

Service Pack Notes

Polycom® CMA System



Service Pack ID SP_3
Affected version: Polycom CMA v5.3.0 ER15
Released file: 530000003_SP_3.upg

Purpose

This service pack includes fixes for some issues reported on Polycom CMA system version 5.3.0 or earlier. It also includes fixes from earlier CMA system v5.3 service packs.

Resolved Issues

This service pack includes fixes for the following issues.

- ❑ Users cannot log into their CMA Desktop client and their information is not returned in directory searches when the CMA system is integrated with Active Directory and the Active Directory information includes auxiliary classes. (SSGSE-9915/SSGE-1224)
- ❑ CMA Desktop users cannot browse the enterprise directory when the client is running on a Microsoft Windows 7 system with NTLM set to v2 only and the domain controller is running 2008 Domain Functional Level w/Domain Controller Windows Server 2008. (SSGSE-10056/SSGE-1204/SSGE-1241/SSGE-1243)
- ❑ Some CMA Desktop users cannot log into their CMA Desktop client using their domain login account when the CMA system sends Active Directory invalid workstation information. (SSGSE-9643)
- ❑ Call Detail Record report returns blank entries when the selected date range is for a single day. (SSGSE-9025/SSGE-1159)

This service pack also includes fixes for the following issues that were rolled up from earlier service packs.

- ❑ GAB issue: Video endpoints do not display Global Address Book entries even when successfully registered to the Polycom CMA server for GAB service. (SSGE-1185)
- ❑ Provisioning issue: If a video endpoint takes more than seven seconds to report status to the Polycom CMA Server after a provisioning request, the Polycom CMA Server displays the provisioning status as a failure even if the update is successful. (SSGE-1198)
- ❑ Conference Scheduling displays Default Audio and Video templates even when all Roles are explicitly denied. (SSGE-1104)
- ❑ Polycom MGC conferencing platform issue: After upgrading to CMA system version 5.3.0, conferences scheduled on an MGC platform using the CMA system show up as "empty" and conferences do not launch if QUICK_LOG_IN_VIA_ENTRY_QUEUE is enabled. (SSGE-1171)
- ❑ GAB issue: After upgrading from CMA system version 4.x to 5.0.0, an RMX 2000 system does not display Guest Book entries. (SSGE-1081/SSGE-1199)
- ❑ GAB issue: After upgrading from CMA system version 4.x to 5.3.0, an RMX 2000 system is unable to add guest book participants to conferences. (SSGE-1081/SSGE-1199)

Functionality Affected

This service pack changes user interaction with the CMA system in the following way:

- ❑ To allow endpoint users to search the enterprise directory, you must enable both the **Integrate with LDAP server** option and the **Use Single Sign-On** option on the **LDAP** page.

This service pack changes underlying system functionality in the following way:

- ❑ The CMA system now filters out auxiliary class information from the Active Directory information it sends endpoints.
- ❑ The CMA system now uses the netlogon protocol to validate user credentials for the LDAP bind, but it uses the CMA system service account for LDAP queries. The Active Directory server no longer uses the Access Control List to validate user accounts.
- ❑ When CMA Desktop users log in, the CMA system now sends a valid workstation name (i.e., the name sent by the endpoint) to Active Directory.

Earlier CMA system v5.3 service packs change system functionality in the following way:

- ❑ The CMA system will now wait 30 seconds for a video endpoint to report status after a provisioning request.
- ❑ Role assignment is no longer available for the default Templates. They will be displayed at all times to prevent scheduling from becoming unusable if no Templates are available.

Prerequisites/Configuration Considerations

Install this service pack only on CMA systems that have version 5.3.0 installed (any service pack level); no other prerequisites exist.

Installation Notes

Install this service pack as you would a standard CMA software upgrade package. For more information, see the *Polycom CMA System Upgrade Guide*.

Rollback Considerations

There is no procedure to uninstall service packs. Re-image the system to return it to its pre-service pack state.

Known Issues

This service pack has the following new issue(s):

Defect #	Description
SSGSE-9669	The Polycom CMA system does not send the correct country codes and area codes of H.320 (ISDN) guest entries to the RMX system.

For all other known issues, please refer to the *Polycom CMA System v5.3 Release Notes*.