Release Notes

Polycom® Converged Management Application™
(CMA®) Desktop for Windows, Version 5.2.6

Polycom is pleased to announce the release of Polycom® Converged Management Application™ (CMA®) Desktop for Windows, Version 5.2.6. This document provides the latest information about the Polycom CMA Desktop system and version 5.2.6 software.

For more information about using the features described in this document, refer to the product documentation available at www.polycom.com/videodocumentation.

Software Version History

Version	Release Date	Features
5.2.6	July 2014	Fixes for several issues. Refer to Corrected Issues in Version 5.2.6 for details. Fix for an OpenSSL security vulnerability (CVE-2014-0224).
5.2.5	April 2013	Fixes for several issues.
5.2.4	January 2013	Fixes for several issues.
5.2.3	June 2012	Fixes for several issues.
5.2.2	December 2011	User Interface, online help and user documentation are available in Simplified Chinese, Traditional Chinese, English, French, German, Japanese, Korean, Russian, and Spanish.
5.2.0	October 2011	Support for placing SIP calls, additional options for provisioned settings, support for audio packet loss recovery, ability to import and export configuration and user profiles.
5.1.0	October 2010	Support for the Windows 7 64-bit operating system, more tightly integrated software update, support for the Windows 7 built-in VPN, ability to attempt calls to offline contacts.

Installing and Using Polycom CMA Desktop for Windows Version 5.2.6

> This installation requires the installation of Adobe AIR version 2.0 or above. When prompted to install Adobe AIR, follow the instructions on the screen and then continue the installation of Polycom CMA Desktop for Windows.

Your local administrator will provide the information you need to download and install the Polycom CMA Desktop software. Typically, you'll receive an email with instructions to do one of the following:

• Click a link to download and install the software. When installation is complete, start the Polycom CMA Desktop application. If you are signed in to the domain, your user name is entered for you automatically. If not, enter your user name manually.

• Sign in to the CMA system using the user name and password provided by your administrator, and then download the software. When installation is complete, sign in to Polycom CMA Desktop using the user name and password provided by your administrator.

• Run an executable installation file that has been automatically copied to your computer. When installation is complete, sign in to Polycom CMA Desktop using the user name and password provided by your administrator.

To download the .exe file for Polycom CMA Desktop for Windows version 5.2.6:

1   On a computer, open Internet Explorer.

2   Go to support.polycom.com.

3   Select **Documents and Downloads > Telepresence and Video**.

4   Select **Polycom Converged Management Application CMA Desktop**.

5   Download the .exe file for Polycom CMA Desktop for Windows version 5.2.6.

> The .exe file for Polycom CMA Desktop for Windows is zipped. To get the .exe file, you need to download the .zip file first.

To install Polycom CMA Desktop for Windows version 5.2.6:

>>   Double-click the .exe file for Polycom CMA Desktop for Windows version 5.2.6 to start the installation, and follow the prompts on the screen.

To upgrade Polycom CMA Desktop for Windows from a previous version:

1 Make a note of your current Polycom CMA Desktop for Windows settings and information about your contacts.

2 Double-click the .exe file for Polycom CMA Desktop for Windows version 5.2.6 to start the installation, and follow the prompts on the screen.

To perform a silent install Polycom CMA Desktop for Windows:

>> Use the following command:
```
msiexec.exe /qn /i "Polycom CMA Desktop.msi" REINSTALLMODE=vomus
REINSTALL=ALL
```

To get more information about using Polycom CMA Desktop, click **Menu** and choose **Help** after you install.

Installing on Windows Vista or Windows 7

When you install on a Windows Vista or Windows 7 system, you must specify that the installation should run as administrator, even if you are logged in with an account with administrator privileges.

Note that the following steps are required when User Account Control (UAC) is enabled.

To install from the command prompt:

1 Click **Start**.

2 In the Search box, type *cmd*.

3 On the Applications list, right-click the command prompt application and choose **Run as Administrator**.

To install using a setup file:

1 Right-click the setup file.

2 Choose **Run As Administrator** and then choose an account that has administrator privileges.

Setting Your Polycom CMA Desktop Preferences

Most of the Polycom CMA Desktop settings are configured for you by your local administrator. You can also configure your Preferences to customize your local Polycom CMA Desktop environment. The Preferences pages also show you information about your system's configuration and performance during calls.

Polycom CMA Desktop has been provisioned with the maximum call speed that is available to your system.The Network Preferences setting helps Polycom CMA Desktop take advantage of the available network bandwidth to optimize each call. The Network Preferences setting does not configure the Polycom CMA Desktop to place calls above the provisioned maximum call setting.

For more information about the settings on a Polycom CMA Desktop Preference page, press F1 from the page.

Setting Your Windows Power Settings

When you use Polycom CMA Desktop on a laptop, you must adjust the power management setting to ensure the best performance from your processor.

To set your Windows Power Settings on Windows Vista and Windows 7:

1 On your Windows Vista or Windows 7 computer, sign in using an account with Administrator privileges.

2 Right-click your Windows desktop and choose **Personalize > Screen Saver**.

3 Click **Change power settings**.

4 Choose **High performance** as your power plan. You may need to click **Show additional plans** to see this choice.

To set your Windows Power Settings on Windows XP:

1 On your Windows XP computer, sign in using an account with Administrator privileges.

2 Right-click your Windows XP desktop and choose **Properties**.

3 Click the Screen Saver tab, and then click **Power**.

4 On the Power Schemes tab, choose **Maximum Performance** as the power scheme.

Sending HD Video with Polycom CMA Desktop

Some HD-capable cameras may provide better video at a lower frame rate (15 fps) or at a lower resolution (VGA) than at a higher resolution (720p) or at a higher frame rate (30 fps). For example, configuring the Logitech Webcam Pro 9000 for 30 fps results in reduced capture area and increased graininess and video "noise." Reducing the frame rate to 15 fps resolves these problems, resulting in higher-quality captured video.

To enable HD video on your system:

1 From the main window, click **Menu** and choose **Preferences > Video**.

2 Specify whether to enable sending 720p (HD) video.

3 If you enable sending 720p video, specify the maximum frame rate to allow. Note that, if you install the camera drivers provided by the manufacturer, the camera may not provide video at 30 fps.

> If you cannot enable sending 720p (HD) video, please contact your network administrator.

Using Polycom CMA Desktop with a Virtual Private Network (VPN)

In order to use Polycom CMA Desktop over a corporate VPN, connect the VPN first before running the Polycom CMA Desktop make sure that the system can:

• See the VPN as a distinct network adapter

• Receive the local IP address on the VPN from that adapter

• Access the necessary ports through the VPN's firewall

These requirements are met by most VPN clients, such as Juniper Network Connect client, version 6.4.0.

Getting Started with Polycom CMA Desktop

Polycom CMA Desktop is simple and intuitive to use. To get started, here are some things you can try.

• Add people to your Contacts list.

   1. Click the **Directory** ( ).

   2. Start typing a name.

      The system shows you all entries that contain the characters you enter as you type. For example, if you type *and*, your search may find entries such as *Andrew Jones*, *Christine Anderson*, or *Andover Conference Room*.

      Tip: For faster searches in large Directories, click ▼ and choose the Group that contains the person you're looking for, if you know it.

   3. Click the name of the person you want to add.

   4. Click **Add to Contacts**.

      If the person's system supports sharing presence, Polycom CMA Desktop sends an invitation to be on your Contacts list. The name on your Contacts list is identified with the ✉ **Invited** icon. When the person accepts your invitation, the icons on the Contacts list change

to 🟢 to show availability for video calls and 💬 to show availability for chatting. If the person's system does not support video calls, the icons change to ⚪ to show unavailability for video calls and to 💬 to show availability for chatting.

- Call someone. Try either of the following methods:

   — Click a name in your Contacts list or your Recent Calls, and then click **Call**.

   — Type a system name or number, and then click **Call**.

> The Directory includes current Polycom CMA Desktop users whom you can call, as well as people whose accounts are not yet active. A Polycom CMA Desktop account is activated when the person signs in for the first time. If you want to call a person whose account is not activated, tell him or her to activate the account by signing in. You can then locate the user in the Directory and place a call.

New Features in Version 5.2.3

The version 5.2.3 software includes the features and functionality of version 5.2.2, along with enhancements to address several problems.

New Features in Version 5.2.2

Version 5.2.2 includes the following enhancements:

- User Interface, online help and user documentation are available in Simplified Chinese, Traditional Chinese, English, French, German, Japanese, Korean, Russian, and Spanish.

New Features in Version 5.2.0

Version 5.2.0 includes the following enhancements:

- Support for placing SIP calls

- Additional options for provisioned settings

- Support for audio packet loss recovery

- Ability to import and export configuration and user profile

New Features in Version 5.1.0

Version 5.1.0 includes the following enhancements:

- Support for the Windows 7 64-bit operating system including the Home Premium 64-bit, Professional 64-bit, and Enterprise 64-bit versions.

- More tightly integrated software update that downloads new software without launching a browser.

- Support for the Windows 7 built-in VPN.

- Ability to attempt calls to offline contacts.

- Enhancements to diagnostic logging.

- General stability improvements.

Corrected Issues in Version 5.2.6

The following table lists corrected issues in version 5.2.6.

Feature	Issue ID	Description
Call Control	VIDESC-11765	The mute icon is disappeared during a call.
Call Control	VIDESC-11777	When CMA Desktop is in a point to point or multipoint call with RMX®, the video freezes when you press the mute icon.
Installation	VIDESC-12023	CMA Desktop cannot be installed on Windows with Adobe AIR 13.
Interoperability	CMAD-10548	CMA Desktop users occasionally fail to register to the gatekeeper through VBP® ST due to incorrect Endpoint ID.
Interoperability	VIDESC-11737	CMA Desktop users are not able to launch the application since they are quarentined on DMA server.
Interoperability	VIDESC-11774	CMA Desktop cannot playback recordings using Quick Code.
User Interface	VIDESC-11762	CMA Desktop does not delete missed calls from the main window after the call log has been deleted.

Corrected Issues in Version 5.2.5

The following table lists corrected issues in version 5.2.5.

Feature	Issue ID	Description
User Interface	CMAD-10483	Newly created CMA Desktop contacts group could not display if the preferences flag **Show Recent Calls in Contact List** was not ticked. This issue has been fixed.
User Interface	CMAD-10529	If your CMA Desktop application is of the version 5.2.4, and you expand the video to full screen, sometimes you could not close or minimize CMA Desktop and need to exist the application via **Task Manager**. This issue has been fixed.
Signing In	CMAD-10523	When using NTLM v2 authentication, manual method of logging into Resource Manager did not work on the CMA Desktop client. This issue has been fixed.
User Interface	CMAD-10525	If you click on the **Show full-screen** icon, sometimes the maximized window covered the whole screen which made the task bar invisible. This issue has been fixed.
User Interface	CMAD-10530	If your CMA Desktop application is of the version 5.2.4, sometimes the video participants' screens could not display in full.This issue has been fixed.

Corrected Issues in Version 5.2.4

The following table lists corrected issues in version 5.2.4.

Feature	Issue ID	Description
Call Control	CMAD-8148	If a Polycom HDX systems from an ISDN network joins the call through a Polycom RMX gateway, and your CMA Desktop application is of the version 5.2.2, you cannot receive content sent from this HDX system.
Directory	CMAD-9065	If your CMA Desktop application is of the version 5.2.2, and you log in as an Active Directory user, you cannot see other Active Directory users in the same group.
General	CMAD-10482	If you copy and sent a large amount of the chat messages, the Chat window will be closed, and you may be logged out and in repetitively.
General	CMAD-10424	When you add contacts from search results, the contact's detail information is not copied into your CMA Desktop application.
General	CMAD-10329	Duplicate contact entries exist in CMA Desktop application version 5.2.3.
General	CMAD-10130	After you upgrade your Polycom CMA Desktop from version 5.2.2 to 5.2.3, you cannot receive video from the Logitech QuickCam Messenger.
General	CMAD-9019	Timestamps included in Call Detail Report (CDR) sent from the Polycom CMA Desktop version 5.2.2 to the Polycom CMA system are incorrect.
Interoperability: RMX1500	CMAD-10442	When a Polycom CMA Desktop application of the version 5.2.2 or 5.2.3 connects to a Polycom RMX meeting room, you cannot receive people video till 10 seconds later.
Provisioning and Call Control	CMAD-10129	When you log in to the Polycom CMA Desktop application, the default calling type is always set as H.323, even when H.323 calling is disabled in **Site Provisioning** in the Polycom RealPresence Resource Manager.
Video	CMAD-9799	When you are in a call with a Polycom HDX system, and your far end selects a different camera source, your local Picture-in-Picture (PIP) disappears.

Corrected Issues in Version 5.2.3

The following table lists corrected issues in version 5.2.3.

Feature	Issue ID	Description
Calling	CMAD-7751	In the previous version, when you added a contact from the Recent Calls list, the system did not correctly add Annex O dialing information (alias@domain.com). This problem has been fixed.
General	CMAD-5970	Previously, when you upgraded from version 5.1 to the 5.2.2 software version, the 720p people video transmit frame rate decreased from a maximum of 25fps to a maximum of 10fps. This problem has been resolved.
Interoperability: Codian MCU	CMAD-7745	When the Polycom CMA Desktop system called into a Codian MCU using a Codian IP gateway, CMA Desktop connected as audio only. This problem has been fixed.
User Interface	CMAD-7746	In the previous version, some user interface text was missing when you install Polycom CMA Desktop on an operating system other than English, German, Korean, French, Simplified Chinese, Traditional Chinese, Japanese, Russian, or Spanish. For example, this problem occurred on systems running the Portuguese operating system. This problem has been resolved.

Corrected Issues in Version 5.2.2

The following table lists the corrected issues in version 5.2.2.

Feature	Jira ID	Description
Interoperability	CMAD-4603	Codian MCU 4505 did not recognize DTMF tones from Polycom CMA Desktop in SIP calls. This issue has been fixed.
Call Control	CMAD-4542	You could not place a H.323 call between Polycom CMA Desktop and ViewStation. This issue has been fixed.
Video	CMAD-4541	Polycom CMA Desktop did not transmit video to FX system in a H.323 call. This issue has been corrected.

Corrected Issues in Version 5.2.0

The following table lists the corrected issues in version 5.2.0.

Feature	Issue ID	Description
Audio	CMAD-1162 VIDESC-6909	A problem has been resolved that caused two CMA Desktop users hear high pitch audio.
Audio	CMAD-1163 VIDESC-6915	A problem has been resolved that caused Polycom CMA Desktop get program runtime error when hanging up a video call.
Directory	CMAD-2550 VIDESC-7173	Previously, if Polycom CMA Desktop was installed on 32-bit Window 7 operating system, you could not browse the directory. This issue has been corrected.
Signing In and Out	CMAD-2551 VIDESC-7291	Previously, if Citrix Xen Desktop was installed on the same computer as Polycom CMA Desktop, the CMA Desktop locked up when a user logged out and logged in again. This issue has been corrected.
Audio	CMAD-3648 VIDESC-7328	A problem has been resolved that caused DTMF tones not be recognized when Polycom CMA Desktop connected to a Polycom RMX bridge at 64 kbps using G.711u audio codec. This issue has been fixed.
Directory	CMAD-2696 VIDESC-6261	Previously, Polycom CMA Desktop could not register with directory server through the VBP-ST access proxy. This issue has been corrected.
Signing In and Out	CMAD-2699 VIDESC-5858	Previously, Polycom CMA Desktop did not automatically log back after the computer woke up from sleep mode. This issue has been corrected.
CMA Provisioning	CMAD-2698 VIDEO-83827	A problem has been resolved that caused the system to ignore the change of provision value of Maximum Time in Call.
Interoperability: RMX2000	CMAD-2697 VIDEO-82320	A problem has been resolved that caused the system fail to send content to the far site when video format changed.
Call Control	CMAD-2445	A problem has been resolved that prevented the system from registering with a Broadsoft SIP server when selecting UDP as the transport protocol.
Call Control	CMAD-2379	In previous versions, after you placed a call to an invalid SIP URL in Contacts list, the IP address of your laptop changes to 0.0.0.0 automatically. This issue has been corrected.
Call Control	CMAD-2366	In previous versions, using Display Name@FQDN to place a call from CMA Desktop to another fails when both are registered with a SIP server. This issue has been corrected.
Call Control	CMAD-2133	In previous versions, when you placed a call from CMA Desktop using the annex O dialing string, CMA Desktop could not receive content form the far end. This issue has been corrected.

Feature	Issue ID	Description
Call Control	CMAD-3342 CMAD-3327 CMAD-3325	Previously, the alternate gatekeeper on Polycom CMA was not supported. This issue has been corrected.
Interoperability: Tandberg E20	CMAD-2102	In previous versions, the CMA Desktop could not recover the video after you repeatedly held and resumed the SIP call on Tandberg E20. This issue has been corrected.
Interoperability: Codian MCU	CMAD-2272	In previous versions, the call window resized when the video resolution of the call changed in a conference held on Codian MCU. This issue has been corrected.

Corrected Issues in Version 5.1.0

The following table lists corrected issues in version 5.1.0.

Feature	Issue ID	Found in Release	Description
Audio	VIDEO-67610	4.0	In previous versions, when you muted your microphone during a call, the **Preferences > Audio > Test Audio Devices** page does not indicate that an audio device is available for testing. This problem has been fixed.
Audio	VIDEO-66692	4.0	Answering and ending calls using the control buttons on Polycom Communicator™ is now supported.
Cameras	VIDEO-81971	5.0.0	A problem was resolved that caused the system to show blue video in the video preview window if virtual camera drivers are installed on your system and you configure Polycom CMA Desktop to choose a camera automatically (**Preferences > Video**).
Contacts List	VIDEO-67984	4.0	A problem has been resolved that under certain circumstances could prevent users from initiating chat sessions with users before they accepted invitations to be on the Contacts list.
Contacts List	VIDEO-68741	4.0	In previous versions, if you place a call to a user from the directory and then invite the user to your Contacts list during the call, you can open the chat window, but you can't send an instant message to the user until the call ends. This problem has been resolved.
Content	VIDEO-82006	5.0.0	A problem has been resolved that prevented Polycom CMA Desktop from sending and receiving H.264 content in calls with systems capable of premium video when the call is hosted by the Polycom RMX.
Content	VIDEO-82138	5.0.0	On a Windows Vista or Windows 7 system configured to disable the Windows Aero theme when sending content, the Windows Aero theme is restored correctly when the far end disconnects the call without stopping content.

Feature	Issue ID	Found in Release	Description
Installation	VIDEO-82087	5.0.0	A problem has been resolved that caused an error on a Windows Vista or Windows 7 system when you attempt to use Internet Explorer to download Polycom CMA Desktop from the Polycom CMA system.
Interoperability : Polycom RMX 2000™	VIDEO-82350	5.0.0	In previous versions, when participating in a call with a Polycom RMX virtual meeting room that has a conference profile set to a Line Rate 1024 or higher, Video Quality set for Motion, and Windows Layout setting greater than one, Polycom CMA Desktop may not be able to send content to other participants. This problem has been resolved.
Signing In and Out	VIDEO-81787	4.1.2	A problem was resolved that removed both the user name and password from the sign in fields when you disabled the **Remember my password** setting.
User Interface	VIDEO-74091	4.1.1	Previously, if you started a video call from the chat window and then changed the dock location of the chat window, Polycom CMA Desktop might crash. This problem has been resolved.

Corrected Issues in Version 5.0.0

The following table lists corrected issues in version 5.0.0.

Feature	Issue ID	Found in Release	Description
Calling	VIDEO-71179	4.0.1	In previous versions, installing another internet calling application (such as Skype) may cause the other application to start when you click a callto link. This problem has been resolved.
Calling	VIDEO-74931	4.0.1	Calls to systems that do not support video calls now correctly connect at 64 kbps.
General	VIDEO-77138	4.1.2	Polycom CMA Desktop now reliably sends its RTCP reports at 5 second intervals.
Interoperability: Polycom MGC™	VIDEO-82056	4.1.2	A problem has been resolved that prevented you from using the Polycom CMA Desktop tone pad to enter a password for an MGC call.

Feature	Issue ID	Found in Release	Description
Interoperability: Polycom PVX™	VIDEO-67346	4.0	In previous versions, if you ran Polycom PVX and Polycom CMA Desktop together on a system that uses the NVIDIA graphics driver version 7.14.10.9686, the Polycom CMA Desktop system crashed. This problem has been fixed.
Interoperability: Polycom RMX 2000™	VIDEO-69050	4.0	In previous versions, when a conference hosted by a Polycom RMX platform added a Polycom CMA Desktop system, the Polycom CMA Desktop system's call log did not show the correct E.164 number for the RMX platform. This problem has been fixed.
Signing In and Out	VIDEO-68535	4.0	If you sign out of Polycom CMA Desktop and then close the application before signout is complete, you no longer have problems restarting Polycom CMA Desktop.

Corrected Issues in Version 4.1.2

The following table lists corrected issues in version 4.1.2.

Feature	Issue ID	Found in Release	Description
Audio	VIDESC-5502	4.0	In previous versions, using the Logitech Quick Cam Pro 9000 microphone resulted in bad audio. This problem has been fixed.

Feature Limitations

The following table lists the known feature limitations for this software version. If a workaround is available, it is noted in the table.

Feature	Issue ID	Found in Release	Description	Workaround
Call Control	CMAD-3359	5.2.0	When Polycom RMX 4000 invites CMA Desktop into a SIP call, the call keeps ringing after CMA Desktop answered.	Let RMX place a H.323 call when it invites CMA Desktop to the conference.
Call Control	CMAD-3353	5.2.0	When Polycom HDX places a SIP call to CMA Desktop at a call rate higher than 1024 kbps, CMA Desktop cannot send or receive content.	None

Feature	Issue ID	Found in Release	Description	Workaround
Call Control	CMAD-3345	5.2.0	After the call is connected, if the direct mode gatekeeper on Polycom CMA server is disabled, the call disconnects.	None
Call Control	CMAD-3331	5.2.0	"disengageRequest" is sent to alternate gatekeeper when the "need to register" on CMA is disabled.	Enable "need to register" on Polycom CMA alternate gatekeeper setting.
Call Control	CMAD-3891	5.2.0	CMA Desktop installed on a netbook with Atom CPU only supports audio-only calls.	None
Call Control	CMAD-4191	5.2.0	Content is disabled in a RMX4000 conference in Broadsoft SIP call.	On RMX4000, do following config to support BroadWorks content: 1. Set sys flag on RMX ENABLE_SIP_PPC_FOR_ALL _USER_AGENT with val YES 2. Set CFG_KEY_ENABLE_FLOW_C ONTROL_REINVITE to NO
Call Control	CMAD-4508	5.2.0	If Polycom CMA Desktop registers with a Polycom CMA server as a backup gatekeeper, you cannot place a call on CMA Desktop by inputting E.164 or H.323 alias.	Input the IP address to make a call.
Call Control	CMAD-4517	5.2.0	The call disconnects if the direct mode of Polycom DMA Gatekeeper is down.	Register with a Gatekeeper and place the call again.
Call Control	CMAD-4543	5.2.0	Memory leak occurs after hundreds of calls on Polycom CMA Desktop.	Close Polycom CMA Desktop and start it again.
Call Control	CMAD-4545	5.2.0	If you place a call by dialing an Avaya Call Manager number managed by Polycom DMA version 4.0, the call is audio-only.	None
Call Control	CMAD-4542	5.2.0	You cannot place a H.323 call between Polycom CMA Desktop and ViewStation.	None

Feature	Issue ID	Found in Release	Description	Workaround
Calling	CMAD-8232	5.2.2	If the CMA Desktop system is registered to a provisioning server that has H.323 and SIP calling disabled, placing a call causes the CMA Desktop system to crash.	Register to a provisioning server that has H.323 or SIP calling enabled, and try the call again.
Calling	DOC-250	5.1	When you use the Directory to place call to a Polycom OTX telepresence room, you are prompted to choose which of the HDX systems associated with the telepresence room to call. If you choose a system other than the first system, the call has no audio.	Try the call again, and choose the first system associated with the telepresence room.
Calling	CMAD-7957	5.2.0	Annex O (alias@domain.com) addresses that were added to the Recent Calls list or Call Log in a previous software version cannot be added to the Contacts list correctly.	Manually dial the Annex O address, and then add the Contact from your Recent Calls list.
Camera	CMAD-4399	5.2.0	Sometimes there is no local video preview on the main window after the system wakes up.	Click the "Hide my preview window" button twice.
CMA Provisioning	CMAD-3266	5.2.0	You cannot sign in CMA Desktop with non-English characters accounts.	Create accounts with English characters only.
CMA Provisioning	CMAD-2885	5.2.0	Sometimes CMA Desktop keeps registering to the LDAP server.	Exit and restart CMA Desktop
CMA Management	CMAD-4186	5.2.0	The CMA Desktop returns error message with wrong user name and password if the account is disabled or locked.	Go to CMA server and enable or unlock the account.
CMA Management	CMAD-2542	5.2.0	If CMA Desktop is installed on Window 7 operating system, it may has problems with automatically discovering a CMA server.	None

Feature	Issue ID	Found in Release	Description	Workaround
Content	CMAD-4407	5.2.0	When the power scheme is "Energe Star" without external power source, sometimes the content sent by CMA Desktop changes between normal and null automatically.	Connect the external power source in a call.
Content	CMAD-4191	5.2.0	Content is disabled if CMA Desktop dials in a conference on RMX 4000 through SIP call.	None
Content	CMAD-4527	5.2.0	In a SIP conference with Polycom RMX 1000, Polycom CMA Desktop receives content from the video channel.	None
Content	CMAD-4528	5.2.0	In a SIP call from Lync registered Polycom HDX system to Polycom CMA Desktop, CMA Desktop cannot send content.	None
Directory	CMAD-4514	5.2.0	If Active Directory is used as a LDAP server, when Polycom CMA Desktop imports a contact from the LDAP server, the IP field might be filled with other information, such as E.164.	None
Gatekeeper	CMAD-7734	5.2.3	The Polycom CMA Desktop system does not show a notification if gatekeeper registration fails due to an invalid gatekeeper hostname.	None
General	CMAD-8247	5.2.3	Occasionally, entries are duplicated in the Contacts list.	Delete one of the duplicates to remove all duplicates of an entry.
Installation	CMAD-4216	5.2.0	Getting .net installation error when upgrading from CMA Desktop 5.1.1 to CMA Desktop 5.2.0.	Run the installation.exe file directly.
Installation	CMAD-4323	5.2.0	CMA Desktop cannot start normally on HanWang TouchPad BA10E.	None

Feature	Issue ID	Found in Release	Description	Workaround
Installation	CMAD-4269	5.2.0	On Windows Vista 64-bit SP1 operating system, CMA Desktop cannot starts successfully if there is a needed port occupied by other application.	Close the application which occupies the needed port and restart the CMA Desktop.
Installation	CMAD-3666	5.2.0	On rare occasions, you get a message saying "An error occurred while installing Adobe Air. Installation may not be allowed by your administrator. Please contact your admin." when start the CMA Desktop after installation.	Reinstall Adobe Air, then restart the CMA Desktop.
Installation	CMAD-4544	5.2.0	On some Windows 7 Home edition operating system, the auto upgrade from version 5.1 to version 5.2 fails.	Download the version 5.2 installation file and do the installation manually.
Installation	CMAD-5204	5.2.2	On Traditional Chinese Hong Kong Windows operating system, the default language in language option during installation remains in English.	"Control Panel > Regional and Language Options > Regional Options/Formats" set to be "Chinese(Taiwan)"
Installation	CMAD-5192	5.2.2	For upgrade from 5.1.0.0060 to CMA Desktop 5.2.2 on Windows operating system, you are prompted to select the language twice.	Select OK for each prompt and proceed with the following.
Installation	CMAD-5476	5.2.2	CMA Desktop freezes upon completion of installation if users change default installation path to new directory path includes the special character "%".	Do not install CMA Desktop under directory path including special character "%".
Installation	CMAD-5478	5.2.2	On PC installed with 360 anti-virus application, CMA Desktop auto upgrade from version 5.2.0 to version 5.2.2 fails.	Uninstall 360 anti-virus application before carrying out CMA Desktop upgrade.
Interoperability	CMAD-7741	5.2.0	In a H.323 call with a Tandberg C20 system, the Polycom CMA Desktop system is unable to control the far-end camera.	None

Feature	Issue ID	Found in Release	Description	Workaround
Interoperability	CMAD-4415	5.2.0	In a call with Polycom MGC at 1920 kbps, if the video is defined as H.261 or H.263, CMA Desktop will be negotiated as secondary.	None
Interoperability	CMAD-7872	5.2.3	When signing in to the CMA server through the Polycom VBP system, Polycom CMA Desktop is unable to display the message prompting users to upgrade.	Wait for the Polycom CMA Desktop system to poll the CMA server for the required software version. By default, the CMA system's Software Update Polling Interval is set to 60 minutes.
Interoperability	CMAD-7742	5.2.3	In a SIP call hosted by a Polycom HDX 9006 system, Polycom CMA Desktop sometimes is unable to display content.	None
Interoperability	CMAD-8237	5.2.3	In a SIP call originated by a Polycom HDX system running software version 3.0.5, the CMA Desktop system is sometimes unable to send or receive content.	Originate the call from the CMA Desktop system.
Interoperability	CMAD-4515	5.2.0	When Polycom CMA Desktop system is in a SIP call with Sony PCS-XG80, the Far End Camera Control function doesn't work.	Place a H.323 call.
Interoperability	CMAD-4529	5.2.0	You cannot place a call to Tandberg 6000e at 1920 kbps. If you receive a call from Tandberg 6000 at 1920 kbps, the call is not encrypted.	None
Interoperability	CMAD-4546	5.2.0	There is no video nor audio in a Point-to-Point call between Polycom CMA Desktop and Avaya OneXC. CMA Desktop is in a held state.	None
Interoperability	CMAD-4603	5.2.0	Codian MCU 4505 does not recognize DTMF tones from Polycom CMA Desktop in SIP calls.	None

Feature	Issue ID	Found in Release	Description	Workaround
Interoperability	CMAD-10497	CMAD 5.2.4	You cannot receive content in SIP calls hosted through a Polycom RMX version 7.8 system.	If you are the first one to send content in the meeting, you can receive content shared by others later.
LDAP	CMAD-3493	5.2.0	It may take a long time to return the results if there are many when you search from Directory.	None.
Network	CMAD-8265	5.2.2	When a CMA Desktop system running software version 5.2.2 accesses the network using a VBP, it is unable to sign in to the Polycom XMA system.	Upgrade to software version 5.2.3, available at support.polycom.com.
Network	CMAD-8123	5.2.0	When a RealPresence Mobile system places a SIP call to the CMAD Desktop system through the ACME session border controller, the Desktop system sees the incoming call notice, but the call cannot be established.	Place the call from the CMA Desktop system.
Operating System	CMAD-4368	5.2.0	You cannot install the CMA Desktop on Window server 2003 operating system.	None
Operating System	CMAD-3504	5.2.0	You cannot install the CMA Desktop on Window XP Professional 64-bit Edition based on Version 2003 core operating system.	None
Signing In and Out	CMAD-8156	5.2.2	If you sign in to the CMA Desktop system using the Polycom DMA system as gatekeeper and then sign in to the same account from a different IP address, you see a message that gatekeeper registration failed.	Wait 6 minutes, and then try signing in again.
Signing In and Out	CMAD-2808	5.2.0	Occasionally, your CMA Desktop domain account (Menu > Preferences > Sign In, network login credentials) displays wrong if you select "launch CMA Desktop now" after installation.	Do NOT select "launch CMA Desktop now" after installation. Exit and sign in to CMA Desktop again.

Feature	Issue ID	Found in Release	Description	Workaround
User Interface	CMAD-2406	5.2.0	The mute status of HDX does not show on the call window of CMA Desktop during a SIP call.	None
User Interface	CMAD-265	5.2.0	Group cannot be searched in the directory.	None
User Interface	CMAD-3889	5.2.0	If Google web browser is set to the default browser, the help cannot be displayed.	Use other web browser as the default browser.
User Interface	CMAD-4402	5.2.0	Call window does not move to the front of the desktop automatically after clicking H323 link on Windows 7 while in the call.	Manually click to open the Call window from the task bar.
User Interface	CMAD-4067	5.2.0	A new help window opens when you press F1 or click Help menu.	None
User Interface	CMAD-3449	5.2.0	A warning message displays when you configure the camera property for Microsoft LifeCam Cinema from CMA Desktop Preferences page on Windows XP SP3 operating system.	In the registry, set the value of "HKEY_CURRENT_USER\Software\Microsoft\LifeCam\TrueColorOff" to 1 to disable it. If you can not find the KEY value(TrueColorOff) under the directory, just create it and set its value to 1.
User Interface	CMAD-4516	5.2.0	In a SIP call between a Polycom CMA Desktop and a Polycom HDX system running version 3.0.1, the mute status of the HDX system cannot be shown on the call window of CMA Desktop.	None
User Interface	CMAD-5203	5.2.2	When adding multiple contacts from the drop-down list on German Windows operating system, "All contacts" missing or the whole contact window is blank if scrolling the contact window up and down.	click the contact window, then it will restore
User Interface	CMAD-5191	5.2.2	On Directory main window, you must click drop-down list twice to view all existing groups.	None

Feature	Issue ID	Found in Release	Description	Workaround
User Interface	CMAD-5475	5.2.2	Some local contacts are missing after the previously saved local contact file imported back.	Add missing contacts to the group manually.
Video	CMAD-4525	5.2.0	In a H.323 call with High Profile enabled Polycom RSS 4000 system, Polycom CMA Desktop gets frozen video after using the Far End Camera Control function.	None
Video	CMAD-3193	5.2.0	The far end receives black video when CMA Desktop and another application use separated cameras on one computer.	None
Video	CMAD-4541	5.2.0	Polycom CMA Desktop does not transmit video to the FX system in a H.323 call.	None

Hardware and Software Requirements

These hardware and software requirements have been determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

Windows	Windows XP with Service Pack 2 or later
	• Windows XP Professional 32–bit
	• Windows XP Home Edition 32–bit
	• Windows XP Tablet PC Edition 32–bit
	Windows Vista with Service Pack 1 or later, both 32–bit and 64–bit
	• Windows Vista Ultimate
	• Windows Vista Enterprise
	• Windows Vista Business
	• Windows Vista Home Premium
	• Windows Vista Home Basic
	Windows 7, both 32–bit and 64–bit
	• Windows 7 Ultimate
	• Windows 7 Enterprise
	• Windows 7 Professional
	• Windows 7 Home Premium
	• Windows 7 Home Basic
	Operating System Language Version
	English, German, Korean, French, Simplified Chinese, Traditional Chinese, Japanese, Russian, and International Spanish
Processor	Polycom CMA Desktop system's capabilities vary depending on processor performance. The processor types and speeds listed below are intended as reference guides. Polycom CMA Desktop will have equivalent capabilities on other processors with equivalent performance.
	Audio only: Intel Atom CPU
	Basic video (Up to QVGA): Intel Core2 Duo 2 CPUs 1.6 GHz
	Premium video (Up to VGA, People+Content)
	• Intel Core 2 Duo 2.0 GHz
	• Intel Core i3 2 CPUs 1.6 GHz
	• Intel Core i5 2 CPUs 1.6 GHz or higher
	HD Transmit (Up to 720p)
	• Core i3 4 CPUs 1.8 GHz or higher (up to 15 fps)
	• Core i3 2 CPUs 2.5 GHz or higher (up to 15 fps)
	• Core i5 4 CPUs 2.0 GHz or higher (up to 30 fps)
	HD Receive (Up to 720p)
	• Core2 Duo 2 CPUs 1.6 GHz or higher (up to 15fps)
	• Core 2 Duo CPU 2.0 GHz or higher (up to 30fps)
	• Core i5 4 CPUs 2.0 GHz or higher (up to 30fps)
	Note: SSE2 processor extensions are required for all processor types.
RAM	2 GB
Video Memory	Minimum: 256 MB video RAM recommended for Windows Vista or Windows 7
Hard Drive Space	200 MB

Cameras	USB 2.0 Web Cameras: • Microsoft LifeCam HD-5000 • Microsoft LifeCam Cinema • Microsoft LifeCam HD-6000 • Logitech C100 • Logitech C210 • Logitech C310 • Logitech Webcam Pro 9000 • Logitech Webcam C905 • Logitech USB Webcam C270 • Lenovo integrated Webcam
Audio Devices	• Logitech USB Headset H330 • Logitech USB Headset H530 • Logitech USB Webcam C270 • Logitech PC Headset 860 • Philips 3.5mm SHM7110U Headset • Lenovo integrated Webcam
Monitor	XGA, 16-bit color or higher
Network Access	Network 128 kbps and above (Cable, DSL, or LAN)
Polycom CMA Management Application	5.4.0, 5.5.0 ER19, 6.0.0
Microsoft Software	DirectX 9.0b- or 10.0-compatible adapter

Interoperability

Type	Product	Version
NAT/Firewall/Border Controller	Polycom VBP™ 5300-ST	11.2.11
Management Systems and Recorders	Polycom CMA 4000, CMA 5000	6.0.1
	Polycom DMA™ 7000	4.0.3 / 5.0
	Polycom RSS™ 4000	8.0
Gatekeeper, Gateways, External MCU, Bridges, Call Managers	Polycom PathNavigator	7.1.10.001
	Polycom Readi*Manager*® SE200	3.00.07.ER001
	Polycom RMX 2000™	7.6.0 / 7.7
	Polycom MGC™	9.0.1.6

Type	Product	Version
Endpoints	LifeSize Room	4.7.10
	Polycom CMA Desktop	5.1 / 5.2.2 / 5.2.3/5.2.4/5.2.5
	Polycom CMA Desktop for Mac OS X	5.1 / 5.2.2 / 5.2.3/5.2.4/5.2.5
	Polycom Telepresence m100	1.0/1.0.4/1.0.5
	Polycom HDX®	3.0.4 / 3.0.5
	Polycom PVX®	8.0.16
	Polycom RealPresence® Mobile	1.2 / 1.3
	Polycom QDX™ 6000	4.0.2
	Polycom VSX® 7000, VSX 7000A, VSX 8000	9.0.6.2
	Polycom VVX	4.0.2B
	LifeSize Room	4.7.10
	TANDBERG C20	TC3.1.1

Supported Protocols, Algorithms, and Ports

Protocols

This version of Polycom CMA Desktop supports the following protocols:

Protocol	Description
DNS	Domain Name System
H.235	Security and Encryption
H.239	Token Management
H.281	Far End Camera Control (FECC)
H.323	Call signaling and control, multimedia transport and control, bandwidth control
H.460.18 H.460.19	Firewall/NAT Traversal
LDAP, H.350	Directory Services
NTLMv1, NTLMv2	Authentication
Polycom LPR™	Lost Packet Recovery

Protocol	Description
SIP	Session Initiation Protocol
XMPP	Presence, instant messaging

Video Resolutions

This version of CMA Desktop supports following the resolutions for People video:

Call Speed	Video Format	Resolution
64 kbps - 511 kbps	QVGA	320x240
512 kbps - 1023 kbps	VGA	640x480
1024 kbps - 1920 kbps	720p (HD)	1280x720

Actual transmitted video resolution is determined by several factors, such as camera capability, computer performance, network conditions, the far-end system's capabilities, and whether content is being sent or received.

Algorithms

This version of Polycom CMA Desktop supports the following algorithms:

Algorithm Type	Description
Audio	G.719 (mono) Constant Bit Rate (CBR) at 32 kbps, 48 kbps, 64 kbps, 96 kbps, and 128 kbps
	G.722.1 at 16 kbps, 24 kbps and 32 kbps
	G.722.1 Annex C at 24 kbps, 32 kbps, and 48 kbps
	G.711u, G.711a, G.722, G.728, and G.729a for VOIP Interoperability
	Siren 14 at 24 kbps, 32 kbps, and 48 kbps
	SirenLPR
Video	H.261
	H.263
	H.263+
	H.264
Encryption	AES supported in H.323 calls

Inbound and Outbound Ports

This version of Polycom CMA Desktop uses the following inbound and outbound ports:

Inbound Ports

Port	Function
1720 (TCP)	H.225.0 CS
1719 (UDP)	H.225.0 RAS
3230 - 3237 (TCP)	H.245
3230 - 3237 (UDP)	Media (RTP/RTCP), configurable on provisioning server
5060 (TCP/UDP)	SIP
Random port (TCP)	BFCP

Outbound Ports

Port	Function
5060 (UDP)	SIP
Random port (TCP)	SIP
Random port (TCP)	BFCP
Random port (UDP)	DNS
Random port (TCP)	HTTPS
Random port (TCP)	LDAP
Random port (TCP)	XMPP
1719 (UDP)	H.225.0 RAS
3230 - 3237 (UDP)	Media (RTP/RTCP) - configurable on provisioning server
3230 - 3237 (TCP)	H.225.0 CS
3230 - 3237 (TCP)	H.245

Improving Video Quality

Factors Affecting Video Quality

A number of factors can affect video quality, including the quality and design of your camera, your camera settings, your video window size, and lighting conditions. If your video preview shows reduced quality in your local video, be sure to address these problems, if possible. Any deficiencies you see locally may be magnified when the video is sent to the far end. Video problems may be more obvious when the video is expanded to fill the full screen.

Troubleshooting Video Problems

Problems with Video Quality

If you're experiencing problems with your local video, try the following:

- If you are using Polycom CMA Desktop on a laptop, ensure that the laptop is connected to a power source. Running on battery power can reduce the laptop's performance, resulting in poor video quality or no video.

- Increase the amount of light on the people in the call.

- Ensure that your camera is connected to a USB port on your computer and not to a USB hub connected to the computer.

- Check your camera drivers.

    — Ensure that you are using the latest software drivers for your camera. Refer to the camera manufacturer's web site for more information.

    — Using the operating system's default camera drivers with your camera may result in problems with the video. To avoid this problem, install the latest drivers provided by your camera's manufacturer.

- Check your video card.

    — Ensure that your system is using the most up-to-date drivers for your video card. To obtain the latest drivers, go to the manufacturer's web site. Note that using the Microsoft Update utility may not always provide the latest drivers.

    — If you are using Windows Vista or Windows 7, verify that your system has at least 256 MB of video memory.

- Check your camera configuration.

— Polycom CMA Desktop transmits video at the frame rate that it receives from the camera. Several factors affect the frame rate transmitted by a camera, including camera settings and lighting. Consult the camera's documentation for information about adjusting the camera's settings.

— Turn off special camera features that require extra image processing. These features might include automatic focus or automatic adjustments for local lighting conditions.

- Check your Windows Vista settings.

— Turn off Windows Vista Aero and use the basic user experience instead. To do this:

1. Right-click your Windows desktop and choose **Personalize > Window Color and Appearance**.

2. Click **Open classic appearance properties for more color options**.

3. In the Color Scheme table, select **Windows Vista Basic**.

— Adjust your power management settings to use **High performance** as your power plan. See Setting Your Windows Power Settings for more information.

- If you are using a wireless LAN connection, try using a wired LAN connection.

Problems with No Video

If local video cannot be seen by far end when connected through juniper VPN, refer to below comments:

1 Go to **Preferences > Network**;

2 Select **Never use QoS**.

Notes:

There are two options on QoS setting:

— **Never use QoS:** Disable the QoS on Polycom CMA Desktop.

— **Let provisioning server enable or disable QoS:** Let Polycom CMA Desktop use the QoS value of operating system.

Problems with Black Screen Instead of Video

If you see a black screen instead of people video or content, you may need to add Polycom CMA Desktop to your Windows firewall exception list.

1. From the Windows desktop, click **Start** and choose **Control Panel > Windows Firewall**.

2. On the Exceptions tab, click **Add Program**.

3. Browse to *c:\Program Files\Polycom\Polycom CMA Desktop\CallControl.exe* and click **Open**.

4. Browse to *c:\Program Files\Polycom\Polycom CMA Desktop\MediaProcessor.exe* and click **Open**.

5. Browse to *c:\Program Files\Polycom\Polycom CMA Desktop\LoggingServer.exe* and click **Open**.

6. Browse to *c:\Program Files\Polycom\Polycom CMA Desktop\Polycom CMA Desktop.exe* and click **Open**.

> If you are using a third-party personal firewall on your computer, you may need to follow similar steps with that software. Consult your firewall documentation for more information.

Improving Audio Quality

Factors Affecting Audio Quality

Polycom CMA Desktop uses the built-in Polycom echo canceller which automatically adjusts the audio to prevent the sound of far-end voices from being sent back to the far end.

A number of factors can affect audio quality including the volume of the system, the sensitivity of the microphone, the acoustic qualities of the room, and the acoustic qualities of any audio devices that combine microphone and speakers.

Troubleshooting Audio Problems

- For best audio echo cancelation performance, all audio signal processing should be disabled. If you are experiencing audio issues, please make sure audio processing software provided by your computer manufacturer is disabled.

- If you use a separate microphone, ensure that it is connected to a USB port on your computer and not to a USB hub connected to the computer.

- For best microphone performance, place the microphone at a distance from the person who is speaking. Speaking too close to the microphone can cause poor audio quality.

- If you are using a wireless LAN connection, try using a wired LAN connection.

Problems with Echo

If the far end hears echo, try these steps:

- Check your audio device's echo cancellation settings.

  If your audio device provides its own echo cancellation, be sure to enable it. Refer to the documentation you received with your device.

- Check your volume.

  For most effective echo cancellation, reduce the volume on your system's speakers, and then adjust the sound using the Polycom CMA Desktop volume controls.

- Place the microphone and speakers as far apart as possible.

  If you use a laptop's integrated speakers with the laptop's integrated microphone or with a webcam's microphone, connect external speakers to allow you to increase the distance between the microphone and speakers.

- If you still experience echo, use earphones instead of speakers. You can also use a headset instead of a microphone and speakers.

Problems with No Audio

If you are not receiving audio, you may need to add Polycom CMA Desktop to your Windows firewall exception list.

1 From the Windows desktop, click **Start** and choose **Control Panel > Windows Firewall**.

2 On the Exceptions tab, click **Add Program**.

3 Browse to *c:\Program Files\Polycom\Polycom CMA Desktop\CallControl.exe* and click **Open**.

4 Browse to *c:\Program Files\Polycom\Polycom CMA Desktop\MediaProcessor.exe* and click **Open**.

5 Browse to *c:\Program Files\Polycom\Polycom CMA Desktop\LoggingServer.exe* and click **Open**.

6 Browse to *c:\Program Files\Polycom\Polycom CMA Desktop\Polycom CMA Desktop.exe* and click **Open**.

If you are using a third-party personal firewall on your computer, you may need to follow similar steps with that software. Consult your firewall documentation for more information.

Collecting Log Information

If you need to report a problem, you may be asked to supply information about your system. The Sendlog Utility automatically creates a zipped file containing information about the system and the Polycom CMA Desktop log file. You can choose to save the file.

To collect Polycom CMA Desktop Logs:

1 From the main window, click **Menu** and choose **Preferences > Statistics > Log**.

2 Click **Save Log.**

3 Specify the filename and the location for the zipped file.

4 Click **Save**.

Related Documentation

For more information, see the *Release Notes for Polycom Converged Management Application 5000*, available at support.polycom.com.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at Polycom Support.

To find all Polycom partner solutions, see Polycom Global Strategic Partner Solutions.

For more information on solution with this Polycom partner, see the partner site at Polycom Global Strategic Partner Solutions.

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