



Polycom® CMA® Desktop to RealPresence® Desktop Migration Package for Provisioning

Polycom has created a Polycom® CMA® Desktop to RealPresence Desktop Migration Package to allow businesses with CMA Desktop 5.2.2 and greater to provision the migration to RealPresence Desktop while still retaining much of the CMA Desktop data. This document describes this migration package and process.

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Overview

Polycom has announced the end of life and support for Polycom CMA Desktop. All current CMA Desktop customers can migrate their CMA Desktop client to RealPresence Desktop. Existing CMA Desktop customers are eligible to migrate to the RealPresence Desktop at no additional cost.

Limitations

Migrating CMA Desktop to RealPresence Desktop has the following limitations.

- Operating systems
These migration procedures have been tested on and so are supported on Microsoft Windows 7 and Mac OS 10.8 operating systems.
- Favorites
Once the CMA Desktop client has been migrated to RealPresence Desktop and the administrator deletes the CMA Desktop record from the provisioning and management server, some Favorites may not have dialing information. The Favorites information will be repopulated when the favorite user provisions an endpoint to the provisioning and management server.

- Licensing

Once the CMA Desktop client has been migrated to RealPresence Desktop but before the administrator deletes the CMA Desktop record from the provisioning and management server, both client applications will consume licenses.

This excess license usage may cause the provisioning of other RealPresence Desktop systems to fail if there are not enough licenses available.

To work around this issue, the administrator can:

- Set the shortest license reclamation timer in the provisioning and management server.
- Manually delete the CMA Desktop record from the provisioning and management server to release the license.

- E.164 number

As the CMA Desktop records are still in the provisioning and management server database, the E.164 number assigned to the CMA Desktop client cannot be reassigned to the RealPresence Desktop client.

In this case, the administrator must either:

- Assign the new RealPresence Desktop client a new E.164 number or
- Manually delete the E.164 number from the CMA Desktop record

In this case, when someone queries a user's dial information via LDAP, both CMAD and RPD' dial information will be shown.

The only way to solve this issue now is the admin has to manually delete the CMAD records and manually update the reserved dial numbers if the numbers need to be kept.

- Scheduled conference and conference monitoring

If a CMA Desktop client was scheduled into future conferences, it won't be automatically rescheduled into those conferences with the new RealPresence Desktop client.

In this case, the user will still see the invitation in their calendar and can still join with the conference with their new RealPresence Desktop client, but the new RealPresence Desktop client will be regarded as a new participant in the Conference Monitoring page, and the previous CMA Desktop client will still be listed unless the administrator removes that record manually.

Migration Procedures

To provision the migration of CMA Desktop to RealPresence Desktop on multiple Windows systems using a RealPresence Resource Manager system:

- 1 Click the [Polycom CMA Desktop to RealPresence Desktop Migration Package for Windows](#) link to download the `5.2.7.54718.tar.gz` migration package from the [Polycom CMA Desktop support page](#).
- 2 Deploy the migration package as you would any CMA Desktop upgrade package.

For information on provisioning a migration or upgrade, see the *RealPresence Resource Manager Operations Guide* for the version of provisioning and management system being used. *Operations Guides* are available at [Polycom RealPresence Resource Manager support site](#).

To provision the migration of CMA Desktop to RealPresence Desktop on multiple Mac systems using a RealPresence Resource Manager:

- 1 Click the [Polycom CMA Desktop to RealPresence Desktop Migration Package for Mac](#) link to download the `5.2.7.54718.tar.gz` migration package from the [Polycom CMA Desktop support page](#).
- 2 Deploy the migration package as you would any CMA Desktop upgrade.

For information on provisioning a migration or upgrade, see the *RealPresence Resource Manager Operations Guide* for the version of provisioning and management system being used. *Operations Guides* are available at [Polycom RealPresence Resource Manager support site](#).