



Release Notes

Polycom® Distributed Media Application™ (DMA®) 7000 System, Version 6.0.1J Release

Polycom® announces the release of its Polycom® Distributed Media Application™ (DMA®) 7000 System, version 6.0.1J. This document provides the latest information about this release.

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Introducing the Polycom DMA 7000 System



This software, when configured per the guidance provided in this guide, is designed to meet the latest U.S. Department of Defense (DoD) security requirements for listing on the Unified Capabilities (UC) Approved Products List (APL) as maintained by the Defense Information Systems Agency (DISA) Unified Capabilities Connection Office (UCCO).

For more information about the UC APL process, please visit the [UCCO website](#).

The Polycom DMA 7000 system is a highly reliable and scalable video collaboration infrastructure solution. It has two key components, the Conference Manager function and the Call Server function, described below.

Use of this software constitutes acceptance of the terms and conditions of the Polycom DMA 7000 system end-user license agreement on page 29.

Conference Manager

- ❑ Provides a highly reliable and scalable multipoint conferencing solution that distributes voice and video calls across multiple media servers (MCUs), creating a single seamless resource pool. The system essentially behaves like a single large MCU, which greatly simplifies video conferencing resource management, improves efficiency, and facilitates ad hoc (reservationless) conferencing.
- ❑ Supports up to 64 MCUs and 1200 concurrent conference (virtual meeting room, or VMR) calls.
- ❑ MCUs can be added on the fly without impacting end users and without requiring re-provisioning.

Call Server

- ❑ Provides complete endpoint registration and call routing services for both H.323 and SIP protocols.
- ❑ Also serves as a gateway between H.323 and SIP, enabling enterprises with legacy H.323 devices to begin transitioning to the use of SIP in a gradual, orderly, and cost-effective manner.
- ❑ Provides bandwidth management, including tracking resource usage and controlling excessive resource usage.
- ❑ Can be integrated with a Juniper Networks Session and Resource Control Module (SRC) that provides bandwidth assurance services.
- ❑ Comes with a default dial plan that covers many common scenarios, but which can be modified in a simple, but powerful and flexible, way.

The Call Server makes it possible for multiple UC environments and different video conferencing technologies to be unified across the network into a single dial plan.

Clustering and Superclustering

The Polycom DMA system can be configured as a *cluster* of two co-located servers, providing a highly reliable system with no single point of failure. It can also be deployed as a *supercluster* of up to five geographically dispersed, but centrally managed, DMA system clusters (two-server or single-server) to provide even greater reliability, geographic redundancy, and better network traffic management. Up to three of the clusters in a supercluster can have Conference Manager enabled.

The clusters in a supercluster share a common data store. Each cluster maintains a local copy of the data store, and changes are replicated to all the clusters.

A five-cluster supercluster supports up to 25,000 concurrent calls and 75,000 registrations.

Other Key Features

The Polycom DMA 7000 system also:

- ❑ Integrates with Microsoft® Active Directory®, automating the task of provisioning users for video conferencing. Combined with its advanced resource management, this makes ad hoc video conferencing on a large scale feasible and efficient, reducing or eliminating the need for conference scheduling.
- ❑ Integrates with Microsoft Exchange Server, enabling users who install the Polycom Conferencing Add-in for Microsoft Outlook to set up Polycom Conferencing meetings in Outlook.
- ❑ Integrates with a Polycom RealPresence® Resource Manager or CMA system to obtain site topology and user-to-device association data.
- ❑ Includes the RealPresence Platform Application Programming Interface (API), which provides programmatic access to the Polycom DMA system for the following:
 - Provisioning
 - Conference control and monitoring
 - Call control and dial-out
 - Billing and usage data retrieval
 - Resource availability queries

The API uses XML encoding over HTTPS transport and adheres to a Representational State Transfer (REST) architecture.

The RealPresence Platform API is licensed separately for use by third-party client applications.



A Polycom RealPresence Resource Manager system can access the API without needing an API license. An API license is only needed if a client application that you or a third party develop is going to access the API.

- ❑ SNMP support

An SNMP agent provides access to MIBs for the DMA application, CentOS operating system, Java Virtual Machine, and server hardware, enabling your network management system to monitor the Polycom DMA system and receive notifications (traps and informs).

The system supports SNMPv3 communications with authentication and privacy.

System Capabilities and Constraints

The following capabilities and constraints apply to the entire supercluster:

- ❑ Number of sites: 500
- ❑ Number of subnets: 5000
- ❑ Number of clusters in a supercluster: 5 (not counting an integrated Polycom RealPresence Resource Manager or CMA system)
- ❑ Number of MCUs enabled for conference rooms: 64

- ❑ Number of territories enabled for conference rooms (Conference Manager enabled): 3
- ❑ Number of concurrent VMR calls: 1200 per cluster (Conference Manager), up to 3600 total
- ❑ Number of concurrent SIP<->H.323 gateway calls: 500
- ❑ Size of Active Directory supported: 1,000,000 users and 1,000,000 groups (up to 10,000 groups may be imported)

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

- ❑ Number of registrations: 15000
- ❑ Number of concurrent H.323 calls: 5000
- ❑ Number of concurrent SIP calls: 5000
- ❑ Total number of concurrent calls: 5000
- ❑ Number of network usage data points retained: 8,000,000
- ❑ Number of IRQ messages sent per second: 100
- ❑ Maximum number of history records retained per cluster (lower limits can be set on the History Retention Settings page):
 - 500,000 registration history
 - 2,000,000 registration signaling
 - 500,000 call history
 - 200,000 conference history

What's New in the Version 6.0.1J Release

The Polycom DMA system version 6.0.1J includes the following new features (version 6.0.0 was not formally released). For more information on these new features, see the *Polycom DMA 7000 System Operations Guide* and the online help.

- ❑ DMA-controlled IVR services for VEQs

This version of the Polycom DMA system supports a new type of virtual entry queue (VEQ) on supporting Polycom RealPresence Collaboration Server and RMX® MCUs (v8.1 or newer). The DMA system controls the new VEQs via API commands to the MCU hosting the VEQ call.
- ❑ Support for custom prompt sets in DMA-controlled VEQs

You can install multiple prompt sets in this version of the DMA system and assign one to each DMA-controlled VEQ. Each prompt set contains a set of audio prompts and video slides, making it easy to customize the IVR experience in terms of language or branding.
- ❑ Support for operator assistance in DMA-controlled VEQs

In DMA-controlled VEQs, operator assistance settings specify the SIP URI to which a call should be routed for operator assistance (help desk) and the configuration options governing when a call is routed to that URI. A call in the VEQ's IVR call flow is redirected to the specified operator or help desk URI when:

 - No IVR resources are available.

- The caller failed to enter the correct conference ID or passcode a configurable number of times.
 - The caller failed to respond to a prompt for a configurable number of seconds.
 - The caller entered the DTMF command (configurable) for requesting operator assistance.
- ❑ Call/Conference History and CDR enhancements
- Call History detail records and CDRs have been expanded to include:
- For rejected SIP calls, the SIP code and reason.
 - For SIP calls, model and version information for the originating and destination devices.
 - For SIP ITP and TIP calls, the number of screens the room has.
 - The minimum and maximum resolution used on the video channel and the content channel (available only for AVC calls using SIP signaling and a compatible Polycom RealPresence Collaboration Server or RMX MCU).
 - Packet statistics (jitter, latency, and packet loss) for the video channel and content channel (available only for AVC calls using SIP signaling and a compatible Polycom RealPresence Collaboration Server or RMX MCU).
 - For SIP calls, the INVITE's From header.
 - The call ID of the originating and destination endpoint.
- Conference History detail records and CDRs have been expanded to include the maximum number of resources (ports) used for the conference (available only for conferences on a Polycom MCU that provides this information).
- ❑ Resource priority support
- In an Assured Services SIP (AS-SIP) environment, a Local Session Controller (LSC) can provide priority-based precedence and preemption services to ensure that the most important calls get through. This version of the Polycom DMA system supports such resource prioritization mechanisms. A resource priority namespace and value can be assigned to each conference room. Conference rooms with no assigned resource priority use the system default specified in Conference Settings. The string `namespace:value` is used in the SIP Resource-Priority header of outbound calls from conference rooms (VMRs).
- ❑ Improved Call Server Settings page
- The Call Server Settings page has been reorganized for greater clarity and usability. Three collapsible sections separate the general, SIP, and H.323 settings.
- ❑ Configurable gatekeeper blacklist settings
- The system can be set to add H.323 endpoints to its blacklist (ignoring their signaling messages) when they send duplicate RRQ or GRQ messages in excess of configurable criteria.
- ❑ ANAT support
- The system can be configured to support Alternative Network Address Types (ANAT) signaling (RFC 4091 and RFC 4092) in the Session Description Protocol (SDP) for the purpose of negotiating IP version in a dual-stack (IPv4 + IPv6) environment.
- ❑ Configurable management connection whitelist
- The system can be set to allow connections on ports 8443 (management interface and API) and 161 (SNMP) only from specified IP addresses or address ranges.

Server Change for New System Installations

The DMA system uses a Polycom-branded Dell server. The Dell server used for new DMA system version 6.0 installations has changed from the PowerEdge R610 to the PowerEdge R620 server. In general, this change will be transparent to customers, with one exception: a monitor and USB keyboard are required to run the Dell server diagnostic utilities on the R620 server.

Please note:

- ❑ Earlier versions of the DMA system software have not been tested and so are not supported on the R620 server.
- ❑ The Dell server diagnostic utilities are to be used only under the direction of Polycom Global Services.

Software Version History

Version	Release Date	Features
6.0.1J	December 2013	DMA-controlled IVR, custom prompt sets, operator assistance support, history and CDR enhancements, resource priority support, ANAT support, Call Server Settings improvements, gatekeeper blacklist, management connection whitelist. CentOS version changed from 5.8 to 6.4. PostgreSQL version changed from 9.2.1 to 9.2.2.
5.2.2.4	September 2013	Maintenance release to fix specific issues.
6.0.2.1	August 2013	Maintenance release to fix specific issues.
5.2.2.3	August 2013	Maintenance release to fix specific issues.
6.0.2	July 2013	DMA-controlled IVR services for VEQs with custom prompt sets and operator assistance, call/conference history and CDR enhancements, AS-SIP resource priority support, gatekeeper blacklist, management connection whitelist, ANAT support, individual server shutdown/restart.
5.2.2.2	July 2013	Maintenance release to fix specific issues.
5.2.2	June 2013	Maintenance release to fix specific issues.
5.2.1	March 2013	Maintenance release to fix specific issues.
5.2.0	December 2012	Cascading for size, mixed AVC/SVC conferences, FW NAT keep-alive, improved subscription events reporting, new MCU support, enhanced API control of MCUs, removal of XMPP server. Database changed from MySQL to PostgreSQL 9.2.1.
5.0.2	December 2012	Maintenance release to fix specific issues.
5.1.0_P1	December 2012	Maintenance release to fix specific issues.
5.1.0	November 2012	SVC conferencing, RFC 4575 support, untrusted traffic identification and handling, network setting changes, upgrade process monitoring, configuration-only backups.
5.0.1	September 2012	Maintenance release to fix specific issues.
4.0.3_P4	August 2012	Maintenance release to fix specific issues.
5.0.0	July 2012	RealPresence Platform API, SNMP support, device authentication enhancements, SIP enhancements, log forwarding, ITP support enhancements, performance improvements.
4.0.3_P3	July 2012	Maintenance release to fix specific issues.

Version	Release Date	Features
4.0.3_P2	July 2012	Not released for General Availability.
4.0.3_P1	May 2012	Maintenance release to fix specific issues, plus new call server option and subnet naming.
4.0.3	March 2012	Maintenance release to fix specific issues, plus authentication, SIP peer and endpoint enhancements, AD integration and database performance improvements, and new registration policy script variable.
4.0.2	February 2012	Maintenance release to fix specific issues.
4.0.1	December 2011	Maintenance release to fix specific issues.
4.0.0	October 2011	Registration control, GK IPv6 support, Dashboard enhancements, SIP interoperability enhancements, maximum security mode.
3.0.0_P1	September 2011	Maintenance release to fix specific issues.
3.0.0	July 2011	Call Server, superclustering, Juniper SRC integration, new Dashboard, new reporting and monitoring pages, new licensing.

The Consequences of Enabling Maximum Security Mode

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 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 DMA system, a Polycom MCU's management interface must be identified by the name specified in the CN field (usually the FQDN), not by IP address.

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

- Superclustering is not supported.
- The Polycom 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** dialog boxes, 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.
- ❑ File uploads may fail when using the Mozilla Firefox browser unless the proper steps have been taken. See the *Polycom DMA 7000 System Deployment Guide for Maximum Security Environments*, the *Polycom DMA 7000 System Operations Guide*, or the online help.

System Requirements

- ❑ For best reliability, deploy the Polycom DMA 7000 system into a good-quality IP network with low latency and very little packet loss.
 - In systems with Active Directory integration, the network between the DMA system and Active Directory should have less than 200 ms round-trip latency and less than 4% round-trip packet loss.
 - The network between clusters of a Polycom DMA supercluster should have less than 200 ms round-trip latency and less than 2% round-trip packet loss.
 - The network between the Polycom DMA system and all MCUs should have less than 200 ms round-trip latency and less than 2% 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 Polycom DMA system and video endpoints should have less than 200 ms round-trip latency and less than 6% round-trip packet loss.
- ❑ Computers used to access the management interface should have 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).



The Polycom DMA system's Flex-based management interface requires Adobe Flash Player. For stability and security reasons, we recommend always using the latest version of Flash Player.

Installation and Upgrade Notes

New System Installation

Installation of new Polycom DMA 7000 systems is managed through Polycom Global Services. For more information, please contact your Polycom sales or support representative.

Existing System Upgrade

Due to the change to the CentOS v6.4 operating system, it's not possible to directly upgrade to DMA version 6.0.x from earlier versions. A clean installation is required. To prevent data loss, versions 6.0.x include scripts for migrating the backed-up data (configuration and transaction) from a version 5.2 system (with or without service packs or patches) to version 6.0.1J. The procedure for upgrading to version 6.0.x consists of these steps:

1. If the DMA system is running version 4.x, 5.0, or 5.1, upgrade it to version 5.2.



See “DNS Records Requirement Changes” and, if applicable, “Version 5.0 to 5.1 IP Addressing Change” on page 10 regarding configuration changes you may need to make before proceeding.

2. Create a configuration-only or, if you want to preserve transaction data, full backup and download it to your PC.
3. Download the version 6.0.x ISO and burn it to disk.
4. Perform a clean install of 6.0.x from disk as described in the *Getting Started Guide*.
5. Upload the backup file you created prior to installing version 6.0.x.
6. Restore configuration data and, optionally, transaction data from the backup file.

This upgrade requires a new license key after the upgrade.

Version 5.0 to 5.1 IP Addressing Change

Prior to version 5.1, a single-server DMA system had two host names and two IP addresses (plus two more of each for the signaling network in split network configuration), a physical host name and IP address and a virtual host name and IP address. Beginning with version 5.1, a single-server system no longer has a virtual host name and IP address. All references to the system use the physical host name and physical IP address. (Exception: If only IPv6 is enabled, the system must have two addresses, so a single-server IPv6-only system must still have a virtual host name and IP address.)

When a single-server version 5.0 DMA system (unless configured for IPv6 only) is upgraded to version 5.1 or later, the previous version’s virtual host name(s) and IP address(es) become the upgraded version’s physical host name(s) and IP address(es). This is done because in prior versions, all access to the DMA system was supposed to use the virtual host name or IP address. Using the previous version’s virtual host name(s) and IP address(es) as the new physical host name(s) and IP address(es) ensures that external devices can access the system without having to be reprovisioned.



Whether the virtual host name(s) and IP address(es) are required depends on the **System server configuration** setting. If a single-server DMA system is configured as a two-server system (not recommended), it continues to require the virtual host name(s) and IP address(es).

See the *Polycom DMA 7000 System Operations Guide* and online help for upgrading and licensing procedures.

DNS Records Requirement Changes

Prior to version 5.2, enterprise DNS A/AAAA records for the physical host names of the DMA system were optional, but strongly recommended, and the NS records needed to support the Embedded DNS feature identified the DMA system’s embedded DNS servers by their virtual host names. Versions 5.2 and later require the following changes:

- A/AAAA records for both the physical and virtual host names are mandatory.
- The Embedded DNS feature requires a DNS NS record for the physical host name of each server in each cluster in the supercluster.
- NS records for the virtual host names must not exist.

See “Add Required DNS Records for the Polycom DMA System” in the *Polycom DMA 7000 System Operations Guide* and online help for details.

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 Server integrations. For additional information, please see http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

Interoperability

Integration with Polycom MCUs

To support the Polycom DMA system’s **High security** setting, configure the Polycom RealPresence® Resource Manager and RMX MCUs being added to the system to accept encrypted (HTTPS) management connections.

The Polycom DMA system uses conference templates to define the conferencing experience associated with a conference room or enterprise group. Conference templates can be free-standing or linked to a Polycom MCU conference profile. If you link templates to conference profiles, make sure the profiles exist and are defined the same on all the Polycom MCUs that the Polycom DMA system uses.

Refer to the *Polycom DMA 7000 System Operations Guide* or online help for more information on setting up MCUs for the Polycom DMA system. Refer to the *Administrator’s Guide* for your MCU for more information on enabling encrypted connections and creating conference profiles.



In order to efficiently manage multiple calls as quickly as possible, the Polycom DMA system uses multiple connections per MCU. By default, a Polycom MCU allows up to 20 connections per user (the MAX_NUMBER_OF_MANAGEMENT_SESSIONS_PER_USER system flag). We recommend not reducing this setting. If you have a DMA supercluster with three Conference Manager clusters and a busy conferencing environment, we recommend increasing this value to 30.



The Automatic Password Generation feature, introduced in version 7.0.2 of the Polycom MCU software, is not compatible with the Polycom DMA system. On Polycom MCUs to be used with the Polycom DMA system, disable this feature by setting the system flags NUMERIC_CONF_PASS_DEFAULT_LEN and NUMERIC_CHAIR_PASS_DEFAULT_LEN both to 0 (zero).



If the conference template selected for a conference specifies mixed AVC and SVC mode, the DMA system doesn't limit the choice of MCU to those that support mixed mode. If the MCU selected doesn't support SVC at all, the DMA system starts the conference as an AVC-only conference. Otherwise, it starts a mixed mode conference. If the MCU doesn't support the mixed mode specified in the template, the conference simply doesn't start.

Polycom MCU Features Not Available in DMA System Templates

Version 7.7 of the Polycom MCU software introduced the following features that aren't available via standalone conference templates in this version of the DMA system:

Customized Content Rate

In a conference profile on the MCU, this new option allows a custom content bit rate to be specified. To use this option via the DMA system, link the conference template to a conference profile that implements the custom setting.

The existing Content Settings options (Graphics, Hi Res Graphics, and Live Video), which automatically determine the bit rate allocation for content, are available via the DMA system's standalone conference templates.

Mute participants except lecturer

In a conference profile on the MCU, if this Audio Settings option is selected and the conference is in lecture mode, all participants but the lecturer are muted. To use this option via the DMA system, link the conference template to a conference profile that implements the option.

Products Tested with This Release

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

Go to http://support.polycom.com/PolycomService/support/us/support/service_policies.html to see the Current Interoperability Matrix. You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by software updates.

Device	Version	Notes
Acme Packet Session Border Controller		Please consult the Polycom UC Deployment Guide for BroadSoft BroadWorks Environments for a list of supported versions and interoperability scenarios.
Aethra X3	12.1.19	
Aethra X7	12.1.7	
Avaya 1000 series endpoints		Please consult the Polycom UC Deployment Guide for Avaya Aura Environments for a list of supported versions and interoperability scenarios.
Avaya Aura Communication Manager (H.323)		Please consult the Polycom UC Deployment Guide for Avaya Aura Environments for a list of supported versions and interoperability scenarios.
Avaya Aura Session Manager		Please consult the Polycom UC Deployment Guide for Avaya Aura Environments for a list of supported versions and interoperability scenarios.

Device	Version	Notes
Avaya Aura System Manager		Please consult the Polycom UC Deployment Guide for Avaya Aura Environments for a list of supported versions and interoperability scenarios.
Avaya One-X Communicator		Please consult the Polycom UC Deployment Guide for Avaya Aura Environments for a list of supported versions and interoperability scenarios.
BroadSoft BroadWorks Application Server		Please consult the Polycom UC Deployment Guide for BroadSoft BroadWorks Environments for a list of supported versions and interoperability scenarios.
BroadSoft BroadWorks Media Server		Please consult the Polycom UC Deployment Guide for BroadSoft BroadWorks Environments for a list of supported versions and interoperability scenarios.
BroadSoft BroadWorks Network Server		Please consult the Polycom UC Deployment Guide for BroadSoft BroadWorks Environments for a list of supported versions and interoperability scenarios.
Cisco (Tandberg) 150 MXP	L6.1	
Cisco (Tandberg) 1700 MXP	F9.1.2	
Cisco (Tandberg) 6000 E Series	E5.3	
Cisco (Tandberg) 6000 MXP	F9.1.2	
Cisco (Tandberg) C20	5.1.3	
Cisco (Tandberg) C40	5.1	When the C40 is in H.323 mode, some compatibility issues exist when making point-to-point calls to SIP devices, including LifeSize Room 200 and Polycom HDX 4000.
Cisco (Tandberg) C90	5.1.3	
Cisco (Tandberg) E20	4.1.1	
Cisco (Tandberg) Edge95 MXP	F9.1.2	
Cisco (Tandberg) EX90	5.1.3	
Cisco (Tandberg) Gatekeeper	N6.1	
Cisco (Tandberg) Gateway	G3.2	
Cisco (Tandberg) MCU 4505	4.2	
Cisco 3241 Gateway	2.1	
Cisco 3745 Gatekeeper	12.4	
Cisco IP Communicator		Please consult the Polycom UC Deployment Guide for Cisco Environments for a list of supported versions and interoperability scenarios.
Cisco Unified Communication Manager		Please consult the Polycom UC Deployment Guide for Cisco Environments for a list of supported versions and interoperability scenarios.
Cisco Unified IP Phones		Please consult the Polycom UC Deployment Guide for Cisco Environments for a list of supported versions and interoperability scenarios.
Cisco Unified Personal Communicator		Please consult the Polycom UC Deployment Guide for Cisco Environments for a list of supported versions and interoperability scenarios.
Cisco Unified Video Advantage		Please consult the Polycom UC Deployment Guide for Cisco Environments for a list of supported versions and interoperability scenarios.

Device	Version	Notes
Cisco Unified Videoconferencing 5230		Please consult the Polycom UC Deployment Guide for Cisco Environments for a list of supported versions and interoperability scenarios.
Cisco VCS	X7.2	
Edgewater EdgeMarc		Please consult the Polycom UC Deployment Guide for BroadSoft BroadWorks Environments for a list of supported versions and interoperability scenarios.
IBM Sametime Connect Client		Please consult the Polycom UC Deployment Guide for IBM Lotus Sametime Environments for a list of supported versions and interoperability scenarios.
IBM Sametime Media Manager Server		Please consult the Polycom UC Deployment Guide for IBM Lotus Sametime Environments for a list of supported versions and interoperability scenarios.
LifeSize Desktop Client	2.0.2.191	
LifeSize Express 220	4.11.3	
LifeSize Passport	4.11.3	
LifeSize Room	4.7.21	
LifeSize Team 200	4.7.21	Some compatibility issues with other devices have been found, including these specific cases: <ul style="list-style-type: none"> ▪ When the Team 200 endpoint receives a call from a Lync or X-Lite software endpoint. ▪ When the Team 200 endpoint is in H.323 mode and makes a call to or receives a call from a SIP endpoint.
LifeSize Team 220	4.11.3	
Microsoft Lync		Please consult the Polycom UC Deployment Guide for Microsoft Environments for a list of supported versions and interoperability scenarios.
Polycom CMA	6.2	
Polycom CMAD	5.2.3	
Polycom DST Broad 5	2	
Polycom DST K60	2.0.1	
Polycom FX	6.0.5	
Polycom HDX	3.1	
Polycom m100	1.0	
Polycom MGC 50+	9.0.4.3	Can register with Call Server as free-standing MCU/gateway, but can't be added to Conference Manager's conferencing resource pool.
Polycom MGC Gateway	9.0.4.3	
Polycom PVX	8.0.16	
Polycom QDX4000	4.0.2	
Polycom RealPresence Collaboration Server 800s	8.1	Supports mixed AVC and SVC conferences.
Polycom RealPresence Desktop	2	
Polycom RealPresence Group series	4	
Polycom RealPresence Mobile	2	
Polycom RealPresence Resource Manager	7.1	

Device	Version	Notes
Polycom RMX1000	2.1.2	Can register with Call Server as free-standing MCU/gateway, but can't be added to Conference Manager's conferencing resource pool.
Polycom RMX1500, 2000, 4000	8.1	Does not support mixed AVC and SVC conferences.
Polycom RSS4000	8.5	
Polycom SoundPoint 601/650 SIP	4.0.1	
Polycom SoundStation IP4000 SIP	3.1.7	
Polycom Touch Controller Group series	4	
Polycom Touch Controller HDX	1.6	
Polycom VSX	9.0.6.2	
Polycom VVX1500	4.0.2	Versions prior to 4.0.1 don't properly handle IRQ/IRR messaging. To prevent termination of active calls from such endpoints, the Terminate calls based on failed responses to IRQs option on the Call Server Settings page must be turned off.
Radvision ECS Gatekeeper	7.1.2.12	
Radvision Scopia P10 Gateway	5.7.2.0.25	
Radvision Scopia XT1000	2.5.308	
Radvision Scopia XT5000	3.0.122	
Siemens OpenScape Desktop Client WE		Please consult the Polycom UC Deployment Guide for the OpenScape Solution of Siemens Enterprise Communications.
Siemens OpenScape Media Server		Please consult the Polycom UC Deployment Guide for the OpenScape Solution of Siemens Enterprise Communications.
Siemens OpenScape UC		Please consult the Polycom UC Deployment Guide for the OpenScape Solution of Siemens Enterprise Communications.
Siemens OpenScape Voice		Please consult the Polycom UC Deployment Guide for the OpenScape Solution of Siemens Enterprise Communications.
Siemens OpenStage Phone		Please consult the Polycom UC Deployment Guide for the OpenScape Solution of Siemens Enterprise Communications.
Sony PCS-1	3.42	
Sony PCS-G50	2.72	
Sony PCS-TL50	2.42	
Sony PCS-XG80	2.34	
X-Lite software SIP phone	5.0	Some compatibility issues have been found when calling a Polycom HDX in SIP mode or a LifeSize Room200 in H.323 mode.

Open Source Software

The Polycom DMA system uses several open source software packages, including the CentOS operating system. A subset of CentOS is included. The CentOS distribution is licensed under the GNU General Public License v2.0 (GPL v2). Individual packages in the distribution come with their own licenses. The CentOS rpms and srpms can be found at <http://mirror.centos.org/> and at <http://vault.centos.org/>.

The following table lists the open source software packages used in the Polycom DMA system, the applicable license for each, and the internet address where you can find it. To obtain the source code for any of these packages, email your request to Open.Source@Polycom.com.

Software Name	Version	License Type	URL
Axis	1.4.2	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
Bouncy Castle		Bouncy Castle License	http://bouncycastle.org/licence.html
bsf	2.3.0-rc1	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
CentOS	6.4	GPLv2	http://www.gnu.org/licenses/gpl-2.0.html
commons-beanutils	1.7	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-collections	3.2	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-configuration	1.5	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-digester	1.6	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-discovery	0.2	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-fileupload	1.2.1	Apache License, Version 2	http://commons.apache.org/fileupload/license.html
commons-httpclient	3.0.1	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-io	1.4	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-jexl	1.0	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-jxpath	1.2	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-lang	2.3	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-logging	1.0.4	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
commons-pool	1.3	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
corosync	1.2.5	BSD	http://opensource.org/licenses/bsd-license.php
Cxf	2.2.3	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
dom4j	1.5.2	BSD-style	http://www.dom4j.org/license.html
drools	4.0.0	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
Flex 3 dashboard		Creative Commons Attribution-Noncommercial-Share Alike 3.0 Unported License, with a Creative Commons Plus License for commercial rights to the work.	http://creativecommons.org/licenses/by-nc-sa/3.0/ http://www.adobe.com/communities/guidelines/ccplus/commercialcode_plus_permission.html
FunFX		MIT License	http://www.opensource.org/licenses/mit-license.html
GenerateDS	2.7a	MIT License	http://www.opensource.org/licenses/mit-license.html
Guava-libraries	13.0.1	Apache v2.0	http://www.apache.org/licenses/LICENSE-2.0 Product URL: https://code.google.com/p/guava-libraries/
Hsqldb	2.0.1-rc1	BSD-style	http://hsqldb.org/web/hsqLicense.html

Software Name	Version	License Type	URL
JAF	1.1	Oracle Corporation Binary Code License Agreement	http://www.oracle.com/technetwork/java/javase/downloads/java-se-archive-license-1382604.html
Jamon	2.2	BSD-style	http://jamonapi.sourceforge.net/#JAMonLicense
Java JRE	1.7.0.9	Oracle Corporation Binary Code License Agreement	http://www.java.com/en/download/license.jsp
JavaMail	1.4	Oracle Corporation Binary Code License Agreement	http://www.oracle.com/technetwork/java/javasebusiness/downloads/java-archive-downloads-eeplat-419426.html#javamail-1.4-oth-JPR
jaxb2	0.6.0	BSD-style	http://confluence.highsource.org/display/J2B/License
JBOSS AS	4.2.1 GA	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jboss-aop	1.5.5	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jboss-cache	1.4.1.sp14	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jboss-jaxws	2.0.0.GA	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jboss-jmx	4.2.1.GA	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jboss-remoting	2.2.2.sp1	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jboss-serialization	4.2.1.GA	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jgroups	2.4.8.GA	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
Jna	3.0.9 b0	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
JSR 311	1.1.1	CDDL-1.0	http://www.opensource.org/licenses/cddl1.php
libesntp	1.0.4	LGPLv2.1	http://www.gnu.org/licenses/old-licenses/lgpl-2.1.html
libnet	1.1.4		
libxml2	1.2.3	MIT License	http://www.opensource.org/licenses/mit-license.html
Linux HA Cluster-glue		GPLv2	http://www.gnu.org/licenses/old-licenses/gpl-2.0.html
Linux HA Resource Agents		GPLv2	http://www.gnu.org/licenses/old-licenses/gpl-2.0.html
Log4j	1.2.14	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
Neethi	3.0.1	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
OpenDJ	2.5.0	CDDL-1.0	http://www.opensource.org/licenses/cddl1.php
Pacemaker		GPLv2	http://hg.clusterlabs.org/pacemaker/stable-1.0/file/tip/COPYING
Postgressql92	9.2.2	PostgreSQL BSD License	http://opensource.org/licenses/postgresql http://www.postgresql.org/
Quartz	1.5.2	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0

Software Name	Version	License Type	URL
Rhino		Mozilla Public License, v1.1	http://www.mozilla.org/MPL/MPL-1.1.html AND https://developer.mozilla.org/en/Rhino_License
SecurityLevel		Creative Commons	http://creativecommons.org/licenses/by-sa/3.0/legalcode
Snmp4j	1.10.2	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
Sudo	1.7.2p1	ISCL	https://www.isc.org/software/license
Xerces2	See JBoss.	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
xmlschema	2.0	Apache License, Version 2	http://www.apache.org/licenses/LICENSE-2.0
<p>The Open Source packages below are included in the Polycom DMA 7000 system as a consequence of being embedded in the Java Platform, Standard Edition Embedded, version 6.0. License text available at http://downloads.polycom.com/Oracle/THIRDPARTYLICENSEREADME.TXT</p>			
7-Zip		Some files are LGPLv2.1; some have unRAR restriction; some are licensed under AES code license (see file)	
Ant		Apache 2.0	
Apache Derby		Apache 2.0	
Byte Code Engineering Library (BCEL)	v. 5	Apache 1.1	
Crimson	v1.1.1	Apache 1.1	
Cryptix		Cryptix General License	
CS CodeViewer	v1.0	BSD-like	
CUP Parser Generator for Java	v. 0.10k	(general permissive license)	
Document Object Model (DOM)	v. Level 3	W3C SOFTWARE NOTICE AND LICENSE	
dom4j v. 1.6		BSD-like	
IAIK PKCS Wrapper		BSD-like	
ICU4J		ICU License	
Jing		(general permissive)	
JLex: A Lexical Analyzer Generator for Java	v. 1.2.5	(general permissive license)	
libpng official PNG reference library		(general permissive license)	
Libungif – An uncompressed GIF library		(general permissive license)	
LZMA Software Development Kit		Common Public License (CPL)	

Software Name	Version	License Type	URL
Mesa 3-D graphicslibrary	v. 5	The core Mesa library is licensed according to the terms of the XFree86 copyright (an MIT-style license). The Mesa source code is licensed under SGI FREE SOFTWARE LICENSE B (Version 1.1 [02/22/2000])	
NekoHTML		Apache-like (1.1)	
NSIS	1.0j	(see license file)	
Regexp, Regular Expression Package	v. 1.2	Apache 1.1	
RELAX NG Object Model/Parser		MIT License	
RelaxNGCC		version 2003-May-08 of the Info-ZIP copyright and license	ftp://ftp.info-zip.org/pub/infozip/license.html
Retroweaver		(general permissive license)	
SAX	v. 2.0.1	Public Domain	
Stax API		BEA License (unique terms)	
Stripper		BSD-like	
UPX		GPL	
W3C XML Conformance Test Suites	v. 20020606	W3C SOFTWARE NOTICE AND LICENSE	
W3C XML Schema Test Collection	v. 1.16.2	W3C SOFTWARE NOTICE AND LICENSE	
W3C XML Schema Test Collection		W3C DOCUMENT NOTICE AND LICENSE	
X Window System		(general permissive license)	
Xalan J2		Apache 2.0	
Xalan, Xerces		Apache 1.1	
XFree86-VidMode Extension		Version 1.1 of Project Licence (BSD-like)	
XML Resolver Library		Apache 2.0	
XML Security		Apache 1.1	
Zlib		(general permissive)	

Resolved Issues

The following table lists the issues resolved in this Polycom DMA 7000 system release.

Issue ID	Found in Version	Description
DMA-10729	5.2	A two-server cluster sometimes experienced data synchronization issues in reboot or failover situations.
DMA-10208	5.2	In a two-server cluster running on Dell R620 servers, the private network connection between the two servers randomly failed.
DMA-10143	5.2	When a two-server cluster was placed into maximum security mode, one of the servers remained in the previous security mode.
DMA-10111	5.2	RMX MCUs have a per-conference limit of 160 (MPM+ cards) or 180 (MPMx cards) participants. A conference with large numbers of CIF participants could reach this limit and still have capacity available. The DMA system saw capacity still available on the current MCU, so rather than create a cascade link to another MCU, it continued to send calls to current one. These calls were rejected.
DMA-9873	5.1	Under rare circumstances, the DMA system processed an incomplete SIP message received over TCP and forwarded it to a downstream device. DMA hid the fact that the message was incomplete (its content was shorter than indicated in the Content-length header) by changing the Content-Length header to reflect the shortened content. This happened when the DMA system received an incomplete SIP message and the remaining part didn't arrive within 2 seconds. It then terminated the TCP connection, but processed the incomplete message.
DMA-9855	5.0.1, 5.1	Certain H.323 endpoints attempting to reach a VMR via a VBP were rejected as not registered. They believed they're registered and keep trying (sending ARQ), and the DMA kept rejecting them (sending ARJ). This prevented the calls from completing, grew the database, and created lots of network traffic. Note: This fix was included in version 5.0.2.
DMA-9080	4.0.3 P1 HF1	Network Settings: For 1000Base-T, when Auto-negotiation was turned off and Speed set manually, after rebooting, Auto-negotiation was back on. This is working as designed; according to the IEEE specification, auto-negotiation is mandatory for 1000Base-T. DMA-9241 in the Known Issues list is tracking the issue that the system shouldn't allow Auto-negotiation to be turned off in the first place.

Known Issues

The following table lists the known issues in this Polycom DMA 7000 system release.

Issue ID	Found in Version	Description	Workaround
DMA-10771	6.0	If the DMA system is configured to validate certificates for server connections, it can't be integrated with RealPresence Resource Manager or CMA versions prior to 7.3.	Upgrade the RealPresence Resource Manager or CMA system to 7.3.
DMA-9991	4.0.1	When a Cisco (Tandberg) MXP 6000 endpoint using H.323 calls an HDX endpoint using SIP, the Tandberg endpoint doesn't receive video.	

Issue ID	Found in Version	Description	Workaround
DMA-9971	5.0.1	The DMA MIB couldn't be loaded into a Zenoss 3.2.1 network manager.	<p>Download the MIB and in a text editor make the following changes in the IMPORTS section:</p> <ul style="list-style-type: none"> Add these two lines: TRAP-TYPE FROM RFC-1215 Change the line ::= { polycom 13 } to ::= { enterprises 13885 } <p>Save the changes and load the modified file into the Zenoss 3.2.1 network manager.</p>
DMA-9859	5.2	API: There is a redundant nesting of the mcu-pool-identifier xml tag.	
DMA-9854	5.1	When a Cisco SX20 endpoint dialed into a VMR, it connected but didn't receive video.	The Cisco SX20 endpoint is not currently supported.
DMA-9775	5.1	Call didn't connect dialing from Acme HDX h.323 to RPAD side VMR through h.323 trunk using 'id@ip' as dial string.	<p>Add following script as preliminary for 'Resolve to conference room ID' dial rule: (change <ip> to external ip of your enterprise edge server):</p> <pre>if(DIAL_STRING.match(/[0-9]{4}@<ip>)) { vmr = DIAL_STRING.replace(/([^\@]*)@.*\$/i,"\$1") ; println(vmr); DIAL_STRING=vmr; }</pre>
DMA-9735	5.1, MFW 0.3.0	Null pointer error when updating call properties for media streams.	
DMA-9708	5.0	<p>The default Request URI format option for the postliminary of a SIP peer is equivalent to the template:</p> <pre>#pscheme#:#oruser#@#phost#</pre> <p>The #pscheme# placeholder is the peer's scheme. This becomes "sips" if the peer's transport type is configured as TLS, even if the original Request URI's scheme was "sip."</p> <p>Some SIP peers, such as the Cisco SBC, won't accept "sips" in the Request URI if other headers contain "sip."</p> <p>The same problem will occur if any other format option that uses #pscheme# is selected.</p>	<p>To prevent such failures, do the following:</p> <ol style="list-style-type: none"> In the Edit External SIP Peer dialog box for the peer, go to the Postliminary tab. Under Request URI options, change Format to Free Form Template. In the Template field, replace #pscheme# with #orscheme# so that the Request URI template looks like this: #orscheme#:#oruser#@#phost#
DMA-9700	5.1	H.323 calls to an Aethra X7 endpoint using the DMA system as gatekeeper disconnect within one minute.	On the DMA system's Call Server Settings page, turn off Terminate calls based upon failed responses to IRQs .

Issue ID	Found in Version	Description	Workaround
DMA-9670	5.1	SIP calls gatewayed by the DMA system to a RealPresence Access Director configured as an external H.323 gatekeeper fail because the gatekeeper doesn't have enough information to route the call. This happens because the LRQ that the DMA system sends to the gatekeeper contains only the E.164 digits, not the domain information, in destinationInfo.	On the DMA system's Call Server Settings page, turn on For SIP calls gatewayed to an external gatekeeper, use the H.323 email ID as the destination instead of the E.164 number . Note: This option affects communications with all external H.323 gatekeepers to which the DMA system gatewayes SIP calls.
DMA-9579	5.1	When calls to a VMR are rejected due to no capacity, in the conference history and CDR they aren't associated with the conference they tried to join.	To correctly associate such a call with the conference it attempted to join, match the call's destination string with the VMR number in the conference CDR.
DMA-9550	6.0, MFW 0.3.0	DMA system doesn't restrict endpoint bandwidth for SVC calls.	
DMA-9506	5.1	When the USB Configuration Utility was used to configure a single-server system to use IPv6 only, the IPv6 network settings weren't properly implemented and the system didn't start.	
DMA-9496	5.1	When the USB Configuration Utility was used to configure a single-server system to use IPv4+6 and split networking, the IPv6 signaling network settings weren't properly implemented.	
DMA-9463	5.1	When an external endpoint's registration request is proxied to the DMA system by a RealPresence Access Director SBC, the DMA system incorrectly associates the endpoint with the "Internet/VPN" site instead of the site to which the RealPresence Access Director belongs.	
DMA-9361	5.0.1	In a superclustered environment, some call events may appear out of order on the Call Events tab of the Call Details dialog box.	
DMA-9325	5.0	On the Call History page, records found by a dial string search may have an empty End Time field even though they have an end time.	
DMA-9324	5.0	When a rogue or neighbored call traverses two or more DMA clusters within one second, the call records from the clusters aren't always merged correctly, leading to inconsistent Call History information. Note: This problem is resolved for callers managed by one of the clusters in the supercluster.	
DMA-9241	5.0	Auto-negotiation is mandatory for 1000Base-T, but the DMA system allows it to be turned off.	Don't attempt to turn off auto-negotiation if you have a 1000Base-T network.
DMA-9139		The DMA system doesn't support CMA or RealPresence Resource Manager address book services for H.320 devices.	

Issue ID	Found in Version	Description	Workaround
DMA-9131		When a call forwarding loop involves an endpoint with multiple lines, the call keeps ringing that endpoint and can't be ended by the calling endpoint.	
DMA-9128	5.0	The Users list can't be sorted on the Associated Endpoints column.	
DMA-9115	4.0.3 P1	The DMA system creates an active call entry for an OCS chat INVITE.	
DMA-9098	4.0.3	MCUs added to a DMA system prior to version 4.0 are deleted 30 days after upgrading to version 4.0 or later.	Working as designed. After upgrading, edit each MCU. In the Edit MCU dialog box, select Permanent to prevent the MCU's registration from expiring.
DMA-9085, 9088	5.0	On the Resource Management Server page, Model is "CMA" for a RealPresence Resource Manager system.	
DMA-9027	4.0.3	If SIP device authentication is enabled, it can be turned off for a specific endpoint, but not for a SIP peer.	
DMA-9010	5.0	Sony PCS-1 and PCS-G50 endpoints are unable to remain connected in H.323 calls when they're registered to the DMA gatekeeper.	
DMA-8975	5.0	Attempt to edit an MCU with active calls. The system displays an error message stating that it can't be deleted when there are active calls or conferences."	
DMA-8969	5.0.1	On the Call Info tab of the Call Details dialog, the originator of the call may be misidentified.	The originator of the call is correctly identified on the Call Events tab of the Call Details dialog.
DMA-8952	5.0	When multiple API clients are creating users, a concurrent sorted search can fail.	
DMA-8940	5.0	The DMA system should drop a Bronze call if necessary to free up bandwidth for a Gold call. But if the calls are to the same VMR, it fails to do so.	
DMA-8912	4.0.3 P1	Under certain circumstances the status between local DMA clusters is incorrect even though the servers continue to function properly.	
DMA-8906	4.0.3 P1	DMA UI allows host name and domain name entries of invalid length.	Limit host name and domain name to a combined maximum of 64 characters.
DMA-8904	5.0	On dial-outs from a VMR, the system incorrectly records the originator of the call as the endpoint called (affects Active Calls , Call History , and CDRs).	
DMA-8885	5.0	When a caller with a higher quality of service (QoS) setting dials into a conference and there isn't sufficient bandwidth, lower QoS calls are correctly dropped, but the higher QoS caller must redial in order to get into the conference.	
DMA-8875	5.0	When a conference uses a custom template with auto layout enabled, auto layout sometimes doesn't work.	

Issue ID	Found in Version	Description	Workaround
DMA-8869	5.0.1	When a VMR call that traverses two DMA clusters and is pinned to the Active Calls list ends, its Destination field reverts from the MCU name to the dialed digits.	
DMA-8836	5.0	Integrating the DMA system with a RealPresence Resource Manager doesn't automatically integrate the RealPresence Resource Manager with the DMA system (that is, connect it to the DMA system's API).	On the RealPresence Resource Manager, integrate it with the DMA system. The integration of the DMA system back to the RealPresence Resource Manager is automatically created.
DMA-8818	5.0	At certain display resolutions and/or browser window sizes, some DMA dialog boxes may be cut off.	Use at least the minimum supported display resolution (1280x1024) and maximize the browser window.
DMA-8815	5.0	When an RMX MCU is in dual stack (IPv4 + IPv6) mode, the DMA system attempts to respond to it via IPv6 even though it's in IPv4-only mode.	
DMA-8791	5.0	When an RMX MCU registers with Call Server, its internal 172 address may appear in the list of media IP addresses.	The DMA system receives this IP address from the RMX MCU and simply reports it.
DMA-8715	5.0	Removing a cluster from the supercluster may cause Adobe Flash to crash.	In a new browser window, log back in.
DMA-8675	5.0	On calls to VMR, DMA system shows different requested and final bit rates than the MCU and endpoints show.	
DMA-8601	5.0	Downloading call detail records (CDRs) can take a long time (> 2 minutes) when there are many CDRs in the system.	
DMA-8578	5.0	When the DMA system and an RMX MCU were both in maximum security mode and the RMX MCU was registered with the DMA gatekeeper, the MCU couldn't securely connect to the DMA system.	
DMA-8567	5.0	After switching from IPv4+IPv6 to IPv4 only, it may not be possible to download logs.	Reboot the system and try again.
DMA-8542	5.0	After upgrading a two-server cluster to 5.0, the Dashboard may show one of the servers not available.	Reboot the unavailable server.
DMA-8514	5.0	Active Calls and Call History may show different bit rates for same call.	
DMA-8489	5.0	Under certain conditions, the host portion of an endpoint's SIP URI may be altered by the internal DMA call flow processing, and the call history record contains the altered host.	
DMA-8186	4.0.3	Calls from the 32-bit version of the Lync 2010 client to a DMA VMR hosted on an RMX 1500 MCU don't receive video.	Use an RMX 2000 or 4000 MCU, or upgrade the user to the 64-bit version of Lync 2010.
DMA-7981	5.0	In the call CDRs of VMR calls, the userRole field for participants is often null.	
DMA-7834	4.0, 4.0.3	In rare instances, an upgrade or rollback can result in not being able to log in to the GUI as any user.	Reboot the DMA.

Issue ID	Found in Version	Description	Workaround
DMA-7829	4.0.3	<p>Integration to Microsoft Active Directory server sometimes fails with the message "Cache loading failed" and an alert icon with hovertext "Loading of the cache failed. Error: Timed out waiting for data from the directory."</p> <p>This indicates that the AD server has insufficient performance. It may occur intermittently if the DMA is configured to use a DNS hostname or FQDN that aliases multiple AD servers, some of which have sufficient performance, and some of which do not.</p>	<p>Retry the integration until it succeeds.</p> <p>To avoid this form of cache loading failure, integrate to an AD server that has sufficient performance.</p>
DMA-7636	3.0 P1, 4.0, 4.0.1, 4.0.2	M100 software endpoint version 1.0 cannot successfully make calls to or receive calls from Lync users through DMA when DMA/Lync integration is enabled.	
DMA-7614	4.0.2	When conference management has failed over to the backup cluster for a territory, and the primary cluster is brought back online, there is a period of time (approximately 1 second for every 3000 enterprise users) when new calls can't join conferences in the territory.	
DMA-7541	4.0.2	Deleting the territory used for Active Directory integration is incorrectly permitted.	If you need to delete the default territory, create a new territory and associate it with the AD integration prior to deleting the territory associated with AD integration.
DMA-7223, DMA-7230	4.0.2	Due to a limitation of the Microsoft Lync client on Apple computers, video is not supported on calls to or from Lync clients for the Macintosh.	Voice-only calls are supported, as long as the endpoints involved support the G.711 codec.
DMA-7168	4.0.1	HDX or Lync SIP calls to encrypted virtual meeting rooms (VMRs) via a virtual entry queue (VEQ) are hooked when being transferred to the VMR.	Use an unencrypted VMR.
DMA-7131	4.0.1	<p>A VBP allows endpoints on external networks to register through it to a LAN-side GK (DMA), proxying H.323 events from the public network to the internal network. The VBP sends all H.323 traffic from the same call signaling address and endpoint identifier (it uses the endpoint identifier of the last endpoint that successfully registered to the gatekeeper to refresh all its endpoint registrations).</p> <p>As a result, DMA displays all VBP calls as having the same endpoint information as the device that sent the successful registration to the DMA and was assigned the endpoint identifier in the RCF.</p>	

Issue ID	Found in Version	Description	Workaround
DMA-6644	4.0	<p>As required by the H.323 specification, the DMA system treats dial strings of the form "h323:<user>@<domain>" as url-IDs (H.323 Annex O) and dial strings of the form "<user>@<domain>" as email-IDs.</p> <p>Other gatekeepers, such as CMA and VCS, treat dial strings of the form "<user>@<domain>" as url-IDs.</p> <p>The DMA system's different treatment of these dial strings means that calls to non-neighbored external gatekeepers are likely to fail.</p> <p>For compatibility purposes, the DMA should have a configuration option to treat these dial strings as url-IDs.</p>	<p>To configure the DMA system to behave like other gatekeepers.. edit the "Dial external networks by H.323 URL, Email ID, or SIP URI" dial rule, adding the following preliminary script:</p> <pre>DIAL_STRING=DIAL_STRING.replace(/^(?:@]*)@(?:@]*)/, "h323:\$1@\$2");</pre>
DMA-6524, 8447, 8500	4.0	FECC (far end camera control) is not supported though the H323<->SIP gateway. The DMA system's protocol gateway supports only audio and video.	
DMA-6494	4.0	When a Cisco endpoint registered to the DMA system has TLS verification enabled, encrypted calls to the endpoint fail.	On the endpoint, turn off TLS verification.
DMA-6482	4.0	If the DMA system has a large number (over 100,000) of calls in its call history, upgrading to v4.0 can take over one hour.	In advance of the upgrade, on the History Retention Settings page, reduce the number of call history records to retain.
DMA-6480	4.0	In a SIP to H.323 or H.323 to SIP call with content through the DMA system's gateway, neither endpoint receives content-related statistics.	
DMA-6459	4.0	A conference passcode created on the DMA system may not conform to the passcode rules enforced by the MCU hosting the conference, causing calls to fail.	Make sure that the passcodes created on the DMA system meet the requirements of the MCUs that the system uses.
DMA-6103	3.0	In an environment with both a DMA system and a Cisco Unified Conference Manager (CUCM), video path problems were encountered if certain endpoints (Cisco 9971, Polycom HDX9002, and Polycom V500) were registered to the CUCM.	Register the endpoints to the DMA system.
DMA-6101	4.0	Under some circumstances, it may become impossible to log into one server of a two-server cluster because of a heartbeat failure stemming from a time disparity between the two servers.	Use NTP to synchronize the time on both servers and reboot the servers.
DMA-6033	4.0	On the Conference Settings page, the DMA system's default maximum bit rate setting defaults to 2048, and that limit applies to both conference and non-conference (Call Server) calls. This may cause calls to or from Immersive Telepresence (ITP) systems requiring higher bit rates to fail.	On the Conference Settings page, change the default maximum bit rate setting to Unlimited.
DMA- 5862	3.0	HDX endpoints expect H.323 bandwidth to be reserved in 64 kbps increments, but the DMA system uses smaller increments. The DMA system may, for instance, allocate 498 kbps for a call, and the call will use that. But the endpoint displays 448 (64 * 7).	

Issue ID	Found in Version	Description	Workaround
DMA- 5337	3.0	The DMA system doesn't properly handle SIP signaling from Polycom V-series endpoints with firmware prior to v. 9.0.6 (Feb 02, 2010).	Upgrade the endpoints to v. 9.0.6 or later.
DMA-5313	3.0	The Property Changes tab of the Call Details dialog box sometimes contains entries with duplicate sequence numbers.	
DMA- 5069	3.0	In a superclustered environment, slight time drifts between clusters may produce CDR records out of order or duplicated. If NTP services are properly configured, the system self-corrects, but by then the CDR data is already committed to the database.	NTP services usually keep clocks synced to the second, but sub-second differences may exist in the CDR ordering. Be aware that event order may not be 100% accurate due to time differences. No loss of functionality or data occurs as a result of this issue.
DMA- 4604	3.0	Calling a SIP endpoint registered to a Broadsoft Network Server from a SIP endpoint registered to the DMA system may result in a calling loop.	
DMA- 3750	2.3, 3.0	In a two-server cluster, under certain adverse system and/or network conditions on either server, the virtual address may move between servers when it shouldn't. This could result in the disconnection of both SIP calls and H.323 calls.	The system automatically recovers, so disconnected callers can dial back in a short time later (1 - 10 seconds).
DMA- 3745	2.3	It's possible to log into Server 1 of a two-server cluster and initiate an upgrade while Server 2 is still booting, causing the two servers to be out of sync and running different versions.	Do not perform upgrade, rollback, or system reconfiguration operations without both servers being up and active.
DMA- 3426	2.3, 3.0	If a DMA cluster is the primary or backup for a territory, it can't be removed from the supercluster via the management interface until the territory responsibilities are removed. But there is no warning that territory responsibilities need to be corrected afterward.	After removing a cluster from a supercluster, always check and correct territory responsibilities.
DMA- 3390	2.3	If a DMA cluster is the primary or backup for a territory, it could be removed from the supercluster via the USB Configuration Utility with no warning that territory responsibilities need to be corrected afterward.	After removing a cluster from a supercluster, always check and correct territory responsibilities.
DMA- 2797	2.3	Some Sony endpoints that register with the DMA system become unregistered after five minutes.	
DMA- 2717	2.2	If a "spoke" MCU with a cascade link to the "hub" MCU is registered with an unavailable GK, callers on the two MCUs are isolated from each other. No indication in GUI or logs.	Do one of the following: Disable cascading for the conference while the GK is unavailable. Register the RMX to a working GK. Busy out the RMX while its GK is unavailable.

Issue ID	Found in Version	Description	Workaround
DMA- 2411	2.2	Calls from endpoints registered to a Tandberg VCS GK don't include the IP address of the endpoint, so the DMA system can't determine the site to which the endpoint belongs. For cascaded conferences, the call ends up either in the hub conference or, if the VCS GK is in a defined site, in a spoke conference near the VCS GK.	Place the IP address of the VCS into a site near the bridges to be used for spokes.
DMA- 2362	2.3	In some situations, SIP calls from an RMX to an HDX join with only video - no audio.	
DMA-2109	2.3	Polycom V500 endpoints don't support failover of SIP registrations.	
DMA- 2014	2.3	Polycom HDX and PVX endpoints don't support failover of SIP registrations.	
DMA- 1939, 1941, 1948	2.3	H.323 calls using dial strings of the form <IP Address>##<Alias> sometimes fail.	<p>The DMA supports such dial strings for both inbound and outbound calls, routing them to the specified gatekeeper or MCU IP address. Interpretation of the alias depends on the destination gatekeeper or MCU.</p> <p>Use of this feature is not recommended, however, because support for it varies significantly among different kinds of endpoints.</p>

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