



Polycom CMA System Release Notes

What's New in This Release

The Polycom CMA scheduling and management system version 5.3 includes the following new features.

- [Enhanced TANDBERG Endpoint Support](#)
- [Overbooking Dial-in Participants](#)
- [Polycom Scheduling Plugin for Microsoft Outlook Installation Changes](#)
- [Enhanced Polycom RMX Support](#)

Each of these features is discussed in more detail in the following sections.

For more information about the Polycom CMA system, see the *Polycom CMA System Operations Guide*.

Enhanced TANDBERG Endpoint Support

Polycom CMA system version 5.3 includes enhanced support for TANDBERG 150, 990, 880, and 770 MXP endpoints. The Polycom CMA system has added capabilities for provisioning, software updates, command and control, and monitoring. Support for other TANDBERG endpoint models has not changed.

Endpoint Model	Versions	Gatekeeper Registration	Global Address Book Access	Dynamic Management ^a (Automatic Provisioning and Softupdate)	Standard Management ^a (Scheduled Provisioning and Softupdate)	Scheduling (Dial In only) ^b	Scheduling (Dial in and Dial out)	Monitoring (Standard CMA monitoring) ^c	Command and Control ^d	Reports for IP Calls ^e	Reports for ISDN Calls ^e
TANDBERG 150 MXP	L5.1	Y	Y	N	Y	N	Y	Y	Y	Y	N
TANDBERG 990/880/770 MXP	F8.2	Y	Y	N	Y	N	Y	Y	Y	Y	Y
TANDBERG C Series and Other TANDBERG Models		Y	N	N	N	Y	N	N	N	Y	N

- a. Dynamic Management and Standard Management are mutually exclusive functionality.
- b. Scheduling (Dial In Only) and Scheduling (Dial In and Dial Out) are presented as mutually exclusive functionality.
- c. Standard CMA monitoring does not involve using SNMP. It includes endpoint monitoring (online/offline status) and alerts.
- d. Command and Control means the Polycom CMA system can send a Reboot command, and the endpoint can receive and act on the command.
- e. Reports for IP Calls are generated as part of standard gatekeeper functionality. Reports for ISDN Calls are additional system functionality.

Scheduled Provisioning of Selected TANDBERG Endpoints

The Polycom CMA system version 5.3 can provision most fields for TANDBERG 150, 990, 880, and 770 MXP endpoints. See the *Polycom CMA System Operations Guide* for the list of provisionable fields for supported TANDBERG endpoints.

Note that when you upgrade to Polycom CMA system v5.3, your existing provisioning profiles for TANDBERG endpoints will be automatically updated to the TANDBERG 990, 880, and 770 MXP provisioning profile structure. However, because the profile structure has dramatically changed, we recommend that you delete your existing TANDBERG provisioning profiles and create new profiles.

See the appropriate TANDBERG product documentation for more information about these fields and their acceptable values. See the *Polycom CMA System Operations Guide* for information on implementing scheduled provisioning of endpoints.

Command and Control

Polycom CMA system version 5.3 adds additional command and control for TANDBERG 150, 990, 880, and 770 MXP endpoints. The Polycom CMA system can send a **Reboot** command, and the endpoint can receive and act on the command. In addition, the Polycom CMA system can:

- Discover the endpoint by searching for it within a range of IP addresses
- Complete the initial configuration of the endpoint
- Schedule and launch point-to-point conferences on the endpoint

Monitoring

Polycom CMA system version 5.3 can monitor TANDBERG150, 990, 880, and 770 MXP endpoints so when properly configured, the Polycom CMA system can provide online/offline status and alerts, display call status, and provide image support including near and far end images.

Polycom Global Address Book Access

With Polycom CMA system version 5.3, users of the TANDBERG 150, 990, 880, and 770 MXP endpoints can access the Polycom Global Address Book, so they can see the endpoints in the Global Address Book.

The timing of the endpoint's connection with the Global Address Book can affect the success of its connection. We recommend the following process:

- 1 At the endpoint, enter the information required for directory set up including the Polycom Global Address Book/Polycom CMA system IP address and the path. To do this, on the endpoint, go to **Endpoint Configuration > General > External Phone Book Settings**.
- 2 Wait for the connections to take effect.
- 3 At the Polycom CMA system, go to **Endpoint > Monitor View** and verify the endpoint's Global Address Book connection status is green.

Some notes about the TANDBERG connection to the Global Address Book:

- Even if the Global Address Book is password protected, TANDBERG endpoints are not required to provide a password. They have unrestricted access to the Global Address Book.
- Any third-party endpoint, including TANDBERG endpoints, that are registered to the Polycom CMA system gatekeeper are displayed in the Global Address Book.

Reporting

Polycom CMA system version 5.3 includes standard reporting for TANDBERG 150, 990, 880, and 770 MXP endpoints.

Overbooking Dial-in Participants

In the Polycom CMA system v5.3, an administrator can configure the system to allow scheduler's to overbook dial-in participants. In this case, dial-in participants can be scheduled to dial into multiple conferences during the same time period, but the system reserves resources for the participant for only the first scheduled conference. Dial-out participants cannot be scheduled into multiple conferences.

To allow schedulers to overbook dial-in participants

- 1 Go to **Admin > Conference Settings**.
- 2 In the **Allow Overbooking of dial-in participants** section of the **Conference Settings** page, check the **Enabled** checkbox.
- 3 Click **Update**.

Polycom Scheduling Plugin for Microsoft Outlook Installation Changes

Several improvements have been made to the installation process for the Polycom Scheduling Plugin for Microsoft Outlook.

- The plugin is now suitable for silent installation.
- The installation process now includes a wizard.
- The installation process no longer requires administrative rights on the client system.

Silent Installation

The Polycom Scheduling Plugin for Microsoft Outlook is now suitable for silent installation using the Microsoft Windows Installer `msiexec`. `msiexec` is an application embedded in the Microsoft Windows operating system. Type `msiexec` at a Windows command prompt to get more information about the application.

To use the Windows Installer

- 1 If this is not the first installation of the Scheduling Plugin for Outlook, you should remove the previous version of the Scheduling Plugin for Outlook. You can do this at a Windows command prompt by using a silent command:

```
msiexec /x "c:\Polycom Scheduling Plugin for Microsoft Outlook.msi" /q
```

Where:

- "c:\Polycom Scheduling Plugin for Microsoft Outlook.msi" is the location of previous installation file

- 2 Download and save the installation file for the **Polycom Scheduling Plugin for Microsoft Outlook** as described in the *Polycom Scheduling Guide for Microsoft Outlook*.

- 3 To install the new `.msi` file, at a Windows command prompt, enter and edit the following command as needed for your installation:

```
msiexec /i "c:\Polycom Scheduling Plugin for Microsoft Outlook.msi" /q  
SERVER="172.21.115.101" USESS0=1
```

Where:

- "c:\Polycom Scheduling Plugin for Microsoft Outlook.msi" is the location of installation file
- `SERVER="172.21.115.101"` is the IP address or DNS of the Polycom CMA system
- `USESS0=1` is 0 or 1 to indicate whether or not to **Sign in using network login credentials**. (1=Yes and the default value; 0 is No)

Note You cannot at this time set the https option on the Polycom Scheduling Plugin for Microsoft Outlook via a silent installation.

Enhanced Installation Wizard

To install the Scheduling Plugin for Outlook

- 1 Ensure that Microsoft Outlook is closed.
- 2 If this is not your first installation of the Scheduling Plugin for Outlook, go to **Start > Control Panel > Add or Remove Programs** and remove the previous version of the Scheduling Plugin for Outlook.
- 3 Download and save the installation file for the **Polycom Scheduling Plugin for Microsoft Outlook** as described in the *Polycom Scheduling Guide for Microsoft Outlook*.
- 4 Double-click the downloaded file and following the installation instructions.
- 5 When prompted, read the license agreement, accept the terms, and click **Next**.
- 6 In the **Configuration** page:
 - a Enter the Server IP (or DNS) of the Polycom CMA system
 - b As needed, select **Sign in using network login credentials**.
 - c Click **Next** and then click **Install**.
- 7 When the wizard completes the installation, click **Finish**.

Enhanced Polycom RMX Support

To support Polycom RMX versions 6.0 and 7.0 conferencing platform features, the Polycom CMA system conference templates includes the following additional fields:

On the **Video Settings** tab:

Video Settings	
Auto Brightness	Detects and automatically adjusts the brightness of video windows that are dimmer than other video windows in the conference layout.
Encryption	Activate encryption for the conference
Video Clarity	Applies video enhancing algorithms to incoming video streams of resolutions up to and including SD.

On the **Conf Settings** tab:

Conf Settings	
Auto Redial	Instructs the Polycom RMX to automatically redial IP and ISDN participants that have been abnormally disconnected from the conference.

It is important to note that the Polycom CMA system administrator should manually synchronize these settings in the CMA system conference template to those in its associated RMX profile. If the CMA system conference template and the RMX system profile with which it is associated are in conflict, the settings in the RMX system profile take precedence.

Also, to support Polycom RMX system versions 6.0 and 7.0 conferencing platform features, the Polycom CMA system scheduling supports the following additional connection speed for endpoints in the conference 832, 1728, 2048, 2560, 3072, 3584, and 8192.

System Parameters

The Polycom CMA system operates within the following system parameters:

- Users – no limit
- Groups – 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 Polycom CMA system user interface (UI) is available in the following languages: English, French, German, International Spanish, Japanese, Korean, Simplified Chinese, Traditional Chinese, 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 Polycom CMA systems is managed through Polycom Global Services. For more information, please contact your Polycom representative.

Before installing or upgrading a system to this release, carefully review the following notes:

- Only Polycom CMA systems running version 5.0 can be upgraded to version 5.3.
- If you receive a new Polycom CMA system with version 4.x installed, you must re-image the system to version 5.3.
- If the Polycom CMA system being upgraded is configured to **Use Single Sign on (Integrated Windows Authentication)**, verify that the domain name used for integration is the primary domain name and not an alias. The Polycom CMA system no longer supports a domain name alias in this field.
- The Polycom CMA system upgrade package is an .upg file, not a .cab file as indicated in the upgrade guide.
- If, as part of the Polycom CMA system upgrade, you will also be upgrading your Microsoft SQL Server 2005 to Microsoft SQL Server 2008, we recommend you upgrade the Polycom CMA system first and then the Microsoft SQL Server, as follows:
 - a Do the full Polycom CMA system upgrade.
 - b Shut down the Polycom CMA system (both servers when in a redundant configuration).
 - c Upgrade Microsoft SQL Server.
 - d Bring up the Polycom CMA system (both servers when in a redundant configuration).

System Requirements

The following table describes the requirements for the Polycom CMA system 5.0 web scheduling and system operations client.

Product	Supported Versions
Microsoft Windows Operating System	2003 SP2, XP SP3, or Vista™ SP2
Internet Browser <ul style="list-style-type: none"> • Microsoft Internet Explorer OR • Mozilla Firefox OR • Apple Safari 	v6.0, 7.0, or 8.0 v3.5 or 3.6 v3.2 or 4.0
Adobe Flash Player	v9.x or 10.0.x

Interoperability

The operating system for the Polycom CMA system version 5.3 is Microsoft Windows 2003 Server x64 R2 with SP2 and KB updates. See [“Appendix B: Polycom CMA System Operating System Updates”](#) on page 47 for a list of the updates applied to the Polycom CMA system.

Product	Supported Versions
Video Endpoints	
Polycom V and VSX Series	9.0.5 and higher
Polycom HDX systems	2.5.0.7 and higher
Polycom CMA Desktop	5.0 and higher (Microsoft Windows and Mac OS) Notes To specify the Polycom CMA system by fully qualified domain name on CMA Desktop clients installed on Windows Vista or Windows 7 systems, upgrade to Polycom CMA Desktop v5.1.0 For more information about CMA Desktop client interoperability and support on Mac OS, please see the Release Notes for the Polycom® CMA™ Desktop for Mac OS X.
Polycom ViewStation SP/MP/512	7.5.4 or higher (H.323 only)

Product	Supported Versions
Polycom ViewStation FX/EX/4000	6.0.5 Note Support for ViewStation endpoints is planned to end in the next major release of the Polycom CMA system.
Polycom PVX	8.0.2 and higher
Polycom QDX 6000 ^a	4.0
Polycom VVX 1500	UC 3.3.0 or higher
Network Devices	
Polycom RMX 1500	7.0.1 and higher
Polycom RMX 2000	6.0 and higher
Polycom RMX 4000	6.0 and higher
Polycom RMX 1000	2.1 and higher
Polycom MGC	9.0.1.8 and higher
Polycom DMA 7000	1.0 and higher (H.323 only)
Polycom RSS 2000	4.0
Polycom RSS 4000	6.0
Polycom VBP 4300 Series	9.1.5.1 or higher
Polycom VBP 5300/6400 E/S/T	9.1.5.1 or higher
Third Party Products	
IBM Lotus Notes (for Polycom Scheduling Plugin ^b)	8.0.2 on Windows XP (32 bit) with SP3, Windows Vista Business (32 bit) with SP2, or Windows 7 (32 bit)
Microsoft Outlook (for Polycom Scheduling Plugin)	2003 (11.8313.8221) SP3 on Windows XP (32 bit) with SP3 2007 (12.0.6514.5000) SP2 MSO (12.0.6425.1000) on Windows XP (32 bit) with SP3, Windows Vista Business (32 bit) with SP2, or Windows 7 (32 bit)
Microsoft Windows 2003 Server	x64 R2 with SP2 and KB updates. See “Appendix B: Polycom CMA System Operating System Updates” on page 47 for a list of the updates applied to the Polycom CMA system.
Avaya Gatekeeper	5.2.0947.3

Product	Supported Versions
Cisco Gatekeeper	12.4
Microsoft SQL Server ^{c, d, e, f}	2005 SP3, Standard or Enterprise edition, 32 or 64 bit 2008, Standard or Enterprise edition, 32 or 64 bit Clustering supported.
Microsoft Active Directory ^g	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.

Strategic Global Partners

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 Polycom CMA system has been qualified to neighbor with the Cisco IOS® Software Gatekeeper v12.3 and 12.4 and the Avaya Communications Manager 5.0 SP1 Gatekeeper.

The Polycom 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 Polycom CMA system region and dialing rule. (For more information on regions and dialing rules, see the *Polycom CMA System Operations Guide*.) Then, if the Polycom 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 Polycom CMA system. See the product documentation for the Cisco IOS or Avaya CM gatekeeper to determine how to configure it as a neighboring gatekeeper.

Polycom RMX Platform Integration

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

Synchronization of Templates and Profiles

The Polycom CMA system administrator must manually synchronize the settings in the Polycom 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 Polycom 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 Polycom CMA system and MCU are used simultaneously to manage the same MCU ports.

Feature Integration

Fixed and Flexible Resource Capacity Modes

The Polycom CMA system v5.3 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.

Resolved Issues

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

Issue #	Description
SSGSE-8918 SSGE-1153	A Polycom RMX system is unable to successfully retrieve the Global Address Book from a CMA system when the endpoint System Name includes an ampersand (&).
SSGSE-8866 SSGE-1133 SSGE-1119	The IP CDR Report lists some records with call durations that are incorrect (ex:95873196 minutes) when filtered by Dates > All Dates .
SSGSE-8835	IBM Lotus Notes: Adobe flash player v10 is not supported by Lotus Notes 8.
SSGSE-8760	Chinese UI: {Invalid key: conferencetemplat.details...} message is shown in Conference Template page.
SSGSE-8759	Chinese UI: {Invalid key: confsettings. guestbitrate.label} is shown in Add Guest page.
SSGSE-8758	Chinese UI: The guest name in Chinese is shown as "not used addConfGuest" in Global Address Book .
SSGSE-8757	Chinese_UI: Cannot input Chinese characters when adding an Endpoint or MCU Status pane in the dashboard.
SSGSE-8720 SSGSE-8371 SSGE-1093	All scheduled conferences fail to launch on the destination Polycom RMX system when service records for Web Proxy Auto-Discovery Protocol (WPAD) are present in the Polycom CMA system's DNS environment.
SSGSE-8652 SSGE-1008	When group membership includes loops AND 2 parents (1 is a member of 2 AND 4, 4 is a member of 3, 3 is a member of 1), a web service timeout error will sometimes be displayed in the UI while browsing groups.
SSGSE-8631	On the Endpoint > Monitor View page, the system allows an administrator to change the endpoint association of user who's scheduled for a future conference.

Issue #	Description
SSGSE-8603	Enabling Single Sign-On LDAP configuration may give a Netbios error.
SSGSE-8587 SSGE-1144	<p>When a Polycom RMX 1000 system registers to a Polycom CMA system Global Address Book, the RMX system:</p> <ul style="list-style-type: none"> • Registers as an endpoint rather than an MCU • Shows up on the Endpoint Monitoring View rather than the Network Device Monitoring View • Cannot be scheduled
SSGSE-8554 SSGSE-8286 SSGE-1105	Exporting CDR data to a CSV file in Reports > IP Call Detail Records inverts the call type (Scheduled vs Ad Hoc). The call type displays correctly in the UI before export.
SSGSE-8514 SSGE-1081	A Polycom RMX 2000 system does not display Guest Book entries from the CMA system Global Address Book, even when endpoints do display them correctly.
SSGSE-8507 SSGE-1079 SSGE-9144	The Rooms page does not display if the CMA system has more than 50 rooms.
SSGSE-8496 SSGE-1076	"Web Service I/O Error" is displayed when editing a scheduled conference that has Conference On Port enabled, but not Meet Me per Conference.
SSGSE-8454 SSGE-1074 SSGE-1129	A Polycom CMA system rejects calls traversing links with insufficient bandwidth, rather than downspeeding the calls to use the available bandwidth .
SSGSE-8398 SSGSE-8092	<p>The Polycom Scheduling Plugins for Microsoft Outlook or IBM Lotus Notes cannot connect to a Polycom CMA system that has HTTPS enabled because the CMA system default self-signed certificate is not accepted.</p> <p>The resolution is to obtain and install a certificate from a Certificate Authority. For more information, see the <i>Polycom CMA System Operations Guide</i>.</p>
SSGSE-8381	Web UI logins fail even with a valid username and password.
SSGSE-8371	Scheduled conferences don't start on a Polycom RMX system v5.0.2 after upgrading a Polycom CMA system from v4 to v5.
SSGSE-8360 SSGE-1034	In a redundant configuration, if the primary Polycom CMA system server is rebooted, redundancy is broken until the redundant Polycom CMA system server is reset.
SSGSE-8274 SSGE-1000 SSGE-1056 SSGE-1027 SSGE-1061	A Polycom RMX 1000 system increments Polycom CMA system licenses used when unsuccessfully attempting to register to the Global Address Book.

Issue #	Description
SSGSE-8262 SSGSE-7634 SSGE-972	Signing into a Polycom CMA Desktop client fails intermittently when the Automatic Discovery option on the Polycom CMA system is enabled for Single Signon integration in environments with a non-continuous domain namespace.
SSGSE-8229 SSGE-1032	The refresh button on the Global Address Book page does not work.
SSGSE-8201	Production phones outside a trial group are forced to upgrade their software version.
SSGSE-8161 SSGE-820	In some Active Directory environments when the Automatic Discovery option on the Polycom CMA system is enabled for Single Sign-On integration, response times are slow because queries use the forest root instead of the correct domain.
SSGSE-8155 SSGE-1009	A Polycom CMA system is unable to automatically discover an LDAP server when there is no Global Catalog in the Active Directory site in which the Polycom CMA system resides.
SSGSE-8084 SSGSE-7536 SSGSE-8041 SSGE-1085	Users get a Web Service Error popup on different pages at random times. After upgrading a Polycom CMA system from v4.1.4 to v5.0, deleting a site from the system causes a Web Service Error.
SSGSE-8039 SSGE-1073 SSGE-1060 SSGE-1005	The Polycom CMA system gatekeeper fails to route calls based on the DNS name of the called endpoint.
SSGSE-8023 SSGE-988	The Polycom CMA system displays a "Database connection down" error even after database connectivity is restored. This error could not be cleared until the CMA system was rebooted.
SSGSE-7985	The Polycom CMA system MIB for SNMP has a error that causes it to use the wrong SysOID, so traps are not working correctly.
SSGSE-7777	After upgrading to Polycom CMA system v5.0, the gatekeeper rejects all calls due to socket error in Jserver.
SSGSE-7765 SSGE-981	The Polycom CMA system sometimes sends an email incorrectly warning that the license utilization is within 5% of the maximum.
SSGSE-7722	Conference Monitoring cannot manage conferences with names longer than 50 characters.
SSGSE-7720	The Polycom CMA system Scheduler no longer downspeeds correctly which can cause scheduled conferences to fail.
SSGSE-7685	Various errors are thrown when performing CMA system operations using a SQL database with Swedish collation. The Polycom CMA system supports on a SWL database with English collation.

Issue #	Description
SSGSE-7648	Some Polycom HDX endpoints are being displayed with a device type of Other in the Endpoint Monitoring View and other UI screens.
SSGSE-7542	MCU capabilities screen displays a 'Monitoring Level' configuration that only actually applies to endpoints.
SSGSE-7532 SSGE-909	A Polycom CMA Desktop client does not download a new version when accessing the Polycom CMA system through the Polycom Video Border Proxy ST using Access Proxy mode. Fixed in Polycom CMA Desktop.
SSGSE-7423	ISDN participants do not maintain a custom call speed when saved to the Guest Book. The Add Guest workflow does not indicate that a selected call speed is used only for the current conference even if Save to Guest Book is enabled.
SSGSE-7309	Invalid hyperlink given for Scheduling Plugin for Microsoft Outlook download when the plugin is out-of-date.
SSGSE-7303	When using the Simplified Chinese version of the Polycom Scheduling Plugin for IBM Lotus Notes, a meaningless message appears up when the user attempts to move a conference to a time in the past.
SSGSE-7301	When using the Korean version of the Polycom Scheduling Plugin for IBM Lotus Notes, an error message occurs when opening the Scheduling page.
SSGSE-7300	When using the Korean version of the Polycom Scheduling Plugin for IBM Lotus Note, the VideoConference button is translated into Japanese.
SSGSE-7297	When scheduling a conference for a time in the past using the French version of the Polycom Scheduling Plugin for IBM Lotus Notes, no error message appears.
SSGSE-7261 SSGE-908	Simplified dialing does not work in certain cases if the prefix used is 0. Call will fail to connect on the gateway.
SSGSE-6892	After upgrading a Polycom CMA system from v4.1.2 to v4.1.4, a TANDBERG Codian MCU is no longer able to register its meeting rooms as CMA system services.
SSGSE-6880 SSGSE-6882 SSGE-893	The Polycom CMA system shows the MGC control module and RSS 2000 devices as being online in 'network device' monitor screen even when they are powered off.

Issue #	Description
SSGSE-6830 SSGE-1115	The Polycom CMA system terminates scheduled conferences at the scheduled time regardless of ENABLE_AUTO_EXTENSION setting on the Polycom RMX system. The v5.0 Polycom CMA System Release Notes incorrectly indicate that the Polycom CMA system will take action based on this setting.
SSGSE-6527	Polycom CMA Desktop clients on Microsoft Windows Vista and Windows 7 computers are not able to sign in when the Polycom CMA system is version 5.0 when FQDN is specified at "Menu->Preferences->SignIn->Specify". Fixed in Polycom CMA Desktop v5.1.0.
SSGSE-6053	When using the Polycom Scheduling Plugin for IBM Lotus Notes, all plugin download links redirect to 404 page.

Known Issues

The following table lists the known issues found in the software since the Polycom CMA system v5.0 release which are not yet fixed.

Category	Issue #	Found in Release	Description	Workaround
Active Directory	SSGSE-9801	5.3	After upgrading a CMA system to v5.3.0, local and Active Directory CMA Desktop clients are no longer able to log in. The system was integrated for single sign-on using a domain alias.	Verify that the domain name used for integration (in the Use Single Sign on section) is the primary domain name and not an alias. The Polycom CMA system no longer supports a domain name alias in this field.
Active Directory	SSGSE-7230	5.0	If a group is created by a domain administrator and then edited by a local administrator for the CMA server, any domain users added to the group originally will be removed.	None. The domain administrator will need to re-add the domain users to the group.
Active Directory	SSGSE-7224	4.0	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

Category	Issue #	Found in Release	Description	Workaround
Active Directory	SSGSE-7206	5.0	If the Polycom CMA system loses connection to the Active Directory server, Polycom CMA Desktop users who have local credentials cannot login either.	None
Active Directory	SSGSE-6876	4.1.4	The integration to Microsoft Active Directory may be performed as "Domain Name\LDAP user" as opposed to "Netbios Name\LDAP user" (for example, 'team3.local\cma' instead of "team3\cma"). To Microsoft infrastructure products, these are equal and the Polycom CMA system does integrate with Active Directory using either notation. However, the Polycom CMA system login page only uses "Netbios\Username" Therefore, the Polycom CMA system sees the service account as just a generic user login, rather than the service account.	When integrating with Active Directory, use the netbios domain name and not the FQDN of the domain. If you did used the FQDN, go Admin > System Settings > LDAP page and change the Domain part of the system account to the Netbios domain name, reenter the password, and click Update.
Active Directory	SSGSE-6507	5.0	Deleting Active Directory/domain users from the Active Directory server without deleting them from the Polycom CMA system can cause undesirable Conference and Device Management behavior.	First delete the user and the user associations (with scheduled conferences or devices) on the Polycom CMA system and then delete the user from the Active Directory server.
Active Directory	SSGSE-6463	5.0	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-4854	4.1.1	If a Global Catalog is not properly configured for security and secure LDAP is enabled, when a new Global Catalog comes online, some Polycom CMA system connections will work and some won't.	None

Category	Issue #	Found in Release	Description	Workaround
Conference Management	SSGSE-7878	5.0	The Polycom CMA system does not send an email alert to the administrator or scheduler if a scheduled conference fails to launch.	None
Conference Management	SSGSE-7728	5.0	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."	Go to Endpoint > Monitor View > Call Details for the participant's information.
Conference Monitoring	SSGSE-5263	4.1.3	If during an ad-hoc conference between a Polycom CMA Desktop client and any other device, the CMA Desktop client is deleted from the Polycom CMA system, the conference call cannot be terminated and continues to appear on the Conference Monitoring page.	None
Config	SSGSE-8995	5.3	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
Configure/Neighbored Gatekeepers	SSGSE-4630	4.0.1	The Polycom CMA system does not route calls to neighbor gatekeepers if the called alias starts with the number 9 and Simplified Dialing uses the number 9 as the prefix to invoke gateway calls.	There are three separate options to resolve this: 1) Disable Simplified Dialing in the Polycom CMA system Services configuration. 2) Change the Simplified Dialing prefix to a number other than 9 (such as 98) so that endpoint aliases do not conflict with the Simplified Dialing prefix. 3) Create a Dial Rule to Route to a Trusted Neighbor and assign that rule a higher priority than the default 'Alias' rule. Assign the new rule a prefix that does not conflict with any endpoint aliases in the dial plan, and configure to rule to strip the number of digits the prefix holds - for example, a rule with a 3-digit prefix of 123 should be configured to strip 3 digits.

Category	Issue #	Found in Release	Description	Workaround
Content Sharing	SSGSE-4824	4.1.0	The content for scheduled conferences that are cascaded over multiple MCUs (MGCs or RMXs) is not viewable on the endpoints.	None
Dashboard: MCU Status Pod	SSGSE-6949	5.0	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-5105	4.1.0	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-7592	5.0	After a Polycom CMA system reboot, Polycom HDX endpoints in dynamic management mode may not re-register all the services correctly.	Power cycle the endpoints.
Device Management	SSGSE-5692	5.0	The status information of network devices (RMX, MGC, VBP) may be out-of-synchronization.	None
Dial Rules	SSGSE-7591	5.0	When creating a dialing rule, the routing action may get saved as "Route" even if the selection is "Block".	Edit the dialing rule and manually change the routing action to the desired value."
Dial Rules	SSGSE-4582	4.1.0	If dial prefixes overlap with the initial digits of endpoints' E.164 alias, the calls using the same set of preliminary digits may fail / connect to the incorrect devices.	Plan your dial rules and E.164 rules prior to implementing them, and ensure they don't overlap.

Category	Issue #	Found in Release	Description	Workaround
Directory	SSGSE-6077	5.0	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.
External database	SSGSE-9174 SSGE-1130	5.0	On a CMA system integrated with an external SQL server cluster, endpoints registered to the gatekeeper and Global Address Book do not appear in the Device List.	None
First Time Setup	SSGSE-5906	5.0	During First Time Setup, after entering the network settings and clicking Update, the Polycom CMA system may display this message: Your session has timed out. Please refresh the browser and log in again.	Click OK to acknowledge and close the message.
Gatekeeper	SSGSE-5355	5.0	The Polycom CMA system gatekeeper may shut itself down if the system disconnects from the database server and is unable to reconnect.	None
Gatekeeper	SSGSE-5026	4.1.1	When configuring a site using DID as the assignment method ISDN Number Assignment, the details must be entered correctly. Failure to enter the correct information for Ranges, 3 of digits etc... can result in devices failing to register with the gatekeeper.	Set up dial rules correctly.
Gatekeeper	SSGSE-3623	4.0.0	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

Category	Issue #	Found in Release	Description	Workaround
Gatekeeper/ Global Address Book	SSGSE-6933	5.0	Deleting a fully registered non-dynamically managed endpoint from a Polycom CMA system and re-adding it manually (via Add command) does not register the endpoint with the Polycom CMA system gatekeeper and Global Address Book.	After adding the endpoint to the system manually, reboot the endpoint.
Gatekeeper/ Scheduling	SSGSE-6881	5.0	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-8577 SSGE-1072	5.0	ISDN-only HDX endpoints with H.323 protocol disabled do not receive ISDN calling information in the Global Address Book entries sent by the CMA system.	None
Global Address Book	SSGSE-8491 SSGE-1090	5.0	An endpoint's Global Address Book Display Name does not automatically go back to its original name when the endpoint is associated with a room and then unassociated.	None
Global Address Book	SSGSE-7701	5.0	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-8514 SSGE-1081	5.0	A Polycom RMX 2000 system does not display Guest Book entries from the CMA system Global Address Book, even when endpoints do display them correctly.	None

Category	Issue #	Found in Release	Description	Workaround
Interop	SSGSE-7416	5.0	The administrator may receive notifications for updating third-party components once logged into the UI. The CMA system will not allow these updates.	None
Interop-TANDBERG	SSGSE-9031	5.3	The CMA system Get Serial Numbers function lists all non-T150 TANDBERG endpoints, including C-Series endpoints.	None
Interop-CMAD	SSGSE-7313	5.0	Using Polycom CMA Desktop client v5.0, a user can elect to skip updating the version for up to 1 week after the client PC is notified that the new version is available. However, the Polycom CMA system continues to report the Software Update Status in the Endpoint Monitoring page as In Progress.	None. Once the Polycom CMA Desktop client is updated, the the Polycom CMA system displays the correct version number and update status.
Interop-CMAD	SSGSE-5965	5.0	Microsoft Internet Explorer v6.0 does not support Polycom CMA Desktop client Unicode login.	Use Microsoft Internet Explorer v7.0 or greater and configure the Region and Language Options for a Unicode font set.
Interop-CMAD	SSGSE-5521	4.1.4	When two Polycom CMA Desktop clients are in a call and are experiencing packet loss, the Polycom CMA system Endpoint Monitoring View may report the packet loss information inaccurately.	None
Interop-CMAD	SSGSE-5131	4.1.1	A Polycom CMA Desktop client may fail to sign in and may instead constantly display a "Signing in to Media Server" message.	Exit out of the Polycom CMA Desktop client, re-open it and login again.
Interop-CMAD	SSGSE-4841	4.1.0	A Polycom CMA Desktop client may fail to sign in and may instead constantly display a "Not connected to presence server" message.	Exit out of the Polycom CMA Desktop client, re-open it and login again.

Category	Issue #	Found in Release	Description	Workaround
Interop-CMAD	SSGSE-4660	4.1.0	When using Polycom CMA Desktop, if a user selects the group "All" in the Directory and enters an underscore ("_") in the search string, the Polycom CMA system will return the list of local users created on the server.	None
Interop-CMAD/ Device Management	SSGSE-6891	5.0	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-CMAD/ Reports	SSGSE-6761	5.0	If a user has both a Polycom CMA Desktop client and a Polycom HDX system registered with a Polycom CMA system and the CMA Desktop client is then deleted from the CMA system, the CMA Desktop client may still show up in the Endpoint Usage Reports.	None
Interop-DMA	SSGSE-7278	5.0	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-HDX	SSGSE-8577 SSGE-1072	5.0	ISDN-only HDX system with H.323 protocol disabled does not receive ISDN calling information in Global Address Book entries sent by CMA system.	None
Interop-HDX	SSGSE-7843	5.0	The CMA system does not send management server information to an HDX endpoint even though HDX has registered to the gatekeeper and Global Address Book or has been added in CMA system Device List.	None

Category	Issue #	Found in Release	Description	Workaround
Interop-MCU	SSGSE-7187	5.0	In some cases a conference cannot be copied after it has been terminated. This happens because when the conference terminates, the bridge sends notifications about participants being removed from the conference before the notification about the terminated conference itself. The Polycom CMA system then removes these participants from the conference before setting the conference status to "finished". This causes the finished conference to have no participants.	Copy a conference before it ends to make sure all participant are still present.
Interop-MGC	SSGSE-9008	5.3	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
Interop-MGC	SSGSE-7209	5.0	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-Microsoft	SSGSE-8839 SSGE-1089	4.1.1	Installing the Polycom Scheduling Plugin for Microsoft Outlook plugin causes some Outlook instability.	None
Interop-Microsoft	SSGSE-8764	5.3	Auto-discovery for Single Sign-on fails when integrating with a Windows Server 2008 Active Directory environment with parent and child domains.	None
Interop-RMX	SSGSE-8723	4.1.4	After some time during a 4M conference scheduled on a Polycom RMX 1500 bridge, all H.323 participants are disconnected.	None

Category	Issue #	Found in Release	Description	Workaround
Interop-RMX	SSGSE-8512 VNGFE-2972	4.1.4	RMX 2000 guest participants who are scheduled via a CMA system have H.323 IDs not E.164 aliases.	None
Interop-RMX	SSGSE-8464	5.0	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-RMX	SSGSE-8340	5.0	The Polycom CMA system does not warn the user that scheduling will fail when adding a Polycom RMX system that is configured for 'Fixed Resource Capacity.'	None
Interop-RMX	SSGSE-7599	5.0	If a Polycom RMX system registered to a Polycom CMA system is in secure mode, the CMA system will be unable to display the hardware details of the RMX system.	None
Interop-RMX	SSGSE-7504	5.0	Adding additional participants to an ongoing RMX system conference may result in some of the participants failing to connect to the conference.	The participants can dial into the conference or create the conference with all required participants.
Interop-RMX	SSGSE-7503	5.0	On the Endpoint > Monitor View and IP Call Detail Records, the call source is displayed as "Dummy" if the call originated on a Polycom RMX system.	Define a H.323/E.164 alias for the Polycom RMX system signaling object.
Interop-RMX	SSGSE-7424	5.0	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-7153	5.0	There have been a few instances where the Polycom CMA system has incorrectly reported a systems alert that a Polycom RMX system is down.	None

Category	Issue #	Found in Release	Description	Workaround
Interop-RMX	SSGSE-6803	5.0	The Polycom CMA system is not aware of the value for the "ENABLE_AUTO_EXTENSION" flag on the Polycom RMX system. When the conference scheduled end time comes, the CMA system will send a Conference Terminate event to an RMX system to end the conference, regardless of the value of this flag. The RMX system accepts this Conference Terminate event and ends the conference regardless of the value of this flag.	None
Interop-RMX	SSGSE-6540	5.0	With the Polycom RMX 2000 system v5.0 and greater, if an RMX meeting room name contains spaces, the Meeting Room Name column in MCU Monitoring > View Meeting Rooms will display the meeting room ID.	Do not enter (or remove) spaces in meeting rooms names.
Interop-RMX	SSGSE-5582	4.1.4	There is no Polycom RMX system auto service registration for the gateway.	Add it manually to the Polycom CMA system gatekeeper.
Interop-RMX	SSGSE-5561	4.1.5	The Polycom CMA system always displays the chairperson as "N/A" in a Polycom RMX 1000 system conference.	None
Interop-RMX	SSGSE-5560	4.1.5	The Polycom CMA system shows the CMA IP as the dial-in participant IP in a Polycom RMX 1000 system conference.	None
Interop-RMX	SSGSE-2409	4.0.0	If an administrator edits the device entry for a registered Polycom RMX system and manually deletes the alias (E.164), the deleted alias value will still be displayed in the UI of the Polycom CMA system.	None

Category	Issue #	Found in Release	Description	Workaround
Interop-TANDBERG	SSGSE-7289	5.0	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-TANDBERG	SSGSE-8323 SSGSE-8439	5.3	TANDBERG endpoints do not display messages sent by the Polycom CMA system, therefore Send Message and Conference End messages are not displayed.	None
Interop-VBP	SSGSE-8925	5.0	CMA Desktop Chat icon is disabled in call window with some Polycom VBP and Polycom CMA system settings.	None
Interop-VBP	SSGSE-8355	5.0	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-7339	5.0	When adding a Polycom VBP device to the Polycom CMA system, if the static IP for the VBP is in conflict with another device already registered to the CMA, you will be unable to add the VBP to the CMA. The UI will give a generic error message.	Delete the device with which the Polycom VBP device has a conflict and then re-add the VBP. OR Make sure the Polycom VBP device is added to the CMA system before video endpoints start registering to it.
Interop-VBP	SSGSE-7181	5.0	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
Interop-VBP	SSGSE-6827	5.0	The Polycom VBP system consumes one license.	None

Category	Issue #	Found in Release	Description	Workaround
Interop-VBP	SSGSE-5063	4.1.0	The Polycom CMA system's IP Call Detail Record for any inbound call traversing a Polycom VBP device shows a 'Source' System Name that is the earliest gatekeeper registrant to the VBP - which may not be the System Name of the endpoint that actually placed the call.	None
Interop-View	SSGSE-7514	5.0	The QoS values for ViewStation SP endpoints are not displayed in the Endpoint > Monitoring View page. These values are not available to the Polycom CMA system.	None
Interop-View	SSGSE-6584	5.0	When a Polycom CMA system loses connection to a Polycom ViewStation FX endpoint, the CMA system reports the disconnection in the UI. However, an email alert is not generated for this connection error.	None
Interop-View	SSGSE-6088	5.0	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
Interop-VSX	SSGSE-7505	5.0	Incorrect bit rates may be displayed for VSX and V-Series devices in a call through a bridge.	None
Interop-VVX	SSGSE-7896	5.0	After a Polycom CMA system restart, registered VVX phones may re-register, but may not receive its buddy list from the CMA system and may appear offline to its buddies.	None
Interop-VVX	SSGSE-6479	5.0	In the Polycom CMA system Endpoint > Monitoring View page, the Call Information section does not display the Call Statistics of Polycom VVX devices.	None

Category	Issue #	Found in Release	Description	Workaround
Localization	SSGSE-7596	5.0	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-8626	5.0	String or binary data in the EXXX_LOG is truncated.	None
Logging	SSGSE-6646	5.0	jserver logs are retained for only 12 hours.	None
Messages	SSGSE-6213	5.0	Intermittently, the Site Information dialog box may not display a warning or error even when the site reports an error at the Map view. This is especially true for offline devices that had a warning or error message prior to going offline.	None
Messages	SSGSE-5773 SSGSE-3588	4.0	Scheduling failure message states "Insufficient MCU Resources" when the problem is really "Insufficient Bandwidth".	None
Microsoft Exchange Integration	SSGSE-6254	5.0	When scheduling conferences, the error message "Error_sending_email 530 5.7.1 client was not authenticated" is displayed in a popup window. If the Polycom CMA system is configured to use Microsoft Exchange Server 2007 for email notifications (via the Admin > Server Settings > Email page) and you see this error, then the Exchange Server is not configured to accept connections from the Polycom CMA system without authentication.	Configure the Exchange Server to accept connections from the Polycom CMA system without requiring authentication. Instructions for the appropriate configuration can be found at: http://msexchangeteam.com/archive/2006/12/28/432013.aspx
Polycom Scheduling Plugin 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

Category	Issue #	Found in Release	Description	Workaround
Polycom Scheduling Plugin for IBM Lotus Notes	SSGSE-6500	5.0	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 Plugin for Microsoft Outlook	SSGSE-6531	5.0	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.
Polycom Scheduling Plugin for Microsoft Outlook	SSGSE-6458	5.0	When the Accept/Decline Auto Track option is enabled and the Send Update of Accept and Decline Processing option is disabled, if one participant declines the invitation for a two-participant scheduled conference, the conference is deleted in Polycom CMA system and in Microsoft Outlook, but no prompt is displayed.	None
Polycom Scheduling Plugin for Microsoft Outlook	SSGSE-5553	4.1.2	When using the Polycom Scheduling Plugin for Microsoft Outlook in an Outlook 2003 environment, users are unable to schedule conferences without video endpoints.	Contact Polycom Global Services.
Polycom Scheduling Plugin for Microsoft Outlook	SSGSE-5253	4.1.0	When using the Polycom Scheduling Plugin for Microsoft Outlook in an Outlook 2003 environment, deleting a conference in Outlook does not delete the record in the Polycom CMA system.	None. This is a known issue in Microsoft Outlook 2003.

Category	Issue #	Found in Release	Description	Workaround
Polycom Scheduling Plugin for Microsoft Outlook	SSGSE-5202	4.1.0	The Polycom Scheduling Plugin for Microsoft Outlook is available in the Download list even if there is no license for the plugin. However, the plugin will not connect to the the Polycom CMA system without a license and cannot be used.	None
Provisioning	SSGSE-8962 SSGE-1143	5.0	Using scheduled provisioning to change the Display H323 Extension field on the Home Screen of an HDX endpoint provisions the Extension field on the Place a Call page instead.	None
Provisioning	SSGSE-7886 SSGSE-7766	4.1.5	If a user has multiple devices of the same type (for example, more than one Polycom CMA Desktop client or more than one Polycom HDX system) registered with the Polycom CMA system in dynamic management mode, the second device to register may get provisioned with a System Name other than the name set up in the provisioning profile.	None
Provisioning	SSGSE-7874	5.0	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
Provisioning	SSGSE-5106	4.0.0	Provisioning Polycom HDX 6000 and 4000 systems fail if the provisioning profile includes the Home Screen options of "ISDN Only" or "Both".	Create a separate provisioning profile for Polycom HDX 6000 and 4000 systems with the applicable Home Screen options of IP only or None .
Recovery DVD	SSGSE-4578	4.1.0	When using the Polycom CMA system recovery DVD, if the imaging process fails, an error message will only display for a short amount of time, and then disappear. This may cause confusion if the process failed and nobody was physically there to see it, since the end result will look the same in a success or failure scenario.	To ensure success, watch the imaging process until it reaches the end. If the imaging fails, an error will be displayed only temporarily.

Category	Issue #	Found in Release	Description	Workaround
Redundancy	SSGSE-3709	4.0.0	Redundancy may not work appropriately after multiple power failures. In redundant mode with the secondary server acting as the active server, a hard power failure of the secondary server may cause redundancy to fail, and failover to the primary server may not occur correctly.	<p>If a power failure occurs when the secondary is acting as primary and the system becomes unresponsive, reboot the unresponsive server.</p> <p>In general, the primary server should always be the active server. If a failover from the primary server to the secondary server occurred, once the primary server s back online and available, use the Switch Server functionality to restore the primary to its active role.</p>
Remote Alerts	SSGSE-7218 SSGSE-6545	5.0	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.
Remote Alerts/ Interop	SSGSE-6589	5.0	If alerts are set up and a Polycom RMX 1000 bridge goes down, the alert is not emailed to the administrators who are setup to receive alerts.	None
Reporting	SSGSE-7316	5.0	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.
Reporting	SSGSE-6830	5.0	By default, the Polycom CMA system sets the ftp server address for Report Administration to "localhost". This will generate an error message stating that connection to the ftp server failed. The error occurs since the Polycom CMA system is not setup as a ftp server.	Enter the address of a different ftp server in the following location: Admin > Report Administration > Host Name or IP address of FTP server.

Category	Issue #	Found in Release	Description	Workaround
Reporting	SSGSE-6486	5.0	If a Polycom CMA Desktop client calls a Polycom VVX system with an IP address, H.323/E.164 alias, and H.323 ID, the Endpoint Usage Report's outbound graph shows three different destinations for the single VVX call.	None
Reporting	SSGSE-6250	5.0.0	When the Endpoint Usage report is exported in Microsoft Excel format, it includes only the first 1000 entries.	Export the file in .csv format to see all entries.
Reporting	SSGSE-5759	5.0	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-3309	4.0.0	Disconnecting a participant from a conference and then reconnecting them results in an extra CDR record.	None
Room	SSGSE-7428	5.0	Users cannot search for rooms created locally on the CMA system by H.350 common name, given name, or display name.	None
Room	SSGSE-7422	5.0	A virtual room created on the CMA system and assigned to a group can log into the system.	None
Scheduling	SSGSE-7553	5.0	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-7550	5.0	If two Polycom RMX systems are cascaded and one of them is in secure mode, scheduled conferences will fail.	None
Scheduling	SSGSE-7281	5.0	If a scheduled conference is set for an MCU that is not currently registered to the Polycom CMA system gatekeeper, the conference will not launch.	None

Category	Issue #	Found in Release	Description	Workaround
Scheduling	SSGSE-6669	5.0	When more than 15 conferences are scheduled to launch at exactly the same time, additional conferences (16th and more) can take a few minutes to launch, thereby delaying the start of the conference(s).	None
Scheduling	SSGSE-4831	4.1.0	In scheduled conferences that cascade, ISDN calls will not connect if the conference template has H.239 enabled.	Disable H.239 in the conference template.
Scheduling/ Cascading	SSGSE-7863	5.0	Scheduled conferences may not launch or will launch after a significant delay.	Stop the Polycom Cascader service. The fix for this issue will be available in a patch. Please contact your Polycom Support representative for access to the patch. The fix will also be available in version 5.0.1.
Security	SSGSE-4056 SSGE-355	4.0.0	A Polycom CMA system cannot successfully schedule a non-AES encrypted device to be connected to an encrypted RMX conference.	None
Single Sign-on	SSGSE-8764	5.3	The Automatic Discovery option on the Polycom CMA system is enabled for Single Sign-on fails when integrating with a fully Microsoft Windows Server 2008 Active Directory environment.	None
SNMP	SSGSE-6657	5.0	The Polycom CMA system does not always send the correct NTLM version for devices through to SNMP.	None
SNMP	SSGSE-6307	5.0	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-6236	5.0	SNMP returns incorrect number of total conferences.	None

Category	Issue #	Found in Release	Description	Workaround
System	SSGSE-8996	5.3	Extending the duration of a conference by 5 minutes only adds 2 minutes to the conference.	None
System Access	SSGSE-7597	5.0	A user with operator permissions cannot be deleted from the Polycom CMA system if the user has a favorites list.	An administrator must: <ol style="list-style-type: none"> 1. Log into the system as an administrator and edit the operator's account to change his/her password. 2. Log into the system as the operator and delete the operator's favorites lists. 3. Log into the system as an administrator and delete the operator.
Ui	SSGSE-7926	5.0	The Internet site is no longer shown on the Site Statistics page.	None
UI	SSGSE-9030	5.3	Device List refers to endpoint models inconsistently (specific model vs. series)	None
UI	SSGSE-8994	5.3	In the Gatekeeper pane of the CMA system Dashboard , Alternate Configured is always No .	None
UI	SSGSE-8712	5.0	Renaming a site and then re-using the original site name causes profile issues in the database.	None
UI	SSGSE-8537 SSGE-1085 SSGE-1121 SSGE-1164	5.0	Web Service IO error pop up appears randomly on Conference page after upgrading CMA system from v414 to v5.	None
UI	SSGSE-8451	5.0	When a local user edits a conference originally scheduled by an Active Directory user, the Owner changes to N/A instead of a users name.	None
UI	SSGSE-8383	5.0	There are redundant commas in the Japanese translation of "Date and Time" information.	None

Category	Issue #	Found in Release	Description	Workaround
UI	SSGSE-8351	5.0	The Alias filter on the Endpoint > Monitor View page only searches E.164 aliases and does not search H.323 IDs.	None
UI	SSGSE-7977	5.0	If an ISDN line is down, the CMA system does not send an alert even though it does shows the line is down.	None
UI	SSGSE-7921	5.0	After upgrading the system, any devices that had two rows in the H323Address no longer get updated correctly.	None
UI	SSGSE-7917	5.0	The Gatekeeper pane shows inaccurate counts.	None
UI	SSGSE-7916	5.0	Trying to pull up IP Call Detail Records on a system with several thousand conferences fails.	None
UI	SSGSE-7860	5.0	Web Service IO error pop up appears randomly on the Dashboard .	None
UI	SSGSE-7772	5.0	In the Endpoint pane on the Dashboard , the total count for the number of endpoints being managed is incorrect.	Manually add the online and offline endpoints in the pod to the get the correct total number of endpoints being monitored.
UI	SSGSE-7749	5.0	The Polycom CMA system web UI may become unresponsive after a period of inactivity.	Close the browser window, open a new window, and re-login.
UI	SSGSE-7745	5.0	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-7644	5.0	View Participant Details and Device Summary screens show an unfamiliar device ID.	None. These are IDs used for troubleshooting.

Category	Issue #	Found in Release	Description	Workaround
UI	SSGSE-7594	5.0	Cause codes may not appear clearly in the View Participant Details pop-up.	Go to View Details > Call Info > Sites to view the cause codes for the endpoints.
UI	SSGSE-7552	5.0	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-7538	5.0	County and district names may not be available for many countries.	None
UI	SSGSE-7537	5.0	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-7506	5.0	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-7499	5.0	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-7498	5.0	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-7495	5.0	With the introduction of the Guest Book in the Polycom CMA system, an MCU added to the system will not be displayed in the Global Address Book, even if its Display Name is entered. The MCU is not displayed because it is not a device that can be called directly.	None

Category	Issue #	Found in Release	Description	Workaround
UI	SSGSE-7481 SSGSE-7480	5.0	On the Network Device > Monitor View page, the Gatekeeper registration and Device Managed status may be incorrect for an RMX system.	Check the Device Status of the RMX for the correct status.
UI	SSGSE-7421		If there is an IP address conflict when adding a Polycom VBP device (i.e., the device's IP address conflicts with another device already registered to the Polycom CMA system), the administrator cannot add the VBP. However, the UI shows a generic error message instead of an accurate one stating that there is an IP address conflict.	None, except to resolve the IP conflict.
UI	SSGSE-7320	5.0	When a registered MCU has calls on it, there is no far site call information in the View Details dialog box.	None
UI	SSGSE-7311	4.1.4	Configuring a user interface timeout value of 999999 (or similar) locks all users out of the system.	None
UI	SSGSE-7259	5.0	For a user with multiple video devices, the Polycom CMA Desktop device cannot be selected as the preferred device.	Edit the device to make it the preferred device.
UI	SSGSE-7138	5.0	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-6796	5.0	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.

Category	Issue #	Found in Release	Description	Workaround
UI	SSGSE-6721	5.0	In the Network Device > Monitor View , the state "Serbia and Montenegro" is displayed, but that state no longer exist. Serbia and Montenegro are now two separate states with two different international dialing prefixes.	None
UI	SSGSE-6545	5.0	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-6538	5.0	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-6530	5.0	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-6528	5.0	When a ViewStation SP endpoint is added to a Polycom CMA system through Global Address Book registration, it will have the device type of Other instead of ViewStation and the model will show as SP instead of ViewStation SP .	Delete the device from the Polycom CMA system and then add it directly through the Polycom CMA system user interface.
UI	SSGSE-6408	5.0	During on-going conferences, the Participants page has three icons on the upper right corner. The star icon has a tool-tip but the other two icons do not have associated tool tips.	None
UI	SSGSE-6392	5.0	In the Admin > Dial Plan and Sites > Services dialogue box there is a field RMX: Profile Name . This field is redundant and has no effect on the Conference on Demand function.	None

Category	Issue #	Found in Release	Description	Workaround
UI	SSGSE-6248	5.0	When software revisions are applied to devices through a Polycom VBP connection, the device will update correctly but the device information will still report the previous software version.	None
UI/ Accessibility	SSGSE-6109	5.0	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 (users who can't use a mouse) to switch views or initiate actions.	None
UI/ Global Address Book	SSGSE-7744	5.0	On an endpoint, the Global Address Book shows Via Video appended to PVX device name entries. The Device Monitor list on the Polycom CMA system may also report PVX devices as Via Video.	None
UI/ Localization	SSGSE-7425	5.0	Far site names are corrupted on HDX, VSX, and VS systems when far end uses double-byte characters.	None
UI/ Localization	SSGSE-6733	5.0	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.
UI/ Localization	SSGSE-6732	5.0	In non-English languages, the Delete button on the Admin > Dial Plan and Sites > Sites > Edit > Subnets web page may be truncated.	None
UI/ Localization	SSGSE-6715	5.0	The calendar popup for scheduling a software update and for adding a conference are not localized.	None
UI/ Site Topology	SSGSE-6643	5.0	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.

Category	Issue #	Found in Release	Description	Workaround
UI/ Site Topology	SSGSE-6332	5.0	The Polycom CMA system does not save Active Directory users' Site Topology preferences.	None
Upgrade	SSGSE-9088 SSGE-1128	5.0	Multiple bridges lost gatekeeper registration with CMA system. PN_Log.txt stops reporting info after upgrade from 4.1.4 to 5.0.	None
Upgrade	SSGSE-8309	5.0	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-7338	5.0	If you are attempting to upgrade from a v4.x CMA system to v5.3, the upgrade will not work. The error message reports the failure but does not state the reason.	First upgrade to CMA system v5.0 and then upgrade to CMA system v5.3.
Upgrade	SSGSE-6778	5.0	When upgrading a Polycom CMA system to v5.0, the default region will be shown as a neighbored gatekeeper if the IP address for the default region is different from that of the Polycom CMA system.	If the neighbored gatekeeper is incorrect, remove it manually.
Upgrade/ First Time Setup	SSGSE-7476	5.0	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.

The following table lists some of the known limitations of the Polycom 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
AVA-715	No audio heard after Avaya phone is taken off hold.	Enhancement request. The Polycom 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 Polycom CMA system does not currently support audio shuffling.
AVA-709 CSC-4	Incorrect call duration for an ad hoc conference.	Enhancement request. Currently, the Polycom 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 REDIManager 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 REDIManager 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 REDIManager 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 REDIManager 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 NIC's 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 tables shows the operating system patches applied to the Polycom CMA system in this release.

Security Updates for Microsoft Windows Server 2003

KB#	KB#	KB#	KB#
KB923561	KB924667-v2	KB925902	KB926122
KB929123	KB930178	KB931768	KB932168
KB933566	KB933729	KB935839	KB935840
KB936021	KB936782	KB937143	KB938127
KB938464	KB938464-v2	KB939653	KB941568
KB941569	KB941644	KB941693	KB942615
KB943055	KB943460	KB943485	KB944338
KB944338-v2	KB944533	KB944653	KB945553
KB946026	KB947864	KB948590	KB948881
KB950759	KB950760	KB950762	KB950974
KB951066	KB951698	KB951748	KB952004
KB952069	KB952954	KB953155	KB953838
KB953839	KB954155	KB954211	KB954600
KB955069	KB956390	KB956391	KB956572
KB956802	KB956803	KB956841	KB957095
KB957097	KB958215	KB958644	KB958687
KB958690	KB958869	KB959426	KB960225
KB960714	KB960715	KB960803	KB961371
KB961373	KB961501	KB963027	KB967723
KB968537	KB969059	KB969897	KB969898
KB969947	KB970238	KB970430	KB970483
KB971468	KB971486	KB971961	KB972270
KB973507	KB973525	KB973904	KB974318
KB974392	KB974455	KB974571	KB975467

KB#	KB#	KB#	KB#
KB975560	KB975562	KB975713	KB976323
KB976325	KB977290	KB977816	KB977914
KB978037	KB978251	KB978262	KB978338
KB978542	KB978601	KB978695	KB978706
KB979309	KB979482	KB979559	KB979683
KB980195	KB980218	KB980232	KB981350
KB982381	KB982666		

Updates for Microsoft Windows Server 2003

KB#	KB#	KB#	KB#
KB927891	KB932596	KB936357	KB948496
KB951072-v2	KB955759	KB955839	KB967715
KB971737	KB973687	KB976749	KB977165
KB978207	KB980182		

Hotfixes for Microsoft Windows Server 2003

KB#	KB#	KB#	KB#
KB942288-v4	KB942589	KB954550-v7	KB970653-v3
KB976098-v2	KB979306	KB981793	

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If you comply with these license terms, you have the rights below.

1. USE RIGHTS.

- Server Software. Server software provides functions or services on this server. You may install, use, access, display and run only one copy of server software on this server. Components of the server software may only be used on this server.
- Device Software. Device software allows a device (other than this server) to access or use the server software. You may install and use the device software on any device solely to access or use the server software.
- Processor Rights. You may use the server software with up to 4 processors of the Server at any one time.

2. ADDITIONAL LICENSING REQUIREMENTS AND/OR USE RIGHTS.

- a. Specific Use. Polycom designed this server for a specific use. You may only use the software for that use.

You may not use the software to support additional software programs or functions, other than utilities or similar software used solely for administration, performance enhancement and/or preventative maintenance of this server.

b. Client Access Licenses (“CALs”). These license terms include 5 CALs unless a higher number of CALs is indicated on the Certificate of Authenticity for the server software. Please select the number of Windows User CALs and Windows Device CALs (not to exceed a combined total of 5 or such higher number) and write them in the spaces provided below. No CALs are valid until those spaces are completed. You may not change them once completed.

___ Windows User CALs

___ Windows Device CALs

The software licensing model consists of an operating system license and incremental CALs. The total cost for the software scales with usage. Several CAL types and licensing modes are available to suit your individual needs.

Windows Server 2003 Client Access License (“Windows CAL”) Requirements. In addition to the license for the server software, you must acquire a Windows CAL for each individual person (“User”) or device that accesses or uses the server software, whether directly or through a Multiplexing Service. A “Multiplexing Service” is a software application or service accessing or using the server software at the request of a User or device. For example, a Windows CAL is required for each User or device that uses any of the following services of the server software:

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

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.

Premium Windows Server Services. New software functions (“Premium Services”) may be available for use with this software. These Premium Services may be provided under additional license terms. Additional access license fees may apply if you install and use these Premium Services.

Additional CAL Requirements.

- (i) Single Licensee. Only you can use Windows CALs, TS CALs, and any future Premium Services CALs with server software.
- (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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- publish the software for others to copy;
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- use the software for commercial software hosting services.

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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:

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- (2) you must disclose the date(s) when you did the benchmark tests and version information for all Microsoft software products tested;
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- **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.

- **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].
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