



RELEASE NOTES

Version 6.4 | August 2016 | 3725-76310-001K

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Polycom<sup>®</sup> RealPresence<sup>®</sup>  
Distributed Media Application<sup>™</sup>  
(DMA<sup>®</sup>) System



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# What's New in the Version 6.4 Release

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Version 6.4 of the Polycom® RealPresence® Distributed Media Application (DMA®) fixes the issues identified in the [Resolved Issues](#) section and offers the following new features and changes:

- [Support for Polycom® RealPresence® Resource Manager Version 10.0](#)
- [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 Skype for Business](#)
- [Other Changes](#)
- [API Additions and Changes](#)
- [Security Fixes in this Release](#)

## Support for Polycom® RealPresence® Resource Manager Version 10.0

This version of the RealPresence DMA system supports version 10.0 and higher of the Polycom® RealPresence® Resource Manager system. The RealPresence Resource Manager system is a management solution that provides unified management of the Polycom® RealPresence® Clariti™ solution and video and audio endpoints. Unified management features include license management, monitoring, conference scheduling, and provisioning of Polycom video infrastructure products and both Polycom and third-party endpoints within your environment.

The RealPresence DMA system is available as part of the RealPresence Clariti offering. RealPresence Clariti customers who have a RealPresence Resource Manager system version 10.0 or later must use the system to license version 6.4 of the RealPresence DMA system. If you have not deployed a RealPresence Resource Manager system or if you have not upgraded your RealPresence Resource Manager system to version 10.0 or later, you must license your RealPresence DMA system using the Polycom® RealPresence® Platform Director™ system version 3.0 or later.

RealPresence Clariti customers should consult with their Polycom representative to ensure they have the correct licensing information before upgrading.

If you are not a RealPresence Clariti customer, you must use a license file or activation key code to license your product.

## Limitations and Requirements

- Two-server redundant configuration is not currently supported for RealPresence Clariti customers using RealPresence DMA systems.
- If you use the RealPresence Platform Director system to manage your RealPresence DMA system instance, but the previous version of the instance was prior to version 6.1, delete the previous instance before adding the new version 6.4 instance.

- RealPresence Clariti customers cannot route calls or use the API until a license has been configured from within the RealPresence Resource Manager system version 10.0 or later or the RealPresence Platform Director system version 3.0 or later.

## Microsoft® Skype® for Business MCU Affinity

Microsoft® Skype® for Business deployments can be geo-distributed. Polycom RealConnect™ conferences can occur on various Skype for Business AVMCUs deployed throughout the geography, based on the location of the Skype for Business front-end pool where a conference is located.

Skype for Business MCU Affinity enables the RealPresence DMA system to select a Polycom MCU in proximity to the on-premise Skype for Business front-end pool that hosts a Polycom RealConnect conference. By configuring an MCU pool and MCU pool order that includes Polycom MCUs that are in proximity to a Skype for Business front-end pool, the RealPresence DMA system can select an appropriate MCU and then build a cascade link between the newly-created conference and the Skype AVMCU.

The ability the RealPresence DMA system now has to select a Polycom MCU in proximity to the Skype AVMCU hosting the Polycom RealConnect™ conference can reduce call latency, traffic, and costs.

This feature applies only to Polycom RealConnect conferences running on Skype for Business on-premise deployments. It is not applicable for Microsoft Office 365® environments or federated deployments such as service providers.

For configuration information, see the “External SIP Peers” and “Dial Rules” sections in the *Polycom® RealPresence® Distributed Media Application™ (DMA®) System Operations Guide*.

## Integration with the Polycom® RealPresence® Collaboration Server MMCU and RDP Content Translator

Version 6.4 of the RealPresence DMA system supports a new MCU architecture. The Modular MCU (MMCU) with soft blades provides a scalable and extensible architecture for different media types. Each soft blade can provide one or more types of media to endpoints through a translator component within the blade.

With version 8.7.1 and later of the Polycom RealPresence Collaboration Server, one of the media types that can be transcoded is Microsoft’s Remote Desktop Protocol (RDP), a content sharing technology used by Lync®, Skype for Business, and Office 365 clients. RDP translation enables content sharing between Microsoft RDP-based endpoints and H.264 standards-based endpoints, without the need for independently deployed and managed Polycom ContentConnect™ servers acting as gateways.

The MMCU plus RDP translator architecture supports both conference-to-conference content (e.g., Polycom RealConnect and similar scenarios) and single Lync or Skype for Business endpoints joining VMR conferences, eliminating the need for a Lync or Skype client plug-in.

For configuration information, see the “Conference Templates” section in the *Polycom® RealPresence® Distributed Media Application™ (DMA®) System Operations Guide*.



### Upgrading to version 8.7.1 or newer of the Polycom RealPresence Collaboration Server

To use the MMCU with RDP translator capability, you must have version 8.7.1 or newer of the Polycom® RealPresence® Collaboration Server.

## Scheduled Conference Support for Microsoft Office 365®

The RealPresence DMA system now supports conference scheduling for Microsoft Office 365® environments. The Office 365 solution includes the Polycom One Touch Dial App, a component that enables video conferencing endpoints to join conferences through calendar invitations from Microsoft Outlook and Exchange.

Polycom One Touch Dial App supports other Office 365 and Skype-for-Business functionality, including

- Click to Join, where endpoints display a list of scheduled meetings and the user can click on one of them to automatically dial the conference
- Bring Your Own Device (BYOD), where a user has a smart-phone app or web page where they can pair themselves to an endpoint, view a list of meetings, click on one of them, and have the paired device dial into the conference.

For both of these features, Polycom One Touch Dial App interacts with Office 365 to discover scheduled meetings. Because One Touch Dial App is aware of the Office 365 meetings, it can use the RealPresence DMA system REST API to create a VMR with the necessary attributes to establish a combined Polycom and Office 365 conference (similar to RealConnect conferences).

The RealPresence DMA system also supports conference scheduling for Office 365 environments without the use of the One Touch Dial App. RealPresence DMA system administrators can manually create VMRs with an associated focus URI that links to the Office 365 conference.

For configuration information, see the conference rooms sections in “Users and Groups” in the *Polycom® RealPresence® Distributed Media Application™ (DMA®) System Operations Guide*.

## Panoramic Layout Support for Microsoft Skype for Business

With this version of the RealPresence DMA system and version 8.7.1 of the RealPresence Collaboration Server, Microsoft Lync 2013, Skype for Business, and Office 365 video conference participants will be able to see a continuous presence view of up to five Polycom participants, or all video streams from an ITP telepresence room. The feature is available in Polycom RealConnect, Lync or Skype Meet Now, and Escalation conferences.

When integrated with a Microsoft environment this feature enables a Polycom MCU to stream a panoramic layout from telepresence rooms or multiple non-Microsoft participants to Microsoft clients.

This feature applies to on-premise and service provider deployment models.

For configuration information, see the “Conference Templates” section in the *Polycom® RealPresence® Distributed Media Application™ (DMA®) System Operations Guide*.



#### Upgrading to version 8.7.1 or newer of the Polycom RealPresence Collaboration Server

To use panoramic layout with Microsoft environment conferences, you must have version 8.7.1 or newer of the Polycom® RealPresence® Collaboration Server.

## Other Changes

Version 6.4 of the RealPresence DMA system offers the additional enhancements described in the following sections.

### Clear SNMP Traps

In this version of the Polycom RealPresence DMA system, new SNMP traps are now sent when the underlying Alert condition has been cleared.

*POLYCOM-DMA-MIB.mib* reflects these new traps.

### Enhancements to Dialout Participants

In the RealPresence DMA system, a conference room can be configured for preset dialout conferences. When someone dials in and starts a conference in one of these rooms, the RealPresence DMA system dials out to the participants you have identified for the room.

Version 6.4 of the RealPresence DMA system offers the following enhancements to configuring dialout participants:

- Can specify connection encryption and the line rate
- Can specify optional extension digits for ISDN dial-out connections (audio-only)
- Can specify whether to automatically disconnect a participant when all other participants leave the conference (for example, when a dialout is to a recording device or audio conference bridge). This feature prevents MCU-to-MCU dialouts from remaining open after the conference has ended.
- Can have any number of ISDN/PSTN participants (earlier versions only allowed one, audio-only ISDN participant)
- Applies to both VMR preset dialouts and API dialouts.

For configuration information, see the conference rooms sections in “Users and Groups” in the *Polycom® RealPresence® Distributed Media Application™ (DMA®) System Operations Guide*.

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## Linux Root Password Administration

In this version of the RealPresence DMA system, enterprise and local administrators can change the Linux OS root password for the RealPresence DMA system without entering a shell interface. The root password can be changed in the web user interface or via API.

In normal system operations, RealPresence DMA system users, including Administrators, do not need to know or use the Linux root password. However, if the root password has been compromised or if corporate security policies require changing all system passwords at certain intervals or after specific events occur, the root password can be changed.

Changing the Linux root password affects only the OS-level password, not the passwords of RealPresence DMA system administrator accounts.

For configuration information, see “Changing the Linux Root Password” in the *Polycom® RealPresence® Distributed Media Application™ (DMA®) System Operations Guide*.

## SIP Peer Inbound Authentication

In this version of the RealPresence DMA system, you can specify whether the system requires authentication credentials when an outbound call receives an inbound request. You can configure the RealPresence DMA system to always challenge or never challenge SIP peer inbound requests for authentication credentials.

This setting does not affect inbound calls, which are governed by the SIP settings for authorized and unauthorized ports and prefixes.

For configuration information, see the “External SIP Peers” section in the *Polycom® RealPresence® Distributed Media Application™ (DMA®) System Operations Guide*.

## Local Log Forwarding Additions

In this version of the RealPresence DMA system, the following three additional logs can now be forwarded to a central log management server:

- secure.log
- messages.log
- audit.log

For configuration information, see “Configuring Logging Settings” in the *Polycom® RealPresence® Distributed Media Application™ (DMA®) System Operations Guide*.

## API Additions and Changes

The RealPresence DMA system version 6.4 brings improvements to the API, as described in the following section. For more information about individual APIs, see the *Polycom RealPresence API Resource Documentation* included in the system’s online help.



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## Changed APIs

The following list details changes to existing APIs in this release:

- **plcm-conference-template-v7**  
Added new fields to support Microsoft RDP content sharing and panoramic layout.
- **plcm-mcu-v6**  
Added support for Microsoft RDP content sharing.
- **plcm-conference-room-v3**  
Added new fields to support Polycom One Touch Dial App for Microsoft Office 365:
  - Focus URI
  - Registered Lync domain
- **plcm-dma-supercluster-join-request**  
Changed the error returned if a valid but unavailable IP address is used for the host IP address in a POST to the dma-supercluster API. A 504 error is now returned instead of a 408 error.

## Security Updates

The RealPresence DMA system version 6.4 includes the following updates that improve security:

- Version 6.4 does not allow weak cryptographic hash algorithms that are vulnerable to exploit. As part of this improved security, the RealPresence DMA system no longer supports certificates with an RSA key size less than 1024 bits in length. Unfortunately, some manufacturers of 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 will no longer work.

Please refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

# Release History

Only versions released for General Availability are listed.

## Software Version History

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.4.0	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	June 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 Skype for Business Clear SNMP Traps API Additions and Changes Fixes the issues identified in the <a href="#">Resolved Issues</a> section
6.3.2.3	3.1.3	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	July 2016	Maintenance release to fix specific 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 specific 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 specific 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.
6.3.1.2	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	February 2016	Maintenance release to fix specific 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 specific issues.

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.3.1	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	December 2015	Maintenance release to fix specific issues.
6.3.0.2	2.7.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	September 2015	Maintenance release to fix specific issues.
6.3.0.1	2.7.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	August 2015	Maintenance release to fix specific 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 Lync System Integration, Lobby Support for 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 specific issues.
6.2.2.1	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	September 2015	Maintenance release to fix specific issues.
6.2.2	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	August 2015	Maintenance release to fix specific issues.
6.2.1.2	2.6.2	CentOS 6.6 Java 8u5 PostgreSQL 9.3	June 2015	Maintenance release to fix specific issues.
6.2.1.1	2.6.2	CentOS 6.6 Java 8u5 PostgreSQL 9.3	April 2015	Maintenance release to fix specific issues.

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.2.1	2.6.2	CentOS 6.6 Java 8u5 PostgreSQL 9.3	March 2015	Maintenance release to fix specific issues, conference room dial-out improvements.
6.1.3.1	2.5.5	CentOS 6.5 Java 8u5 PostgreSQL 9.3	April 2015	Maintenance release to fix specific issues.
6.1.3	2.6.0	CentOS 6.5 Java 8u5 PostgreSQL 9.3	March 2015	Maintenance release to fix specific issues.
6.2	2.6.0	CentOS 6.6 Java 8u5 PostgreSQL 9.3	December 2014	1080p SVC or SVC/AVC support, SIP peer high availability, faster post-deployment setup, improved Lync 2013 integration, RealPresence Resource Manager geographic redundancy support, scripting for VMR dial-out participants, MCU site name overlay support, enhanced VEQ scripting, and enhanced API functionality.
6.1.2	2.5.4	CentOS 6.5 Java 8u5 PostgreSQL 9.3	October 2014	Maintenance release to fix specific issues.
6.1.1.1	2.5.3	CentOS 6.5 Java 8u5 PostgreSQL 9.3	August 2014	Maintenance release to fix specific issues.
6.1.1	2.5.2	CentOS 6.5 Java 8u5 PostgreSQL 9.3	July 2014	Maintenance release to fix specific issues, SIP peer high availability support.
6.0.6	1.7.6	CentOS 6.4 Java 7u21 PostgreSQL 9.2.4	July 2014	Maintenance release to fix specific issues.

<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.1	2.5.2	CentOS 6.5 Java 8u5 PostgreSQL 9.3	June 2014	Lync 2013 support, enhanced upgrade framework, centralized licensing support, Management Instrumentation, enhanced H.323 and SIP statistics, enhanced High Availability functionality, H.323 firewall rate limit, enhanced conference template features, enhanced API functionality, and cascade support for SVC and mixed-mode conferences.
6.0.5	1.7.6	CentOS 6.4 Java 7u21 PostgreSQL 9.2.4	May 2014	Maintenance release to fix specific issues.
6.0.4	1.7.5	CentOS 6.4 Java 7u21 PostgreSQL 9.2.4	February 2014	Maintenance release to fix specific issues, and MPMRx and RealPresence Collaboration Server 1800 MCU support.
5.2.2.6	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	January 2014	Maintenance release to fix specific issues.
6.0.3	1.7.4	CentOS 6.4 Java 7u21 PostgreSQL 9.2.4	December 2013	Maintenance release to fix specific issues, and conference template enhancements surrounding high resolution content.
5.2.2.5	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	December 2013	Maintenance release to fix specific issues.
5.2.2.4	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	October 2013	Maintenance release to fix specific issues.
6.0.2.1	1.7.2	CentOS 6.4 Java 7u9 PostgreSQL 9.2.2	August 2013	Maintenance release to fix specific issues.
5.2.2.3	1.2.2	CentOS 5.8 Java 7u9 PostgreSQL 9.2.1	August 2013	Maintenance release to fix specific issues.

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<i>Release</i>	<i>API Version</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
6.0.2	1.7.1	CentOS 6.4 Java 7u9 PostgreSQL 9.2.2	July 2013	RealPresence DMA-controlled VEQs with operator support, enhanced call/conference history and CDRs, resource priority (AS-SIP) support, ANAT support, gatekeeper blacklist, management connection whitelist, simplified history retention settings, single-server shutdown, and new conference template setting.

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# System Capabilities and Constraints

The RealPresence DMA system is available in either an appliance edition or a virtual edition.

## Appliance Edition

This version of RealPresence DMA, Appliance Edition system can be installed on the following Polycom servers:

- A Polycom Rack Server 630 (R630)
- A Polycom Rack Server 620 (R620)
- A Polycom Rack Server 220 (R220)
- A Dell PowerEdge 610 (R610)

The capabilities of the system differ according to which server you are using. For information on two-server local cluster server compatibility, see [Supported Cluster Configurations](#).

### Maximum capabilities when installed on a Polycom Rack Server 630/620/220

<i>Capability</i>	<i>Maximum for Polycom Rack Server 630/620 and Dell PowerEdge 610</i>	<i>Maximum for Polycom Rack Server 220</i>
Number of sites:	500	100
Number of subnets:	5000	1000
Number of DMA clusters in a supercluster:	5	3
Number of MCUs enabled for conference rooms:	64	5
Number of clusters enabled for conference rooms:	3	3
Concurrent conference room calls	1200-2400 per cluster 1200 per cluster (H.323 only) 2400 per cluster (SIP only)	200 per cluster
Number of concurrent SIP<->H.323 gateway calls:	500	200
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)

The following capabilities and constraints apply to each cluster in the supercluster.

<i>Capability</i>	<i>Maximum for Polycom Rack Server 630/620 and Dell PowerEdge 610</i>	<i>Maximum for Polycom Rack Server 220</i>
Number of contacts registered to a Microsoft Lync 2013 server:	25000	25000
Number of network usage data points retained:	8,000,000	8,000,000
Total concurrent calls per cluster:	5000	200
Concurrent registrations per cluster	15000	1600

## Supported Cluster Configurations

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

### Supported Two-Server Local Cluster Combinations

	<i>Dell PowerEdge 610</i>	<i>Polycom Rack Server 620 (R620)</i>	<i>Polycom Rack Server 630 (R630)</i>	<i>Polycom Rack Server 220 (R220)</i>
<i>Dell PowerEdge 610</i>	Supported	Supported	Supported	Not Supported
<i>Polycom Rack Server 620 (R620)</i>	Supported	Supported	Supported	Not Supported
<i>Polycom Rack Server 630 (R630)</i>	Supported	Supported	Supported	Not Supported
<i>Polycom Rack Server 220 (R220)</i>	Not Supported	Not Supported	Not Supported	Supported

## Virtual Edition

This version of the RealPresence DMA system is available in an edition packaged for VM-based deployment.



## Host Installation Guidelines

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

### Minimum Deployment Settings

<i>Component</i>	<i>Minimum Deployment Settings</i>
Virtual Cores	3
CPU	6000MHz
Memory	12GB
Storage	146GB
Performance	80 concurrent VMR calls 150 concurrent point to point calls

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

## Features Not Supported with the Virtual Edition

The following are differences between the Appliance and Virtual Editions of the RealPresence DMA system:

- The Polycom RealPresence DMA system, Virtual Edition, does not support two-server redundant configuration as with the Appliance Edition. Polycom recommends using VMware High Availability (HA) to protect against host-level failures. See your VMware documentation for more information.
- Maximum Security Mode is not supported by the RealPresence DMA system, Virtual Edition.

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# System and Network Requirements

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For the best reliability, deploy the Polycom RealPresence DMA system into an IP network with low latency and very little packet loss.

- In systems with Active Directory integration, the network between the RealPresence DMA system and Active Directory should have less than 200ms round-trip latency and less than 4 percent round-trip packet loss.
- The network between clusters of a RealPresence DMA supercluster should have bandwidth above 10 mbps, regardless of packet loss or latency; packet loss less than 1 percent if there is network latency of 300ms or less (one-way) or network latency below 350ms (one-way) if there is no packet loss.
- The network between the RealPresence DMA system and all MCUs should have less than 200ms round-trip latency and less than 2 percent round-trip packet loss. Since this network carries only signaling traffic (the RTP stream goes directly from the endpoint to the MCU), bandwidth is not an issue.
- The network between the RealPresence DMA system and video endpoints should have less than 200ms round-trip latency and less than 6 percent round-trip packet loss.
- Computers used to access the management interface should have a 1280x1024 minimum display resolution (wide screen, 1680x1050 or greater, recommended).
- Browser minimum requirements: Microsoft Internet Explorer® 7.0, Mozilla Firefox® 3.0, or Google Chrome 11 (with Adobe Flash plugin, not built-in Flash support).



**Note: Cannot download files from Google Chrome**

Due to a known issue with Google Chrome, files, including logs, cannot be downloaded from the browser.



**Note: Latest version of Adobe Flash Player recommended**

The Polycom RealPresence DMA system's management interface requires Adobe Flash Player. For stability and security reasons, Polycom recommends always using the latest version of Flash Player.

# Products Tested with This Release

Polycom RealPresence DMA systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible systems. Rather, it simply indicates the products that have been tested for compatibility with this release.



## Latest software versions recommended

Polycom recommends that you upgrade all of your Polycom systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. Go to [http://support.polycom.com/PolycomService/support/us/support/service\\_policies.html](http://support.polycom.com/PolycomService/support/us/support/service_policies.html) to see the current Interoperability Matrix.

## Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
<b>RealPresence Platform Infrastructure</b>	
Polycom RealPresence Platform Director	3.0
<b>Hypervisor Environments for Virtual Edition</b>	
Polycom supports mixed Hyper-V/VMware environments, but Polycom has not tested all configurations / combinations.	
Vmware vSphere® Platform	5.5, 6.x
Microsoft Hyper-V	Microsoft Windows Server 2012 R2 with the Hyper-V role enabled
<b>Management Systems and Recorders</b>	
Broadsoft BroadWorks	AS version Rel_20.sp1_1.606
Crestron Controller	4.001.1012
Crestron Polycom Build	3.1.2-2
IBM Sametime Server	Sametime 9
MS Exchange 2010	14.03.174.001 SP3 (UR4)
MS Exchange 2013	15.00.0775.038 (CU3)
Polycom RealPresence ContentConnect	1.5.1

<i>Product</i>	<i>Tested Versions</i>
Polycom MLA	3.1.2.8
Polycom Real Presence Media Suite	2.6
Polycom RealPresence Resource Manager	10.0
Polycom RSS4000	8.5.2, 8.6
Polycom TelePresence Tool	3.1.2
<b>Gatekeepers, Gateways, SIP Servers, and MCUs</b>	
ACME SBC	SCX6.4.0 MR-5 GA (Build 423)
Avaya Aura CM	R016x.03.0.124.0
Avaya Aura SM	6.3.0.8.5682
Check Point Safe@Office 1000N	8.1.46
Cisco 3241 Gateway	2.2(1.49)
Cisco 3745	12.4
Cisco ASA5505-UL-BUN-K9	8.4
Cisco ASR-1002F	3.7.2
Cisco CTMS	1.9.5
Cisco SBC	3.7.3
Cisco Telepresence Server (TPS)	4.2(4.18)
Cisco Unified Communications Manager (CUCM)	11.5.1
Cisco VCS	X8.6.1
Cisco 4505 MCU	1.72, 1.85
Fortinet Fortigate 100D	v5.0,build0252 (GA Patch 5)
Fortinet Fortigate 310B	v5.0,build0252 (GA Patch 5)
Juniper J2320	11.4
Juniper NetScreen-ISG1000	6.3.0r10.0
Lync 2010 Server	4.0.7577.710(CU13)

<i>Product</i>	<i>Tested Versions</i>
Lync 2013 Server	5.0.8308.956
Skype for Business Server	6.0.9319.235
Polycom RealPresence Access Director	4.2.3
Polycom RealPresence Distributed Media Application (DMA)	6.4
Polycom RealPresence Collaboration Server 800s	8.4
Polycom RealPresence Collaboration Server (RMX) 1800	8.7.1
Polycom RealPresence Collaboration Server, Virtual Edition	8.6.4, 8.7.1
Polycom RMX 2000, 4000 (MPMRx)	8.6.4, 8.7.1
Polycom RMX 1500, 2000, 4000 (MPMx)	8.5
Polycom RMX Gateway	8.1.6
Polycom TCSPi Adapter	3.2.5
Polycom VBP	11.2.13RC2
Polycom VBP 7301	14.1.1
Radvision ECS Gatekeeper	7.7.0.0.27
Radvision Scopia P10 Gateway	5.7.2.1.47
Redcom LSC Slice 2100	v4.0a (R3Pc)
Tandberg Gatekeeper	N6.1, N6.3
Tandberg Gateway	G3.2
<b>Endpoints</b>	
Aethra X7	12.1.7
Avaya 10XX	4.8.3(23)
Avaya 1X Communicator	6.1.9.04-SP9-132
Avaya ADVD	1_1_2_020002
Avaya Flare Desktop	1.1.3.14
Avaya Flare Mobile (iOS)	2.0.1

<i>Product</i>	<i>Tested Versions</i>
Avaya Voice Phone	S3.171b
Broadsoft BroadTouch Business Communicator for PC	20.0.1.1649
Cisco CTS	1.10.13
Cisco CTS500-32	6.1.2.1(5)
Cisco CTS500-37	1.10.5.1(4)
Cisco DX70 / DX80 / DX650	10-2-4-99
Cisco E20	4.1.7
Cisco SX10 / SX20 / SX80	CE8.0.1.1
Cisco C20 / C40 / C60 / C90	TC7.3.3
Cisco EX90	TC7.3.3
Cisco TC	7.1.1
Cisco TX	6.1.7(16)
Cisco Jabber for Windows	11.1
Cisco Jabber iPad	11.1
Cisco Jabber Video for Telepresence (windows)	4.6.3
Crestron MLA	3.1.2.8
Crestron OTX/TPX	3.1.10
Crestron RPX	3.1.10
Crestron TelePresence Tool	3.1.10
Polycom HDX	3.1.3.2, 3.1.4, 3.1.5
Huawei TE30	2.0.200
Huawei TE40	2.0.200
IBM Sametime Connect Client	Sametime 9
IBM Sametime Lotus Client	Sametime 9
IBM Sametime Web AV Client	Sametime 9

<i>Product</i>	<i>Tested Versions</i>
LifeSize Desktop client	2.0.2.191
LifeSize Express 220	5.0.9(2)
LifeSize ICON 600	2.9.1(2001)
LifeSize Passport	4.12.0(30)
LifeSize Room	4.7.22(3)
LifeSize SoftPhone	8.1.12
LifeSize Team 200	4.7.22(3)
LifeSize Team 220	5.0.9(2)
Microsoft Lync 2010 Client	4.0.7577.4446
Microsoft Lync 2013 Client	15.0.4701.1000
Polycom CMA Desktop	5.2.6
Polycom CX500/CX600	4.0.7577
Polycom CX5500	1.2.3
Polycom CX7000	1.2.0
Polycom RealPresence Group Series	5.1.2, 6.0
Polycom RealPresence Touch	4.2.0
Polycom OTX / TPX	3.1.10
Polycom PVX	8.0.16
Polycom QDX4000	4.0.2
Polycom QDX6000	4.0.3
Polycom RealPresence Desktop (Mac)	3.6
Polycom RealPresence Desktop (PC)	3.6
Polycom RealPresence Mobile Android	3.6
Polycom RealPresence Mobile IOS	3.6
Polycom RPX	3.1.10

<i>Product</i>	<i>Tested Versions</i>
Polycom Sound Point 601 SIP	5.5
Polycom SoundPoint 650 SIP	4.0.7
Polycom SoundStation IP4000 SIP	3.1.7
Polycom SoundStation IP7000	4.0.6
Polycom Telepresence M100	1.0.7
Polycom HDX	3.1.10, 3.1.11
Polycom HDX Touch Control Operating System	1.11
Polycom HDX Touch Control Panel Software	1.11
Polycom VSX	9.0, 6.2
Polycom VVX 1500	5.5
Polycom VVX 410	5.4.1
Polycom VVX 500	5.5
Polycom VVX 600	5.5
Radvision Scopia XT1000	2.5.416
Radvision ScopiaXT 5000	v3_2_1_10
Siemens OpenScape Desktop Client	V7 R0.0.6 (70.0.0.0006), V7 R1.17.0
Siemens OpenScape Media Server	V7.00.01.ALL.07_PS0010.E11
Siemens OpenScape UC	V7.00.01.ALL.07_PS0010.E11
Siemens OpenScape Voice	V7.00.01.ALL.07_PS0010.E11
Siemens OpenStage	V3_R1_31_0, V3_R1_43_0
Sony PCS-1	3.42
Sony PCS-G50	2.72
Sony PCS-G90	2.22
Sony PCS-TL50	2.42
Sony PCS-XG100	1.60



<i>Product</i>	<i>Tested Versions</i>
Sony PCS-XG80	2.46
Tandberg 150 MXP	L6.1
Tandberg 1700 MXP	F9.3.4
Tandberg 6000 MXP	F9.3.1
Tandberg Edge95 MXP	F9.3.4
<b>Directory Services</b>	
Microsoft Active Directory Domain Services	Windows Server 2012 R2 (domain and forest functional levels)
<b>Web Browser-Based Solutions</b>	
Polycom RealPresence CloudAXIS Suite	1.7
Polycom RealPresence Web Suite	2.0

## Interoperability Constraints

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

### Interoperability Issues

<i>Product</i>	<i>Description</i>	<i>Workaround</i>
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 are unable to complete the SSL handshake with the RealPresence Group Series system's MCU.	Dial out from the RealPresence Group Series system to the Cisco endpoints.
Polycom HDX	A Polycom HDX system 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 <b>Postliminary</b> feature.

<i>Product</i>	<i>Description</i>	<i>Workaround</i>
Sony, Radvision, and Avaya endpoints	In the RealPresence DMA system, the <b>Terminate calls based on failed responses to IRQs</b> call server setting is enabled by default, causing some Sony, Radvision, and Avaya endpoints to be disconnected during conferences.	In the RealPresence DMA system, disable the <b>Terminate calls based on failed responses to IRQs</b> call server setting.
Various endpoints	The RealPresence DMA system version 6.4 no longer supports 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 will 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 Cisco SX CE 8.X Administrator Guide on the Cisco website for additional details.
Skype for Business and RealPresence Desktop	When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a point-to-point call, the call does not include video media.  As an alternative, if Skype for Business joins a VMR or RealConnect™ conference with RealPresence Desktop, the conference will include video.	When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a VMR call, the call does include video.
Polycom HDX endpoints	Polycom HDX endpoints can be used with Lync Server but do not support Skype for Business video conferencing.	
Virtual Entry Queues	On RealPresence DMA systems, Virtual Entry Queues (VEQs) do not support direct dialing from Skype for Business clients into the RealPresence Platform.	

# Installation and Upgrade Notes

The upgrade package for this software version allows any version 6.1.x, 6.2.x, or 6.3.x RealPresence DMA system to be upgraded to version 6.4. You can download the upgrade package from the [RealPresence DMA support portal](#).

For complete instructions on how to upgrade your systems, see the *RealPresence DMA System Operations Guide*. See the section “Add Required DNS Records for the Polycom RealPresence DMA System” in the *Polycom RealPresence DMA System Operations Guide* and online help to ensure that you have the correct DNS entries for a successful deployment.

## Supported Upgrade Paths

The following table outlines the upgrade paths you can take to upgrade to this release, depending on what version your system is currently running. Read the release notes for each version in your upgrade path to be aware of any upgrade notes.

RealPresence DMA system versions previous to 6.1.x require an interim upgrade(s) before you can upgrade to 6.4.0.

When upgrading from DMA 6.1.x, 6.2.x, or 6.3.x to 6.4.0, the system will not preserve the call history information. To keep this data, backup the databases, upgrade the RealPresence DMA system, and then restore the databases.

Current Version		Intermediate Upgrade		Intermediate Upgrade		Final Upgrade	New License Required?
5.0.x, 5.1.x, 5.2.0	→	5.2.1 <sup>1</sup>	→	6.2.2.2 <sup>2</sup>	→	6.4.0 <sup>3</sup>	Yes
5.2.1, 5.2.2, 6.0.x			→	6.2.2.2 <sup>2</sup>	→	6.4.0 <sup>3</sup>	Yes
6.1.x, 6.2.x					→	6.4.0 <sup>3</sup>	Yes
6.3.x					→	6.4.0 <sup>3</sup>	Yes

1. Use [DMA-upgrade\\_5.2.2.6-bld9r144761.bin](#) to upgrade to 5.2.x.
2. Use [6.2.2\\_P2\\_Build\\_202581-rppufconv.bin](#) to upgrade to 6.2.2.2.
3. Use [6.4.0\\_Build\\_224194-full.bin](#) to make the final upgrade to 6.4.0.

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# Consequences of Enabling Maximum Security Mode

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Enabling the **Maximum security** setting is *irreversible* and has the following significant consequences:

- All unencrypted protocols and unsecured access methods are disabled.
- The boot order is changed and USB ports are disabled so that the server(s) can't be booted from the optical drive or a USB device.
- A BIOS password is set.
- The port 443 redirect is removed, and the system can only be accessed by the full URL (`https://<IP>:8443/dma7000`, where <IP> is one of the system's management IP addresses or a host name that resolves to one of those IP addresses).
- For all server-to-server connections, the system requires the remote party to present a valid X.509 certificate. Either the Common Name (CN) or Subject Alternate Name (SAN) field of that certificate must contain the address or host name specified for the server in the Polycom RealPresence DMA system.

Polycom RealPresence Collaboration Server and RMX MCUs don't include their management IP address in the SAN field of the CSR (Certificate Signing Request), so their certificates identify them only by the CN. Therefore, in the Polycom RealPresence DMA system, a Polycom MCU's management interface must be identified by the name specified in the CN field (usually the FQDN), not by the IP address.

Similarly, an Active Directory server certificate often specifies only the FQDN. So in the Polycom RealPresence DMA system, identify the enterprise directory by FQDN, not by the IP address.

- Superclustering is not supported.
- The Polycom RealPresence DMA system can't be integrated with Microsoft Exchange Server and doesn't support virtual meeting rooms (VMRs) created by the Polycom Conferencing Add-in for Microsoft Outlook.
- Integration with a Polycom RealPresence Resource Manager or CMA system is not supported.
- On the **Banner** page, **Enable login banner** is selected and can't be disabled.
- On the **Login Sessions** page, the **Terminate Session** action is not available.
- On the **Troubleshooting Utilities** menu, **Top** is removed.
- In the **Add User** and **Edit User** dialogs, conference and chairperson passcodes are obscured.
- After **Maximum security** is enabled, management interface users must change their passwords.
- If the system is not integrated with Active Directory, each local user can have only one assigned role (Administrator, Provisioner, or Auditor).

If some local users have multiple roles when you enable the **Maximum security** setting, they retain only the highest-ranking role (Administrator > Auditor > Provisioner).

- If the system is integrated with Active Directory, only one local user can have the Administrator role, and no local users can have the Provisioner or Auditor role.

If there are multiple local administrators when you enable the **Maximum security** setting, the system prompts you to choose one local user to retain the Administrator role. All other local users, if any, become conferencing users only and can't log into the management interface.

Each enterprise user can have only one assigned role (Administrator, Provisioner, or Auditor). If some enterprise users have multiple roles (or inherit multiple roles from their group memberships), they retain only the lowest-ranking role (Administrator > Auditor > Provisioner).

- Local user passwords have stricter limits and constraints (each is set to the noted default if below that level when you enable the **Maximum security** setting):
  - Minimum length is 15-30 characters (default is 15).
  - Must contain 1 or 2 (default is 2) of each character type: uppercase alpha, lowercase alpha, numeric, and non-alphanumeric (special).
  - Maximum number of consecutive repeated characters is 1-4 (default is 2).
  - Number of previous passwords that a user may not re-use is 8-16 (default is 10).
  - Minimum number of characters that must be changed from the previous password is 1-4 (default is 4).
  - Password may not contain the user name or its reverse.
  - Maximum password age is 30-180 days (default is 60).
  - Minimum password age is 1-30 days (default is 1).
- Other configuration settings have stricter limits and constraints (each is set to the noted default if below that level when you enable the **Maximum security** setting).

Session configuration limits:

- Sessions per system is 4-80 (default is 40).
- Sessions per user is 1-10 (default is 5).
- Session timeout is 5-60 minutes (default is 10).

Local account configuration limits:

- Local user account is locked after 2-10 failed logins (default is 3) due to invalid password within 1-24 hours (default is 1).
- Locked account remains locked either until unlocked by an administrator (the default) or for a duration of 1-480 minutes.

- Software build information is not displayed anywhere in the interface.
- You can't restore a backup made before the **Maximum security** setting was enabled.
- If you're using the Mozilla Firefox browser, you need to configure it to support TLS version 1.1 so that it can function correctly with a RealPresence DMA system configured for Maximum Security Mode.

# Resolved Issues

The following table lists the issues resolved in RealPresence DMA system version 6.4.

## Resolved Issues

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Call Detail Records	DMA-14415	6.0.2	When CDR data is exported, the File Download progress indicator does not show progress, which makes it appear as though the RealPresence DMA system is frozen.
SIP	DMA-14974	6.2.0	SIP peer detection does not apply the peer authentication configuration regardless of which incoming port a SIP message from an endpoint uses.
ITP Endpoint	DMA-15168	6.3.0	The RealPresence DMA system displays the alert message “improperly configured” when registering an interactive telepresence SIP endpoint.
Integration-RealPresence Resource Manager	DMA-15130	6.2.1, 6.3.0	The RealPresence DMA system does not have a grace period for conference start times to compensate for slight time differences between the system and a RealPresence Resource Manager system, causing scheduled conferences to fail.
Memory	DMA-15917	6.1.3 P1 HF2	DMA memory leaks can be caused when the RealPresence DMA system receives SIP invite that is empty.
Active Call	DMA-15994	6.3.1.2	In some cases, the RealPresence DMA system does not clear a call from the active call list in the dashboard despite receiving a DRQ from the RMX.
Memory	DMA-15909	6.1.3 P1 HF2	A small amount of memory is not being released when a SIP call terminates, thereby causing performance issues after several months of heavy loading.
User Interface	DMA-16184	6.3.2.1	The “Lync conference ID query timeout (seconds)” field in the RealPresence DMA user interface does not contain a help button that links to a definition of the field.
API	DMA-16203	6.3.2.2	Memory leak occurs when using the subscriptions/send-update-notification-now API.
Call Detail Records	DMA-14368	6.2.0	A large number of entries are added to the RealPresence DMA system database for un-locatable calls, which causes generation of CDRs to take an excessive amount of time.

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Other	DMA-15391	6.1.3	Calls cannot be completed due to Null Pointer Exception (NPE) error.
SBC	DMA-16162	6.3.1.2	When the RealPresence DMA system sends a call to the session border controller defined for the site the call came from, the call goes instead to the external endpoint IP address.
WebRTC	DMA-16235	6.3.2.1	The WebRTC ICE gathering timeout on waiting for the final ICE notification is 30 seconds and needs to be extended to two minutes.
Logs	DMA-16276	6.2.1	Excessive logging by the Apache CXF framework prevents the ability to automatically roll logs.
SNMP	DMA-16066	6.3.0.2	Version 6.3.0.2 of the RealPresence DMA system does not send clear traps for SNMP.
Call Detail Records	DMA-16213	6.3.1	The call details in call history reports display a dial string that always ends with "width='100%'".
Integration-RealPresence Resource Manager	DMA-14188	6.1.2	Integration of the RealPresence DMA system with the RealPresence Resource Manager system fails when the primary DNS server is unreachable.
Memory	DMA-16145	6.2.1	The RealPresence DMA system writes critical data to memory that can be swapped out to disk, causing the system to be unresponsive.
Call Detail Records	DMA-16199	6.3.1	The RealPresence DMA system records VEQ calls as call type VMR in the CDRs after upgrading to version 6.3.1, which causes incorrect customer metric reports in Polycom RealAccess.
Upgrade	DMA-16270	6.3.2.0	When upgrading a RealPresence DMA supercluster from 6.3.0 to 6.3.2.2, all data is lost following the upgrade, except for the IP configuration.
Call Detail Records	DMA-16518	6.3.2.2	Cannot download a CDR file from a RealPresence DMA supercluster.
Integration-RealPresence Resource Manager	DMA-16132	6.3.0	A RealPresence DMA system integrated with a RealPresence Resource Manager system fails to associate a dynamically managed endpoint with the owner based on credentials.

<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Call Detail Records	DMA-16448	6.1.2	When the RealPresence DMA system rejects a bandwidth request for a call, even if the call continues normally and the endpoint successfully disconnects, insufficient bandwidth is reported as the reason for termination in the call detail record.
Memory	DMA-16442	6.3.1.1	A memory leak is caused by the GatekeeperBlackListImpl even when the feature is disabled.
Memory	DMA-16410	6.3.1.2	A memory leak occurs in SIP-signaling related objects, including SIPDialog, SIPRequest, and ProxySession.
Memory	DMA-16411	6.3.1.2	A memory leak occurs in SIP TLS connections.
SIP Stack	DMA-16315	6.3.2	An EnhancedTimerTask is being passed a negative value, causing a validation exception and killing the thread.
SIP	DMA-16286	6.2.0	SIP peer detection does not apply the peer authentication configuration regardless of which incoming port a SIP message from an endpoint uses.
Logging	DMA-16280	6.3.2.1	The RealPresence DMA system does not log Polycom peer device checks.
Logging	DMA-16276	6.2.1	Excessive logging in the RealPresence DMA system can cause an inability to automatically roll logs.
Upgrading	DMA-16270	6.3.2.1	After upgrading the RealPresence DMA system, all configuration data is lost, except for the IP address configuration.
User Interface	DMA-16261	6.3.2.1	The help button next to the “Lync conference ID query timeout (seconds)” field in the RealPresence DMA user interface does not link to a definition of the field.
WebRTC	DMA-16235	6.3.2.1	The timeout period on the RealPresence DMA system on waiting for the final WebRTC ICE gathering notification from a browser is 30 seconds but needs to be extended to two minutes.
Call Detail Records	DMA-16213	6.3.1	The dial string in a RealPresence DMA system call detail record always ends with “width=100%.”
Memory	DMA-16203	6.3.2.2	Memory leak occurs when the subscriptions/send-update-notification-now API is used.
Registration History	DMA-15594	6.3.0.2	Registration History shows the same endpoint multiple times and the duplicates all appear as Active.



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<i>Category</i>	<i>Issue Number</i>	<i>Found in Version</i>	<i>Description</i>
Other	DMA-16289	6.4.0	A RealPresence DMA system and Lifesize ICON Series TCP-SIP and TLS-SIP call fails.
Log Files	DMA-16496	6.4.0	Cannot forward “secure.log,” “messages.log” and “audit.log” log files to a central log management server.
Call Data Records	DMA-16518	6.3.2.2	Cannot download a CDR file in a RealPresence DMA system supercluster.
Preliminary Script	DMA-16266	6.3.2.2	A preliminary script search to get the header value from a SIP message is case-sensitive, but SIP header names are case-insensitive.

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# Known Issues

The following table lists known issues of the Polycom RealPresence DMA system version 6.4.0.

## Known Issues

<i>Category</i>	<i>Issue No.</i>	<i>Release Found</i>	<i>Description</i>	<i>Workaround</i>
SIP	DMA-16222	6.3.1.2	The RealPresence DMA system rejects or drops calls and SIP service has a slow response time.	
Call Detail Records	DMA-16146	6.3.2 P2	The columns in downloaded CDRs for different parameters report "0" values or are not populated, including the columns for Jitter and Latency data.	
RealPresence Access Director Integration	DMA-16195	6.3.1.2	The RealPresence Access Director system initiates inbound calls from unregistered clients in the RealPresence DMA system but then disconnects the call, causing the RealPresence DMA system to generate an error.	
SIP	DMA-16073	6.2.2.2	The RealPresence DMA system stops processing SIP calls, prompting the system to reboot.	
Traffic Capture	DMA-16067	6.2.1.2	The tcpdump packet analyzer in the system logs does not capture traffic in the signaling interface.	
Other	DMA-16063	6.2.1.2	Keepalive is not enabled on the outbound socket connection on calls from the RealPresence DMA system to an RMX. Firewall rules may close the socket when the RealPresence DMA system doesn't use the socket for a period of time, causing calls to drop.	
Certificates	DMA-16031	6.3.1 P2	The RealPresence DMA system populates a Certificate Signing Request (CSR) with default SAN entries if all SANs are deleted when generating the CSR. The default SANs cannot be seen in the user interface.	

<i>Category</i>	<i>Issue No.</i>	<i>Release Found</i>	<i>Description</i>	<i>Workaround</i>
User Interface	DMA-16087	6.2.1	The "Time since last refresh" of the RealPresence Resource Manager System Integration pane has an incorrect label and color.	
Territory Failover	DMA-16279	6.1.3	A RealPresence DMA system territory failover occurs when ActiveCallManager blocks all port 8444 traffic for several minutes.	
MCU	DMA-16436	6.1.3	Multiple RealPresence DMA systems in a supercluster that are using the same MCU can each move 3 calls-per-second to a new MCU, causing it to fail. Cascading then causes other MCUs to fail.	
User Interface	DMA-16438	6.3.1.1	In <b>H.323 Settings</b> on the <b>Call Server Settings</b> page, if you select the <b>Dynamically blacklist signaling from hyperactive endpoints</b> checkbox but do not click <b>Update</b> , then leave the page and return, the checkbox is still selected although the setting is not truly activated and <b>Update</b> is grayed out.	If the <b>Dynamically blacklist signaling from hyperactive endpoints</b> checkbox is checked and <b>Update</b> is grayed out, uncheck the setting and check it again. <b>Update</b> is now available. Click it.
Session Border Controller	DMA-16498	6.3.1	The RealPresence DMA system does not notify Acme Packet session border controllers that the system does not support additive registrations, causing an SBC's registration to expire after 300 seconds.	
MCU	DMA-16541	6.1.3 P2 HF2	The RealPresence DMA system periodically reports that an MCU is not configured for sufficient user connections.	
RealPresence Resource Manager Integration	DMA-16542	6.3.0.2	If the integration between a RealPresence DMA system and RealPresence Resource Manager system fails, an endpoint's registration user association will be empty. Any registration policy based on user association decisions will be broken	

<i>Category</i>	<i>Issue No.</i>	<i>Release Found</i>	<i>Description</i>	<i>Workaround</i>
Presence	DMA-16543	6.3.0.2	The RealPresence DMA system does not create the VMR contacts in an Active Directory domain controller and the Lync contacts on a Lync server that are necessary to publish presence status.	
RealPresence Resource Manager Integration	DMA-16544	6.3.0	Endpoints that are registered to the RealPresence DMA system and then synced with the RealPresence Resource Manager system appear as Edgewater VBP devices in the RealPresence Resource Manager system.	
API	DMA-16584	6.3.2.2	An API call to the dial-out participant list for a VMR conference started through the API shows a dial-out participant is connected but with null values for the passback and passthru fields.	
Conference Room API	DMA-16488	6.3.0	<p>A conference and/or a chairperson passcode can be associated with a user and a VMR the user owns. Subsequent VMRs created for the user will inherit the respective passcodes. For passcodes in use, the RealPresence DMA user interface distinguishes between an inherited passcode and a passcode created as an override for a specific VMR.</p> <p>A round trip of a VMR through the Conference Room API disables the ability for the API-edited VMR to inherit passcodes associated with the user.</p>	
RealPresence Resource Manager Integration	DMA-16401	6.3.0	The RealPresence DMA system shows a RealPresence Resource Manager system as unreachable when the RealPresence Resource Manager system has an IPv6 address.	
Other	DMA-16550	6.0.0	A RealPresence DMA gateway call cannot be resumed at an H.323-registered RealPresence Group Series endpoint once the call has been placed on hold.	

<i>Category</i>	<i>Issue No.</i>	<i>Release Found</i>	<i>Description</i>	<i>Workaround</i>
WebRTC	DMA-16602	6.4.0	The RealPresence DMA system default conference template allows inconsistent settings for WebRTC and <b>Conference Mode</b> .	When the conference template allows WebRTC calls to MCUs, the <b>Conference Mode</b> must be changed to <b>AVC only</b> .
RealPresence Resource Manager Integration	DMA-16580	6.4.0, 6.3.2	For a conference managed by the RealPresence Resource Manager system, no RealPresence DMA system participant notification is displayed for a guest endpoint or, if displayed, the extension for the guest participant is null.	
Other	DMA-16609	6.1.3.1.2	The RealPresence DMA system's routing algorithm favors video capacity over audio capacity.	
Other	DMA-16603	6.3.2.2	The RealPresence DMA system drops calls from H.323 dialout participants when two different conferences land on a different RMX, but each conference has the same RMX conference ID. As the non-dialout participants from one conference hang up, calls from any H.323 dialout participant in the other conference with a matching participant ID are also disconnected.	
Call History	DMA-16607	6.3.2.2	A RealPresence DMA system dial rule displays correctly in active calls but displays as unresolved in call history.	
Other	DMA-16551	6.2.1	External endpoints dialing in to an RMX conference through two Cisco VCS devices and the RealPresence DMA system cannot connect to the conference.	
MCU Pool Order	DMA-16620	6.4.0	When a RealConnect or MeetNow conference starts, ends, then starts again within 15 minutes, the second conference instance uses the wrong MCU pool order.	
SIP	DMA-16612	6.4.0	The timer task that generates SIP session refreshes may fail before sending out any refresh. Long lasting calls for which the RealPresence DMA system is the session refresher may terminate unexpectedly.	

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# Get Help

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For more information about installing, configuring, and administering Polycom products, refer to the Documents and Downloads section at [Polycom Support](#).

## The Polycom Community

[The Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

## Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services will help customers successfully design, deploy, optimize, and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server or Lync 2010 Server integrations. For additional information, please see [http://www.polycom.com/services/professional\\_services/index.html](http://www.polycom.com/services/professional_services/index.html) or contact your local Polycom representative.

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