

# Patch Notes

## Polycom® CMA System



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**Patch ID:** v5.5.0 Patch #5  
**Affected version:** v5.5.0  
**Released file:** CMA-patch\_5.5.0.5-83082.bin

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### Purpose

This patch includes fixes for the following issues (rolled up from Patches 1 through 4):

- ❑ Accumulation of scheduling data for past conferences may cause issues when scheduling a conference
- ❑ License consumption count includes Guest Book entries when a new CMA license is applied
- ❑ Dial-in ISDN conferences on the MGC that do not use Entry Queue or Meet Me Per Conference does not add participants on the MGC
- ❑ CMA's failure to purge of old conference data may cause issues for the scheduling of new conferences.
- ❑ CMA incorrectly calculates consumed bandwidth when multiple conferences using an RMX compete for bandwidth.
- ❑ CMA cannot determine endpoint Type from call data once an endpoint has been removed from CMA
- ❑ CMA license count is incorrect because inactive CMAD licenses are not returned to CMA's pool of available licenses as they should be.
- ❑ Conference Numeric ID can't be re-used until the conference is deleted
- ❑ CIF port usage mismatch between CMA and RMX (MPMx) when scheduling a 1472K rate conference with the motion option in CMA scheduler
- ❑ Deleting endpoint failure will remove the Device-Area association
- ❑ Attaching a CMA to a restored database results in various problems
- ❑ The filter in Peripherals View always has Area option even though the Area feature isn't enabled
- ❑ Rooms from a 4.0 system upgraded to 5.5 show up in CMAD with the name twice.
- ❑ Updated security related KB patches from Microsoft
- ❑ Improvement of performance on the CDR screen and CDR report export.
- ❑ Multiple attempts are required to upgrade HDX using CMA scheduled software update
- ❑ CMA server version stopped responding

**This patch also includes fixes for the following issues (new for Patch 5):**

- ❑ "Export as Excel File" from "Summary CDR Report" does not work

### Symptoms

- ❑ Attempted modification (editing) of a scheduled conference results in error: "Conference ID is already in use", and changes cannot be saved
- ❑ Application of CMA licensing fails with "Error 310: License Configuration Error. License insufficient to cover currently registered endpoints" when the sum of legitimately consumed

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CMA licenses plus the number of Guest Book entries exceeds the license limit to be enforced by the new CMA license.

- ❑ Conference Participants do not appear on the MGC for Dial-in ISDN conferences on the MGC that do not use Entry Queue or Meet Me Per Conference
- ❑ Attempts to delete an endpoint from CMA fail as follows: "Could not delete one or more devices because they are scheduled in a future conference."
- ❑ Scheduling of multiple overlapping conferences that may be competing for bandwidth using an RMX fails with "Insufficient MCU Resources"
- ❑ IP Call Detail Reports filtered by endpoint Type fail to report information for endpoints that are no longer present in CMA's Endpoint Monitor View Screen
- ❑ Licenses consumed by CMAD that become inactive are not returned to CMA's pool of available licenses in accordance with the license reclamation policy.
- ❑ The new conference can't be scheduled due to a duplicate Numeric ID
- ❑ Under some conditions, CIF port usage is reported incorrectly on RMX (MPMx)
- ❑ If an endpoint is scheduled in a future conference, trying to delete this endpoint from the Endpoint Monitor View results in a failure popup window.
- ❑ If a database backup, internal or external is restored, when the CMA is attached to the restored database the result may not be consistent.
- ❑ The filter in Peripherals View always has Area option even though the Area feature isn't enabled
- ❑ Deleted local users still appear in local group and when CMAD performed a LDAP search the user.
- ❑ Timeout errors being received when attempting to view CDR screen or export CDR records.
- ❑ Multiple attempts are required to upgrade HDX using CMA scheduled software update
- ❑ CMA server stops responding

**This patch also addresses the following symptoms (new for Patch 5):**

- ❑ Selecting "Export as Excel File" from "Summary CDR Report" tab of "Reports > Endpoint Usage Report" menu item does nothing.

## Prerequisites/Configuration Considerations

Install this patch only on CMA systems that have version 5.5.0 installed.

## Functionality Affected

This patch only fixes functionality, it does not change functionality.

## Installation Notes

**To update a CMA system, complete the following tasks:**

1. Download the patch file.
2. Save a back up of the Polycom CMA system databases.
3. Perform the software upgrade.
4. Verify the upgrade.

For more information on performing each of these tasks, see the *Polycom CMA System Upgrade Guide*.

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This patch performs the following:

- Stops CMA services
- Replaces the following files:
  - readiManager.ear
  - SE200v3.swf
  - DBUpgrade.sql
  - ReadiManager\_Install\_Procs.sql
  - Logger\_Install.sql
  - PlcmObject.dll
  - PlcmSE200MasterService.exe
  - IntegrationLayer.dll
  - CodecMngr.exe
  - DialRuleService.exe
  - DialRule.dll
  - DirectoryServices.dll
  - PLCMGK.exe
  - StopAllServices.bat
- Adds and runs the following Windows updates:
  - NDP1.1SP1-KB979906-X86.EXE
  - NDP20SP1-KB982865-X64.EXE
  - NDP20SP2-KB979909-X64.EXE
  - WindowsServer2003.WindowsXP-KB982316-x64-ENU.exe
  - WINDOWSSERVER2003.WINDOWSXP-KB982381-X64-ENU.EXE
  - WindowsServer2003.WindowsXP-KB2264107-x64-ENU.exe
- Reboots the system

## Rollback Considerations

There is no procedure to uninstall this patch. Re-image the system to return it to v5.5.0.

## Resolved Issues

Defect #	Description
SSGSE-12840	Customer tries to modify a scheduled conference and random conferences get an error "conference ID is already in use" Any changes are not saved.
SSGSE-13192	Adding new license fails. CMA takes guest book entries into account when calculating seats in use.
SSGSE-13176	CMA no longer sends ISDN dial-in participants to MGC as Meet Me Per Party now uses entry queue.
SSGSE-13120	Unable to delete endpoint from CMA.
SSGSE-12755	Unable to schedule more than 30 conferences on the same day
SSGSE-10500	Filtering IP call Detail Report by Endpoint Type only works if the Endpoint is still listed in the Monitor view.
SSGSE-12778	CMA administration Site Topology/ max bandwidth shows "Mbps" units where "Kbps" next to max bit rate in kps

Defect #	Description
SSGSE-13138	Conf Numeric Id can't be re-used until the conference is deleted
SSGSE-12872	CIF port usage mismatch between CMA and RMX (MPMx) when schedule a 1472K rate conf using motion on CMA scheduler
SSGSE-12793	Area: Deleting endpoint failure will remove the Device-Area association
SSGSE-12786	Attaching a CMA to a restored database results in various problems
SSGSE-12700	The filter in Peripherals View always has Area option even though the Area feature isn't enabled
SSGSE-12564	Rooms from a 4.0 system upgraded to 5.3 show up in CMAD with the name twice.
SSGSE-11161	Security related KB patches from Microsoft
SSGSE- 13817	Error 11200 Failed to read CDR when selecting Reports
SSGSE-13852	Multiple attempts are required to upgrade HDX using CMA scheduled software update
SSGSE-13895	CMA server stopped responding
SSGSE-14032	Selecting "Export as Excel File" from "Summary CDR Report" tab of "Reports > Endpoint Usage Report" menu item does nothing.

## Known Issues

Defect #	Description
SSGSE-11636	snmpwalk fails on HOST-RESOURCES-MIB with "Error in packet. A general failure occurred." Error in on
SSGSE-13247	CMA Security issues , registry key fix for Met Policy

For all other known issues, please refer to the *Polycom CMA System Release Notes* for v5.5.0.

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#### 2. ADDITIONAL LICENSING REQUIREMENTS AND/OR USE RIGHTS.

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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 Windows CAL by a temporary worker while a regular employee is absent.

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

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

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

*Types of TS CALs.*

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

**3. SCOPE OF LICENSE.** The software is licensed, not sold. This agreement only gives you some rights to use the software. *Polycom* and Microsoft reserve all other rights. Unless applicable law gives you more rights despite this limitation, you may use the software only as expressly permitted in this agreement. In doing so, you must comply with any technical limitations in the software that allow you to use it only in certain ways. For more information, see the software documentation or contact *Polycom*. Except and only to the extent permitted by applicable law despite these limitations, you may not:

- work around any technical limitations in the software;
- reverse engineer, decompile or disassemble the software;
- make more copies of the software than specified in this agreement;
- publish the software for others to copy;
- rent, lease or lend the software; or
- use the software for commercial software hosting services.

Except as expressly provided in this agreement, rights to access the software on this server do not give you any right to implement Microsoft patents or other Microsoft intellectual property in software or devices that access this server.

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

• COMPONENT DATA STORAGE. The software may contain components that use Microsoft SQL Server Desktop Engine ("MSDE"). Only those software components may use MSDE.

• **INTERNET-BASED SERVICES.** Microsoft provides Internet-based services with the software. Microsoft may change or cancel them at any time.

a. **Consent for Internet-Based Services.** The software features described below connect to Microsoft or service provider computer systems over the Internet. In some cases, you will not receive a separate notice when they connect. You may switch off these features or not use them. For more information about these features, visit

<http://www.microsoft.com/windowsxp/downloads/updates/sp2/docs/privacy.msp>.

**By using these features, you consent to the transmission of this information.** Microsoft does not use the information to identify or contact you.

b. **Computer Information.** The following features use Internet protocols, which send to the appropriate systems computer information, such as your Internet protocol address, the type of operating system, browser and name and version of the software you are using, and the language code of the device where you installed the software. Microsoft uses this information to make the Internet-based services available to you.

- **Digital Certificates.** The software uses digital certificates. These digital certificates confirm the identity of Internet users sending X.509 standard encrypted information. The software retrieves certificates and updates certificate revocation lists. These security features operate only when you use the Internet.

- **Auto Root Update.** The Auto Root Update feature updates the list of trusted certificate authorities. You can switch off the Auto Root Update feature.
  - **Windows Media Digital Rights Management.** Content owners use Windows Media digital rights management technology (WMDRM) to protect their intellectual property, including copyrights. This software and third party software use WMDRM to play and copy WMDRM-protected content. If the software fails to protect the content, content owners may ask Microsoft to revoke the software's ability to use WMDRM to play or copy protected content. Revocation does not affect other content. When you download licenses for protected content, you agree that Microsoft may include a revocation list with the licenses. Content owners may require you to upgrade WMDRM to access their content. Microsoft software that includes WMDRM will ask for your consent prior to the upgrade. If you decline an upgrade, you will not be able to access content that requires the upgrade. You may switch off WMDRM features that access the Internet. When these features are off, you can still play content for which you have a valid license.
- c. **Misuse of Internet-based Services.** You may not use these services in any way that could harm them or impair anyone else's use of them. You may not use the services to try to gain unauthorized access to any service, data, account or network by any means.
- **BENCHMARK TESTING.** The software may contain the Microsoft .NET Framework. You may conduct internal benchmark testing of the .NET Framework component of the software (".NET Component"). You may disclose the results of any benchmark test of the .NET Component, if you comply with the following terms:
    - (1) you must disclose all the information necessary for replication of the tests;
    - (2) you must disclose the date(s) when you did the benchmark tests and version information for all Microsoft software products tested;
    - (3) your benchmark testing was performed in accordance with the product documentation and/or Microsoft's support Web sites, and uses the latest updates, patches, and fixes available for the .NET Component and the relevant Microsoft operating system;
    - (4) it is sufficient if you make the disclosures at a publicly available location such as a Web site, so long as a public disclosure of the results of your benchmark test expressly identifies the public site containing all required disclosures; and
    - (5) nothing in this provision shall be deemed to waive any other right that you may have to conduct benchmark testing.

The above terms shall not apply to your disclosure of any customized benchmark test of the .NET Component, if a prospective customer makes such disclosure under confidentiality in conjunction with a bid request. If you disclose such benchmark test results, Microsoft shall have the right to disclose the results of benchmark tests it conducts of your products that compete with the .NET Component, provided it complies with the same conditions above.
  - **NOTICES ABOUT THE MPEG-4 VISUAL STANDARD.** The software may include MPEG-4 visual decoding technology. This technology is a format for data compression of video information. MPEG LA, L.L.C. requires this notice:
 

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

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

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

**Recovery Copy.** You may use recovery copy solely to repair or reinstall the server software on the Server.
  - APPROVED ADDITIONAL TEXT IF EMBEDDED SYSTEM IS AUTHORIZED TO BE LEASED UNDER THE OEM LICENSE AGREEMENT: LEASED HARDWARE. If you lease the Server from [COMPANY], the following

additional terms shall apply: (i) you may not transfer the software to another user as part of the transfer of the Server, whether or not a permanent transfer of the software with the Server is otherwise allowed in these license terms; (ii) your rights to any software upgrades shall be determined by the lease you signed for the Server; and (iii) you may not use the software after your lease terminates, unless you purchase the Server from [COMPANY].

- NO RENTAL. You may not rent, lease, lend, or provide commercial hosting services with the SOFTWARE.

4. **PRODUCT SUPPORT.** Contact *Polycom* for support options. Refer to the support number provided with the device.
5. **BACKUP COPY.** You may make one backup copy of the software. You may use it only to reinstall the software on the device.
6. **PROOF OF LICENSE.** If you acquired the software on the device, or on a disc or other media, a genuine Certificate of Authenticity label with a genuine copy of the software identifies licensed software. To be valid, this label must be affixed to the device, or included on or in *Polycom's* software packaging. If you receive the label separately, it is not valid. You should keep the label on the device or packaging to prove that you are licensed to use the software. To identify genuine Microsoft software, see <http://www.howtotell.com>.
7. **TRANSFER TO A THIRD PARTY.** You may transfer the software only with the device, the Certificate of Authenticity label, and these license terms directly to a third party. Before the transfer, that party must agree that these license terms apply to the transfer and use of the software. You may not retain any copies of the software including the backup copy.
8. **NOT FAULT TOLERANT.** The software is not fault tolerant. *Polycom* installed the software on the device and is responsible for how it operates on the device.
9. **RESTRICTED USE.** The Microsoft software was designed for systems that do not require fail-safe performance. You may not use the Microsoft software in any device or system in which a malfunction of the software would result in foreseeable risk of injury or death to any person. This includes operation of nuclear facilities, aircraft navigation or communication systems and air traffic control.
10. **NO WARRANTIES FOR THE SOFTWARE.** The software is provided "as is". You bear all risks of using it. Microsoft gives no express warranties, guarantees or conditions. Any warranties you receive regarding the device or the software do not originate from, and are not binding on, Microsoft or its affiliates. When allowed by your local laws, *Polycom* and Microsoft exclude implied warranties of merchantability, fitness for a particular purpose and non-infringement.
11. **LIABILITY LIMITATIONS.** You can recover from Microsoft and its affiliates only direct damages up to two hundred fifty U.S. Dollars (U.S. \$250.00), or equivalent in local currency. You cannot recover any other damages, including consequential, lost profits, special, indirect or incidental damages.

This limitation applies to:

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

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

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