



Polycom RealPresence Distributed Media Application (DMA)

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What’s New in This Release

The Polycom RealPresence Distributed Media Application (DMA) system 10.0.0.8 includes the following new features:

- [Access to the RealPresence DMA Deployment Wizard in the System Web Interface](#)
- [Default Factory ACLs](#)

Access to the RealPresence DMA Deployment Wizard in the System Web Interface

In this version, you can access the online DMA Deployment Wizard from the RealPresence DMA system web interface.

The wizard streamlines configuration of a RealPresence DMA edge or combination server. When you run the wizard, it asks questions about your network and unified communications environment, then saves the information and produces a file you can download, then upload onto the server.

You can access the online wizard and upload the file it creates from the system web interface of a RealPresence DMA edge or combination system.

- 1 Go to **Integrations > DMA Deployment Wizard**.
- 2 Complete the wizard and download the backup file.
The backup file the wizard creates is available for 12 hours. When you download the file, you must use the same browser and local client that you used to complete the wizard.
- 3 Go to **Admin > Backup and Restore**.
- 4 Select **Upload** and choose the backup file you downloaded.
- 5 Select **Restore Selected**.
- 6 Choose the backup components to restore and select **OK**.
Restoring the file applies the settings you configured in the wizard.

Default Factory ACLs

Starting with 10.0.0.8, you can't edit a default factory access control list (ACL). If you revised a factory ACL prior to version 10.0.0.8 and want to keep the changes, you must copy the factory ACL to a new ACL before you upgrade to 10.0.0.8. If you don't create a copy of the factory ACL prior to upgrading, you need to add a new ACL with your changes after the upgrade.

Security Updates

This release includes the following security updates.

Security Updates

| <i>Description</i> | <i>CVE Number(s)</i> |
|---|--------------------------------|
| Updated bind version | CVE-2020-8616 CVE-2020-8617 |
| Added content security policy header to API response messages | N/A |
| Added X-Xss protection header to API response messages | N/A |

| <i>Description</i> | <i>CVE Number(s)</i> |
|------------------------------------|----------------------|
| Fixed weak SSH ciphers | N/A |
| Increased size of SSH DSA host key | N/A |

Please see the [Security Center](#) for the security advisories, bulletins, and related acknowledgments and recognition.

Release History

The following table lists the release history of the RealPresence DMA system.

Release History

| <i>Release</i> | <i>API Release</i> | <i>System</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|--------------------|--|---------------------|---|
| 10.0.0.8 | 3.6.7 | CentOS 6.10 OpenJDK 1.8.0.265 PostgreSQL 10.14-1 | October 2020 | Online RealPresence DMA Deployment Wizard accessible in system web interface Factory ACLs no longer editable Bug fixes |
| 10.0.0.7 | 3.6.5 | CentOS 6.10 OpenJDK 1.8.0.252 PostgreSQL 10.13-1 | July 2020 | Support for Zoom conferencing Enhancements to Call History and Active Calls on core systems |
| 10.0.0.6 | 3.6.5 | CentOS 6.10 OpenJDK 1.8.0.232 PostgreSQL 10.11-1 | March 2020 | SIP transport override for outbound calls DNS timeout configuration Alerts for unlicensed systems Interface stability time for high availability systems KVM distribution Support for Microsoft LDAP channel binding |

| <i>Release</i> | <i>API Release</i> | <i>System</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|--------------------|---|---------------------|---|
| 10.0.0.5 | 3.6.4 | CentOS 6.10 OpenJDK 1.8.0.232 PostgreSQL 10.10-1 | November 2019 | Licensed VMRs dashboard pane in system web interface ACL rule to block SIP bot calls Support for 5x5 layout in conference templates Media relay support of unidirectional media streams Call routing loop detection Advanced diagnostics for troubleshooting Bug fixes |
| 10.0.0.4 | 3.6.3 | CentOS 6.10 OpenJDK 1.8.0.222 PostgreSQL 10.9-1 | August 2019 | License sharing and direct call routing Bug fixes |
| 10.0.0.3 | 3.6.0 | CentOS 6.10 OpenJDK 1.8.0.181-3 PostgreSQL 10.4-1 | May 2019 | Auto dial-out cascading to cloud service-based conferences Bug fixes |
| 10.0.0.2 | 3.6.0 | CentOS 6.10 OpenJDK 1.8.0.181-3 PostgreSQL 10.4-1 | February 2019 | Maintenance release to fix issues |
| 10.0.0.1 | 3.6.0 | CentOS 6.10 OpenJDK 1.8.0_171 PostgreSQL 10.4 | December 2018 | Maintenance release to fix issues |

| <i>Release</i> | <i>API Release</i> | <i>System</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|--------------------|---|---------------------|--|
| 10.0 | 3.6.0 | CentOS 6.10 OpenJDK 1.8.0_171 PostgreSQL 10.4 | October 2018 | Access proxy Access Control Lists (ACLs) Integration with multiple Polycom® ContentConnect™ systems Support for ContentConnect High Availability and geo-redundancy Clariti VMR licensing and local burst Edge services High Availability (active-active) Immersive Telepresence (ITP) layout (new) Media traversal MCU conference thresholds NAT Registration sharing from edge to core Pooled conference name synchronizing from the RealPresence Resource Manager system to RMX TURN services TIP version 8 support VPN tunnel |
| 9.0.1 | 3.5.2 | CentOS 6.9 OpenJDK 1.8.0_151 PostgreSQL 9.6.6 | January 2018 | Load balancer to support multiple Polycom ContentConnect systems Security updates Bug fixes |
| 9.0.0.3 | 3.5.1 | CentOS 6.9 OpenJDK 1.8.0_131 PostgreSQL 9.6.3 | November 2017 | Maintenance release to fix issues |

| <i>Release</i> | <i>API Release</i> | <i>System</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|--------------------|---|---------------------|---|
| 9.0.0.2 | 3.5.0 | CentOS 6.9 OpenJDK 1.8.0_131 PostgreSQL 9.6.3 | August 2017 | New system web interface Multiple dial plans Enhanced High Availability Peer-to-Peer to MCU Escalation Two-system installation with the USB Configuration Utility Network packet capture troubleshooting utility Single log file downloads Enhanced network settings Revised security settings Licensing changes Revised superclustering Enhanced security features Bug fixes |
| 6.4.1.8 | 3.4.6 | CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2 | December 2017 | Maintenance release to fix issues |
| 6.4.1.7 | 3.4.5 | CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2 | September 2017 | Maintenance release to fix issues |
| 6.4.1.6 | 3.4.4 | CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2 | July 2017 | Maintenance release to fix issues |
| 6.4.1.5 | 3.4.3 | CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2 | July 2017 | Maintenance release to fix issues |
| 6.4.1.4 | 3.4.0 | CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4 | June 2017 | Maintenance release to fix issues |
| 6.4.1.1 | 3.4.0 | CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4 | December 2016 | Maintenance release to fix issues |

| <i>Release</i> | <i>API Release</i> | <i>System</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|--------------------|---|---------------------|---|
| 6.4.1 | 3.4.0 | CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4 | September 2016 | Maintenance release to fix issues |
| 6.4.0.1 | 3.4.0 | CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4 | September 2016 | Maintenance release to fix issues |
| 6.4.0 | 3.4.0 | CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4 | August 2016 | Microsoft Skype for Business MCU Affinity Integration with the Polycom RealPresence Collaboration Server MMCU and RDP content translator Scheduled conference support for Microsoft Office 365 Panoramic layout support for Microsoft Skype for Business Cleared SNMP traps API additions and changes Resolved some known issues |
| 6.3.2.4 | 3.1.3 | CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4 | | Maintenance release to fix issues |
| 6.3.2.3 | 3.1.3 | CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4 | July 2016 | Maintenance release to fix issues |
| 6.3.2.2 | 3.1.3 | CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4 | May 2016 | Maintenance release to fix issues |
| 6.3.2.1 | 3.1.2 | CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4 | April 2016 | Maintenance release to fix issues |
| 6.3.2 | 3.1.2 | CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4 | March 2016 | Support for RealPresence Clariti Resolved some known issues |

| <i>Release</i> | <i>API Release</i> | <i>System</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|--------------------|---|---------------------|---|
| 6.3.1.2 | 3.1.0 | CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4 | February 2016 | Maintenance release to fix issues |
| 6.3.1.1 | 3.1.0 | CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4 | February 2016 | Maintenance release to fix issues |
| 6.3.1 | 3.1.0 | CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4 | December 2015 | Maintenance release to fix issues |
| 6.3.0.2 | 2.7.3 | CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3 | September 2015 | Maintenance release to fix issues |
| 6.3.0.1 | 2.7.3 | CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3 | August 2015 | Maintenance release to fix issues |
| 6.3.0 | 2.7.2 | CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3 | June 2015 | Enhanced CSR dialog Enhanced chairperson functionality for cascaded conferences External Microsoft Lync system integration Lobby support for Polycom RealConnect conferences Scheduled backups Signaling diagram SIP 302 redirect support Support for Polycom Rack Server 630 (R630) VEQ support for RealConnect conferences WebRTC conferencing |
| 6.2.2.2 | 2.6.3 | CentOS 6.6 Java 8u5 PostgreSQL 9.3 | October 2015 | Maintenance release to fix issues |
| 6.2.2.1 | 2.6.3 | CentOS 6.6 Java 8u5 PostgreSQL 9.3 | September 2015 | Maintenance release to fix issues |

| <i>Release</i> | <i>API Release</i> | <i>System</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|--------------------|--|---------------------|-----------------------------------|
| 6.2.2 | 2.6.3 | CentOS 6.6 Java 8u5 PostgreSQL 9.3 | August 2015 | Maintenance release to fix issues |

Products Tested with This Release

Poly tests the RealPresence DMA system with other products. The following tables list the products tested for compatibility with this release but don't include a complete inventory of compatible equipment.

Poly strives to support any system that is standards-compliant and investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Note: Poly recommends that you upgrade your Poly devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#) to match product and software versions.

Poly and Polycom Devices

Poly tested the following Poly and Polycom devices with this release.

Border Controllers

| <i>Product</i> | <i>Tested Versions</i> |
|--------------------------------------|------------------------|
| Polycom RealPresence Access Director | 4.2.x |

Call Processors / Gatekeepers / SIP Servers

| <i>Product</i> | <i>Tested Versions</i> |
|---|------------------------|
| Polycom RealPresence DMA, Appliance Edition | 10.0.0.8 |
| Polycom RealPresence DMA, Virtual Edition | 10.0.0.8 |
| Polycom RealPresence WebSuite MEA | 2.2.1 |
| Polycom RealPresence WebSuite WSP | 2.2.1 |
| Polycom Work Flow Server (OTD) | 1.6.1 |

Endpoints

| <i>Product</i> | <i>Tested Versions</i> |
|----------------|------------------------|
| Poly G7500 | 3.0.2 |

| <i>Product</i> | <i>Tested Versions</i> |
|---|------------------------|
| Poly Studio X50 | 3.0.2 |
| Poly Studio X30 | 3.0.2 |
| Poly Trio 8500 | 5.9.0 |
| Poly Trio 8800 | 5.9.0 |
| Polycom CX5500 | 1.3.4 |
| Polycom RealPresence Centro | 6.1.8, 6.2.0 |
| Polycom RealPresence Immersive Studio | 6.1.8, 6.2.0 |
| Polycom RealPresence Immersive Studio Flex | 6.1.8 |
| Polycom Touch Control for RealPresence Group Series | 2.1.8 |
| Polycom RealPresence Touch | 2.1.8 |
| Polycom Debut | 1.3.2 |
| Polycom RealPresence Group Series | 6.1.8, 6.2.0 |
| Polycom RealPresence Desktop for Mac | 3.9.0 |
| Polycom RealPresence Desktop for Windows | 3.9.0 |
| Polycom RealPresence Mobile for Android | 3.9.0 |
| Polycom RealPresence Mobile for Apple iOS | 3.9.0 |
| Polycom UC Software for VVX phones | 5.8.0 |

Management Systems

| <i>Product</i> | <i>Tested Versions</i> |
|--|------------------------|
| Polycom RealPresence Resource Manager, Appliance Edition | 10.9 |
| Polycom RealPresence Resource Manager, Virtual Edition | 10.9 |

MCUs

| <i>Product</i> | <i>Tested Versions</i> |
|--|----------------------------|
| Polycom RealPresence Collaboration Server 1800 | 8.7.5, 8.8.0, 8.8.1, 8.9.0 |
| Polycom RealPresence Collaboration Server 2000 | 8.7.5, 8.8.0, 8.8.1, 8.9.0 |
| Polycom RealPresence Collaboration Server 4000 | 8.7.5, 8.8.0, 8.8.1, 8.9.0 |
| Polycom RealPresence Collaboration Server, Virtual Edition | 8.7.5, 8.8.0, 8.8.1, 8.9.0 |

Recorders / Content Servers

| <i>Product</i> | <i>Tested Versions</i> |
|---------------------------------|------------------------|
| Polycom Content Connect | 1.6.2 |
| Polycom Pano | 1.1.1 |
| Polycom Content App | 1.1.0 |
| Polycom RealPresence MediaSuite | 2.8.2 |

Third-Party Devices

Poly tested the following third-party devices with this release.

Call Processors / Gatekeepers / SIP Servers

| <i>Product</i> | <i>Tested Versions</i> |
|--|------------------------|
| Cisco TelePresence Video Communication Server | 8.8.1 |
| Cisco Unified Communications Manager | 12.0(1) |
| Microsoft Exchange 2016 | 15.1(Build-1466.3) |
| Microsoft Skype for Business 2015 (SfB) Server | 6.0.9319.516 |

Endpoints

| <i>Product</i> | <i>Tested Versions</i> |
|---------------------------|-------------------------|
| Avaya Scopia XT5000 | 08.03.07.0051 V8_3_7_51 |
| Cisco DX70 / DX650 | SIP10.2.5 & CE9.2.4 |
| Cisco DX80 | CE9.2.4 |
| Cisco MX300 G2 | CE9.2.4 |
| Cisco TelePresence 500-32 | 6.1.13 |
| Cisco TelePresence C40 | TC7.3.14 |
| Cisco TelePresence C60 | TC7.3.14 |
| Cisco TelePresence C90 | TC7.3.14 |
| Cisco TelePresence EX60 | TC7.3.14 |
| Cisco TelePresence EX90 | TC7.3.12 |
| Cisco TelePresence IX5000 | 8.3.1.1 |
| Cisco TelePresence SX10 | CE9.2.4 |

| <i>Product</i> | <i>Tested Versions</i> |
|--|------------------------|
| Cisco TelePresence SX20 | CE9.2.4 |
| Cisco TelePresence SX80 | CE9.3.0 |
| Cisco TelePresence TX1310 | 6.1.13 |
| Cisco TelePresence TX9000 | 6.1.13 |
| LifeSize Express 220 | LS_EX2_5.0.9(2) |
| LifeSize Icon 600 | LS_RM3_2.9.0 (1982) |
| Microsoft Lync Mac Client | 16.17.65 |
| Microsoft Skype for Business (SfB) 2016 Client | 16.0.10228.20080 |
| Microsoft SfB Client (Android-Phone) | 6.21.0 |
| Microsoft SfB Mobile Client (iOS-Phone) | 6.21.1 |
| Microsoft SfB Client (Android-Tablet) | 6.21.0 |
| Microsoft SfB Mobile Client (iOS-Tablet) | 6.21.1 |
| Microsoft Teams | 1.3.00.4461 |

Hypervisor Environments for Virtual Edition

| <i>Product</i> | <i>Tested Versions</i> |
|------------------------------------|---|
| VMware® vSphere® | 6.5, 6.7 |
| VMware vCenter® Server | 6.5, 6.7 |
| Microsoft Hyper-V | Microsoft Windows Server 2016, Datacenter edition |
| Kernel-based Virtual Machine (KVM) | 1.5.3 |

Note: Poly supports mixed hypervisor environments but hasn't tested all configurations and combinations.

VaaS Providers

Poly tested videoconferencing with the following Video as a Service (VaaS) providers with this release.

VaaS Providers

| <i>Product</i> |
|-----------------|
| Microsoft Teams |

| <i>Product</i> |
|----------------|
| Zoom |

Compatible Products

The following table lists third-party products that use standard, open protocols and Poly expects these products to be compatible with this release. The list isn't exhaustive but includes many products tested with previous versions of the RealPresence DMA system.

Border Controllers

| <i>Product</i> |
|----------------|
| Sonus SBC |

Call Processors / Gatekeepers / SIP Servers

| <i>Product</i> |
|--|
| Avaya Aura CM |
| Avaya Aura SM |
| Broadsoft Server |
| Cisco 3241 ISDN Gateway |
| Radvision Scopia P10 ISDN Gateway |
| Radvision ECS Gatekeeper |
| Microsoft Lync 2013 Server |
| Microsoft Skype for Business 2019 (SfB) Server |
| Unify OpenScape Branch |
| Unify OpenScape SBC |
| Unify OpenScape Voice Server |

Endpoints

| <i>Product</i> |
|-----------------------|
| Avaya 10XX |
| Avaya 1X Communicator |
| Avaya ADVD |
| Avaya Flare Desktop |

| <i>Product</i> |
|--|
| Avaya Flare Mobile (iOS) |
| Avaya Scopia XT7000 |
| Avaya Voice Phone |
| Broadsoft BTBC_Android (Mobile) |
| Broadsoft BTBC_Android (Tablet) |
| Broadsoft BTBC_iOS (Mobile) |
| Broadsoft BTBC_iOS (Tablet) |
| Broadsoft BTBC_PC |
| Cisco TelePresence 1300 |
| Cisco TelePresence 150 MXP |
| Cisco TelePresence 1700 MXP |
| Cisco TelePresence 3010 |
| Cisco TelePresence 500-37 |
| Huawei TE30 |
| Huawei TE40 |
| IBM SameTime |
| TCSPI Adapter |
| LifeSize Team 220 |
| Microsoft CX500/CX600 |
| Microsoft Lync 2010 Client |
| Microsoft Lync 2015 Client |
| Microsoft Skype for Business 2019 (SfB) Client |
| Radvision Scopia XT1000 |
| Sony PCS-XG100 |
| Sony PCS-XG80 |
| Unify OpenScape UC |
| Unify OpenScape UC Client |
| Unify OpenStage 60/80 |

MCUs

| <i>Product</i> |
|-----------------------------|
| Cisco 5310 MCU |
| Cisco TelePresence MCU 4505 |
| Cisco TelePresence Server |

System Requirements

Your client system and network performance must meet the following requirements before you install or upgrade to this release.

Hardware Requirements

Poly determined the following hardware requirements based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

To access the system web interface, use a client system running Microsoft Windows with the following hardware:

- 1280 × 1024 (SXGA) minimum display resolution; 1680 × 1050 (WSXGA+) or greater recommended
- USB and Ethernet ports
- DVD-RW drive or an external DVD burner (Appliance Edition only)

Software Requirements

The client system used to access the system web interface requires a web browser that supports HTML5. Microsoft Internet Explorer must be version 11 or later.

Network Performance Requirements

The following table describes RealPresence DMA system network connections and the related network performance requirements.

Network Performance Requirements

| <i>RealPresence DMA System Network Connections</i> | <i>Network Performance</i> |
|--|--|
| Between clusters of a RealPresence DMA supercluster – core configuration | <ul style="list-style-type: none">• Bandwidth above 10 Mbps, regardless of packet loss or latency• Less than 1% packet loss if network latency is 300 ms or less (one-way) <p>or</p> <ul style="list-style-type: none">• No packet loss if network latency is below 350 ms (one-way) |
| Between two RealPresence DMA systems configured for High Availability – edge and core configurations | <ul style="list-style-type: none">• 100 Mbps link• Less than 200 ms round-trip latency |
| Between a RealPresence DMA system and all MCUs – core and combination system configurations | <ul style="list-style-type: none">• Less than 200 ms round-trip latency• Less than 2 percent round-trip packet loss <p>Note: Since this network carries only signaling traffic (the RTP stream goes directly from the endpoint to the MCU), bandwidth is not an issue.</p> |
| Between a RealPresence DMA system and video endpoints – core, edge, and combination system configurations | <ul style="list-style-type: none">• Less than 200 ms round-trip latency• Less than 6 percent round-trip packet loss |
| Between a RealPresence DMA system and Microsoft Active Directory (if integrated) – core, edge, and combination system configurations | <ul style="list-style-type: none">• Less than 200 ms round-trip latency• Less than 4 percent round-trip packet loss |

System Capabilities

The RealPresence DMA system is available in an Appliance Edition and a Virtual Edition.

If your RealPresence DMA system is licensed for more than 200 concurrent calls, the server you use must have 16 GB of RAM.

- If you use the Virtual Edition, you need to create a new virtual machine (VM) with the required 16 GB of RAM and at least 146 GB of hard disk space.
- If you use the Appliance Edition, you must use an R630 or R640 server, or a combination of two servers (see [Supported High Availability Cluster Configurations](#)). These servers come with 16 GB RAM.

Supported High Availability Cluster Configurations

The RealPresence DMA system supports two-system clusters configured for High Availability (HA) only with certain server and virtual instance combinations. The following table details the combinations of server models and Virtual Edition instances that can be configured for HA.

Supported Two-System Combinations for High Availability Configuration

| | <i>Polycom Rack Server 630 (R630)</i> | <i>Polycom Rack Server 640 (R640)</i> | <i>Polycom Rack Server 220 (R220)</i> | <i>Polycom Rack Server 230 (R230)</i> | <i>RealPresence DMA Virtual Edition</i> |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---|
| <i>Polycom Rack Server 630 (R630)</i> | Supported | Supported | Not Supported | Not Supported | Supported ¹ |
| <i>Polycom Rack Server 640 (R640)</i> | Supported | Supported | Not Supported | Not Supported | Supported ¹ |
| <i>Polycom Rack Server 220 (R220)</i> | Not Supported | Not Supported | Supported | Supported | Supported ² |
| <i>Polycom Rack Server 230 (R230)</i> | Not Supported | Not Supported | Supported | Supported | Supported ² |
| <i>RealPresence DMA Virtual Edition</i> | Supported ¹ | Supported ¹ | Supported ² | Supported ² | Supported |

¹ The default .OVA settings for the VM match the specifications of the R630 and R640 servers.

² The default .OVA settings for the VM must be adjusted to match the specifications of the R220 and R230 servers.

Appliance Edition

You can install this version of the RealPresence DMA system, Appliance Edition, on the following Polycom servers:

- Polycom Rack Server 630 (R630)
- Polycom Rack Server 640 (R640)
- Polycom Rack Server 220 (R220) – deployments with 200 or fewer licensed concurrent calls
- Polycom Rack Server 230 (R230) – deployments with 200 or fewer licensed concurrent calls

Maximum Capabilities of Servers – Core Configuration

The maximum capabilities of the system differ with the server you are using. The following table lists the maximum capabilities of Polycom Rack Servers running a core configuration of the RealPresence DMA system software.

Maximum Capabilities for Polycom Rack Servers 220/230 and 630/640 – Core Configuration

| <i>Maximum Capability</i> | <i>Polycom Rack Server 220/230</i> | <i>Polycom Rack Server 630/640</i> |
|---------------------------|------------------------------------|------------------------------------|
| Number of sites | 100 | 500 |
| Number of subnets | 1000 | 5000 |

| <i>Maximum Capability</i> | <i>Polycom Rack Server 220/230</i> | <i>Polycom Rack Server 630/640</i> |
|--|---|---|
| Number of RealPresence DMA clusters in a supercluster | 3 | 10 |
| Number of clusters enabled for conference rooms | 3 | 3 |
| Number of MCUs enabled for conference rooms | 5 | 64 |
| Number of concurrent SIP<->H.323 gateway calls | 200 | 500 |
| Size of Active Directory supported | 1,000,000 users and 1,000,000 groups (up to 10,000 groups maybe imported) | 1,000,000 users and 1,000,000 groups (up to 10,000 groups maybe imported) |
| Number of contacts registered to a Skype for Business server per cluster | 25000 | 25000 |
| Number of network usage data points retained per cluster | 8,000,000 | 8,000,000 |
| Concurrent registrations per cluster | 1600 | 15000 |
| Total concurrent conference room (VMR) calls per cluster | 200 | 1200 H.323 only 3600 SIP only |
| Total point-to-point concurrent calls per cluster | 200 | 5000 |
| Total concurrent conference room (VMR) calls for a supercluster ¹ | 600 | 3600 H.323 only 10800 SIP only ¹ |
| Total point-to-point concurrent calls for a supercluster | 600 | 50000 |

¹ To support 3600 H.323 or 10800 SIP calls, the supercluster must contain at least three clusters.

Maximum Capabilities of Servers – Edge/Combination Configuration

The following table lists the maximum capabilities of Polycom Rack servers with an edge or combination configuration of the RealPresence DMA system software.

Maximum Capabilities for Polycom Rack Servers 220/230 and 630/640 – Edge/Combination Configuration

| <i>Maximum Capability</i> | <i>Polycom Rack Server 220/230</i> | <i>Polycom Rack Server 630/640</i> |
|-------------------------------|------------------------------------|------------------------------------|
| Registrations | 2000 | 5000 |
| Concurrent calls ¹ | 200 | 1000 |

| <i>Maximum Capability</i> | <i>Polycom Rack Server 220/230</i> | <i>Polycom Rack Server 630/640</i> |
|--|------------------------------------|------------------------------------|
| HTTPS tunnel calls (RealPresence Web Suite SIP guest calls only) | 200 | 200 |
| Throughput (Mbps) | 700 | 700 |

¹ In a VPN tunnel configuration, the maximum concurrent call capacities are reduced.

Trial Licenses

All new RealPresence DMA systems, Appliance Edition, include a trial license for five concurrent calls. After you install purchased licenses, the trial license for five concurrent calls is no longer available.

If you deploy two RealPresence DMA systems, Appliance Edition, as an HA pair, the two systems combined include a trial license for five concurrent calls.

Virtual Edition

This version is available in an edition packaged for virtual-based deployment. Polycom supports the RealPresence DMA system, Virtual Edition, in VMware, Microsoft Hyper-V, Microsoft Azure, Kernel-based Virtual Machine (KVM), and Amazon Web Services (AWS) environments.

Polycom supports mixed environments but hasn't tested all configurations and combinations.

New RealPresence DMA systems, Virtual Edition, don't include a trial license for calls.

Host Installation Guidelines

The RealPresence DMA system, Virtual Edition, software package requires 146 GB hard disk capacity for standard installations.

Note: The only benefit to having greater hard disk capacity is the ability to store more log files.

If you deploy two systems as a high availability pair, one of which is a virtual instance and the other is a Polycom server, the profile of the VM should be consistent with the server's profile.

The following table describes the recommended VM host deployment settings for each instance of the RealPresence DMA system, Virtual Edition. It also shows the typical performance capacities of that deployment.

Recommended VM Host Deployment Settings

| <i>Component</i> | <i>Recommended Small Deployment Settings</i> | <i>Recommended Medium-Large Deployment Settings</i> |
|------------------|--|---|
| Virtual Cores | 6 | 12 |
| Min. CPU Speed | 2.4 GHz | 2.4 GHz |

| <i>Component</i> | <i>Recommended Small Deployment Settings</i> | <i>Recommended Medium-Large Deployment Settings</i> |
|--------------------|--|---|
| Total Required GHz | 14.4 GHz | 28.8 GHz |
| Min. CPU Family | Haswell | Haswell |
| Memory | 16 GB | 16 GB |
| Storage | 146 GB | 146 GB |
| Random IOPS | 110 total | 210 total |
| Performance | 200 concurrent calls | RealPresence DMA core system: 5000 concurrent calls <ul style="list-style-type: none"> • Up to 1200 H.323 calls, not to exceed 5000 total calls • Up to 3600 SIP calls (encrypted or unencrypted), not to exceed 5000 total calls • Up to 5000 point-to-point calls, not to exceed 5000 total calls RealPresence DMA edge and combination systems: 1000 concurrent calls |

Because of differences in hardware and VM environments, the performance information is provided for guidance purposes only and does not represent a guarantee of any kind by Poly.

Installation and Upgrade Notes

You can upgrade previous versions of the RealPresence DMA system software to version 10.0.0.8 (see [Supported Upgrade Paths – RealPresence DMA System](#)). You can also upgrade the RealPresence Access Director system to version 10.0.0.8 of the RealPresence DMA system (see [Supported Upgrade Paths – RealPresence Access Director System](#)).

When you log into the [Poly Online Support Center](#), you can download the 10.0.0.8 upgrade package and any interim upgrade packages you need for both the Appliance Edition and Virtual Edition.

Note: Starting in 10.0.0.8, you can't edit a default factory access control list (ACL). If you revised a factory ACL prior to version 10.0.0.8 and want to keep the changes, you must copy the factory ACL to a new ACL before you upgrade to 10.0.0.8. If you don't create a copy of the factory ACL prior to upgrading, you need to add a new ACL with your changes after the upgrade.

See the *Polycom RealPresence DMA System Administrator Guide* for instructions on how to upgrade the RealPresence DMA system or RealPresence Access Director system.

See the *Polycom RealPresence DMA System Getting Started Guide* for instructions on how to install and license your product.

Supported Upgrade Paths – RealPresence DMA System

You can upgrade to version 10.0.0.8 of the RealPresence DMA system only from version 9.0.x or 10.0.x.

If your RealPresence DMA system is running a version prior to 9.0.x, you must perform interim upgrades before you can upgrade to version 10.0.0.8.

Do not perform a new installation of version 10.0.0.8 and then restore a backup of a non-supported version. You must upgrade a non-supported version to one of the supported versions before upgrading to 10.0.0.8.

Note: If you have a system running version 6.4.x that has two default territories and is integrated with a RealPresence Resource Manager system, you must delete one of the territories before you upgrade to version 10.0.x. If you upgrade without deleting one of the default territories, the system displays an error when you attempt to change some user settings. To resolve the error, remove your integration with the RealPresence Resource Manager system, then reintegrate.

Your upgrade to version 9.0.1 or 10.0.0.8 may be blocked if you are running one of the following versions of the RealPresence DMA system on a Polycom Rack Server 630 (R630). In this case, you must upload and install `DELL-HW-Utility.bin` before upgrading to 9.0.1 or 10.0.0.8.

- 6.4.1.3
- 6.4.1.4
- 6.4.1.5
- 6.4.1.6
- 6.4.1.7
- 9.0.0
- 9.0.0.1
- 9.0.0.2

The following table outlines the supported paths you can use to upgrade to this version. Read the release notes for each version in your upgrade path to review any upgrade notes.

Supported Upgrade Paths: RealPresence DMA System to RealPresence DMA System, Version 10.0.x

| <i>Current Version</i> | | <i>Intermediate Upgrade</i> | | <i>Intermediate Upgrade</i> | | <i>Intermediate Upgrade</i> | | <i>Final Upgrade</i> | <i>New License Required?</i> |
|---------------------------|---|-----------------------------|---|-----------------------------|---|-----------------------------|---|----------------------|------------------------------|
| 5.0.x 5.1.x 5.2.0 | → | 5.2.1 | → | 6.2.2.2 | → | 6.4.1.1 | → | 9.0.1 | Yes |
| 5.2.1 5.2.2.x 6.0.x | → | 6.2.2.2 | | | → | 6.4.1.1 | → | 9.0.1 | Yes |
| 6.1.x 6.2.x 6.3.x | | | | | → | 6.4.1.1 | → | 9.0.1 | Yes |

| <i>Current Version</i> | <i>Intermediate Upgrade</i> | <i>Intermediate Upgrade</i> | <i>Intermediate Upgrade</i> | <i>Final Upgrade</i> | <i>New License Required?</i> |
|---|-----------------------------|-----------------------------|---|----------------------|------------------------------|
| 6.4.0.x 6.4.1 6.4.1.1 6.4.1.2 | | | | → 9.0.1 | Yes |
| 6.4.1.3 6.4.1.4 6.4.1.5 6.4.1.6 6.4.1.7 | | → | DELL-HW Utility (only if using Polycom R630 server) | → 9.0.1 | Yes |
| 6.4.1.8 | | | | → 9.0.1 | Yes |
| 9.0.0 9.0.0.1 9.0.0.2 | | → | DELL-HW Utility (only if using Polycom R630 server) | → 10.0.0.8 | Yes |
| 9.0.0.3 | | | | → 10.0.0.8 | Yes |
| 9.0.1.x | | | | → 10.0.0.8 | Yes |
| 10.0.x | | | | → 10.0.0.8 | No |

Supported Upgrade Paths – RealPresence Access Director System

The following table outlines the supported path you can use to upgrade the RealPresence Access Director system to this version of the RealPresence DMA system.

Supported Upgrade Paths: RealPresence Access Director System to RealPresence DMA System, Version 10.0.x

| <i>Current Version</i> | <i>Intermediate Upgrade</i> | <i>Final Upgrade</i> | <i>New License Required?</i> |
|------------------------|-----------------------------|----------------------|------------------------------|
| 4.1.x or earlier | → 4.2.x | → 10.0.0.8 | Yes |

Upgrading the RealPresence DMA System

Upgrading the RealPresence DMA system typically takes approximately 30 to 60 minutes but can sometimes take longer. Once you start the upgrade process, don't reboot the server.

If you upgrade a RealPresence DMA system from version 9.0.x to 10.0.x and a RealPresence Access Director system from version 4.2.x to 10.0.x at the same time, Poly recommends the following:

- First, upgrade your RealPresence DMA system from version 9.0.x to version 10.0.x. The 10.0.x system automatically includes a core configuration.
- Next, upgrade your RealPresence Access Director system from version 4.2.x to version 10.0.x. The 10.0.x system automatically includes an edge configuration.

Note the following:

- A RealPresence Access Director system, version 4.2.x, operates with a RealPresence DMA core-configured system (version 10.0.x or later).
- A RealPresence DMA edge-configured system (version 10.0 or later) doesn't operate with any older versions of the RealPresence DMA system.

If your RealPresence DMA system is integrated with a RealPresence Collaboration Server, upgrade the RealPresence DMA system to version 10.0.x before upgrading the RealPresence Collaboration Server to version 8.8 or later.

Upgrading the RealPresence Access Director System to the RealPresence DMA System

You can upgrade version 4.2.x of the RealPresence Access Director system to version 10.0.x of the RealPresence DMA system. A new license is required.

Upgrading a RealPresence Access Director system to a RealPresence DMA system is a major upgrade. You must make configuration changes after upgrading to ensure that the RealPresence DMA edge system functions like your RealPresence Access Director system did.

A RealPresence DMA edge or combination system configured with a single NIC uses the combined range of private and public dynamic ports for media relay. Before you upgrade a RealPresence Access Director system with a single-NIC configuration to a RealPresence DMA edge or combination system, make sure your external and internal firewalls allow the combined private and public port range for media traversal.

The RealPresence DMA system uses the following dynamic source ports for media traversal services.

Media Traversal Dynamic Source Ports

| <i>Service</i> | <i>First Port</i> | <i>Last Port</i> | <i>Interfaces</i> |
|--|-------------------|------------------|---|
| Private media traversal dynamic source ports | 40002 | 50998 | The network interfaces on the private side with media traversal services assigned |
| Public media traversal dynamic source ports | 23002 | 33998 | The network interfaces on the public side with media traversal services assigned |

Resolved Issues

The following table lists the issues resolved in this release.

Resolved Issues

| <i>Category</i> | <i>Issue ID</i> | <i>Found in Release</i> | <i>Description</i> |
|-----------------------------|-----------------|-------------------------|--|
| Access Control Lists (ACLs) | EN-182989 | 10.0.0.7 | RealPresence DMA default Factory ACLs can be edited. In RealPresence DMA 10.0.0.8 and later, you can't edit a Factory ACL. If you revised a Factory ACL prior to version 10.0.0.8 and want to keep the changes, you must copy the Factory ACL to a new ACL before you upgrade to 10.0.0.8. If you don't create a copy of the Factory ACL prior to upgrading, you need to add a new ACL with your changes after the upgrade. |
| ACLs | EN-185069 | 10.0.0.7 | A RealPresence DMA edge system fails to import a JSON file with custom access control lists and the ACL Rules page in the system web interface is blank. |
| ACL Denials | EN-179080 | 10.0.0.6 | A RealPresence DMA edge system's ACL Denials report displays an incorrect SIP port. |
| ACL Rules | EN-183890 | 10.0.0.7 | When an access control list rule on a RealPresence DMA edge system blocks an H.323 call, the edge system still sends a location request (LRQ) message to the core system. |
| Call Detail Records (CDRs) | EN-181039 | 10.0.0.6 | A RealPresence DMA system can't export CDR data when another system is exporting CDR data at the same time. |
| Call History | EN-181383 | 10.0.0.5 | After a call between an unregistered endpoint and an endpoint registered to a RealPresence DMA core system (routed mode) ends, the Call History doesn't display the call end event. |
| Conference Templates | EN-180714 | 10.0.0.6 | The RealPresence DMA system doesn't save a conference template with SVC only as the Conference mode and H.264 HD as the Content protocol . |
| Dial-Out Participants | EN-183045 | 10.0.0.6 | In the RealPresence DMA system, new dial-out participants can't be added to an existing RealPresence Resource Manager-scheduled pooled conference. |
| Endpoint Registration | EN-179709 | 10.0 | A RealPresence DMA system collects a RealPresence Mobile endpoint's private IP address when the endpoint registers instead of its public IP address. |

| <i>Category</i> | <i>Issue ID</i> | <i>Found in Release</i> | <i>Description</i> |
|--------------------------------------|-----------------|-------------------------|---|
| Hunt Groups | EN-159726 | 10.0 | When the RealPresence DMA system deletes an inactive device registration according to a registration policy, you can't access the Hunt Groups page in the system web interface if the device belonged to a hunt group. |
| Installation | EN-175023 | 10.0.0.5 | After deploying a RealPresence DMA OVA file, the system won't start if you select Exit in the thin shell client instead of Reboot . |
| Logs | EN-148417 | 10.0.0.3 | Unable to roll logs or download active logs on a RealPresence DMA system. |
| Logs | EN-184747 | 10.0.0.6 | After downloading logs from a RealPresence DMA system, logs no longer display in the system web interface. |
| Media Traversal Services | EN-182179 | 10.0.0.6 | A RealPresence DMA edge system doesn't relay media if you select the Relay Media option in a dial rule. |
| Microsoft Skype for Business Calls | EN-182798 | 10.0.0.3 | The RealPresence DMA system terminates a Skype for Business call if the Conference Auto Attendant (CAA) waits more than one minute in the call lobby. |
| Microsoft Skype for Business Calls | EN-183979 | 10.0.0.4 | The RealPresence DMA system doesn't support a Skype for Business content-only attempt to join a VMR. |
| RealPresence Access Director Upgrade | EN-180829 | 10.0 | After upgrading a RealPresence Access Director system to a RealPresence DMA edge system, the access control list (ACL) rule that includes the <code>request.source-ip</code> condition doesn't work. |
| Registration Sharing Settings | EN-185823 | 10.0.0.7 | When the registration sharing settings on a RealPresence DMA edge system specify the DNS embedded name, the core system fails to validate a license reservation for a point-to-point hairpin call on the edge system. |
| SIP Calls | EN-180824 | 10.0 | External SIP calls fail when the Diffie Hillman key size is set to 2048 and the RealPresence DMA core system returns a 503 Service Unavailable error. |
| SIP Calls | EN-181444 | 10.0.0.7 | RealPresence DMA doesn't attempt to use an originating endpoint's transport protocols for SIP calls dialing by IP address if the dial rule (Resolve to external address or Resolve to IP address) uses Auto Detect as the SIP transport override option. RealPresence DMA instead attempts to connect using TLS. |
| SIP Calls | EN-182417 | 10.0.0.7 | SIP calls may fail when routed through site topology if the dial rule (Resolve to external address or Resolve to IP address) uses the Auto Detect or Try All SIP transport override option for a protocol other than TLS. |

| <i>Category</i> | <i>Issue ID</i> | <i>Found in Release</i> | <i>Description</i> |
|----------------------|-----------------|-------------------------|---|
| SIP Ports | EN-185813 | 10.0.0.7 | When SIP is disabled, the RealPresence DMA system displays an incorrect port conflict alert that's based on the default SIP port range and not the configured SIP port range. |
| Supercluster | EN-181998 | 10.0.0.6 | A RealPresence DMA backup system in a supercluster doesn't update its embedded DNS records when it recovers from a total network outage, causing both the primary and backup system to accept device registrations. |
| System Web Interface | EN-180337 | 10.0.0.5 | The system web interface of a backup RealPresence DMA in a supercluster is slow to respond. |
| System Web Interface | EN-181991 | 10.0.0.7 | When you install the RealPresence DMA system on a Dell PowerEdge R640, the Cluster Information pane on the system web interface dashboard incorrectly displays PowerEdge R240 as the Hardware model . |
| System Web Interface | EN-182877 | 10.0.0.6 | When managing user conference rooms in the RealPresence DMA system web interface, if you select Search without entering a Room ID , the system displays error code 406. |
| System Web Interface | EN-185805 | 10.0.0.7 | The Users page in the RealPresence DMA system web interface doesn't display the results of pre-selected filters unless you select the search button. |
| Time Settings | EN-182816 | 10.0.0.7 | When the time set in the RealPresence DMA system and the Polycom Licensing Center doesn't match, the RealPresence DMA system web interface displays 0 licensed calls. |
| TURN Services | EN-181360 | 10.0.0.6 | In high availability mode, the RealPresence DMA edge system doesn't listen for TURN services on the virtual IP address. |
| TURN Services | EN-185955 | 10.0.0.7 | A RealPresence DMA edge system doesn't tag TURN traffic with the expected QoS values. |

Known Issues

The following table lists the known issues in this release.

IMPORTANT: These release notes do not provide a complete listing of all known issues for the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Known Issues

| <i>Category</i> | <i>Issue ID</i> | <i>Found in Release</i> | <i>Description</i> | <i>Workaround</i> |
|----------------------------|-----------------|-------------------------|---|-------------------|
| Access Control Lists | EN-128836 | 10.0.x | When using Internet Explorer to access the system web interface, a RealPresence DMA edge system doesn't save the custom variable values that can be added to ACL Variables. | |
| API | EN-130890 | 9.0.1 | The RealPresence DMA system has replication delays caused by excessive API updates from the workflow server. | |
| Backup and Restore | EN-109539 | 9.0.1 | The <code>backup-restore.sh</code> file fails to restore a configuration backup if the filename contains special characters such as parentheses. The system web interface doesn't prevent the file upload. | |
| Backup and Restore | EN-156465 | 10.0 | The RealPresence DMA proximo service doesn't load if you restore a backup from another RealPresence DMA system without restoring the IP configuration. | |
| Call Detail Records (CDRs) | EN-104927 | 9.0.1 | A CDR exported from the RealPresence DMA system contains no data. | |
| CDRs | EN-179316 | 9.0.1.5 | Exported CDRs are missing call and conference history. | |
| Call Event Details | EN-125424 | 10.0.0.2, 10.0.0.3 | During RealConnect calls with the Polycom ContentConnect system, the RealPresence DMA system's call event details show the PCC IP address with the name of the RealPresence Collaboration server instead of the name of the PCC system. | |
| Conference Template | EN-107775 | 9.0.1 | An error occurs when setting the line rate in Conference Templates back to 1920 Kbps: <i>The customized content rate value '1920' is not valid for specified line rate value '1920' and H239 settings value 'HIREGRAPHICS.'</i> | |

| <i>Category</i> | <i>Issue ID</i> | <i>Found in Release</i> | <i>Description</i> | <i>Workaround</i> |
|----------------------------|-----------------|-------------------------|--|-------------------|
| DNS | EN-112724 | 9.0.1.1 | RealPresence DMA delays 5 to 10 seconds to respond to an inbound SIP INVITE if the primary DNS server doesn't respond. The RealPresence DMA system doesn't display an alert or include an error in the logs to indicate the primary DNS is unresponsive. | |
| High Availability | EN-158408 | 10.0 | High Availability can't be enabled from a RealPresence DMA edge system. | |
| License Sharing | EN-181174 | 10.0.0.6 | When a WAN-to-WAN call connects, a RealPresence DMA edge system displays an alert that it has reached its call license limit, even when license sharing with a core system is configured. | |
| Licensing | EN-183169 | 10.0.0.7 | After upgrading, a RealPresence DMA edge system displays a licensing alert and doesn't permit calls or VMRs, even though licensing is configured on the core system. | |
| Logs | EN-187933 | 10.0.0.7 | In an environment that supports WebRTC calls, when RealPresence DMA rolls the logs every 12 hours, it doesn't filter out WebRTC media traffic and generates large archive files. | |
| Microsoft Lync Integration | EN-158321 | 10.0 | The RealPresence DMA system can't allocate MS Lync Conference Auto Attendant (CAA) contacts and CAA calls fail. | |
| Network Settings | EN-130185 | 10.0 | The RealPresence DMA system's network settings can't be changed after allocating the management service to a bonded interface. | |
| Network Usage | EN-164650 | 10.0 | You can't open a network usage file exported from the system web interface (<code>networkUsageExport.zip</code>) | |
| Network Usage | EN-170805 | 10.0.0.5 | Network usage reports include cluster names but not site names and display inconsistent values for Bitrate limit , Bandwidth limit , Bandwidth usage , and Bandwidth usage percent . | |

| Category | Issue ID | Found in Release | Description | Workaround |
|--|-----------|------------------|---|--|
| RealPresence Access Director to RealPresence DMA Upgrade | EN-150437 | 10.0.0.4 | A RealPresence Access Director upgrade to a RealPresence DMA edge system generates a <i>port conflict detected</i> alert. Restoring the defaults changes the ports to a different range and resolves the alert, but H.323 calls fail since the range changed and the firewall wasn't configured for the change. | |
| RealPresence Collaboration Server | EN-91544 | 9.0.1 | When you set a RealPresence Collaboration Server's Microsoft AVMCU cascade link to <code>auto-reconnect</code> , the cascade link auto-reconnects even when there are no participants in the conference and a new Skype for Business client can't join the conference. | |
| Registration Policy Script | EN-181151 | 10.0.0.7 | An illegal argument exception occurs when you attempt to debug a registration policy script before you save the registration policy. | <ol style="list-style-type: none"> 1. In the system web interface, go to Service Config > Access Control > Registration Policies. 2. Select Add. 3. Enter a Registration policy compliance script. 4. Select OK. 5. Select the registration policy, then select Edit. 6. Select Debug this Script. |
| Sites | EN-147536 | 10.0.0.3 | Direct VMR calls from Microsoft Skype for Business clients fail from sites that don't have a site link to the internet site. | |
| System Web Interface | EN-178546 | 10.0 | After performing a restart from the system web interface, the interface is unavailable. | |

| <i>Category</i> | <i>Issue ID</i> | <i>Found in Release</i> | <i>Description</i> | <i>Workaround</i> |
|----------------------|-----------------|-------------------------|---|-------------------|
| System Web Interface | EN-179452 | 10.0 | The system web interface doesn't allow use of the \ character in the Username field within the remote FTP backup configuration menu. | |
| VMR | EN-155765 | 10.0 | The RealPresence DMA system routes calls originally destined for a VMR to the RealPresence Collaboration Server's default entry queue. | |
| VMR | EN-186258 | 10.0.0.7 | All RealPresence DMA clusters in a supercluster have high CPU usage and VMR calls fail until the clusters are rebooted. | |
| Zoom Calls | EN-186889 | 10.0.0.7 | Calls from a RealPresence DMA edge system to a Zoom conference fail. | |

System Constraints and Limitations

The following table lists limitations of the RealPresence DMA system or other products that may cause interoperability issues.

Interoperability Limitations

| <i>Product</i> | <i>Description</i> | <i>Workaround</i> |
|-----------------------------------|---|---|
| Polycom RealPresence DMA | SIP calls to any SIP endpoint or Video as a Service (VaaS) don't connect if the far-end endpoint requests an increase in bandwidth. | <p>Possible solutions:</p> <ul style="list-style-type: none"> • Use total bandwidth limits for sites and site links in the RealPresence DMA system instead of bandwidth limits per-call. • Reconfigure endpoints/VaaS service bandwidth limits to values like the bandwidth values set in the RealPresence DMA system. • Re-evaluate the use of bandwidth limitations in the network and in the RealPresence DMA system. |
| Polycom RealPresence Group Series | When a RealPresence Group Series system is registered to a RealPresence DMA system and hosts an encrypted conference, Cisco C-series endpoints that are registered to the RealPresence DMA system and dial in to the conference can't complete the SSL handshake with the RealPresence Group Series system's MCU. | Dial out from the RealPresence Group Series system to the Cisco endpoints. |

| <i>Product</i> | <i>Description</i> | <i>Workaround</i> |
|---|--|---|
| Polycom HDX endpoints | A Polycom HDX endpoint using the RealPresence DMA system as its SIP registrar is unable to complete a point-to-point call to a Microsoft Lync or Skype for Business client. | In the RealPresence DMA system, edit the Microsoft external SIP peer on the External SIP Peers page and enable the Postliminary feature. |
| Polycom HDX endpoints | You can use Polycom HDX endpoints with Lync Server, but they don't support Skype for Business video conferencing. | |
| Polycom HDX endpoints, Poly Trio | RealPresence DMA systems don't support H.264 high profile (HP) for SIP to and from H.323 calls. | |
| Sony, Radvision, Avaya, and Polycom VVX endpoints | In the RealPresence DMA system, the Terminate calls based on failed responses to IRQs call server setting is enabled by default, causing some Sony, Radvision, Avaya, and Polycom VVX endpoints to disconnect during conferences. | In the RealPresence DMA system, disable the Terminate calls based on failed responses to IRQs call server setting. |
| Various endpoints | The RealPresence DMA system 6.4 or later doesn't support certificates with an RSA key size less than 1024 bits in length. Manufacturers of some endpoints have not yet enhanced their software to support more secure encryption. As a result, TLS connections made from the RealPresence DMA system to some endpoints no longer work. | |
| Cisco SX endpoints | When Cisco SX devices running CE 8.X software are registered to the RealPresence DMA system using SIP/TLS, SSL handshake failures between the Cisco SX and RealPresence DMA system during establishment of SIP/TLS connections can result in call failures. | Add a certificate to the Cisco SX device and enable the certificate for use with SIP. See the <i>Cisco SX CE 8.X Administrator Guide</i> for additional details. |
| Microsoft Skype for Business and Polycom RealPresence Desktop | When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a point-to-point call, the call doesn't include video media. When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a VMR call, the call does include video. | As an alternative to a point-to-point call, if Skype for Business joins a VMR or RealConnect conference with RealPresence Desktop, the conference includes video. |

| <i>Product</i> | <i>Description</i> | <i>Workaround</i> |
|--|---|-------------------|
| Microsoft Skype for Business and Polycom RealPresence DMA virtual entry queues | On RealPresence DMA systems, virtual entry queues (VEQs) don't support direct dialing from Skype for Business clients into the RealPresence Platform. | |
| Microsoft Skype for Business and Polycom RealPresence DMA presence publishing | After editing a VMR in the RealPresence DMA system, Skype for Business clients experience a delay in updating presence information. | |

Get Help

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Related Poly and Partner Resources

See the following sites for information related to this product.

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- The [Polycom Documentation Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

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