

Polycom RealPresence Resource Manager

Poly announces the release of version 10.9.0.2 software for Polycom RealPresence Resource Manager. This document provides the latest information about Polycom RealPresence Resource Manager.

Contents

What's New in This Release	1
Release History	3
Security Updates	6
Products Tested with This Release	6
Compatible Products	8
System Constraints and Limitations	11
Browser Requirements	14
Supported Microsoft Exchange	15
Installation and Upgrade Notes	15
System Licenses	16
Resolved Issues	17
Known Limitations	19
Known Issues	19
Get Help	22
Copyright and Trademark Information	23


What's New in This Release

RealPresence Resource Manager includes the features and functionality of previous releases and includes the following new features:

- [Enhancements on Endpoint Call Quality Statistics Page](#)
- [Support for Filtering Endpoints in Monitor View by Status](#)
- [Support for UCS Endpoint Status Heartbeat Timer Configuration](#)
- [Improved Accuracy of Endpoint Online or Offline Status](#)

Enhancements on Endpoint Call Quality Statistics Page

This release provides feature enhancements to the **Endpoint Call Quality Statistics** page, including the following:

- Search by endpoint names.
- Launch the local interface of a Polycom RealPresence Group Series or HDX system by clicking its **Source IP Address**.
- Display the **Endpoint Name** and **Date/Time**.
By default, these columns are hidden. You can display them by selecting the **Columns**  icon and then select the desired statistics.
- Enhancements on **Date/Time** format.

Support for Filtering Endpoints in Monitor View by Status

You can now filter endpoints by their H.323 Gatekeeper or SIP Registrar status on the endpoint **Monitor View** page.



H.323 Gatekeeper and SIP Registrar information is only available for dynamically provisioned endpoints, for example, Polycom RealPresence Group Series systems or RealPresence Desktop application.

Support for UCS Endpoint Status Heartbeat Timer Configuration

After a phone goes offline, you can now configure a heartbeat timer in **Endpoint > UC Management > UC Management Settings > Device Health Settings (Phones only)** for RealPresence Resource Manager to poll its status regularly. You can use this feature to check if the phone is back online.

Improved Accuracy of Endpoint Online or Offline Status

In this release, after RealPresence Resource Manager provisions an endpoint, it assumes the endpoint is offline unless one of the following happens:

- It receives the first heartbeat or a message from the endpoint.
- It reaches out to the endpoint successfully.

This is applicable for both UCS and dynamically provisioned endpoints.

Previously, after RealPresence Resource Manager provisioned an endpoint, it assumed the endpoint is online. However, if RealPresence Resource Manager receives no heartbeat from the endpoint, it changes the endpoint status to offline.

Release History

This following table lists the release history of RealPresence Resource Manager from version 10.0.0.

Release History

Release	API Release	System	Release Date	Features
10.9.0.2	3.2.7	CentOS 6.10 Postgres 9.5.16 OpenJDK 1.8.0.201	March 2021	<ul style="list-style-type: none"> • Support for UCS Endpoint Status Heartbeat Timer Configuration • Support for Filtering Endpoints in Monitor View by Status • Enhancements on Endpoint Call Quality Statistics Page • Improved Accuracy of Endpoint Online or Offline Status • Security Enhancements • Bug Fixes
10.9.0.1	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	December 2020	<ul style="list-style-type: none"> • Bug Fixes • Support for Real-Time Call Statistics • Support for CUCM Version 12 and Later • Call Quality Statistics Log File
10.9	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	October 2020	<ul style="list-style-type: none"> • Support for Amazon Web Services (AWS) and Microsoft Azure Deployments • Support for Poly Rack Server R240 • Support for Poly Trio C60 • Support for Poly CCX 400 Business Media Phones • Audio Licenses Used for Poly EagleEye Cube USB Camera, Poly Studio, and Polycom Pano • Support for Poly Trio Visual+ or Poly Trio VisualPro Disconnectivity Alert
10.8	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	December 2019	<ul style="list-style-type: none"> • Support for Polycom RealPresence Poly Studio X30 and X50 • Support for Poly TC8 • Support for Poly Trio 8300 • Support for Poly CCX Business Media Phones • Polycom Rack Server Shipments Updates

Release History

Release	API Release	System	Release Date	Features
10.7.0	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	July 2019	<ul style="list-style-type: none"> • Support for Polycom G7500 Provisioning, Monitoring, and Upgrading • Support for Polycom EagleEye Cube USB Camera Monitoring, Provisioning, and Upgrading • Support for Polycom RealPresence Video App SDK API Monitoring and License Control • Support Polycom EagleEye Cube HDCI Camera as Peripheral • Other Changes in This Release
10.6.0	3.2.6	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	March 2019	<ul style="list-style-type: none"> • Support for Polycom Studio Monitoring, Provisioning, and Upgrading • Authorizing Users with JSON Web Token • Support for Additional Phone Configuration Profiles • Other Changes in This Release
10.5.0	3.2.5	CentOS 6.10 Postgres 9.5.14 OpenJDK 1.8.0_181	December 2018	<ul style="list-style-type: none"> • Support Polycom RealPresence DMA Edge Configuration • Support for Resetting Phones via REST API • Support for Getting or Setting Phone Parameters via REST API • Simple Certificate Enrollment Protocol (SCEP) Provisioning Support • Support for Sending Pooled Conference Name to RealPresence DMA via REST API • Support LDAP Channel Binding Token • Support for More Phone Configuration Profiles • Other Changes in This Release
10.4.0	3.2.4	CentOS 6.9 Postgres 9.5.9 OpenJDK 1.8.0.151	July 2018	<ul style="list-style-type: none"> • Support for New Polycom RealPresence Clariti Licenses • Support for Provisioning Polycom RealPresence Group Series Via Poly Trio • New Dynamic Provisioning Parameters Support for Polycom Pano and RealPresence Group Series • Enhancements to Phone Configuration Files • Enhancements to Ciphers Support • Support for More Phone Configuration Profiles • Support for New Devices • RealPresence Platform API Version Updates to 3.2.4 without API Changes

Release History

Release	API Release	System	Release Date	Features
10.3.0	3.2.3	CentOS 6.9 Postgres 9.5.9 OpenJDK 1.8.0.151	December 2017	<ul style="list-style-type: none"> • Support for Polycom Pano • Support for Selecting SMB Versions • Support for Two New Log Streams • Support for More Phone Configuration Profiles • Dashboard Enhancements • Sites Enhancements • Adding Polycom VBP Automatically No Longer Supported
10.2.0	3.2.3	CentOS 6.9 Postgres 9.5.6 OpenJDK 1.8.0.121	October 2017	<ul style="list-style-type: none"> • Video Endpoint and Audio Phones License Enhancement (Non-Polycom® RealPresence Clariti™) • Filter Enhancements • Support for User Defined Attributes in CSV File • Assign Auto-Added Phones to Default Endpoint Groups • Support for More Phone Configuration Profiles • Phone Software Updates Enhancements • Support for Uploading Phone Configuration Files • Support for Updating Endpoint Model Definition • Disk Space Usage Notice for Phone Software Updates and Resource Files • Support for New Devices • Polycom® Concierge No Longer Supported
10.1.0	3.2.3	CentOS 6.9 Postgres 9.5.6 OpenJDK 1.8.0.121	April 2017	<ul style="list-style-type: none"> • Enhanced Audio Phone Management • Pre-defined Domain and Password for Software Endpoints Control • Support for Guest Book Filter • Support for Manually Updating Endpoint Name • Support for Standalone RealPresence Platform Director Migration • Support for New Network Devices for Remote Alert Profile • Support for New Devices

Release History

Release	API Release	System	Release Date	Features
10.0.1	3.2.2	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	October 2016	<ul style="list-style-type: none"> Resolved some known issues. Support for Polycom Rack Server 230.
10.0.0	3.2.2	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	August 2016	<ul style="list-style-type: none"> Unified Management of RealPresence Clariti Video Infrastructure New HTML5 Look and Feel Support for Selectable Provisioning for RealPresence Group Series Improved Conference Scheduling and Monitoring Interface Support for Security Baselines Support for USB Deployment (Appliance Only) API Change: the changed API is <code>*plcm_user_role*</code>. The length of the <code>*description*</code> parameter has been increased from 120 characters to 240 characters.

Security Updates

For higher security, this release disabled the following features:

- TLS client initiated renegotiation
- RCProxy service (Polycom RealConnect proxy)

Products Tested with This Release

Poly products are tested extensively with a wide range of products. The table below lists the products that have been tested for compatibility with this release.

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

Note that the following list is not a complete inventory of compatible equipment, but the products that have been tested with this release.

Hypervisor Environments for Virtual Editions

Product	Tested Versions
VMware vSphere Platform	6.0, 6.5, 6.7,7.0.1
Microsoft Hyper-V	2012, 2016

Poly Video Endpoints

Product	Tested Versions
Polycom HDX	3.1.14
Polycom RealPresence Debut	1.3.3
Polycom RealPresence Group Series (300, 310, 500, 550, and 700)	6.2.1.2
Poly G7500	3.3.1
Poly Studio X30 Poly Studio X50	3.3.1
Polycom RealPresence Mobile	3.10
Polycom RealPresence Desktop	3.11.2

Poly UC Endpoints

Product	Tested Versions
Poly Trio 8800	7.0.1
Poly Trio 8500	7.0.1
Poly Trio 8300	7.0.1
Poly Trio Visual+	5.9.1
Poly Trio C60	7.0.1
Poly Trio VisualPro	6.2.1
Polycom VVX 501 Polycom VVX 601 Poly VVX 450	UCS 6.3.1
Poly VVX 450	5.9.3
Poly CCX 400	6.2.11
Poly CCX 500	6.2.11
Poly CCX 600	6.2.11
Poly CCX 700	6.2.11

Endpoint Peripherals

Product	Tested Versions
Poly TC8	1.0

Poly Network Devices

Product	Tested Versions
Polycom RealPresence Collaboration Server, Virtual Edition	8.8.0, 8.8.1
Polycom RealPresence Collaboration Server (RMX) 1800	8.8.0, 8.8.1
Polycom RealPresence Collaboration Server (RMX) 2000/4000 with MPMrx	8.8.0, 8.8.1
Polycom RealPresence DMA 7000, Virtual Edition	10.0.0.9
Polycom RealPresence Media Suite	2.8.2

Compatible Products

The following table lists Poly products and the 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 Resource Manager system.

Virtual Environments for Virtual Editions

Virtual Product
VMware vSphere Platform
Microsoft Hyper-V

Poly Video Endpoints

Product
Polycom HDX
Polycom RealPresence Debut
Polycom RealPresence Centro
Polycom RealPresence Group Series (300, 310, 500, 550, and 700)
Poly G7500

Poly Video Endpoints

Product
Poly Studio X30
Poly Studio X50
Polycom RealPresence Mobile
Polycom RealPresence Desktop
Polycom RealPresence Immersive Studio
Polycom RealPresence OTX Studio
Polycom CX5100
Polycom CX5500

Poly Endpoint Peripherals

Product
Polycom RealPresence Touch
Polycom Touch Control
Polycom EagleEye Producer
Polycom EagleEye Director
Polycom EagleEye Director II
Poly EagleEye Cube HDCI Camera
Poly EagleEye Cube USB Camera
Polycom Pano

Poly UC Endpoints

Product
Poly Trio 8800
Poly Trio 8500
Poly Trio 8300
Poly Trio Visual+
Poly Trio C60
Poly Trio VisualPro
Polycom SoundPoint IP 300/450/560/650/670

Poly UC Endpoints

Product
Polycom SoundStation IP 5000/6000/7000
Polycom SoundStation Duo
Polycom SoundStructure VoIP Interface (with VOIP card)
Polycom VVX 400/401/410/411
Polycom VVX 500/501
Polycom VVX 600/601
Poly VVX 150
Poly VVX 250
Poly VVX 350
Poly VVX 450
Poly CCX 400
Poly CCX 500
Poly CCX 600
Poly CCX 700
Poly Studio

Poly Network Devices

Product
Polycom RealPresence Collaboration Server, Virtual Edition
Polycom RealPresence Collaboration Server (RMX) 1500/2000/4000 with MPMx
Polycom RealPresence Collaboration Server (RMX) 1800/2000/4000 with MPMrx
Polycom RealPresence DMA 7000
Polycom RealPresence Access Director
Polycom VBP 7301
Polycom RealPresence Web Suite
Polycom RealPresence Media Suite

Third-Party Products

Product
Acme Packet Net-Net Enterprise Session Director
Cisco Unified Communications Manager
Lifesize Express 200 Lifesize Team 200
Lifesize Express 220 Lifesize Team 220
LifeSize Room 220
Cisco TelePresence System SX80, SX20, SX10
Cisco TelePresence System 1700 MXP
Cisco TelePresence System Quick Set C90, C40, C20
Cisco 150 MXP
Cisco TelePresence System EX90
Cisco TelePresence System SX20
Cisco TelePresence MX200/MX300

System Constraints and Limitations

The RealPresence Resource Manager system is available in either an Appliance Edition or a Virtual Edition.

If your RealPresence Resource Manager system is licensed for more than 400 endpoints or over 20 network devices, the server you use must have 16 GB of RAM.

- If you are using a Virtual Edition, verify that the system has enough RAM. You must create a new virtual machine with the required 16 GB of RAM and at least 160 GB of hard disk space.
- If you are using an Appliance Edition, you can use an R230, R240, or R640 server. These servers come with 16 GB RAM. The R220 server can support a maximum of 400 endpoints. See the [Polycom Server Replacement Migration Guide](#) on how to change servers.

Appliance Edition

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

- Polycom Rack Server 640 (R640)
- Polycom Rack Server 630 (R630)
- Polycom Rack Server 240 (R240) — deployments with 400 endpoints or less
- Polycom Rack Server 230 (R230) — deployments with 400 endpoints or less

- Polycom Rack Server 220 (R220) — deployments with 400 endpoints or less

The maximum capabilities of the system differ according to which server you're using.



The maximum capacities depends on a variety of factors including but not limited to:

- SIP registration refresh timer
- Call Statistics posting interval
- Provisioning heartbeat
- Line status updates
- Directory lookups
- Multiple address book usage
- Software update requests
- System API usage

Capability	Maximum for Polycom Rack Server 640 and 630	Maximum for Polycom Rack Server 240, 230, and 220
Users	250,000	2000
User groups	1000	10
Areas	No maximum	No maximum
Video and audio endpoints	Maximum number of licensed video endpoints (50,000) Maximum number of dynamically provisioned video endpoints (5000) Maximum number of managed audio phones (20,000)* Recommended audio devices and video endpoints (mixed deployment) is 10,000 audio/5,000 video	Maximum number of licensed video endpoints (400) Maximum number of dynamically provisioned video endpoints (200) Maximum number of managed audio phones (400) Recommended number of mix of audio devices and video endpoints mixed deployment) is 200 audio/200 video
Room entries	No limit, but if the system has more than 1000 room entries, it could experience user interface performance issues	No limit, but if the system has more than 400 room entries, it could experience user interface performance issues
Site entries	500	500
Number of supported instances/servers	50	20
Maximum number of images	5 The total size is under 8 GB If you have more than 5 images or the total size is larger than 8 GB, delete unused images	5 The total size is under 8 GB If you have more than 5 images or the total size is larger than 8 GB, delete unused images

Capability	Maximum for Polycom Rack Server 640 and 630	Maximum for Polycom Rack Server 240, 230, and 220
Number of integrated RealPresence DMA systems (or RealPresence DMA superclusters)	1	1
Number of integrated MCUs	No maximum	No maximum
Maximum text message length that can be sent to a hard endpoint	100 characters	100 characters
Number of provisioning profiles	2000	20
Number of provisioning rules	1200	20
Number of displayed users in the Users page	500	500
Number of tiers in Address book	5	5
Number of Guest book entries	500	500
Number of User GUI login sessions per system and sessions per user	50 with 10 sessions per user	10 with 10 sessions per user
Calendar Connector proxy connections	200 RealPresence Group Series systems and 1000 RealPresence Mobile and/or RealPresence Desktop applications.	10 RealPresence Group Series systems and 100 RealPresence Mobile and/or RealPresence Desktop applications.

*This requires Polycom VVX phone software (version UCS 6.3.1.12010 rts56 P or later). You can provision 20,000 phones within an hour.

Supported Cluster Configurations

The Appliance Edition supports a two-server redundant configuration only with certain server combinations. The following table details the supported two-server local cluster configurations:

	Polycom Rack Server 630 (R630)	Polycom Rack Server 640 (R640)	Polycom Rack Server 220 (R220)	Polycom Rack Server 240, 230, 220 (R240, R230, R220)
Polycom Rack Server 630 (R630)	Supported	Not Supported	Not Supported	Not Supported
Polycom Rack Server 640 (R640)	Not Supported	Supported	Not Supported	Not Supported
Polycom Rack Server 220 (R220)	Not Supported	Not Supported	Supported	Supported
Polycom Rack Server 230 (R230)	Not Supported	Not Supported	Supported	Supported

Virtual Edition

The RealPresence Resource Manager system is also available in an edition packaged for VM-based deployment.

You can install RealPresence Resource Manager, Virtual Edition on the following virtual environments:

- VMware: 6.0, 6.5, 6.7
- Microsoft Hyper-V: 2012 R2, 2016

Poly supports mixed Hyper-V/VMware environments, but Poly has not tested all configurations and combinations.

Host Installation Guidelines

The following table describes the virtual host recommended deployment settings for an instance of the RealPresence Resource Manager, Virtual Edition system. It also shows the typical performance capacities of that deployment.

RealPresence Resource Manager Recommended Deployment Settings in a Virtual Environment

Component	Deployment Settings
Virtual Cores	8
CPU	16,000 MHz
Memory	16 GB
Storage	160 GB
Performance	Recommended maximum number of licensed video endpoints is 10,000 Recommended maximum number of managed audio phones is 10,000 Recommended maximum number of audio devices and video endpoints (mixed deployment) is 5000 audio/5000 video



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

Browser Requirements

Use one of the supported web browsers in the following table to administer a RealPresence Resource Manager system on Windows PC. Poly recommends that you use Google Chrome for a better user experience.

Browser Requirement

Browser	Supported Versions
Microsoft Internet Explorer	11.0
Google Chrome	45.0 or later

Supported Microsoft Exchange

The RealPresence Resource Manager Calendar Connector supports Microsoft Exchange Server 2013 15.0.516.032.

Installation and Upgrade Notes

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

See the *Polycom RealPresence Resource Manager Upgrade Guide* for instructions on how to upgrade your product.

If you are running a version prior to 8.0, you must sequentially apply every 8.x upgrade version until you get to 8.0.

Customers running 8.0 and later can directly upgrade to the next version. For example, you can upgrade directly from 8.2 > 8.3 or from 8.3 > 8.4.

If you want to update to a maintenance release of the next feature release, you must first upgrade to the next feature release and then update to the maintenance release. For example, if you want to upgrade 8.1.x to 8.2.1, you must upgrade to 8.2 first, then update to 8.2.1.

You must be running on either version 10.0.0 or 10.0.1 to upgrade to 10.1 and later.



You must upgrade RealPresence DMA to 10.0 before upgrading RealPresence Resource Manager to 10.5. If you don't upgrade RealPresence DMA first, it causes the RealPresence DMA integration to fail.

Poly supports the following upgrade and migration paths for RealPresence Resource Manager system.

Current Version	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade
8.0.x	8.1	8.2	8.3	8.4	9.0	9.0.1
8.2.x	8.3	8.4			9.0	9.0.1
8.3.x	8.4				9.0	9.0.1
8.4.x					9.0	9.0.1
9.0.x					10.0.0	10.0.1

Current Version	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade
10.0.0						10.0.1
10.0.x						10.1
10.1						10.2
10.2						10.3
10.3						10.4
10.4						10.5
10.5						10.6
10.6						10.7
10.7						10.8
10.8						10.9

System Licenses

You must activate and validate licenses for the RealPresence Resource Manager system before you can use RealPresence Resource Manager to manage your RealPresence products.

When products are connected to the RealPresence Resource Manager system, licensing remains active. If the RealPresence Resource Manager system goes offline for any reason, licensing remains active for up to 14 days.

General Note on Analytics

When you accept the **End User License Agreement** (EULA) for the RealPresence Resource Manager system, you can select the **Automatically send usage data** check box. This option enables your system to send various types of usage data to a Poly collection point (customerusagedatacollection.polycom.com). As this data is used to continually improve the product, Poly recommends that you keep the setting enabled. See the **Send Usage Data** section in the *RealPresence Resource Manager Operations Guide* for a description of the type of data your system sends.



If your local DNS server doesn't resolve customerusagedatacollection.polycom.com, the analytics service in the RealPresence Resource Manager system queries the Google DNS server.

Enable or Disable the Automatically Send Usage Data Option

You can view or change your selection for the **Automatically send usage data** option.


To view or change your selection for the Automatically send usage data option:

- 1 On the system web interface, go to **Admin > Server Settings > Licenses** in the web interface.
- 2 Select or clear the **Automatically send usage data** check box.
- 3 Select **Update**.

View the Data

You can view the data your RealPresence Resource Manage system sends to Poly.

To see the data your RealPresence Resource Manage system sends to Poly:

- 1 Go to **Admin > Maintenance > System Log Files**.
- 2 Select **Roll Logs**  to roll the logs.
- 3 Save the log archive to your local machine.
- 4 Unpack the log archive.

The `analytics.json` file in the `/var/log/polycom/cma` directory contains the data that your system sends to Poly.

Resolved Issues

The following table lists resolved issues in this release.

Resolved Issues

Issue Number	Found in Release	Description
EN-147025	10.6.0	On the Edit Site-Link page, the values of From Site and To Site show reversed.
EN-150028	10.4.0	RealPresence Resource Manager doesn't throttle dynamically provisioned endpoint software updates. This causes performance issues when you provision or update a large number of endpoints.
EN-153783	10.7.0	(Dynamic Management Only) RealPresence Resource Manager may fail to provision RealPresence Group Series due to the changed source port number of RealPresence Group Series during the NTLM authentication.
EN-170038	10.7.0	After you download Poly Trio phone logs from the RealPresence Resource Manager Monitor View , the log size doesn't show correctly in Phone Files Rotation Settings .
EN-175265	10.1.0	Searching for newly created user or user groups may fail when there are thousands of users in your RealPresence Resource Manager system.
EN-181012	10.7.0	If a site name has trailing spaces, RealPresence Resource Manager doesn't upgrade territories in the RealPresence DMA super cluster.
EN-181087	10.8.0	After you import <code>.csv</code> files to create endpoints in RealPresence Resource Manager, the system doesn't clean up the <code>.csv</code> files from the <code>/var/temp</code> folder.

Resolved Issues

Issue Number	Found in Release	Description
EN-182522	10.4.0	RealPresence Resource Manager Endpoint Monitor View doesn't show real-time status for endpoints due to lack of LDAP throttling.
EN-186765	10.6.0	Polycom VVX 201 and VVX 501 devices (Non-member of Endpoint Groups [EG]) reboot when there is a change in the EG configuration profile.
EN-188130	10.9.0	You can't edit the device name of UCS-provisioned Poly devices (such as Poly G7500, Poly Studio X30, or Poly Studio X50) imported by CSV files.
EN-188850	10.2.0	RealPresence Resource Manager port 8888 sends data to the wrong IP address.
EN-188636	10.8.0	Occasionally, RealPresence Resource Manager experiences unexpected failover.
EN-189520	10.7.0	The RealPresence Resource Manager local interface is very slow.
EN-190848	10.7.0	Administrators can't log in to the RealPresence Resource Manager local interface. The error message is: <i>Error: xmageneral:login.failure.databasefailure</i> .
EN-192761	10.9.0	RealPresence Resource Manager secondary devices consume audio licenses, even though they aren't supposed to.
EN-193519	10.7.0	RealPresence Resource Manager shows almost all phones as offline, even though many phones are online and working fine.
EN-191019	10.8.0 10.9.0	
EN-194072	10.9.0	After upgrading RealPresence Resource Manager, every time the administrator edits a phone in Monitor View , the prompt <i>The SIP URI is required</i> appears.
EN-194592	10.7.0	RealPresence Resource Manager can't perform heartbeat to phones when the phone's user isn't the default one.
EN-198159	10.9.0	You must reboot Poly Trio peripheral devices to share their connected/disconnected status in Monitor View .
EN-198387	10.9.0.1	RealPresence Resource Manager Real Time Call Quality Statistics shows content packet loss when there isn't content sharing.
EN-199124	10.9.0	RealPresence Resource Manager shows offline RealPresence Desktop users incorrectly as Online .

Known Limitations

The following table lists known limitations that may be experienced when the RealPresence Resource Manager system interoperates with other Poly products.

Known Limitations

Issue ID	Description	Workaround
EN-178918	RealPresence Group Series systems continue to display a meeting reminder on the screen every minute until the actual start time passes, even if you've already joined the meeting. This only affects RealPresence Group Series systems that are registered to the RealPresence Resource Manager Calendar Connector.	None.
EN-89957	The RealPresence Resource Manager system may fail to add the following instances by creating a new image with static IP: <ul style="list-style-type: none"> RealPresence Access Director instance RealPresence DMA instance Sometimes, you can add the instance, but the IP address of the instance in the RealPresence Resource Manager system is not same as the specified static IP.	Deploy the RealPresence Access Director .ova on a virtual machine, and then add the existing instance to RealPresence Resource Manager.
EN-88183	The RealPresence Resource Manager system fails to add a RealPresence Web Suite Experience Portal instance by creating a new image.	Deploy the RealPresence Web Suite Experience Portal .ova on a virtual machine, and then add the existing instance to RealPresence Resource Manager.
EN-85432	After disabling the CBC ciphers on the RealPresence Resource Manager system, RealPresence Resource Manager fails to communicate with RealPresence Access Director.	None.
EN-59844	The RealPresence Resource Manager system fails to provision VVX 1500 after integrating with Enterprise Directory by SMB version 2.0.	VVX 1500 doesn't support SMB version 2.0. Use SMB version 1.0.
EN-59501	Sometimes the software update status on RealPresence Resource Manager indicates an update of a Pano system is in progress when it is not. This occurs when manually checking for updates from RealPresence Resource Manager in the Pano system web interface.	None.

Known Issues

The following table lists known issues and suggested workarounds for RealPresence Resource Manager 10.9.0.2.



These release notes do not provide a complete listing of all known issues that are included in 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

Category	Issue ID	Found in Release	Description	Workaround
Alert	EN-150531	10.4	RealPresence Resource Manager may report a large number of LDAP failure alerts by mistake.	None.
Alert	EN-151647	10.4	RealPresence Resource Manager reports an unnecessary IDSDetected alert every few months.	None.
Alert	EN-190040	10.8	RealPresence Resource Manager data import fails with the prompt <i>The following records were not loaded [local, temp2, RPDesktop, temp2, 110004] Error Reason [Invalid device type.]</i>	None.
Application	EN-135775	10.5	If you log in with your Active Directory account, you don't get an accurate display of failed login attempts.	None.
Application	EN-138778	10.4	Occasionally, you can't access the RealPresence Resource Manager user interface if a database query is stuck.	None.
Application	EN-154177	10.4	RealPresence Resource Manager occasionally deletes all territories if it can't reach Polycom RealPresence DMA.	None.
Conference	EN-167409	10.7	Point-to-point calls show as connected on the RealPresence Resource Manager Conference > Monitor View page even after the call disconnects.	None.
Endpoint	EN-174804	10.8	RealPresence Resource Manager fails to provision Poly Studio X30 and Poly Studio X50 using <code>homeScreen.backgroundImage</code> .	None.
Endpoint	EN-142624	10.3	Rebooting endpoints from their endpoint group may fail.	None.
Endpoint	EN-153544	10.6	(Version 10.6 and later, Phone Only) The Call Info section may show incorrect SIP call status.	None.
Heartbeat	EN-162302	10.7	RealPresence Mobile transmits between 72 MB and 100 MB per second for RealPresence Resource Manager over the heartbeat link (SSH traffic TCP port 22).	None.
Localization	EN-168072	10.7	RealPresence Resource Manager fails to assign an H.323 ID in a language other than English via the endpoint naming function.	None.
Monitoring	EN-138833	10.5	Alerts aren't deleted from <code>readimanager.systemalerts</code> when you delete the alerts from the RealPresence Resource Manager local interface. The alerts are only deleted from the <code>ca_core.alarm</code> table.	Delete the unwanted records in <code>readimanager.systemalerts</code> manually.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Monitoring	EN-199534	10.9.0.2	When a Poly Trio 8500 phone is paired with a Poly Trio Visual+ device, RealPresence Resource Manager always shows the Trio Visual+ device status as offline on the Endpoint > Monitor View page, even when it's actually powered up.	None.
Provisioning	EN-193580	10.9	RealPresence Resource Manager doesn't provision the correct H.323 settings for RealPresence Group Series systems.	None.
Security	EN-182302	10.6	RealPresence Resource Manager version 10.6.0.2 has a vulnerability for denial of service.	None.
Site Topology	EN-146794	10.6	RealPresence DMA fails to download site topology from RealPresence Resource Manager when you only specify the ISDN Number Range but don't set any values to the Digits in Call Line Identifier and Digits in Short Phone Number fields on the ISDN Number Assignment tab when editing a site.	Specify the fields on the ISDN Number Assignment tab correctly.
Starting up	EN-151397	10.3	After running RealPresence Resource Manager for a long time with the same version, RealPresence Resource Manager may fail to start up due to limited disk space.	Contact Poly PGS to clean up the server.
Upgrade	EN-165993	10.7	RealPresence Resource Manager shows status for the phone as offline after the heartbeat times out while the phone is online.	Set <code>apps.statePolling.responseMode</code> to 0. RealPresence Resource Manager doesn't support <code>apps.statePolling.responseMode = 1</code> .
Upgrade	EN-170928	10.8	After upgrading RealPresence Resource Manager to 10.8 or later, some attributes may be filled with the value <code>\$AudioProvisionProfile.getProvisionAttributeValue(\$key)</code> .	Reset the attributes to the correct values.
User Interface	EN-153553	10.7	On the RealPresence Resource Manager local interface, the warning message says that the maximum log stream size for Server is 3 GB.	This is a display issue. It should be 30 GB.
User Interface	EN-173102	10.8	RealPresence Resource Manager fails to save the minute value in the Start Time field in the Maintenance Window .	None.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
User Interface	EN-181809	10.9	After you reboot RealPresence Resource Manager or reprovision Poly Trio Visual+ or Poly Trio VisualPro, RealPresence Resource Manager fails to display the disconnection status of Poly Trio Visual+ or Poly Trio VisualPro.	Reboot Poly Trio.
User Interface	EN-178413	10.8	RealPresence Resource Manager doesn't show scheduled ongoing Teams calls.	None.
User Interface	EN-185650	10.8	Studo X50 endpoint names change automatically to Gseries+serial number on the RealPresence Resource Manager Monitor View after one or two days.	None.
User Interface	EN-188740	10.9	Though daisy-chained Poly Trio devices appear on the Endpoint >Peripherals view correctly, they always appear as offline in the Endpoint >Monitor view. They don't appear as a component of the primary device but as an additional primary device. Daisy-chained Trio 8500, Trio 8800, or Trio C60 systems may consume additional licenses.	None.
User Interface	EN-188741	10.9	Poly Trio Visual+ or Poly Trio VisualPro paired devices only appear in Endpoint Monitor view and not in Peripheral view.	None.
User Interface	EN-189083	10.9	In Endpoint > Monitor View , the Endpoint Name of Poly Trio VisualPro displays correctly as Trio VisualPro , but its model type displays incorrectly as Trio Visual+ .	None.
User Interface	EN-8451	10.0.0	If you change TLS Settings in Admin > Maintenance and Security , the System Restart Needed popup persists and you can't access the Dashboard page.	Reload the page (CTR + R) to access the RealPresence Resource Manager login page. Then log into the local interface again.

Get Help

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