Call Server functionality (H.323 gatekeeper and SIP proxy/registrar), and that functionality is always enabled. A v4.0 system can no longer register with a CMA system as previous versions did. Instead, you should add the DMA system as a trusted neighbored gatekeeper.

In some circumstances, each call into a conference hosted on an RMX system may use two CMA system licenses. This happens when the RMX system is registered with both a CMA system and a DMA system, and the DMA system is also registered or neighbored with the CMA system. One license is consumed when the CMA system passes each call to the DMA system. The second license is consumed when the RMX system registers each call back to the CMA system. To resolve this issue, unregister the RMX system from the CMA system.

## Polycom RMX Platform Interoperability

A system administrator must plan carefully when integrating a Polycom RMX conferencing platform with a CMA system as both systems manage conference settings and templates.

## Synchronization of Templates and Profiles

The CMA system administrator must manually synchronize the settings in the CMA system conference template and its associated RMX profile.

Refer to the *Polycom CMA System Operations Guide* for more information on creating new conference templates. Refer to the *Polycom RMX Administrator's Guide* for more information on creating RMX profiles.

## Management of MCU Ports

If you're using a CMA system, do all scheduling and monitoring through it to avoid resource conflicts. While an MCU may have on-board scheduling capabilities, scheduling conflicts can occur when both the CMA system and MCU are used simultaneously to manage the same MCU ports.

## Feature Integration

### Fixed and Flexible Resource Capacity Modes

The CMA system supports Polycom RMX systems operating in Flexible Resource Capacity™ mode only. The CMA system does not support RMX systems operating in Fixed Resource Capacity mode. That means that when a RMX system registers with the CMA system for the first time, the CMA system queries the RMX system for its defined number of available ports and saves this port count in CMA system database as the RMX system's maximum capacity. The CMA system schedules, allocates, and reports port usage based on this initial value no matter how the RMX system port usage is defined or redefined.

### Auto-extend Conference

The RMX system has an "ENABLE\_AUTO\_EXTENSION" flag that, when set, allows conferences running on the RMX system to be automatically extended as long as there are participants connected. The CMA system does not recognize this setting, so the CMA system will end a conference scheduled through it regardless of the value of this flag.

## Strategic Global Partners - Cisco and Avaya Interoperability

Polycom partners with the leading platform providers – to ensure co-development and interoperability in many environments and deliver a high quality collaborative experience. For that reason, the CMA system has been qualified to neighbor with versions of the Cisco IOS® Software Gatekeeper and the Avaya Communications Manager.

The CMA system can route H.323 calls to neighboring regions managed by the Cisco IOS or Avaya CM gatekeeper. To enable call routing to these neighboring gatekeepers, you must create a CMA system dialing rules. (For more information about dialing rules, see the *Polycom CMA System Operations*

*Guide.*) Then, if the CMA system is unable to resolve a dialed address for a call, from its list of directly registered endpoints, the system invokes the appropriate dial rule to identify the neighboring gatekeeper to which the call should be forwarded.

The Cisco IOS or Avaya CM gatekeeper may require additional configuration to integrate with the CMA system. See the product documentation for the Cisco IOS or Avaya CM gatekeeper to determine how to configure it as a neighboring gatekeeper.

For more information about partner product interoperability, refer to the partner deployment guides.

### Cisco Interoperability

The Polycom video infrastructure allows you to integrate with Cisco Unified Communications Manager infrastructure to enable common dial plans between Polycom and Cisco Unified IP phones or video endpoints, as well as take advantage of the Cisco Unified Communications Manager monitoring capabilities. For more information about this solution, see the *Polycom Unified Communications for Cisco Unified Communications Manager Environments*, which is available on the Polycom support site.

## Resolved Issues in CMA System v6.0.3

The following table lists the resolved issues in this CMA system release.

Key	Description
SSGSE-14347	A bad and incorrect error message is displayed when trying to navigate away from the SNMP page.
SSGSE-14333	When the dial-in party is added (with a number), that the party gets added to the RMX as a dial out party. Also, there are no dial in numbers in the email.
SSGSE-14313	SNMP CMA dbConnectionDownAlert (Trap) not working
SSGSE-14306	SNMP CMA alertDiskSpaceUsageExceeded (Trap) not working
SSGSE-14305	SNMP CMA memoryUsageExceeded (Trap) not working
SSGSE-14304	SNMP CMA cpuUsageExceeded (Trap) not working
SSGSE-14303	SNMP CMA certificationExpiredWarning (Trap) not working
SSGSE-14302	SNMP CMA certificationExpirationWarning (Trap) not working
SSGSE-14301	SNMP CMA auditUsageThresholdExceeded (Trap) not working
SSGSE-14300	SNMP CMA mcuTimeDiscrepancyAlert (Trap) not working

Key	Description
SSGSE-14299	SNMP CMA licenseExpirationAlert (Trap) not working
SSGSE-14298	SNMP CMA licenseCapacityAlert (Trap) not working
SSGSE-14291	Long distance (Outside City) P to P ISDN call cannot be connected when using the Global Address Book.
SSGSE-14288	SNMP CMA ldapConnectionDownAlert - Connection loss with the LDAP server(Trap)
SSGSE-14284	SNMP CMA redundantServerConflictAlert - Both active and redundant servers both in "Active" mode(Trap)
SSGSE-14283	SNMP CMA redundantServerDownAlert - Connection loss with the redundant CMA Server(Trap)
SSGSE-14282	SNMP CMA cmaMonitorServiceStoppedAlert - Generated when the redundancy service stops(Trap)
SSGSE-14281	SNMP CMA cmaFailoverAlert - CMA failover to the redundant server(Trap)
SSGSE-14280	SNMP CMA mcuDownAlert - Loss of communication with an MCU (Trap)
SSGSE-14279	SNMP CMA ldapConnectionFailed - Connection to previously connected LDAP server fails(Trap)
SSGSE-14278	SNMP CMA ldapSystemAccountPasswordFailed - Cannot connect to LDAP with configured account(Trap)
SSGSE-14277	CMA Desktop connected through VBP-ST keep getting "profile settings have changed and you need to restart" pop-up message
SSGSE-14276	If a user adds an ISDN audio dial-in guest, the extension input box should be always disabled
SSGSE-14275	Address book, can't associate endpoint to tier "failed to join to directory".
SSGSE-14267	Unable to edit, add rooms for a site.
SSGSE-14254	Enterprise users do not inherit roles assigned to them via group membership.
SSGSE-14251	Dial string reservations created in the CMA system for RealPresence Mobile users do not maintain their E164 settings after signing out and signing back in through a VBP system.
SSGSE-14247	An Active Directory/Enterprise user is intermittently seen as not part of an imported Enterprise group and reverts to the default provisioning profile.
SSGSE-14188	The Endpoint Usage Report for CMA Desktop clients may have incorrect time/date for calls.

Key	Description
SSGSE-14125	Inherit AD group Role Issue: Even if a user is a member of multiple groups in Active Directory, the CMA system will only display one AD group in the properties.
SSGSE-14031	Cannot add participant to an Adhoc RMX conference.
SSGSE-14000	Unable to delete rooms within CMA system.

## Resolved Issues in CMA System v6.0.2

Key	Description
SSGSE-14246	Invitations are not received by CMA Desktop 'buddies' when using multiple address books.
SSGSE-14221 SSGSE-14220	The CMA system appends an extra @ at the end of a H323 alias.
SSGSE-14186	GAB error with ViewStation: the management system does not respond to an empty "NMSRCH" query,
SSGSE-14156	The CMA system may return no result for LDAP group query.
SSGSE-14142	The CMA system Gatekeeper service may fail in routed mode.
SSGSE-14141	The CMA system v5.5.0 Patch 6 fails to install CodecMgr.exe
SSGSE-14139	The CMA system v5.5.0.6 sent a URQ to the RMX system v7.6.1, 8 seconds before timer expired.
SSGSE-14137	The CMA system may change the conference template after defining a guest as 'audio only' changes guest entry to 'use video'.
SSGSE-14133	Groups that have the same name as the address book, do not show in the list of groups
SSGSE-14121	When adding a dial out ISDN party using modified dial number the wrong drop-down list of options appears IP,E.164,H.323,AnnexO
SSGSE-14116	Enterprise users with Scheduler role are able view and edit conferences scheduled by other users.
SSGSE-14093	RealPresence Mobile licenses are not reclaimed.
SSGSE-14044	If adding an Audio only, ISDN Dial-In endpoint to an ongoing conference (add party - add guest) CMA gives a warning, saying a number is required.
SSGSE-14041	CMA Desktop release v5.2.2 is unable to dial guest book entries where IP Video(h323) number field is IP address

Key	Description
SSGSE-14010	Cannot schedule guests for dial-in and ISDN.
SSGSE-14009	CMA Desktop clients can add directory entries but cannot call them afterwards.
SSGSE-14008	In the Endpoint Usage report, the Summary CDR report page does not match the Exported as Excel file copy.
SSGSE-14006	Using CMA system version 6.0.1 you can no longer schedule conference on the RMX1000.
SSGSE-13996	CMA system Alert Notification: LDAP_ConnectionDown System Alert when directory searching using VVX endpoints.
SSGSE-13979	The CMA system does not fully handle an "&" in HDX system name.
SSGSE-13969	The Polycom Touch Control does not display Directories after the v3.0.3 upgrade.
SSGSE-13920	The CMA system guest book entries in the format IP##Ext defined as "E164" or "H323" will not dial from CMA Desktop. The same address dialled manually works.
SSGSE-13885	RMX system interoperability- -GAB integration with the CMA system only pulls Guest Book Entries.
SSGSE-13861	Editing an AD user that is part of an AD group throws a java.lang.NullPointerException user not found.
SSGSE-13821	Audio only" defined participants change to video when editing an existing conference.
SSGSE-13806	"Web Service Error" popup says "It appears that the connection to the CMA server has been lost.
SSGSE-13805	Endpoint Usage Reports do not generate any statistics for VVX1500 endpoints.
SSGSE-13750	If a patch is applied to a CMA system running v5.5 and external database, it will cause the CMA to point back to the internal DB.
SSGSE-10295	QDX Provisioning Attributes Discrepancies:

## Known Issues

The following table lists the known issues found in the CMA system v6.0 release which are not yet fixed.

Category	Key	Description	Workaround
Active Directory	SSGSE-14244	The CMA system is sending the wrong query to Active Directory when we set the LDAP lookup to Auto Discover and it fails.	None
Active Directory	SSGSE-6077	If dynamically managed endpoints search for rooms that were created locally on the Polycom CMA system, the search results will not return anything when using cn or displayname. Room searches on the Active Directory server will work.	Search for locally created rooms by SN and SAMAccountName.
Active Directory	SSGSE-6463	If two or more users in the Active Directory have first names and last names match, the video devices for both users will be provisioned with the same LAN host name.	None
Active Directory	SSGSE-7224	It appears to local admins or operators that they can edit or copy a conference with Active Directory participants but the operation will not work, since they cannot work with Active Directory participants.	None
Active Directory	SSGSE-7230	If a group is created by a domain administrator and then edited by a local administrator for the CMA system, any domain users added to the group originally will be removed.	The domain administrator will need to re-add the domain users to the group.
Active Directory	SSGSE-8764	Auto-discovery for Single Sign-on fails when integrating with a Windows Server 2008 Active Directory environment with parent and child domains.	None
Cascading	SSGSE-7550	If two Polycom RMX systems are cascaded and one of them is in secure mode, scheduled conferences will fail.	None
Conference Management	SSGSE-10517	Scheduled conferences may have slightly shorter durations than expected. Depending on the number of participants, it may take a few seconds or minutes to get the conference started. These shorter durations will be visible in the reports.	None



Category	Key	Description	Workaround
Conference Management	SSGSE-11372	A scheduled conference on an embedded-MCU endpoint cannot be terminated successfully on first try. The conference appears to be gone but will show up again as an adhoc conference under the name "Internal Multipoint". Subsequent termination of this adhoc conference works.	Terminate the conference again if it reappears as an internal multipoint conference.
Conference Management	SSGSE-12559	The CMA system reports an incorrect conference duration time when the active conference time is extended.	None
Conference Management	SSGSE-13510	The Conference and Chairperson passcode length defaults to the maximum of 15 characters.	None
Conference Management	SSGSE-13592	When starting a conference using the Conference On Demand feature, an external participant is created in the Conference Monitoring view on the CMA system.	None
Conference Management	SSGSE-13757	Point-to-point conferences cannot be terminated on the CMA system if the two endpoints are in the Internet/VPN site.	None
Conference Management	SSGSE-13796	A guest with an H.323 Annex-O alias cannot be connected to a conference on an RMX system, if the guest's Dial Type is set as Dial In.	Either set the Dial Type for the guest to Dial Out or use the IP address or a different alias type for the guest.
Conference Management	SSGSE-13799	The Number field of a guest displays ":", when the conference is scheduled with a Polycom RMX MCU.	None
Conference Management	SSGSE-7728	In the Conference Management page, for a conference hosted on a Polycom RMX v 6.0 bridge with multiple ISDN participants, one of the participant details may display "Unknown."	None
Conference Management	SSGSE-7878	The Polycom CMA system does not send an E-mail alert to the administrator or scheduler if a scheduled conference fails to launch.	None
Conference Management	SSGSE-8996	Extending the duration of a conference by 5 minutes only adds 2 minutes to the conference.	None
Conference Monitoring	SSGSE-12750	If a scheduled call was active when the CMA system was in the process of being upgraded, after the upgrade, the call may still exist on the Conference Monitoring page.	Terminate the point-to-point call from the Ongoing conference page.

Category	Key	Description	Workaround
Conference Monitoring	SSGSE-13288	The CMA system displays two conference participants for the same endpoint, if the endpoint registered to the CMA system after it was already connected as an external participant in a point-to-point call. The initial external participant does not get matched and updated as the registered participant while the conference is running.	Register the endpoint to the CMA system gatekeeper before the call.
Conference Monitoring	SSGSE-13419	In some cases, a scheduled conference will display 0 kbps for the call rate. This can happen if all of the participants have not joined the conference.	None
Conference Monitoring	SSGSE-13578	When dialing into an entry queue on an RMX or MGC system from an endpoint using a dial string that has the bridge prefix and entry queue number, an external participant could be created in the Conference Monitoring view on the CMA system.	None
Conference Monitoring	SSGSE-13631	TANDBERG-only multipoint calls scheduled on the CMA system and using an RMX system show extra conferences in the Conference Monitor page.	None
Configuration	SSGSE-10182	When the CMA system time zone or Daylight Saving Time flags are change, the CMA system does not reflect the new information in all of its logs until after it is rebooted.	Reboot after changing time zone or Daylight Saving Time flag.
Configuration	SSGSE-8995	On a Russian-SKU CMA system, the AES Encryption option is still enabled on VSX and HDX endpoints, after provisioning the Security page to disable it.	None
Dashboard	SSGSE-6949	Time extensions for scheduled conferences do not reflect the port usage into the dashboard. Extended confs (port usage) is treated as ad hoc by the CMA system and are not tracked, therefore they do not show in the expected port usage graphs.	None
Database	SSGSE-13094	Legacy (v4.0 or earlier) CMA system database fields store time in local time.	None
Database	SSGSE-14269	The system database may disconnect after patching.	None

Category	Key	Description	Workaround
Database	SSGSE-14418	If the password for the default CMA system database user plcmdbo is changed, and then the system is upgraded, the system will not be able to re-integrate with the external database after the upgrade. The password for the plcmdbo user on the external and the internal database must match.	Change the password for the default plcmdbo user on the external, internal, or both databases, so they are the same. Then re-integrate with the external database server.
Database	SSGSE-5105	When a Polycom CMA system experiences an unexpected disconnection from the external database it does not automatically re-establish connection and some data loss may be experienced.	A Polycom CMA system will show a System Alert if the database connectivity is lost. Log into the Polycom CMA system UI and re-start the server to re-establish full database connectivity. No workarounds for potential data loss.
Device Management	SSGSE-10090	If an endpoint or endpoints has a software update scheduled or in-progress, a user cannot reset the software update profile for any model of the same device type.	Wait until there are no software updates scheduled or in-progress for any endpoints of that type when trying to reset the software update profile for that endpoint type.
Device Management	SSGSE-10420	If an dynamically managed endpoint is rebooted after having a credentials failure, the endpoint will not reboot and not give an error message.	None.
Device Management	SSGSE-10744	<p>A dynamically-managed endpoint may not be associated with a user for short periods of time. These issues resolve themselves in an hour or so. This happens if you delete the endpoint from the CMA system. After approximately 5 minutes, the endpoint attempts to register with the CMA system gatekeeper (assuming it was provisioned to point to the CMA system as its gatekeeper and the CMA system is configured to "Allow all registrations." In this case, the endpoint will be added to the system without being associated to the correct user. This will resolve itself after the next provisioning cycle (typically within an hour).</p> <p>However, current device state (like presence status) may not be correct.</p>	To avoid this problem, turn off an endpoint before deleting it. To resolve this problem, reboot the endpoint.

Category	Key	Description	Workaround
Device Management	SSGSE-12679	If a DMA system is manually added to the CMA system (Network > Add > DMA) with a valid prefix (i.e., a prefix that has been setup on the DMA system), without adding CMA as the gatekeeper for the DMA system, the CMA system cannot display the DMA node information in the Node list.	None
Device Management	SSGSE-12999	On the Network Device > Monitor View page, an RMX system may show an invalid time for the last time it was registered to the gatekeeper.	None
Device Management	SSGSE-13163	When uploading a softupdate package for a QDX system, an HDX system softupdate package can be mistakenly uploaded.	Ensure that the softupdate package for the system being scheduled is the correct type.
Device Management	SSGSE-13244	When a dynamically managed endpoint log off or goes offline, the directory status is inconsistent and should be a gray dash with a state of unknown.	None
Device Management	SSGSE-13319	Manually adding an endpoint and specifying alias type=Transport address fails.	None
Device Management	SSGSE-13348	It is possible to successfully add an endpoint to the CMA system through the Global Address Book that will not be updateable.	Have the default alias be less than 64 characters.
Device Management	SSGSE-13349	If an endpoint is added through the Global Address Book and that endpoint has no aliases, the CMA system will generate an alias for it based on its name. But when the device record is updated based on what was in the Global Address Book (which still has an empty device list), the generated alias is immediately deleted.	None
Device Management	SSGSE-13669	The CMA system does not honor the priority of MCU services which results in incorrect MCU services being used for conferences.	None
Device Management	SSGSE-13676	CMA system device management monitoring loses the status of dynamically-managed endpoints upon a system reboot.	Reboot or manually re-provision the dynamically-managed endpoint.
Device Management	SSGSE-13682	The MCU service priority is not updated after clicking Update on the Edit MCU Service window.	None
Device Management	SSGSE-13748	During an upgrade, the softupdate files are not preserved but any schedules for softupdates are preserved. After the upgrade, whenever the scheduled softupdate happens, the softupdate will fail.	Perform all softupdates before the upgrade or wait until after the upgrade to schedule softupdates.

Category	Key	Description	Workaround
Device Management	SSGSE-13825	Certain endpoint types do not send call indication events to the CMA system, thus the system may not notice that the endpoint is in a call until the next polling cycle for the endpoint. At that time, the data for the call can be populated in the call details view on both the Endpoint > Monitor View and on the participant details view when managing a conference.	Wait for several minutes for the data to refresh.
Device Management	SSGSE-8266	After dissociating a user from an endpoint on the Endpoint > Monitor View page, editing the user on the Users page still shows the endpoint associated to the user. However, it does appear that if the endpoint is dissociated from the user on the Users page, the endpoint can be associated to other users.	Dissociate the user from the endpoint via the User > Edit dialog box.
Device Management	SSGSE-8273	When selecting the Associate Area action on the Endpoint->Monitor View page, an endpoint that is unassociated from the area that a user belongs to is not removed from the device list automatically.	Navigate to another screen in the CMA and back to the Monitor View will remove the endpoint from the list.
Device Management	SSGSE-9687	When attempting to add an alias of type Transport Address to an endpoint, an error occurs and the operation does not complete successfully.	None
Device Management	SSGSE-9693	When adding or editing an endpoint, adding an Alias type of Unknown and saving will cause an error to be displayed and the operation will fail.	None
Device Management	SSGSE-9981	If, while clearing the help for a endpoint the user selects Send Message, but does not enter a message before clicking Send, the help will be cleared and no message is displayed on the endpoint. However, an error will be displayed on the CMA system interface with no opportunity to re-enter a message.	Use the Send Message action to send the proper message to the endpoint.
Dial Rules	SSGSE-13731	The "# of Digits in Subscriber Num" field on the General Info pane of the Admin > Dial Plan and Sites > Sites page does not have a correct 32bit int type validator. It allows you to enter larger values outside of the "int" type range (e.g. maxInt 2147483647), and then the value is truncated, with possible negative results.	Enter values in the range [0, 2147483647] as "# of Digits in Subscriber Num" field values.

Category	Key	Description	Workaround
Dial Rules	SSGSE-13732	The "# of Digits in Subscriber Num" field on the General Info pane of the Admin > Dial Plan and Sites > Sites page does not have a correct 32bit int type validator. It allows you to enter larger values outside of the "int" type range (e.g. maxInt 2147483647), and then the value is truncated, with possible negative results.	Enter values in the range [0, 2147483647] as "# of Digits in Subscriber Num" field values.
Dial Rules	SSGSE-13758	The CMA system gatekeeper does not apply dial rules when forwarding location requests to neighbored gatekeepers. If dial rules were set to add/remove some digits when calling the destination number of a remote device (not directly registered with the CMA system), the CMA system does not modify the destination number before sending the request to its neighbor gatekeepers.	Avoid dial rules that modify the destination dial string for remote devices.
Documentation	SSGSE-13397	When a call is made from an endpoint with a CMA, DMA, and RMX system in between, it counts as two active calls against the maximum number of the allowed active calls in the CMA system.	None
Documentation	SSGSE-14105	After applying the backup patch, when the user logs out, he cannot log back in. This should be documented.	None
First Time Setup	SSGSE-12841	Cannot use the Identity Certificate Chain during First Time Setup.	None
First Time Setup	SSGSE-7476	During first time setup, if the window session times out, the first time setup will not complete and you may be required to start from the last page you were on. If the last page was the Network Setup page, the information you may have entered will be lost and you will be required to re-enter the information.	Click OK in the time-out message dialog box and as prompted, start the setup again.
Gatekeeper	SSGSE-13162	In the situation where an Avaya ACM is neighbored to a CMA system, if a call is placed from an endpoint registered to the ACM, a LocationRequest (LRQ) is sent to the CMA system. In the case where the CMA system cannot resolve the destination but does have a another neighbor, the LRQ cannot be forwarded because the ACM Location Request does not have a hopcount. The CMA system gatekeeper requires a hopcount in all LRQ messages to prevent signaling loops. This causes the call to fail since the destination cannot be located.	None

Category	Key	Description	Workaround
Gatekeeper	SSGSE-3623	If the Polycom CMA system gatekeeper is setup in direct mode, ad hoc point-to-point calls cannot be terminated at the Polycom CMA system.	None
Gatekeeper	SSGSE-6881	If dial rules are implemented blocking some video endpoints from receiving calls, scheduled conferences will still connect those blocked endpoints.	None
Global Address Book	SSGSE-7701	If you delete a standard managed device (any device that is not being dynamically managed) that is registered to the Polycom CMA system for gatekeeper, Global Address Book, and management services and then add it back (either manually or automatically), the Global Address Book status will be mismatched between the Polycom CMA system and the endpoint.	Power cycle the endpoints.
Guest Book	SSGSE-11407	Audio-only dial-out entries display incorrectly in the CMA system Guest Book. This is a label discrepancy. The label in the Join Mode column should read "Audio Only".	None
Interop-CMAD	SSGSE-10160	When a CMA Desktop software update is cancelled, it may still show as in-progress.	None
Interop-CMAD	SSGSE-11287	A "Presence Status Unknown" error is always displayed for the Polycom CMA Desktop for MacOS.	Since the CMAD Mac does not support presence, the warning may be safely ignored.
Interop-CMAD	SSGSE-6891	The Polycom CMA system reports a successful softupdate status of the Polycom CMA Desktop client before the update process completes on the device.	None
Interop-DMA	SSGSE-7278	When a Polycom DMA system is integrated with the Polycom CMA system, the CMA system does not display the serial number of the DMA device.	None
Interop-Endpoint	SSGSE-10017	For LifeSize Express endpoints, provisioning the properties "Video Dialing" and "Voice Dialing" will fail for certain values.	When setting up a provisioning profile to be used on a Lifesize Express, verify that the values selected for these fields are applicable to the endpoint.
Interop-Endpoint	SSGSE-10650	If a TANDBERG endpoint is managed by the CMA system without valid credentials, the CMA system will indicate that the directory is down even if the endpoint is properly configured to poll the directory.	Edit the device and provide valid username and password so that the CMA can poll it for status.

Category	Key	Description	Workaround
Interop-Endpoint	SSGSE-10669	If a LifeSize endpoint attempts to register to a specific gatekeeper and the gatekeeper ID does not match the CMA system gatekeeper ID, the registration will fail.	Keep the gatekeeper ID blank on the endpoint or use the same ID as the CMA gatekeeper ID.
Interop-Endpoint	SSGSE-11402	The TANDBERG MXP phonebook has an issue processing entries that contain an apostrophe. If any of the entries on the page being displayed includes an apostrophe, the page is not displayed. So if page 1 has 15 entries with no apostrophes, the page is displayed. If page 2 has an entry that includes an apostrophe, it is not displayed. If page 3 has 15 entries with no apostrophes, the page is displayed.	Do not include apostrophes in the names of devices, users, guests, or rooms.
Interop-Endpoint	SSGSE-11797	When a CMA system Guest Book entry includes an extension, the guest's entry is displayed in the phone book on LifeSize endpoints with no Video Number.	None
Interop-Endpoint	SSGSE-12753	If a customer uses peripherals before upgrading to CMA system v5.5; they must force a reboot of the endpoint after upgrading to CMA system v5.5 for the peripherals to show up on the Peripherals View.	Reboot the endpoint.
Interop-Endpoint	SSGSE-13642	The CMA system shows directory status for an HDX system based on the receipt of an LDAP status event. This is a one-time event at the time the HDX system boots. If CMA system misses the event, is rebooted, or if the HDX system is provisioned without requiring a reboot (if name does not change), the CMA system may miss the event.	None
Interop-Endpoint	SSGSE-13644	The Synchronize Endpoints action fails when the Global Address Book is configured on a TANDBERG endpoint.	None
Interop-Endpoint	SSGSE-13689	Guests with ISDN endpoints show up in the LifeSize phonebook with blank values.	None
Interop-Endpoint	SSGSE-13716	The length allowed by the CMA system in provisioning HDX system passwords does not match what is implemented on the HDX systems locally.	None
Interop-Endpoint	SSGSE-6088	The Polycom CMA system Device List may display the incorrect software version for Polycom ViewStation FX endpoints or the software version displayed may change inappropriately.	None



Category	Key	Description	Workaround
Interop-Endpoint	SSGSE-7289	The TANDBERG 6000 E is unable to send H.239 content in H323 calls when it is registered to the Polycom CMA system. The endpoint also stops transmitting video when this occurs.	None
Interop-Endpoint	SSGSE-7416	When logging into CMA Desktop with the local administrator account, you may receive notifications of available updates for third-party components in a CMA Desktop window. These notifications should be ignored.	None
Interop-Endpoint	SSGSE-7843	After restoring an HDX system to factory defaults, the HDX Management Server List may not include the CMA system to which the endpoint is registered.	None. This is a rare occurrence that the CMA system will correct every 100th polling cycle.
Interop-Endpoint	SSGSE-9031	The CMA system Get Serial Numbers function lists all non-T150 TANDBERG endpoints, including C-Series endpoints.	None
Interop-Endpoint	SSGSE-9710	When adding or editing an endpoint to the CMA system, the user can edit certain fields for the endpoint giving the illusion that these changes will be made permanently. However, if the endpoint is being properly managed by the CMA system Device Manager, then information changed in the Edit dialog is not propagated to the endpoint. Instead it is overwritten each time the endpoint is updated by the Device Manager.	Make changes to endpoint configuration on the endpoint itself. Changes will be reflected on the CMA system when the Device Manager updates the endpoint information.
Interop-Endpoint	SSGSE-9982	The ViewStation FX & ViewStation EX devices can be found by using the Search Devices feature even if they have a remote password.	None
Interop-Endpoint	SSGSE-9986	For LifeSize Express endpoints, provisioning the "HD Camera 2 Moment" property will fail.	Set the property on endpoint manually.
Interop-Endpoint	SSGSE-9987	For LifeSize Express endpoints, provisioning the properties "HD Input 1 Name" and "HD Camera 1 Name" will fail.	Do not include these properties in provisioning profile that will be applied to LifeSize Express endpoints.
Interop-MCU	SSGSE-13665	The conference ID of an adhoc MCU conference is shown as "0000". The expected is "N/A".	None
Interop-MCU	SSGSE-4824	The content for scheduled conferences that are cascaded over multiple MCUs (MGCs or RMXs) is not viewable on the endpoints.	None

Category	Key	Description	Workaround
Interop-MGC	SSGSE-13113	Some MGC system settings on conference template cannot be mapped to an MGC system when scheduling a conference.	None
Interop-MGC	SSGSE-13553	A conference scheduled as a 10+ layout conference on an MGC system won't be launched as 10+ conference.	None
Interop-MGC	SSGSE-13576	When registering a Polycom MGC system H.323 card to the CMA system, the CMA services is populated and is almost ready for simplified dialing to work immediately, but the call fails. After modifying the Country Code within the H.323 card registration, the call succeeds but this could be an issue if the entry is deleted and the card automatically re-registers, re-creating the entry but not the country code.	None
Interop-MGC	SSGSE-13783	A guest with an H.323 Annex-O alias cannot be connected in a scheduled conference on an MGC system, if the guest is set to dial-in. The call from the endpoint fails, and the guest shows as disconnected in the conference.	1) Set the guest as Dial-Out if you want it connected by Annex-O alias in the conference. 2) Use a different H323 dial type (IP / E164 / ID) if the participant is kept as Dial-In.
Interop-MGC	SSGSE-13784	When adding a guest to an ad hoc conference on an MGC system, the CMA system does not allow you to specify Dial In. Instead you must specify an IP address for the H.323 guest. The message the system displays does not accurately reflect the requested action.	1) You can configure the guest as DialOut in the CMA GuestBook, and use the preferred H323 dial type. 2) If dialin, and the user enters the correct IP value for the device the guest is associated with, the participant gets connected in the conference.
Interop-MGC	SSGSE-7209	When a MGC-scheduled conference ends at its scheduled end time, some of the participants may be removed. Copying the conference at this time may result in a conference with an incomplete list of participants. This behavior is not seen consistently and is not seen if the conference is terminated before its scheduled end time.	MGC-scheduled conferences should be copied before they're end time (either before the conference is launched or when it's still ongoing).
Interop-MGC	SSGSE-9008	The Extend Duration function does not work on a scheduled conference that uses a Polycom MGC system as the bridge. The call will end at the originally scheduled end time.	None

Category	Key	Description	Workaround
Interop-RMX	SSGSE-13362	The CMA system does not currently read the serial number from RMX systems. Thus in the Device Summary display, the serial number field is blank.	None
Interop-RMX	SSGSE-13428	In some cases on the CMA system, the hardware list for an RMX system may not match exactly with what is displayed on the RMX system EMA interface.	None
Interop-RMX	SSGSE-14240	Unable to add participant to RMX system conference from CMA system.	None
Interop-RMX	SSGSE-7424	When a Polycom RMX 1000 system is registered to a Polycom CMA system, the hardware status of the RMX is not displayed on the CMA.	None
Interop-RMX	SSGSE-8464	The Polycom CMA system does not warn the user that scheduling will fail when adding an RMX system that is configured for 'Fixed Resource Capacity.'	None
Interop-VBP	SSGSE-13701	Deleting a VBP system does not prompt the user to restart Apache. After deleting a VBP system, Apache must be restarted to unblock the VBP system provider-side IP address from accessing the user interface.	None
Interop-VBP	SSGSE-14232	Adding an Internet site-to-site exclusion, calls still complete in both directions (via VBP system).	None
Interop-VBP	SSGSE-6544	VBP appliances that are added by the gatekeeper can be added without the Provider-side IP.	Edit the VBP appliance record. If the Provider-side IP changes, delete and re-add the VBP appliance.
Interop-VBP	SSGSE-6752	Polycom VBP appliances cannot be added to a CMA system when the system gatekeeper is set to "Allow predefined endpoints only".	The current workarounds are: (a) Take the gatekeeper out of predefined mode, add the VBP appliance, and then set it back or (b) define the VBP appliance to the gatekeeper before adding it.
Interop-VBP	SSGSE-6827	The Polycom VBP system consumes one license.	None
Interop-VBP	SSGSE-7181	A Polycom CMA Desktop client that is accessing the network through a Polycom VBP appliance gets disconnected from presence service after few hours of successful sign in.	Re-login.

Category	Key	Description	Workaround
Interop-VBP	SSGSE-8355	The Alias filter on the Network Device > Monitor View page does not display any aliases registered to the CMA system via a Polycom VBP S/T appliance.	None
Interop-VBP	SSGSE-8925	The CMA Desktop Chat icon is disabled in the call window with some Polycom VBP and Polycom CMA system settings.	None
Interop-VSX	SSGSE-6584	When a Polycom CMA system loses connection to a Polycom ViewStation FX endpoint, the CMA system reports the disconnection in the UI. However, an E-mail alert is not generated for this connection error.	None
Localization	SSGSE-13632	The headers show in English on exported reports when CMA system is set to other language	None
Localization	SSGSE-13723	In the Russian version of the Scheduler Plugin for IBM Lotus Notes, the word "Resources" is displayed in Chinese when a conference is scheduled.	None
Localization	SSGSE-6715	The calendar popup for scheduling a software update and for adding a conference are not localized.	None
Localization	SSGSE-6732	In non-English languages, the Delete button on the Admin > Dial Plan and Sites > Sites > Edit > Subnets web page may be truncated.	None
Localization	SSGSE-6733	Default font size is 11 pt, however this font size is unreadable for Asian languages.	End users can over-ride the default font size for their web browsers.
Localization	SSGSE-7596	If the font size is changed for a language other than English, the change does not take effect immediately.	Log out, close the browser, and start a new browser session.
Logging	SSGSE-13378	The log for the conference launch process for point-to-point calls reports a device managed state of false. This is not necessarily true but can be safely ignored.	None
Logging	SSGSE-8626	String or binary data in the EXXX_LOG is truncated.	None
Messages	SSGSE-12664	The CMA system displays a Monitor Service Alert after a failover. The system should not display that alert after a failover.	None

Category	Key	Description	Workaround
Messages	SSGSE-13347	The error message that the CMA system interface posts when an attempt to delete all aliases from a device is more alarming than it needs to be.	None
Messages	SSGSE-13542	The CMA system returns a 500 error when a CMA Desktop system tries to log in with the wrong credentials. It should return a 401 error response when the username or password is incorrect.	None
Messages	SSGSE-13672	There is a Help button on a message box, but context-sensitive help can only be tied to dialog boxes, not the error messages.	None
Messages	SSGSE-13739	An incorrect message (Dial-Out specific) is displayed when trying to add a Dial-In participant in a scheduled conference, if the participant has no number specified. The message should correspond to the way the participant is configured.	Before scheduling the conference, properly configure the device/guest and specify the dial number.
Messages	SSGSE-14252	An incorrect error message pops up when defining a dial-in guest, a number for the enabled dial type must be provided.	None
Messages	SSGSE-14260	Error - @0@ show up when operator click on User > Users page on CMA. No user show up on the page.	None
Messages	SSGSE-5773	Scheduling failure message states "Insufficient MCU Resources" when the problem is really "Insufficient Bandwidth".	None
Messages	SSGSE-9951	The system displays an inaccurate error message when no recipients are specified on a scheduled conference E-mail message.	None
Other	SSGSE-11012	By default the Administrators group owns objects created by members of the Administrators group. The default owner should be the object creator.	None
Other	SSGSE-13287	Permission labels for roles are misleading. For example, Device Admin has only "Monitoring" permissions, but can do other actions and operators can monitor conferences, endpoints, and MCUs, but don't have monitoring permissions.	None
Other	SSGSE-13294	If two users with the same name exist in the system, there is currently no way to distinguish them from each other when associating them with an endpoint or when scheduling.	None

Category	Key	Description	Workaround
Other	SSGSE-13313	The user who enables the Areas option isn't a default member of the "All" area when the user is not an administrator. The user who enables the Areas option should be a default member of the "All" area no matter what role the user who enabled the option had.	None
Other	SSGSE-13381	Suggested servers are not reported when an invalid FQDN is given for the SSO server.	None
Other	SSGSE-13463	Microsoft Internet Explorer v8 has a known defect when attempting to download a file from the CMA system.	See <a href="http://support.microsoft.com/kb/824598">http://support.microsoft.com/kb/824598</a> for the patch to IE8
Other	SSGSE-13524	The CMA system may split ISDN conference participant into multiple participants.	None
Other	SSGSE-13656	Local room User IDs are listed in the Area members list, but are not very helpful. Rooms do not have User IDs. A random value is shown.	None
Other	SSGSE-14191	The CMA system may send incorrect international call prefix of Japan 001 instead of 010 in GAB to ISDN EPs outside of Japan.	None
Other	SSGSE-14214	A CMA system v6.0.3 will not install KB2621440, but it will place the executable installation file onto the CMA system.	Log in as user plcmadmin and run the command "E:\PatchDir\Patch\CMA-upgrade_6.0.3.0\windowsserve_r2003.windowsxp-KB2621440-X64-ENU.EXE /quiet /norestart"
Other	SSGSE-14231	When using the Polycom Scheduling Plugin for IBM Lotus Notes, the selected domain is always changed to Local.	None
Other	SSGSE-14233	The recording link may get disconnected unexpectedly after 20 - 30 minutes of connection in a Microsoft Office Communicator System R2 environment.	None
Other	SSGSE-14236	The CMA system may display incorrect pairing status for Polycom Touch Control.	None
Other	SSGSE-14243	A bandwidth reduction may not work for a max bitrate of anything less than 140K.	None
Other	SSGSE-14262	All currently-applicable KB's from MSFT need to be available for customers to apply.	None
Other	SSGSE-7428	Users cannot search for rooms created locally on the CMA system by H.350 common name, given name, or display name.	None

Category	Key	Description	Workaround
Other	SSGSE-8090	An Area administrator can see all call detail records and all conference reports for the system.	None
Other	SSGSE-8205	The administrator needs all of the endpoints from a specific area to be usable by all users of the system without intervention.	Each user can use only those devices in his/her managed area. For all users to see devices in area "A" either all users must manage area A or all endpoints in area A must be moved to the "None" area
Other	SSGSE-8246	When editing the All area, it appears that the admin user can be removed from the area, but after logging out and logging in, the admin user is still in the All area. The system should appear to allow the user to remove the admin user from the All area.	None
Polycom Scheduling for IBM Lotus Notes	SSGSE-13353	A Lotus Notes exception for the ReadManager SE200 (earlier CMA system) popped up endlessly when scheduling a conference using the Scheduling Plugin for IBM Lotus Notes.	None
Polycom Scheduling for IBM Lotus Notes	SSGSE-6500	If a calendar event in the past is selected for editing, the Polycom CMA system displays a message saying that the event occurred in the past. However, the warning message should not appear at that time. Instead it should appear when the user clicks Save and Send Invitation for a start time in the past.	None
Polycom Scheduling for IBM Lotus Notes	SSGSE-7276	When using the Polycom Scheduling Plugin for IBM Lotus Notes, a user can't login when both HTTPS and Single Sign-on are enabled at the same time.	None
Polycom Scheduling for Microsoft Outlook	SSGSE-13482	The decline state on the Edit page for the conference is not consistent with the decline state on the View page when scheduled with the Polycom Scheduling Plugin for Microsoft Outlook.	None
Polycom Scheduling for Microsoft Outlook	SSGSE-6531	On Microsoft Vista the Polycom Scheduling Plugin for Microsoft Outlook is not able to register two DLLs. It raises error messages.  A usual source for this error is when the MSI has not been compiled for Windows Vista and/or does handle elevating user privileges required for COM component registration.	Launch MSI in administrator command prompt to solve this issue. At a command prompt, type in the path of the MSI package and Enter.

Category	Key	Description	Workaround
Polycom Scheduling for Microsoft Outlook	SSGSE-8839	Installing the Polycom Scheduling Plugin for Microsoft Outlook causes some Outlook instability.	None
Provisioning	SSGSE-10475	If a user tries to delete a scheduled provisioning profile that is in use or is scheduled to be used in the future, the system pops a failure message that does not indicate reason for the failure.	Ensure that a provisioning profile is not being used or scheduled to be used for future provisioning before attempting to delete it.
Provisioning	SSGSE-12582	Some of the timezone options on the CMA system Site Provisioning page do not match the HDX system settings exactly, thus causing an error during provisioning.	Choose a different setting with the same GMT offset.
Provisioning	SSGSE-13429	Scheduled provisioning for an HDX system does not allow Monitor 3 to be selected.	None
Provisioning	SSGSE-13608	In some cases, provisioning may report a failure provisioning certain fields. This only means that the fields that were reported as failing are not provisioned correctly. All other fields in the profile were provisioned successfully.	Changing the values of the fields that are listed in the provisioning log may resolve the issue.
Provisioning	SSGSE-14108	See SSGSE-7886	None
Provisioning	SSGSE-14268	A delay before initiating a scheduled provisioning request may result in error: "Set of device IDs must not be null, empty, or contain null"	None
Provisioning	SSGSE-7874	The Polycom CMA system provisions Username and Domain Username for Polycom HDX endpoints when Provision Domain Username option is not enabled on the CMA system.	None
Redundancy	SSGSE-13734	After failover, the CMA system logo on the new active server is inconsistent with the CMA system logo on the original active server.	None
Redundancy	SSGSE-14250	Inaccurate device alerts generated for HDX's after a CMA system redundancy failover.	Rebooting the HDX system will clear the device alerts.
Remote Alerts	SSGSE-7218	If after adding or editing a remote alert profile, a user clicks OK or Cancel to return to the Remote Alert Profile page, a profile is highlighted. If the user then clicks an action button (for example, Delete), the system displays an error.	First re-select the profile and then click the action button.



Category	Key	Description	Workaround
Reporting	SSGSE-10922	Endpoint Usage reports for outbound and inbound usage identify endpoints by different names. The Outbound report identifies the endpoint by its system name, while the Inbound report identifies the endpoint by its alias.	None.
Reporting	SSGSE-13369	On the Conference Summary report, the dates and times are sorted independently and so a true chronological order is not obtained.	None
Reporting	SSGSE-13589	On the Endpoint CDR Report page, if an endpoint has calls that failed (wrong number, not answered, etc) the Summary tab will not show those calls in the number of calls, but the graph showing the call bit rates will have those calls taken into account. This results in a discrepancy between the number of calls in the tooltips versus the number of calls displayed at the top of the Summary tab.	None
Reporting	SSGSE-5759	Conferences that fail to launch are still displayed in the Conference Detail Report with "Total Scheduled Participants" and "Total Actual Participants" blank.	None
Reporting	SSGSE-7316	The Endpoint Usage Report displays the start and end time of conferences for Polycom VVX devices incorrectly.	The CDR times can be used as a cross-reference. There is no automated workaround.
Scheduling	SSGSE-10142	Terminating a conference doesn't delete it from CMA system, so the conference ID is reserved even though the conference was terminated. With the introduction of the conference ID customization, the scheduler may wish to reuse the same conference ID multiple times, which will fail if the conference ID isn't released.	None
Scheduling	SSGSE-10601	When scheduling a point-to-point call on a CMA system that has no MCU configured, changing the dial option of any of the participants will result in a scheduling failure.	Do not change participant dial options when scheduling a point-to-point call.

Category	Key	Description	Workaround
Scheduling	SSGSE-13426	The CMA system appears to be unable to recover from invalid conference settings when creating a new conference. In particular, the "Insufficient MCU resources" message may also be caused by mis-configured network sites, a missing path, or a full media path between sites. Changing the conference settings will not result in the conference being launched. Instead the CMA system will show the conference but will report the participants as being disconnected. The RMX system will not report the conference at all.	None
Scheduling	SSGSE-6711	A conference cannot be scheduled to cross the start or end boundary of Daylight Saving Time. For example, if a two-hour conference is scheduled on Mar. 14, 2010 from 1:00 am to 3:00 am (GMT-6), the system shows that the conference is scheduled on Mar. 14, 2010 from 1:00 am to 2:00 am (GMT-6).	None
Scheduling	SSGSE-7553	Guests or other conference participants with both an IP address and E.164 alias land on the MCU with only the IP address.	None
Scheduling	SSGSE-9967	When scheduling a recurring conference that starts on today's date, the Start Time and End Time are not propagated to the Appointment Recurrence pop-up. These fields should always be propagated to the Appointment Recurrence pop-up (like the Duration field).	None
Security	SSGSE-11020	User rights and advanced user rights settings do not meet minimum requirements in maximum security mode.	None
Security	SSGSE-13550	Users do not get the option to update certificates after changing network information.	None
Security	SSGSE-13568	A CMA system in Maximum Security Mode can still log in using that same CMA system. You should only be able to log in via an external web interface.	None
Security	SSGSE-13607	In Maximum Security Mode - Terminal Services are not disabled until the second system reboot.	None
Security	SSGSE-13712	Reverting to the CMA system's self-signed certificate does not allow you to upload the previously uploaded valid certificate.	None

Category	Key	Description	Workaround
Security	SSGSE-13813	In maximum security mode, when the CMA system provisions a dynamically managed endpoint that is in the default site, the "Lock Port after Failed Logins" field in security settings will provision to be "Off". This is not a valid value in maximum security mode.	Edit the default site and save it. This will save it to the database with a value that is not "Off".
Site Topology	SSGSE-13565	The SIP bandwidth is not being used in calculations for sites.	None. Expected to be fixed in CMA v7.0.
Site Topology	SSGSE-13570	The Add Site Link screen allows the user to enter invalid combinations.	The CMA system recognizes the invalid combinations and issues an appropriate error message and allows the user to re-select the inputs.
Site Topology	SSGSE-13733	The "# of Digits in Subscriber Num" field on the General Info pane of the Admin > Dial Plan and Sites > Sites page does not have a correct 32bit int type validator. It allows you to enter larger values outside of the "int" type range (e.g. maxInt 2147483647), and then the value is truncated, with possible negative results.	Enter values in the range [0, 2147483647] as "# of Digits in Subscriber Num" field values.
Site Topology	SSGSE-6643	The new site topology map view may display clouds under sites. In some cases, the clouds can't be moved, because the site has focus. The sites can't be moved, because they are geographically fixed.	Edit the site and temporarily change the location data. Move the cloud and then edit the site and enter the correct location information.
SNMP	SSGSE-12073	In some cases, the CMA system SNMP MIB does not include all of the information that is displayed on the CMA system user interface. This issue will be addressed in a subsequent release.	None
SNMP	SSGSE-13292	When adding SNMP notification receivers, it is possible to enter the same IP address multiple times.	Delete duplicate entries.
SNMP	SSGSE-13301	After making changes to the SNMP page and updating the settings, leaving the page to go to a different page displays a message warning that changes will be discarded. This can safely be ignored since the changes were saved to the system.	None
SNMP	SSGSE-6236	SNMP returns incorrect number of total conferences.	None

Category	Key	Description	Workaround
SNMP	SSGSE-6307	SNMP reports on the number of ad hoc conferences is offset by one. SNMP also reports the total conferences in one day based on a 24-hour interval rather than on the actual calendar dates.	Use the Today's Ad hoc Conferences and Today's Scheduled Conferences pane on the dashboard for accurate conference information.
SNMP	SSGSE-6657	The Polycom CMA system does not always send the correct NTLM version for devices through to SNMP.	None
System	SSGSE-14255	Disk space growing on Partition E due to large log files - need method to clean up old logs (especially mod_jk.log - which is now at over 5 GB and growing).	Delete or truncate mod_jk.log when it reaches large size - (suggest 2GB) or before it reaches 5 GB.
UI	SSGSE-10050	Some UI pages with grids do not recognize that a row is selected, so when an ACTION command is clicked, the user gets an error message saying "The set of device IDs must not be null". The set of IDs is the set of selected rows in the grid.	Refresh the browser or logout and log back in.
UI	SSGSE-10282	After finishing the uploading of the first software update on the Automatic Software Update page, the popup box that is displayed (telling the user that it will assume to be the policy for this device type) is cut off at the bottom. The cutoff text is the last part of the following message: "To modify, see the 'Version to use' section at the top of the screen."	Click OK to dismiss the popup.
UI	SSGSE-10303	If the User Interface Timeout value is set to a large number, such as 9999999, the system becomes blocked with "Your session has timed out".	To avoid this problem, do not use large timeout values.
UI	SSGSE-11198	In the "Add New Room" dialog box the participant names are cut off.	None
UI	SSGSE-13203	The method for selecting dates for the reporting features of the CMA system user interface is inconsistent. Although this causes no real issue, it does need to be changed to make it consistent.	None
UI	SSGSE-13306	When deleting a provisioning bundle, the user must confirm the deletion and then acknowledge that the bundle was deleted successfully. In the future, the second popup for the status of the deletion will not occur if the deletion was successful.	None

Category	Key	Description	Workaround
UI	SSGSE-13320	When editing an endpoint (Endpoint > Monitor View > Edit), the ISDN video number could not be saved if ISDN(H.320) is not selected.	None
UI	SSGSE-13443	When scheduling a conference, if a lecturer is selected that has a long name, the page is resized so certain fields are not viewable without using the scrollbar at the bottom.	None
UI	SSGSE-13486	The CMA system does not display the correct conference lecturer when the lecturer is changed during an active conference.	None
UI	SSGSE-13558	The progress bar on the File Download popup for the CMA system backup (Generate Database Backup Files) doesn't update when downloading the update file.	None
UI	SSGSE-13559	In the Traceroute and Ping popup, it is unclear which tab is active.	Please refer to the action button that is active to know which tab is active.
UI	SSGSE-13681	Duplicate MCU services are displayed on the CMA system interface if a user repeatedly clicks the Update button when adding a new MCU service for an RMX system.	None
UI	SSGSE-13754	The number of characters allowed in the Time Server field on the Provisioning page is not sufficient for the full DNS name.	None
UI	SSGSE-13789	When uploading certificates, the "Upload Certificate" option can only be made with the mouse and not with the keyboard; otherwise the user cannot select "Upload File" and "Password".	Use a mouse to make the selections.
UI	SSGSE-14111	Configuring a user interface timeout value of 999999 (or similar) locks all users out of the system.	None
UI	SSGSE-14238	The abbreviation XMA is in the CMA system UI - "Create & Download a Backup Archive to Restore to XMA" found under admin -->Backup System Settings.	None
UI	SSGSE-14259	The "Create and Download a Backup Archive" dialog cancel button does NOT actually "cancel" the dialog. Instead, the dialog information shows "Canceled", and requires the user to press the "OK" button.	None

Category	Key	Description	Workaround
UI	SSGSE-14265	Navigating away from the Admin > SNMP Settings page after updating results in popup menu warning of unsaved changes to the page when your changes have already been applied.	None
UI	SSGSE-14270	The CMA system Web UI and CMA Desktop logins were disabled by the system. Both Local and LDAP accounts were not able to log in.	None
UI	SSGSE-14391	When using Microsoft Internet Explorer 9 (IE9), the CMA system log files do not open. Instead the user receives an error message.	Save the file to disk and open using any text editor.
UI	SSGSE-6109	When tabbing through the internal pages, the Views and Actions labels can be accessed, but not individual views or actions. This makes it impossible for keyboard-only users who can't use a mouse) to switch views or initiate actions.	None
UI	SSGSE-6530	With 500 sites + 500 links, first time access can take 3-5 minutes but the system does not indicate that something is happening.	None
UI	SSGSE-6538	If users access the Polycom CMA system web interface from a PC that has the Polycom Scheduling Plugin for Microsoft Outlook installed, they may get intermittent messages stating "Device Not found".	Uninstall the Polycom Scheduling Plugin for Outlook.
UI	SSGSE-6545	After deleting a remote alert profile, users may get an error message that indicates "Failed to delete profile", but the profile was actually deleted. This is a refresh error.	Navigate away from the page and then return.
UI	SSGSE-6796	The Conference Management page may not automatically refresh and show the correct status of a long duration call if the call disconnects by itself, especially if the disconnect occurs at or after midnight.	Click Refresh to manually refresh the page.
UI	SSGSE-7138	For some pop-up messages on the Polycom CMA system, selecting OK does not close the popup.	Click the red X to close the popup message.
UI	SSGSE-7320	When a registered MCU has calls on it, there is no far site call information in the View Details dialog box.	None
UI	SSGSE-7480	See SSGSE-7481	

Category	Key	Description	Workaround
UI	SSGSE-7498	Selecting the ISDN Required MCU Service on the Device Capabilities page results in a database update even if there is no change in the device information.	None
UI	SSGSE-7499	If a non-dynamically managed endpoint entry is deleted from the Global Address Book and gatekeeper and then the endpoint re-registers automatically, the CMA system will report inaccurately that its Global Address Book and gatekeeper registrations are down.	Restart the endpoint.
UI	SSGSE-7506	The Area Code field is blank in the Endpoint > Monitor View page even after it is added manually on the Polycom CMA system.	Enter an area code on the endpoint itself. If you do not, the endpoint will replace the value on the Polycom CMA system with a blank value.
UI	SSGSE-7537	A IP-only VSX endpoint will be reported with a SIP alert on a CMA system even when there is no SIP registration attempt from the VSX.	None
UI	SSGSE-7552	MGC and GW/MCU device's site does not update when the device's subnet is added to a site.	Delete the GW/MCU and MGC. After re-registration the UI will display the site correctly.
UI	SSGSE-7644	View Participant Details and Device Summary screens show an unfamiliar device ID.	None. These are IDs used for troubleshooting.
UI	SSGSE-7745	When a PVX is in a conference, an administrator can select View Participant Details for it, and the View Participant details pop-up window appears and Manage Device is one of the available actions. However, Manage Device does not apply to a PVX, and selecting the option for a PVX generates an error message.	None
UI	SSGSE-7917	The Gatekeeper pane shows inaccurate counts.	None
UI	SSGSE-7926	The Internet site is no longer shown on the Site Statistics page.	None
UI	SSGSE-7977	If an ISDN line is down, the CMA system does not send an alert even though it does show the line is down.	None
UI	SSGSE-8351	The Alias filter on the Endpoint > Monitor View page only searches E.164 aliases and does not search H.323 IDs.	None
UI	SSGSE-8383	There are redundant commas in the Japanese translation of "Date and Time" information.	None

Category	Key	Description	Workaround
UI	SSGSE-8994	In the Gatekeeper pane of the CMA system Dashboard, Alternate Configured is always No.	None
UI	SSGSE-9030	The CMA system Device List refers to endpoint models inconsistently (specific model vs. series).	None
UI	SSGSE-9835	On the Network Device > Monitor View page, the display of the devices does not always lineup properly.	Use the Refresh action to correct the problem. Do not use the browser refresh.
UI	SSGSE-9903	In the popup for selecting the profile to provision to a set of endpoints, there is no default action.	None
UI	SSGSE-9905	On the Admin > Provisioning Profiles > Scheduled Provisioning Profiles screen, the Add Profile popup does not have a default action.	None
UI	SSGSE-9992	When attempting the Send Message action, Cancel is the default action, but when the user accepts the default action (by pressing Enter), the system does not perform the Cancel action,	Click the required button (Cancel).
Upgrade	SSGSE-12682	Apple Safari or Mozilla Firefox on a Macintosh (MAC) computer do not support the CMA system upgrade process. The file is not uploaded correctly.	Use a Microsoft Windows system with Apple Safari, Mozilla Firefox, or Microsoft Internet Explorer for CMA system upgrades.
Upgrade	SSGSE-13798	When uploading softupdate packages to a CMA system, an error might occur during the transfer causing it to fail. In some cases, this may be a result of the CMA system disk being full.	If a upload fails, remove older softupdate files that are no longer needed. Also, clean up other logging or database backups to free up disk space. After cleanup, attempt the upload again.
Upgrade	SSGSE-14242	A Hot Fix applied to newer Hot Fix on same patch level wrongly succeeds.	None
Upgrade	SSGSE-7921	After upgrading the system, any devices that had two rows in the H323Address no longer get updated correctly.	None



Category	Key	Description	Workaround
Upgrade	SSGSE-8309	After upgrading to CMA 5.0, CMA Desktop users were added to the Global Address Book, even though the Include dynamically-managed devices in the Global Address Book was unchecked.	Enable and then disable the Include dynamically- managed devices in the Global Address Book option.
Upgrade	SSGSE-9088	Multiple MCUs lost gatekeeper registration with CMA system. PN_Log.txt stops reporting info after upgrade from v4.1.4 to v5.0.	None

The following table lists some of the known limitations of the CMA system when interoperating with partner gatekeepers and endpoints.

Issue #	Description	Comment
CSC-6	Cisco/Busy signal is heard on Cisco phones when VSX or HDX disconnects.	An endpoint issue related to issue VIDEO-57092, which is marked Will Not Fix.
CSC-3	Call Type in conference management screen indicates an incorrect type	Open issue
CSC-2 SSGSE-2200	Bit Rate in conference management screen is incorrect	Open issue
AVA-707 CSC-5 SSGSE-2202	Mute indication not displayed in conference management screen when muting occurs.	Open issue
AVA-708	Avaya/Video protocol and format on the conference management screen always displays as AUTO.	Open issue
AVA-726	Avaya/RMX2000/CDR/Destination field is blank on the CDR when the Avaya softphone or hardphone dial into a conference.	Open issue

Issue #	Description	Comment
AVA-715	No audio heard after Avaya phone is taken off hold.	Enhancement request. The CMA system does not currently support audio shuffling.
AVA-716	Endpoints do not negotiate video when the Avaya softphone transfers a call.	Enhancement request. The CMA system does not currently support audio shuffling.
AVA-709 CSC-4	Incorrect call duration for an ad hoc conference.	Enhancement request. Currently, the CMA system shows duration for scheduled conferences only, not ad hoc conferences.
SSGSE-4566	In an environment with an Avaya ACM, if a RMX registered to a CMA system has an audio call to a telepresence room, the telepresence systems will get excessive background/white noise.	Open issue

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## Appendix A: SQL Server Configuration to Prevent Random Database Disconnection

Polycom CMA and ReadManager SE200 systems connected to an external database sometimes experience problems with random disconnection from the Microsoft SQL server. A subset of database connections from a Polycom CMA or ReadManager SE200 system may drop, and a drop can remain unnoticed until a user performs an operation that attempts to use the connection. This problem is exacerbated by the fact that a Polycom CMA or ReadManager SE200 system does not try to reconnect on its own. We have enhanced some system modules, such as the Device Manager and CDR Manager, so they do initiate a reconnection to the database, which alleviates the problem to a great extent. But there are still modules that do not.

After researching the problem, we have determined that the database connection is closed by the TCP stack on the Microsoft SQL 2005 server, not by the Polycom CMA and ReadManager SE200 systems. There is a fairly new feature in the SQL server's TCP that looks for orphaned connections. The server sends "Keep Alive" (heartbeat) messages to the client through each of the connections and expects acknowledgments. If no acknowledgment is received within stipulated time and after a stipulated number of re-transmissions, the server closes that particular connection. The default time for "Keep Alive" message to start is 30secs. If no acknowledgment is received

from the client for that particular connection, the local server TCP will keep sending “Keep Alives” to the client and will wait for `KeepAliveInterval`(default 1sec) between each retransmissions. After `TcpMaxDataRetransmissions` (default 5) times of sends-and-no-acknowledgments, the server will close the connection with the assumption that the client is probably not operational anymore.

The default setting for this feature has been found to be too aggressive and it renders easy for client systems to fatally miss successful acknowledgments every time. Temporary network latencies, systems being too busy to respond or even the low level NICs state can cause this failure.

Hence, Polycom recommends changing the configuration of the “Keep Alive” settings on the server to pace the heartbeats better. We have tested with various wait-time settings for the “Keep Alive” variable and have found that exercising this feature every hour to be ideal.

The change of configuration on SQL server is on a per instance basis. So the affect should be localized and should not affect other instances in the same database.

**The following is the procedure:**

- 1** From the Microsoft SQL Server Configuration Manager, select Start > All Programs > Microsoft SQL Server 2005 > Configuration Tools > SQL Server Configuration Manager.
- 2** Expand SQL Server 2005 Network Configuration.
- 3** Select the relevant instance. For default, select Protocols for MSSQLSERVER.
- 4** Double click TCP/IP.
- 5** Select the field that corresponds to the `KeepAlive` setting.
- 6** Type in the number of milliseconds the Microsoft SQL server should wait before sending subsequent `KeepAlive` messages.  
NOTE: The tested value is 3600000 (once every hour).
- 7** Restart Microsoft SQL server.

## Appendix B: Polycom CMA System Operating System Updates

The following table shows the operating system patches applied to the CMA system in this release.

### Security Updates for Windows 7

KB2621440
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# Appendix C: Polycom CMA System End-User License Agreement

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\_\_\_ Windows User CALs

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- authentication services (when user or application credentials are exchanged between the server software and a User or device),

- file services (accessing or managing files or disk storage),
- printing services (printing to a printer managed by the server software), or
- remote access service (accessing the server from a remote location through a communications link, including a virtual private network).

You do not need to acquire a Windows CAL for any User or device that accesses the server software solely through the Internet and is not authenticated by the server software or a Multiplexing Service.

*Types of Windows CALs.*

- “Windows Device CAL” permits one device (used by any User) to access or use the server software.
- “Windows User CAL” permits one User (using any device) to access or use the server software.

You may use a mix of Windows Device CALs and Windows User CALs at the same time with the server software.

*Windows CAL Licensing Modes.* You may use Windows CALs with the server software in either “Per Device or Per User” or “Per Server” mode.

- (i) In Per Device or Per User mode, a Windows CAL is required for each device or User that accesses server software on the Server. If you choose Per Device or Per User mode, the choice is permanent.

You may reassign a Windows CAL from one device to another device, or from one User to another User, if the reassignment is made

(A) permanently away from the one device or User, or

(B) temporarily to accommodate the use of the Windows CAL by a loaner device while a permanent device is out of service, or the use of the Windows CAL by a temporary worker while a regular employee is absent.

If the server software is not used in Per Device or Per User mode, the server software is deployed in Per Server mode.

- (ii) In Per Server mode, the maximum number of devices and Users that may at the same time access server software installed on this server equals the number of Windows CALs (of either type) that you acquire and designate for use exclusively with this server. You have the one-time right to change your use of the server software from Per Server mode to Per Device or Per User mode. If you do so, you may apply the same number of Windows CALs you acquired for use in Per Server mode in Per Device or Per User mode instead.

*Terminal Server Client Access License (“TS CAL”) Requirements.* In addition to a Windows CAL, if you wish to conduct a Windows Session, you must acquire a TS CAL for each User or device. A “Windows Session” means a session during which the server software hosts a graphical user interface on a device.

*Types of TS CALs.*

-“TS Device CAL” permits one device (used by any User) to conduct Windows Sessions on the Server.

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You may use a mix of TS Device CALs and TS User CALs at the same time with the server software.

*TS CAL Licensing Modes*

(i) In Per Device or Per User mode, a separate TS CAL is required for each device or User that accesses server software on the Server.

You may reassign a TS CAL from one device to another device, or from one User to another User, if the reassignment is made

(A) permanently away from the one device or User, or

(B) temporarily to accommodate the use of the TS CAL by a loaner device while a permanent device is out of service, or the use of the TS CAL by a temporary worker while a regular employee is absent.

(ii) Windows Sessions are not allowed in Per Server mode.

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(ii) Version Matching. Each required CAL must be version Windows Server 2003 or a later version.

(iii) Administration. Up to 2 Users or devices may access or use the server software at the same time, without acquiring any CALs, solely for administration of the server software. You do not need a TS CAL when attaching to or mirroring the single Console Session. The “Console Session” is the Windows Session that is conducted through the designated primary keyboard and display device (or similar peripherals).

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You may use remote access technologies in the software such as Remote Desktop to access the software remotely from another device. You are responsible for obtaining any licenses required for use of these protocols to access other software.



- **COMPONENT DATA STORAGE.** The software may contain components that use Microsoft SQL Server Desktop Engine (“MSDE”). Only those software components may use MSDE.
- **INTERNET-BASED SERVICES.** Microsoft provides Internet-based services with the software. Microsoft may change or cancel them at any time.
  - a. **Consent for Internet-Based Services.** The software features described below connect to Microsoft or service provider computer systems over the Internet. In some cases, you will not receive a separate notice when they connect. You may switch off these features or not use them. For more information about these features, visit  
<http://www.microsoft.com/windowsxp/downloads/updates/sp2/docs/privacy.msp>.  
**By using these features, you consent to the transmission of this information.** Microsoft does not use the information to identify or contact you.
  - b. **Computer Information.** The following features use Internet protocols, which send to the appropriate systems computer information, such as your Internet protocol address, the type of operating system, browser and name and version of the software you are using, and the language code of the device where you installed the software. Microsoft uses this information to make the Internet-based services available to you.
    - **Digital Certificates.** The software uses digital certificates. These digital certificates confirm the identity of Internet users sending X.509 standard encrypted information. The software retrieves certificates and updates certificate revocation lists. These security features operate only when you use the Internet.
    - **Auto Root Update.** The Auto Root Update feature updates the list of trusted certificate authorities. You can switch off the Auto Root Update feature.
    - **Windows Media Digital Rights Management.** Content owners use Windows Media digital rights management technology (WMDRM) to protect their intellectual property, including copyrights. This software and third party software use WMDRM to play and copy WMDRM-protected content. If the software fails to protect the content, content owners may ask Microsoft to revoke the software’s ability to use WMDRM to play or copy protected content. Revocation does not affect other content. When you download licenses for protected content, you agree that Microsoft may include a revocation list with the licenses. Content owners may require you to upgrade WMDRM to access their content. Microsoft software that includes WMDRM will ask for your consent prior to the upgrade. If you decline an upgrade, you will not be able to access content that requires the upgrade. You may switch off WMDRM features that access the Internet. When these features are off, you can still play content for which you have a valid license.
  - c. **Misuse of Internet-based Services.** You may not use these services in any way that could harm them or impair anyone else’s use of them. You may not use the services to try to gain unauthorized access to any service, data, account or network by any means.

•**BENCHMARK TESTING.** The software may contain the Microsoft .NET Framework. You may conduct internal benchmark testing of the .NET Framework component of the software (".NET Component"). You may disclose the results of any benchmark test of the .NET Component, if you comply with the following terms:

- (1) you must disclose all the information necessary for replication of the tests;
- (2) you must disclose the date(s) when you did the benchmark tests and version information for all Microsoft software products tested;
- (3) your benchmark testing was performed in accordance with the product documentation and/or Microsoft's support Web sites, and uses the latest updates, patches, and fixes available for the .NET Component and the relevant Microsoft operating system;
- (4) it is sufficient if you make the disclosures at a publicly available location such as a Web site, so long as a public disclosure of the results of your benchmark test expressly identifies the public site containing all required disclosures; and
- (5) nothing in this provision shall be deemed to waive any other right that you may have to conduct benchmark testing.

The above terms shall not apply to your disclosure of any customized benchmark test of the .NET Component, if a prospective customer makes such disclosure under confidentiality in conjunction with a bid request. If you disclose such benchmark test results, Microsoft shall have the right to disclose the results of benchmark tests it conducts of your products that compete with the .NET Component, provided it complies with the same conditions above.

•**NOTICES ABOUT THE MPEG-4 VISUAL STANDARD.** The software may include MPEG-4 visual decoding technology. This technology is a format for data compression of video information. MPEG LA, L.L.C. requires this notice:

USE OF THIS PRODUCT IN ANY MANNER THAT COMPLIES WITH THE MPEG-4 VISUAL STANDARD IS PROHIBITED, EXCEPT FOR USE DIRECTLY RELATED TO (A) DATA OR INFORMATION (i) GENERATED BY AND OBTAINED WITHOUT CHARGE FROM A CONSUMER NOT THEREBY ENGAGED IN A BUSINESS ENTERPRISE, AND (ii) FOR PERSONAL USE ONLY; AND (B) OTHER USES SPECIFICALLY AND SEPARATELY LICENSED BY MPEG LA, L.L.C.

If you have questions about the MPEG-4 visual standard, please contact MPEG LA, L.L.C., 250 Steele Street, Suite 300, Denver, CO 80206; [www.mpegla.com](http://www.mpegla.com).

•**SECONDARY BOOT AND RECOVERY COPIES OF THE SOFTWARE.**

**Secondary Boot Copy.** If a secondary boot copy of the server software is installed on the Server, you may access, boot from, display and run it solely in the event of a failure, malfunction, or corruption of the primary operating copy of the server software, and only until the primary operating copy has been repaired or reinstalled. You are not licensed to boot from and use both

the primary operating copy and the secondary boot copy of the server software at the same time.

**Recovery Copy.** You may use recovery copy solely to repair or reinstall the server software on the Server.

- **APPROVED ADDITIONAL TEXT IF EMBEDDED SYSTEM IS AUTHORIZED TO BE LEASED UNDER THE OEM LICENSE AGREEMENT: LEASED HARDWARE.** If you lease the Server from [COMPANY], the following additional terms shall apply: (i) you may not transfer the software to another user as part of the transfer of the Server, whether or not a permanent transfer of the software with the Server is otherwise allowed in these license terms; (ii) your rights to any software upgrades shall be determined by the lease you signed for the Server; and (iii) you may not use the software after your lease terminates, unless you purchase the Server from [COMPANY].
  - **NO RENTAL.** You may not rent, lease, lend, or provide commercial hosting services with the SOFTWARE.
4. **PRODUCT SUPPORT.** Contact *Polycom* for support options. Refer to the support number provided with the device.
  5. **BACKUP COPY.** You may make one backup copy of the software. You may use it only to reinstall the software on the device.
  6. **PROOF OF LICENSE.** If you acquired the software on the device, or on a disc or other media, a genuine Certificate of Authenticity label with a genuine copy of the software identifies licensed software. To be valid, this label must be affixed to the device, or included on or in *Polycom's* software packaging. If you receive the label separately, it is not valid. You should keep the label on the device or packaging to prove that you are licensed to use the software. To identify genuine Microsoft software, see <http://www.howtotell.com>.
  7. **TRANSFER TO A THIRD PARTY.** You may transfer the software only with the device, the Certificate of Authenticity label, and these license terms directly to a third party. Before the transfer, that party must agree that these license terms apply to the transfer and use of the software. You may not retain any copies of the software including the backup copy.
  8. **NOT FAULT TOLERANT.** The software is not fault tolerant. *Polycom* installed the software on the device and is responsible for how it operates on the device.
  9. **RESTRICTED USE.** The Microsoft software was designed for systems that do not require fail-safe performance. You may not use the Microsoft software in any device or system in which a malfunction of the software would result in foreseeable risk of injury or death to any person. This includes operation of nuclear facilities, aircraft navigation or communication systems and air traffic control.
  10. **NO WARRANTIES FOR THE SOFTWARE.** The software is provided "as is". You bear all risks of using it. Microsoft gives no express warranties, guarantees or conditions. Any warranties you receive regarding the device or the software do not originate from, and are not binding on, Microsoft or its affiliates. When allowed by your local laws, *Polycom* and Microsoft exclude implied warranties of merchantability, fitness for a particular purpose and non-infringement.

11. **LIABILITY LIMITATIONS.** You can recover from Microsoft and its affiliates only direct damages up to two hundred fifty U.S. Dollars (U.S. \$250.00), or equivalent in local currency. You cannot recover any other damages, including consequential, lost profits, special, indirect or incidental damages.

This limitation applies to:

- anything related to the software, services, content (including code) on third party internet sites, or third party programs, and
- claims for breach of contract, breach of warranty, guarantee or condition, strict liability, negligence, or other tort to the extent permitted by applicable law.

It also applies even if Microsoft should have been aware of the possibility of the damages. The above limitation may not apply to you because your country may not allow the exclusion or limitation of incidental, consequential or other damages.

12. **EXPORT RESTRICTIONS.** The software is subject to United States export laws and regulations. You must comply with all domestic and international export laws and regulations that apply to the software. These laws include restrictions on destinations, end users and end use. For additional information, see [www.microsoft.com/exporting](http://www.microsoft.com/exporting).