

Release Notes



Polycom® RealPresence® Resource Manager System, Version 7.3

Polycom is pleased to announce this release of the Polycom RealPresence Resource Manager system. These release notes describe the important information about this release.

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What's New in this RealPresence Resource Manager System v7.3 Release

The RealPresence Resource Manager system offers the following new features. Each of these features is discussed in more detail in the following sections.

- [Maximum Security Mode](#)
- [Increased Security Options](#)
- [Associating Billing Codes with Conferences](#)

Maximum Security Mode

This release supports maximum security mode which can be enabled during first-time setup.

For detailed information about deploying the RealPresence Resource Manager system in maximum security mode, see the *Polycom RealPresence Resource Manager System Deployment Guide for Maximum Security Environments*.



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.

Increased Security Options

This release includes increased flexibility when implementing higher security within your environment.

- **Whitelists**

You can configure a whitelist of IP addresses that are allowed to access the RealPresence Resource Manager system's web interface or SNMP information.

- **Security Options**

You can configure security settings for your system that allow you to maintain higher security levels if necessary. For example, you can disable Linux console access or disallow presence connections.

- **Enhanced security certificate support and support of OSCP verification.**

You can configure security certificate settings for your system. Foreexample, you can require all clients attempting to access the system to present a certificate. You can also allow the system to trust self-signed certificates. The latter example represents a less secure configuration.

Associating Billing Codes with Conferences

The RealPresence Resource Manager system now supports associating a billing code with a conference. This feature is only available when areas are enabled.

You can now define billing codes within an area that can then be assigned to conferences. When an area scheduler creates a conference within an area that includes billing codes, the scheduler can associate a billing code with that conference.

Billing codes are included in CDRs. This allows you to track how much each department (billing code) within an area is using video resources. Service providers can use this information to create billing breakdowns for their tenants.

Users with the Administrator role can create new billing codes for an area.

Users with the area scheduler or area operator role are allowed to associate a billing code with a conference when the schedule the conference.

Adding a New Billing Code

Billing codes are supported when areas are enabled. You can add a billing code(s) to an area when you create an area or when you edit an existing area.

To add a new billing code

- 1 Navigate to **Admin > Areas**.
- 2 Click **Add** to add a new area.
OR
- 3 Select an area in the list and click **Edit**.
- 4 In the **Edit an Area** dialog box, click **Billing Code**.
- 5 On the **Billing Code** page, do the following:
 - a In the **Billing Code** field, enter the billing code you want to use.
 - b Enter a description for the billing code.
 - c Click **Apply**.
- 6 Click **Ok**.

Note: To clear the billing code fields after an existing billing code in the list has been selected, click **Apply**.

Edit a Billing Code

You cannot modify an existing billing code. If you want to make any changes, delete the billing code and re-add it.

Deleting a Billing Code

Users with the administrator role can delete billing codes.

To delete a billing code

- 1 Navigate to **Admin > Areas**.
- 2 Select an area in the list and click **Edit**.
- 3 In the **Edit an Area** dialog box, click **Billing Code**.
- 4 On the **Billing Code** page, do the following:
 - a Select a billing code.
 - b Click **Delete**.
- 5 Click **Ok**.

Note: To clear the billing code fields after an existing billing code in the list has been selected, click **Apply**.

Associating a Billing Code with a Conference

When creating a new conference, you can select a billing code after you select conference participants.

Viewing Billing Code Information

The Conference Usage Report now includes billing code information for each conference. Billing code information is also include in conference information sent to the Polycom DMA system and the Polycom RMX systems.

When monitoring conferences, you can also filter conferences by billing code.

About the RealPresence Resource Manager System

The RealPresence Resource Manager system is a key element of the Polycom RealPresence Platform. The RealPresence Resource Manager system takes on most of the functions previously handled by its predecessor the Polycom CMA system.

The RealPresence Resource Manager system offers the following new features. Each of these features is discussed in more detail in the following sections.

- [Integration with a Polycom DMA™ 7000 System](#)
- [Multi-tenancy and the Areas Functionality](#)
- [Scheduling Pooled or Anytime Conferences](#)
- [REST-based APIs](#)

- [Session Border Controller Support](#)
- [Billing Interface](#)
- [Unsupported Polycom CMA System Functions](#)
- [Additional System Information](#)
- [SNMP Trap Support](#)

Integration with a Polycom DMA™ 7000 System

The RealPresence Resource Manager system does not include H.323 gatekeeper functionality. Instead, the RealPresence Resource Manager system is your centralized user, conference, room, and device manager, while an integrated Polycom Distributed Media Application™ (DMA 7000) system acts as the H.323 gatekeeper, SIP registrar, SIP proxy, and SIP to H.323 gateway for your network.

In this configuration, the DMA system is also the virtualized conference manager—managing call control, bandwidth, priority-based routing, and your pool of MCU resources. As such, the DMA system supports numerous dial options including flat dial plan, MCU prefix dialing, ISDN gateway dialing, prefix dialing and Polycom One Dial.

The RealPresence Resource Manager system can only integrate with a single DMA 7000 system, be it in a cluster or supercluster system configuration.

MCU Systems Registered with the DMA System

With this release, you can schedule conferences on MCUs that are directly registered with the RealPresence Resource Manager system (direct conferences) or resources that are registered to the DMA system (pooled conferences).

You cannot have the same MCU registered to both systems. It must either be registered to the DMA system or the RealPresence Resource Manager system. MCUS that are registered to the RealPresence Resource Manager system should not be added to the DMA system's conferencing resources.

Multi-tenancy and the Areas Functionality

The RealPresence Resource Manager system supports multi-tenancy with its Areas feature. Multi-tenancy allows you to use the RealPresence Resource Manager system to service multiple customers (tenants), internal or external. Each area serves a tenant by partitioning off a collection of resources including users, associated endpoints, MCU resources and other network devices.

As the RealPresence Resource Manager system administrator, you may delegate administration and conferencing duties for areas to users within each area or to a set of super users who are allowed to view and manage all areas.

- You may choose to have an area scheduler or area operator for each respective tenant or area or
- You can limit area administration tasks to users specifically allowed to manage that area.

For example, in an enterprise deployment, you can divide up users and resources according to department and then delegate video conferencing duties to users within that area. This allows the system administration duties to remain with a specialized video IT department, while video conference scheduling can be delegated to users within specific areas.

Areas also allow you to run area-specific reports on how specific departments within the enterprise are utilizing video conferencing.

Scheduling Pooled or Anytime Conferences

The RealPresence Resource Manager system manages the following conference types:

- Pooled - Conferences hosted on MCUs that are managed by the DMA system as part of the system's MCU pools. These are ad hoc conferences that do not reserve MCU resources, but instead pull from the resource pool.
- Anytime conferences. Anytime conferences are system-managed, ad hoc, dial out conferences. They do not have designated start and end times. Once an Anytime conference is configured by your administrator, conferences can be started at any time by authorized participants.

REST-based APIs

The RealPresence Resource Manager system provides functional Application Programming Interfaces (APIs) for:

- Scheduling
- Directory support
- User management
- Conference control and management

These APIs use an XML encoding over HTTPS transport. The API adheres to a Representational State Transfer (REST) architecture. For more information, see the *Polycom RealPresence Platform Application Programming Interface (API) Developer Guide*.

These APIs are licensed separately.

Billing Interface

The RealPresence Resource Manager system also provides a billing interface that will allow the enterprise or service provider to detail “per call” information downloadable from the system as a CDR Report.

Additional System Information

The following sections describe additional information about this RealPresence Resource Manager system release.

Support of Multiple Provisioning Servers

Create an SRV record to point to the RealPresence Resource Manager system provisioning service that endpoints can use to auto discover the system for dynamic provisioning.

Two or more provisioning servers may co-reside on a network; however only one may be used for DNS-based discovery of provisioning services.

If more than one provisioning server is used within an environment, there is no knowledge or coordination between the provisioning servers. This includes, but is not limited to:

- No shared directory services
- No shared management or provisioning services
- No shared scheduling
- No shared licenses

SNMP Trap Support

The RealPresence Resource Manager system includes an SNMP agent. It translates local system information and makes it available to your SNMP management system.

SNMP traps allow the RealPresence Resource Manager system to notify the SNMP management system of significant events by sending out an unsolicited SNMP message. In this release, RealPresence Resource Manager system supports the following SNMP event traps.

- mcuDownAlert,
- dbConnectionDownAlert,
- ldapConnectionDownAlert,
- cmaFailoverAlert,
- licenseCapacityAlert,
- licenseExpirationAlert

- cmaMonitorServiceStoppedAlert,
- redundantServerDownAlert
- redundantServerConflictAlert,
- ldapSystemAccountPasswordFailed
- bandwidthUsedSiteAlert
- bandwidthUsedSubnetAlert
- bandwidthUsedSiteLinkAlert
- auditUsageThresholdExceeded
- alertDiskSpaceUsageExceeded
- certificateExpirationWarning
- certificateExpiredWarning
- cpuUsageExceededAlert
- memoryUsageExceededAlert
- dmaDownAlert

System Parameters

The RealPresence Resource Manager system operates within the following system parameters:

- Users—no limit
- Groups—no limit
- Areas—no limit
- Devices—limited to maximum number of device licenses
- Room entries—no limit, but if the system has more than 500 room entries, it could experience user interface performance issues.
- Site entries—supports up to 500 total sites
- Subnets—supports up to 5000 total subnets
- Site links—no limit

Localization Information

This version of the RealPresence Resource Manager system user interface (UI) is only available in English.

Installation and Upgrade Information

Installation and licensing of RealPresence Resource Manager systems is managed through Polycom Global Services. For more information, please contact your Polycom representative.



You should always check the Polycom support site (<http://support.polycom.com>) to verify that you have the latest software release and release information for the product.

Web Interface System Requirements

The following table describes the requirements for the RealPresence Resource Manager system web interface.

Product	Versions
Microsoft Windows Operating System	XP SP3 or Windows 7 (32 and 64 bit)
Microsoft Internet Explorer®	9.0, 10.0
Adobe Flash Player	11.x

Products Tested With This Release

Polycom RealPresence Resource Manager 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 this release.



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 vendor software updates. Go to http://support.polycom.com/PolycomService/support/us/support/service_policies.html to find the current Polycom Supported Products matrix.

Figure 1-1 Supported Products when RealPresence Resource Manager is running in maximum security mode.

Product	Tested Versions
Video Endpoints	
Polycom RealPresence Group Series (300, 500 and 700)	4.1
Network Devices	
RealPresence Collaboration Server	8.1
Polycom DMA 7000	6.0

Figure 1-2 Supported Products when RealPresence Resource Manager is running in commercial mode

Product	Tested Versions
Video Endpoints	
Polycom VSX Series	9.0.6 or higher
Polycom HDX systems	3.0.5 or higher
Polycom RealPresence Group Series (550 and 700)	4.1
Polycom RealPresence Group Series (300 and 500)	4.1
Polycom CMA Desktop for Windows	5.2.3 or higher*
Polycom CMA Desktop for MAC OS	5.2.3 or higher*
RealPresence Mobile	v2.0 or higher
RealPresence Desktop	1.0
Polycom VVX	3.3.0 or higher
Polycom Touch Control for HDX Series	1.5 or higher
Polycom Touch Control for Group Series	v4.0 or higher
Network Devices	
Polycom RMX 1500/2000/4000	8.1
Polycom DMA 7000	6.0
RealPresence Access Director	2.0.3
Polycom VBP 5300/6400 E/S/T	11.2.12 or higher

Figure 1-2 Supported Products when RealPresence Resource Manager is running in commercial mode

Product	Tested Versions
Third Party Products	
Acme Packet Net-Net Enterprise Session Director	6.3
* Polycom recommends you update your Polycom CMA Desktop clients to v5.2.3. Polycom CMA Desktop systems at v5.2.2 or lower cannot be provisioned or updated through a Polycom VBP system.	

Known Issues

The following table lists the known issues in this RealPresence Resource Manager system release.

Issue Number	Description	Workaround
XMA-2499	You cannot use sort the suffix/prefix list in the E.164 Scheme dialog box.	None
XMA-251	You cannot monitor the software version for a RealPresence Mobile client in the Device Summary page.	None
XMA-1801	You cannot delete an email profile.	
XMA-2332	You cannot add an endpoint to the RealPresence Resource Manager if it is associated with an entry in the guest book.	None
XMA-1755	You are incorrectly allowed to trial an incompatible software update for a Polycom Touch Control.	
XMA-2530	Within the online help, some topics are not context-sensitive. Clicking the Help button brings up a related topic or the main table of contents for the help.	None
XMA-1559	With Areas enabled, if two areas have customer E-mail settings and one area is moved to another area, the area that should have been deleted will still be displayed in the pulldown on the E-mail setup page.	None

Issue Number	Description	Workaround
XMA-2286	When you use the RealPresence Manager system settings to adjust the font size for the web interface, the menus will display incorrectly if the font is set too small..	None
XMA-2347	When you use the Admin > Troubleshooting Utilities > Users Login screen to logout a user. The confirmation screen appears twice.	None
XMA-2324	When you use bracket characters in area names such as [or], the name is not saved correctly.	Do not use brackets in area names.
XMA-2562	When you search for an endpoint, you cannot always add it to the RealPresence Resource Manager system.	None
XMA-2542	When you search for Active Directory users on the User > Users page, sometimes users who are in a group in Active Directory are not returned with the results.	None
XMA-3264	When you schedule a direct conference that includes a chairperson passcode, the participants are mistakenly sent the email that contains the chairperson passcode	None
XMA-3223	When you reserve a conference via API, there is no error handling if an invalid billing code is used.	None
XMA-1654	When you refresh the page after logging in, and it takes you back to the Login page. Even though the cursor is in the Password Text box, the Password Text box does not have focus so the user has to click on the Password Text box before they can enter their password.	None
XMA-2405	When you migrate archives Archives of previous versions' upgrades from a CMA system to the RealPresence Resource Manager system, they display differently in the "Applied To" column of Past Upgrades.	None
XMA-3115	When you mark the option "Ignore Disabled Enterprise Directory Users" is checked, the RealPresence Resource Manager also ignores the users/groups configured in the exclusion filter.	None

Issue Number	Description	Workaround
XMA-2476	When you have a high number of address books (>5000), the RealPresence Resource Manager may take more than 15 minutes to retrieve the list of address books.	None
XMA-2284	When you first dynamically provision an HDX system, it may take two times to accept the provisioning.	None
XMA-2334	When you define a scheduled provisioning profile for an HDX, the RealPresence Resource Manager incorrectly allows you to select "Obtain an IP address automatically" as well as allows you to define a DNS server. The DNS server fields should be grayed out when "Obtain IP address automatically" is selected. The HDX system does not support both fields at once.	None
XMA-1051	When you create an anytime conference with only guest participants, an error message prompts you for a chairperson.	None
XMA-2185	When you create a new template, Video mode options are not available on the common settings page.	Navigate to the RMX General Settings page. Check and uncheck "use existing profile".
XMA-2376	When you create a conference on a system with areas enabled, the conference template gets reset after you add conference participants.	When creating a conference on a system with areas enabled, add participants to the conference before assigning the conference a conference template.
XMA-99	When you copy a conference, the Start Time gets reset to Now and Today.	None
XMA-126	When you configure the RealPresence Resource Manager system with an enterprise directory during the first-time setup, it may not display in the RealPresence Resource Manager Dashboard until you log in and out twice.	None

Issue Number	Description	Workaround
XMA-2423	When you click on an alarm in the Dashboard's MCU Status pane, it navigates to Network Device > Monitor View instead of Network Device > MCUs.	None
XMA-1156	When you click log out, you cannot cancel the action.	None
XMA-116	When you click Refresh on the Network Device > DMA Pool Orders page, the display sets all ports to zero.	Click Refresh twice to view the correct ports. This is only a UI issue.
XMA-1155	When you change a scheduled conference's time to Now, the subject of the e-mail notification that is sent is not clear. The Subject reads "Conference Sched to Now Changed." Maybe it should read "Conference Sched Changed to Now." or "Conference Changed: Sched to Now."	None
XMA-112	When you cancel a scheduled direct conference, the management system incorrectly logs that the bridge does not exist.	None
XMA-2472	When you attempt to the same name for an endpoint more than 10 times, the last naming attempt fails but still registers the endpoint under the wrong name.	None
XMA-2424	When you add an MCU status pane to the dashboard, the pane does not show MCU Warnings information.	None
XMA-1012	When you add a guest's endpoint to the RealPresence Resource Manager, the guest participant's number is not correct when the guest is added to a conference.	
XMA-1027	When working with custom logos for areas, the Delete action is shown even if there are no custom logos to delete.	None
XMA-2094	When using the Chinese version, the Network Device > SAM menu should be Network Device > RPADs	None
XMA-909	When using Internet Explorer, the Admin menu sometimes runs upwards instead of downwards.	Refresh and expand your browser and try again.
XMA-1749	When using Firefox, the Flash plug-in sometimes crashes.	None

Issue Number	Description	Workaround
XMA-1632	When users select possible rooms, the system throws an exception in the Jserver log. This is not an issue and can be safely ignored.	None
XMA-2139	When upgrading, if you navigate to other pages, the upgrade page will not display correctly.	None
XMA-56	When updating the System Time for the management system, the system does not prompt you to reboot, but the settings do not reset until the system is rebooted.	Reboot the system after updating the system time.
XMA-897	When updating a management system license to include the DMA integration feature, the user must log out and log back in before being able to access the feature.	None
XMA-1104	When unplug the Polycom Touch Control from the network, the RealPresence Resource Manager system will be notified and reports the disconnection with the HDX. However, when plug the Polycom Touch Control back into the network, the RealPresence Resource Manager displays the disconnection status until you restart the HDX.	None
XMA-2042	When the hostname of a management system server includes the keyword 'Node' , some system functionality (like implementing redundancy) may fail.	Change hostnames to not include keywords such as Node.
XMA-1246	When the chairperson of a conference is changed, the new chairperson will get two E-mails (one with the chairperson passcode, and another without) instead of just one.	
XMA-2596	When the administrator user deletes a user or a room that is associated with a device and machine account, then the device and machine account is deleted automatically. The the administrator user does not normally have this permission.	None

Issue Number	Description	Workaround
XMA-2529	When the RealPresence Resource Manager system schedules a pooled conference, it does not send an end time. When you view the conference on the RMX, it shows a duration of 168 hours even though the conference is scheduled to end before that time.	None
XMA-298	When the RealPresence Resource Manager system is in maximum security mode, the error message when the system fails to install an identity certificate is not meaningful.	None
XMA-2508	When the RealPresence Resource Manager is using the DMA as its SIP server (under the Site Provisioning section), dynamically-registered HDXs will frequently display that they have successfully registered (instead of displaying it only once).	None
XMA-817	When the Jserver service is restarted, the conference name and creator may not be the same as when the conference was created.	None
XMA-2356	When the CMA Desktop users share content within a conference, the RealPresence Resource Manager system conference monitoring page does not indicate that the endpoint is sharing content	None
XMA-780	When the API functionality is not available (the license is not installed), the error message erroneously states that the server may be in Maximum Security Mode.	None
XMA-1967	When sorting by IP address on the Endpoint Monitoring page, the IP address sort is not intuitive.	None
XMA-1483	When signing into the management system with a local user account using the CMA Desktop client, the client does not receive a dynamic E.164 alias and the endpoint cannot be edited to add one.	None
XMA-2055	When searching for users with the "Local Users Only" box unchecked, clearing the search box and pressing Enter will not refresh the search results.	To refresh the search results, either refresh the page or search using new search terms.

Issue Number	Description	Workaround
XMA-1090	When scheduling a softupdate on all HDX systems that are part of an ITP system, all of the HDX systems in the will be updated properly but the systems that are not the master system will report a version mismatch failure. In this case, the systems did perform the update but the version reported did not match exactly thus registering a false indication of a failure.	There is no workaround but since the softupdate was successful, the error can safely be ignored.
XMA-334	When scheduling a conference on an endpoint with an embedded MCU, disconnecting an endpoint that does not have embedded MCU results in the conference never connecting.	None
XMA-123	When scheduling a DMA system conference, if the default Conference Settings are used (Chairperson's Passcode is not set) the DMA system reads this as "Enable Chairperson Pass-code and set to blank". This does not appear to affect the conference functionality.	None
XMA-837	When provisioning, and using a local system account with the same name as a common SIP username, the user's local account could get marked as locked out.	Unlock the local user account from the Edit User popup, then try again.
XMA-1636	When placing a gateway call from an H.323 enabled endpoint to a SIP enabled endpoint using a bridge, the Conference Monitoring page may not display the correct number of endpoints in the call or properly recognize the endpoints in the call.	None
XMA-78	When monitoring endpoints that are registered as Other, such as Polycom m500, the Send Message and Manage options display even though they do not work and cannot be used.	None.
XMA-2337	When monitoring a direct conference, the room participant's icon is incorrect. It indicates a guest participant icon instead of a room icon.	None
XMA-434	When managing a conference, you can't send messages to conference participants of the type, Other.	None

Issue Number	Description	Workaround
XMA-127	When managing a conference, the Views panel that lists conference types may disappear.	Use the Conference menu to navigate to different conference types.
XMA-449	When managing a Peer-to-Peer SIP call, the Device Information page for a participant does not list SIP Status.	This information can be found on the Device Monitoring page.
XMA-1096	When making a call with two ITP systems, each of which is associated with a room, the dial-in/dial-out may be incorrect in the Participants pane on the Conference Monitoring screen.	None
XMA-1628	When listing upgrades to the RealPresence Resource Manager system on the Admin -> Management and Security -> Server Software Upgrade page, the versions applied may not be correctly displayed. The format may include other internal identifiers that can safely be ignored. The actual version is the last part of the displayed text.	None
XMA-1640	When integrating RealPresence Resource Manager and DMA systems, during a point-to point call, the dialer is shown as N/A in dial mode and 0 kbps bit rate.	None
XMA-1355	When extending a conference duration over 168 hours an error message is displayed. "{Invalid key: JStatus.INVALID_BRIDGE_UPDATE}".	None
XMA-504	When editing the settings for a DMA system, if the scheduling capacity is deleted and the user clicks Update, 50% will be used rather than the previous value.	Enter the correct value into the field
XMA-1610	When editing an RMX system, the Refresh Device button on the IP Address and Password tab displays @0@ and a NullPointerException logged in jserver.log.	Refresh Device again, the error will not happen, and the RMX version will be refreshed to the new version.
XMA-1028	When deleting an area logo, you may need to click Delete System Logo twice in order for the deletion to complete.	None

Issue Number	Description	Workaround
XMA-1171	When creating a recurring conference, changing the start time also changes the end by date.	None
XMA-1614	When creating a conference template, the default value of "Encryption" is enabled. By default, Encryption should be disabled.	None
XMA-485	When creating a License Resource Number, numbers less than 0 or greater than 65535 will display incorrectly.	
XMA-2129	When configuring redundancy, you are only prompted to reboot once. If you choose no, the system may not prompt you again.	None
XMA-1739	When configuring production and trial URLs for software updates, the Virtual IP address of the RealPresence Resource Manager system is always used in the URL even if you indicate the current active IP address.	None
XMA-653	When configuring an email notification email, the "From Email" and "SMTP Server" field in email settings are not validated.	None
XMA-2277	When configuring Polycom Touch Control dynamic software updates, the Configure Production dialog box does not display the complete version information of the software.	None
XMA-1625	When changing the time on the management system, the system must be rebooted manually to register the change.	None
XMA-1363	When backing up the system settings in RealPresence Resource Manager, the file dialog popup, the backup file will not have the .zip extension as part of the name but will add the .zip extension when the file is created. There is no need to add a .zip extension.	None

Issue Number	Description	Workaround
XMA-1201	<p>When attempting to edit a room and disassociate the room from a dynamically-managed endpoint, a warning message is displayed. The message should read: "Dynamically-managed endpoints cannot be manually disassociated from a room".</p> <p>Dynamically managed endpoints cannot be manually disassociated with either users or rooms.</p>	None
XMA-2507	When areas are enabled, E.164 default prefixes are different from when areas are not in use.	None
XMA-1898	When an endpoint has a password mismatch with the management system, the management system still allows users to try to reboot the endpoint and send messages to the endpoint. (Legacy issue)	Add a password to the endpoint. After the credential mismatch status appears for the endpoint, select the endpoint system and reboot.
XMA-2580	When an area manager has permission to manage more than one area, he is allowed to assign an Access Control List to no area. This should not be allowed.	None
XMA-2389	When an RMX is configured as SIP only and managed by the RealPresence Resource Manager, the RealPresence Resource Manager incorrectly displays the MCU services. The SIP as Default service is listed as no.	None
XMA-2202	When an HDX is not properly registered with the XMA (an invalid IP address or not found on the network), you cannot edit it without error messages.	None
XMA-16	When adding or editing a guest in the Guest Book, the management system allows you to enter an invalid SIP URI.	None
XMA-1894	When adding a site, if you enter the subnet mask before you enter the IP address and save the subnet, then the subnet mask will be saved as 0.0.0.0.	Check the site list to verify that the subnet mask has been saved correctly. If not, edit the subnet mask value.

Issue Number	Description	Workaround
XMA-564	When adding a participant to an ad hoc conference, changing the dial mode to dial-out is sometimes not reflected in pending participant list.	If editing the participant shows the correct value, the UI may be ignored.
XMA-1484	When adding a dial-in guest while scheduling a conference, user may receive an incorrect error message indicating "Number is required when using video and dial-out is specified".	None
XMA-1944	When a user with the correct permissions navigates to Reports > Site Statistics or Site-Link statistics page, the RealPresence Resource Manager system incorrectly warns the user that he does not have permission or that a DMA call server is not available when it is.	
XMA-1878	When a recurring conference is edited, deleted instances are re-generated.	None
XMA-1069	When a pooled conference is created, some unexpected exceptions occur in the log file while retrieving participant ID.	None
XMA-348	When a point-to-point conference that involves a TANDBERG endpoint fails for any reason, the management system does not display any messages or indicators.	None
XMA-2582	When a participant availability request is made for a room that is scheduled in a conference, no time blocks are returned.	None
XMA-373	When a local user and enterprise user have the same name, the Favorites List search displays only one user for that name and does not differentiate	None
XMA-429	When a DMA system is integrated with the management system, it is not assigned a site. The site column for the DMA system row on the Network Device Monitor View is blank. On the Site Topology page, searching for sites by Network Device, then DMA system will yield no sites.	None
XMA-578	When a DMA integration is modified to be incorrect, DMA pool orders will still display in the management system even though they can no longer be used.	None

Issue Number	Description	Workaround
XMA-1940	When Site-Link Statistics are unavailable, the popup message incorrectly states that Site Statistics are unavailable. It should state that Site-Link Statistics are unavailable.	None
XMA-1877	View Hardware for RMX systems omits slot 21. (Legacy issue)	None
XMA-1721	Users with the Monitoring permission can see the MCU Status Dashboard pane even though they do not have the Network Device Monitor permission.	None
XMA-1255	Users with a basic scheduler role cannot see the conference templates associated with their role.	If the role is given advanced scheduler permission, then the templates can be seen.
XMA-2617	Users who have an area role but who are not allowed to manage an area can still view the Add button in the Access Control page.	Be sure that users who are given area roles are also allowed to manage the areas to which they belong.
XMA-1797	Users not associated with endpoints cannot be connected in conference. The system displays a warning "Cannot join in the ad-hoc conference as dialin".	None
XMA-1861	Users cannot terminate an ad-hoc point-to-point conference between a Polycom VVX and a Polycom CMA Desktop endpoint.	None
XMA-88	Upload action failed on the management system with Google Chrome browser.	None
XMA-2410	Under certain circumstances, uploading a System Logo with dimensions greater than the allowable limits of 300x60 pixels will report a successful upload when the upload failed.	Be sure that the logo you are uploading is not greater in size than 300X60 pixels.
XMA-849	Unable to exit the Configure Setup page for the Polycom Touch Control on the management system.	None
XMA-1715	There is an Average data column on the Conference Type Report displayed by the management system, but it is not included in the exported Conference Type Report CSV file.	None

Issue Number	Description	Workaround
XMA-1589	The wrong Conference Type is displayed for Audio Only Conferences in the Details and Monitor pages.	None
XMA-2525	The value given to a device in Endpoint > Monitor View > Device Summary does not match the value given to the same device in the MIB's alias screen.	None
XMA-1966	The system throws an exceptions when loading the logs of a migrated system.	None
XMA-1585	The system throws a ClassCastException when scheduling a conference with ISDN and CMA Desktop participants.	None
XMA-397	The system gives an incorrect error message when attempting to add a duplicate user ID via the Import Users option. The error message states that you cannot change the password when you edit a user. It should state it is a duplicate user ID.	None
XMA-67	The system allows a user to add a favorite to two conferences at the same time.	None
XMA-1195	The system allows a local and guest account to reference the same HDX system.	None
XMA-89	The site subnet configuration page does not have an "exclude" option.	None
XMA-1998	The self-signed security certificate for the RealPresence Resource Manager system is incorrectly name Resource Manager certificate.	None
XMA-599	The owner of an Anytime conference receives two E-mail notifications, one for the conference owner that includes passcode information and a second E-mail because the conference owner is also a participant. The participant E-mail does not include the necessary passcode information.	None
XMA-1626	The name for a room added from Active Directory as a conference participant is not displayed correctly.	None
XMA-1586	The menu option Network Device > RPAD is incorrectly documented as Network Devices > SAMs. This functionality is not supported in this release.	

Issue Number	Description	Workaround
XMA-1521	The management system's provisioning of Auto Answer Point-to-Point / MP "Do Not Disturb" fails.	None
XMA-1962	The management system version recorded in the database table readimanager.release is incremented everytime the DNS is changed and rebooted.	None
XMA-1648	The management system upgrade script gives timeout errors, even though the upgrades are successful.	None
XMA-266	The management system status for Lifesize endpoints provides conflicting information (with inconsistent implementation of passwords), and there is no indication that the management system has a bad password for the device in question until the update fails. This is inconsistent with how the management system treats other legacy endpoints.	None
XMA-1565	The management system reports an RMX system meeting room conference twice.	None
XMA-1980	The management system is unable to specify a service for a guest. This information is not sent to the RMX system. Only the default service will be used.	None
XMA-1759	The management system is sending incorrect international call prefix of Japan 001 instead of 010 in GAB to ISDN endpoints outside of Japan.	None
XMA-1792	The management system is not picking up dial string changes made at the TANDBERG C-Series endpoint. The TANDBERG endpoint registered with SIP as default preference does not change when the endpoint is reconfigured and SIP is removed	None
XMA-1353	The management system does not support the Polycom MGC system but still displays some MGC system options.	None
XMA-221	The management system does not show the correct status when monitoring the CNTL slot of an RMX system v7.7.	None

Issue Number	Description	Workaround
XMA-1467	The management system does not report a participant as the conference lecturer.	None
XMA-1584	The management system does not reflect updates to ad hoc conference participants.	None
XMA-1775	The management system displays multiple ongoing conferences for the same RMX-scheduled conference.	None
XMA-22	The management system database roles have non-expiring passwords.	None
XMA-23	The management system database contains the PUBLIC schema.	None
XMA-1422	The management system cannot view any information about content for a scheduled pooled conference that includes People+Content.	None
XMA-1057	The management system allows the user to upload the same CMA Desktop version as an automatic software update package even if it already exists.	None
XMA-825	The management system LED screen on the chassis does not display a message on the LED screen after installation is complete.	None
XMA-1781	The management system Conference Monitoring page shows scheduled the Audio-Only Conference Type as Audio-Video.	None
XMA-1891	The management system API throws an exception for the Login module. Exact cause of the exception is still unknown.	None
XMA-2017	The localized date-time formats are missing for languages.	None
XMA-2013	The list of countries are not localized in ADMIN > Topology > Sites > Add or Edit > General Info > Specify Location > Country.	None
XMA-2000	The help buttons for the Add and Edit Territory dialog boxes display the main table of contents for the help system instead of context-sensitive help.	None
XMA-443	The graphs and accompanying selection grids on the Conference Type report are reset each time the page is used.	None

Issue Number	Description	Workaround
XMA-2015	The following tooltips are not localized or defined in the Device Status page: - NOT_REGISTERED - NOT_APPLICABLE	None
XMA-2422	The default value for the "H323 is Default" field found on the Network Device > MCUs page is "No" even when the MCU has H.323 capability.	None
XMA-826	The data lines within the Import Local Users Summary. are not aligned correctly.	None
XMA-1814	The custom CMA Desktop logo is lost when patch 5 is applied.	None
XMA-2317	The caller and callee participants are reversed on the Ongoing Conference screen for scheduled point to point calls.	None
XMA-2062	The auditlogcapacity alert does not propagate quickly. This has been combined with logs.	None
XMA-2645	The audit log does not correctly identify when you modify the "Allow non-dynamically managed endpoints" setting.	None
XMA-1800	The ability to send an E-mail is based on the presence of an E-mail profile, but not necessarily the one that is for the reservation's area.	None
XMA-1576	The VIP status for endpoints is no longer displayed in the Conference or Device Monitoring pages. A star is supposed to be displayed for endpoints with enhanced VIP monitoring.	None
XMA-1621	The VIP filter doesn't work for the Endpoint Usage Report.	None
XMA-1651	The User page does not get updated when a dynamically-managed endpoint gets added via provisioning.	None
XMA-2016	The User Role names and description are not localized.	None
XMA-2293	The Time Zone selection box on the System Time screen doesn't display the full system name. One certain time zones, the right most characters are truncated.	None

Issue Number	Description	Workaround
XMA-2471	The Sitelink usage field is changed to a scroll bar on the graphical topology page when the field value exceeds 100 percent.	None
XMA-2372	The SiteLink Count on the Site-Link Statistics page is always 0.	None
XMA-1824	The Site Topology page provides a Search for Location action for DMA systems. This does not apply.	
XMA-1578	The Site Info dialog box lists DMAs, but the value will always be 0	
XMA-1839	The Shuffle feature on managed conferences does not work.	None
XMA-1738	The Send Message action should not be available for guests in scheduled conference. If a guest does click on it, an ERROR message is displayed.	None
XMA-1298	The SNMP field for the confTemplateAudioOnly in the cmaConferenceTemplateTable may not display the correct value in all situations.	None
XMA-1694	The SIP capability and SIP URI of VSX systems cannot be shown in the management system Endpoint Monitor View.	None
XMA-2012	The Resource String ID may be misspelled for Conference "Default Template"	None
XMA-3222	The RealPresence Resource Manager system when integrated with a DMA system should use the same NTP server.	None
XMA-26	The RealPresence Resource Manager system provides Refresh capability for Monitor View only. It does not provide the Refresh Capability for the MCU view.	None
XMA-1812	The RealPresence Resource Manager system does not always display RMX systems in the Site Topology.	None
XMA-1979	The RealPresence Resource Manager system MIB file incorrectly includes a cmaMonitorServiceStopped alert. This alert is not applicable to the system.	None
XMA-1897	The RealPresence Resource Manager sometimes loses its connection and incorrectly displays an empty message or screen.	Refresh your browser.

Issue Number	Description	Workaround
XMA-1768	The RealPresence Resource Manager does not offer suggestions for valid servers when the SSO server FQDN is invalid.	None
XMA-2497	The RealPresence Resource Manager documentation incorrectly includes TCP/UDP 3603 in the list of Outbound Ports.	None
XMA-2495	The RealPresence Resource Manager documentation incorrectly includes TCP/UDP 1719 H.323 in the list of Listening Ports.	None
XMA-1823	The RealPresence Resource Manager and DMA systems report conflicting information on status of TANDBERG registrations.	None
XMA-2022	<p>The RealPresence Resource Manager Operations Guide incorrectly says: "The active/inactive servers communicate every 200 milliseconds using a private IP address and port 5405. If the inactive server does not receive a heartbeat from the active server, it will promote itself to being the active server." .</p> <p>It should say: "The active/inactive servers communicate every 200 milliseconds using a private IP address and port 5405. If the inactive server does not receive 4 consecutive heartbeats in a second from the active server, it will promote itself to being the active server."</p>	None
XMA-1996	The RealPresence Resource Manager system does not recognize when device states defined by the Polycom DMA system. This means that conferences and provisioning may fail if the DMA system has quarantined the respective endpoint.	None
XMA-3221	The RealPresence Platform API does not allow you to reserve direct conferences, only pooled conferences.	None
XMA-1554	The Pooled Conference page shows a bridge as Restricted. It should say the bridge's pool order name.	None

Issue Number	Description	Workaround
XMA-1073	The Network Device > RPADs page (for future functionality) is visible in the management system UI.	None
XMA-391	The MCU Dashboard Pod does not properly display bridges, and will list incorrect information when being configured.	Readding the MCU pane resolves the issue
XMA-1407	The Import Local Data feature allows invalid data to be entered in the management system database.	None
XMA-1609	The ISDN Assignment Type field displays Undefined in the Monitor View page for a legacy HDX system with ISDN capability.	None
XMA-249	The IP address fields in the Site Provisioning Profile dialog box do not valid the IP address format.	None
XMA-1809	The Future Conference's Participant pane may show the wrong IP address for a CMA Desktop participant.	None
XMA-1203	The Endpoint Usage reports for Lifesize endpoints may be inaccurate in various ways including the numbers of calls and the times of those calls.	None
XMA-1815	The Endpoint SIP URI Import file upload process does not check for the correct file format.	None
XMA-3322	The Edit Scheduled Provisioning Profile window is incorrectly titled "Edit User Group Provisioning Profile".	None
XMA-3002	The Edit Scheduled Provisioning Profile dialog box is mislabeled.	None
XMA-1149	The DeviceManager.log file is always logging at DEBUG level regardless of the the current log setting in the management system.	None
XMA-150	The Detailed Conference Usage Report does not always include Actual Stop and Duration times for the Conference Creator.	None
XMA-1798	The DMA system Dashboard shows "Site Topology Integrated: No" even though the DMA system is integrated as the Call Server.	None

Issue Number	Description	Workaround
XMA-1545	The Conference pane's bit rate in the Conference Monitoring page does not update with the correct bit rate.	None
XMA-1874	The Conference Type report graph does not scale correctly.	None
XMA-2419	The Conference Type Report will generate an SQL error following a migration from version 6.x if the Call Data Records contain invalid scheduled time ranges.	None
XMA-2110	The Conference Settings dialog box incorrectly shows a T.120 mode . T.120 mode is not supported because it is associated with MGC devices which are also not supported.	None
XMA-1643	The Conference Settings dialog box incorrectly includes a "video mode". This setting is not supported.	None
XMA-1508	The Chairperson for a conference is displayed as N/A even though a participant was selected as the chairperson when the conference was scheduled.	None
XMA-1716	The Call Report for a dynamically-managed HDX system cannot be recorded if the endpoint is behind a VBP and tries to call a internal HDX system.	None
XMA-1752	The CMA Desktop client is forced out with reason as "logged in another location" during a system failover.	None
XMA-2385	The Area specific roles associated with a Conference Templates role list may still remain after the Areas functionality is disabled.	None
XMA-1130	The Alias label displays in the Device Summary page for MCU systems but is not used and is always empty.	None
XMA-1972	The Add Guest dialog box from an active conference allows an invalid E-mail format.	None
XMA-1618	The Access field for a PSTN conference is displayed as H.323 for an ongoing ad hoc conference.	None

Issue Number	Description	Workaround
XMA-2010	The "Zone" string is being displayed in a different language than the one selected for the UI. It now always show in Deutsch for all languages including English.	None
XMA-1767	The "Meet Me Per Conference" option is always showing NO even if the returned conference data from the RMX system for this option is true.	None
XMA-1470	The "Connect New Participants" button and grid is enabled. This used to only happen if and when "Add Participant" was clicked.	None
XMA-71	Text for Calendaring Management Dialog is incorrect	None
XMA-29	Still to be documented	None
XMA-1458	Sometimes the Endpoint Monitoring screen does not display all of the valid actions for a selected endpoint.	None
XMA-2415	Some system alerts display as "Unknown" instead of providing detailed information.	None
XMA-1448	Some cities appear multiple times on the Add/Edit Site screen.	None
XMA-1480	Soft Updates may give the Failure Message "Credentials Required After SU" after completing.	None
XMA-1825	Site Topology allows for invalid VBP system searches. The search is unable to find the devices.	None
XMA-2239	Setting up redundancy displays a "Version check fail" error message, because the database passwords with special characters (in this case '\$') are not synchronized properly to the secondary server.	Change passwords to not include special characters.
XMA-2032	Setting up redundancy displays a "Version check fail" error message, because the database passwords with special characters (in this case '\$') are not synchronized properly to the secondary server.	Change passwords to not include special characters.

Issue Number	Description	Workaround
XMA-1390	Scheduling a recurring conference using auto bridge selection fails.	None
XMA-1437	Scheduled Software Update screen lists Tandberg model as "Cisco C-Series", but filters, pull-downs, reports still refer to the Tandberg C-Series.	None
XMA-2077	SNMP Trap cpuUsageExceeded does not contain the value in the trap.	None
XMA-1068	Realpresence Resource Manager will not properly display the version of Touch Control installed on HDX.	None
XMA-2350	RealPresence Resource Manager allows you to create rooms with duplicate names associated to the same endpoint.	None
XMA-800	Real Presence Mobile clients display directory and presence status as unknown on the management system.	None
XMA-1774	Portions of the user interface incorrectly refer to the RealPresence Resource Manager as a CMA system./	None
XMA-511	Pop-up error message informs users that there were bulk upload errors when all bulk users created successfully.	None
XMA-1784	Polycom does not support the monitoring of ad-hoc calls on an RMX system that is managed by DMA system. Although the conference displays, monitoring details will be incorrect. The RealPresence Resource Manager can only accurately monitor ad-hoc calls on the RMX systems that it manages.	None
XMA-1158	Participants set as a chairperson from the RMX system during a running conference are not being recognized by the management system.	None
XMA-1159	Participant updated as a the new lecturer from an RMX system during an active conference is not recognized by the management system. The old lecturer is still shown.	None

Issue Number	Description	Workaround
XMA-907	Operators will not have access to troubleshooting utilities, regardless of having the Troubleshooting box checked in their user roles.	None
XMA-1642	On the Scheduled Updates page, Reset Software Update does not perform the expected action.	None
XMA-1914	On the RealPresence Resource Manager system dashboard, the Resource Manager Info pane does not provide intuitive labels for the partitions.	None
XMA-1147	On the Peripherals View screen, the hardware version of the HDX Polycom Touch Control hardware displays as "Unknown".	None
XMA-1488	OMSA 7.0 (the Dell Open Manage System Administration tools) SNMP components have been reported to have memory leaks when run on CentOS 6.	None
XMA-2551	Non-English versions of the RealPresence Resource Manager system do not allow special characters in address book and address book tier names.	None
XMA-356	Login, logout, user_change, Transaction_status, and others are displaying multiple message instances in the audit logs.	
XMA-1138	Local users of the management system can view enterprise users.	
XMA-1114	Launching an ad hoc call between two ITPs, the management system will display three separate conferences on the Ongoing Conferences page. One of them is an Internal Multipoint call.	None
XMA-955	It is possible to enter an invalid SIP URI for a guest. The RealPresence Resource Manager does not validate this field.	None
XMA-2076	Incremental upgrades are broken for 7.0.1 patches.	None

Issue Number	Description	Workaround
XMA-1965	In two places, the management system users cannot enter their name in their native language characters although the UI is localized. The two locations are Admin -> Provisioning Profiles -> Scheduled and Provisioning Profiles -> Add Admin-Dashboard -> Add pane ->Endpoints.	None
XMA-2355	In the Associated Roles tab, inherited roles should be marked with an asterisk (*) and are not.	None
XMA-1699	In the "Server Software Upgrade" under "Past Upgrades" there is no indication of patch history after an upgrade.	None
XMA-1321	In some scenarios, the Connection type for scheduled conferences may not always show the correct type. The value varies with the scenario.	None
XMA-458	In some scenarios, an attempt to retrieve a log file will result in a 405 return status.	A second attempt should succeed
XMA-1332	In some circumstances, editing a guest added to a scheduled conference displays the first name and last name in the "First Name" field and has the "Last Name" field blank.	None
XMA-2612	In some cases, changes to the SNMP are not reflected in the MIB in a timely manner (can take up to one minute).	None
XMA-551	In certain circumstances, the license will allow using DMA system as a call server but the checkbox will be disabled.	Reopening the dialog or refreshing the page corrects the issue
XMA-2070	In a redundant configuration, updating the virtual IP doesn't lead to reboot.	None
XMA-1907	In a DMA pooled conference with two participants, adding a room with an endpoint failed. The room is connected, but the room name is showing the endpoint's name, rather than the room name.	None
XMA-93	Import Local Users summary screen is not wide enough.	None
XMA-1816	Import Local Users generates an extra erroneous error message that has a spelling error.	None

Issue Number	Description	Workaround
XMA-1481	If you update the software for a TANDBERG C-90 without the key, the RealPresence Resource Manager reports both success and failure and the endpoint becomes inaccessible.	None
XMA-3293	If you try to add a participant to an ongoing conference (which is not allowed), you see an error message but the participant is still added.	None
XMA-2510	If you select an overlay mode while in Conference Template window > Edit Conference Settings, the tool tip for the Video Mode icon will not show up and instead show an "Invalid Key" error.	None
XMA-2399	If you repeatedly delete and re-add an endpoint and give it the same name, the RealPresence Resource Manager does not always add the endpoint.	None
XMA-3290	If you modify the RealPresence Manager Alert Threshold but do not click Update, the values are saved anyway.	None
XMA-2261	If you make changes to the user account after it has been associated with an endpoint, the RealPresence Resource Manager may create duplicate device associations for that user.	None
XMA-2313	If you have areas enabled, a device not found warning is issued when your performing a software upgrade on a Polycom VVX system.	None
XMA-978	If you edit the information of an existing room then click Cancel, the original information of the room will have changed.	None
XMA-2618	If you disable areas (multi-tenancy), you still get area mis-match error messages when working with Access Control Lists, even though you have disabled areas.	None
XMA-219	If you change the gatekeeper address (IP of the DMA system), CMA Desktop clients that were already added to the RealPresence Resource Manager system can no longer add each other to their respective Buddy lists.	None

Issue Number	Description	Workaround
XMA-2	If you attempt to use the Polycom CMA plug-ins for Outlook or Lotus Notes, the RealPresence Resource Manager gives confusing error messages.	Do not use the scheduling plug-ins. They are not supported for RealPresence Resource Manager.
XMA-818	If the soft/mobile endpoint bit is enabled, it may be possible to exceed the total number of licenses.	None
XMA-299	If the management system fails to install an identity certificate for any reason, the pending private key is no longer available.	If the identity certificate fails to install for any reason, you must generate a new signing request.
XMA-1773	If the layout is set to auto-layout, it cannot be changed via the management system.	None
XMA-669	If the conference owner of an Anytime conference is a room instead of a user, the internal ID of the room is displayed in the CDR.	None
XMA-1763	If the TANDBERG system name on the endpoint is blank, adding the TANDBERG to the management system should result in the system giving the endpoint a name from its serial number. It doesn't always.	None
XMA-828	If the RealPresence Resource Manager system is in the IP address range of endpoints being search on the Endpoint Monitor View screen, the RealPresence Resource Manager will not respond until it times out, which takes about 3 minutes. The UI will appear to be stuck during this time.	
XMA-1350	If an endpoint associated to a room is added to an ongoing RMX conference from the RMX, the name of the endpoint is not the room name but rather the name that the RMX assigned to the endpoint.	
XMA-2979	If an area administrator is not given the ability to manage an area, he can still view the Add ACL button even though it doesn't work.	None

Issue Number	Description	Workaround
XMA-1988	If an ISDN guest who has an endpoint managed by the management system is added to an ongoing RMX conference, there will be a duplicate participant displayed on the conference listing. The duplicate participant is the endpoint.	None
XMA-1129	If a user's LDAP name is changed after the user is associated with a room, the room information does not update automatically.	Disassociate the user from the room and then reassociated the user to the room.
XMA-925	If a site is added with SAM then if the "Directory Server" and "Presence Server" field is blank, the LDAP and Presence function will not work.	None
XMA-1016	If a guest is associated with a particular IP address, attempting to add a real device with the same IP will fail.	Delete the guest, add the endpoint, and then re-add the guest.
XMA-108	If Polycom Global Services creates a license for a customer that has a date-limited version (upgrade) entitlement as well as a date-limited options entitlement, and the version expiration is sooner than the options expiration, the summary displayed to user will show the license as expiring at the earlier date while the valid period for the options shows the later date. This may be confusing as the separate dates are not well understood.	None
XMA-1561	If Areas are enabled, when clicking the "Manage" action for a conference, the listing for the bridge should show "Restricted" but shows "NA".	None
XMA-1562	If Areas are enabled, in some scenarios, when moving an active conference from one area to another, the Conference Monitoring page may not display the change to the new area.	Logging out and logging back in may resolve the issue.
XMA-3281	ISDN endpoints are not supported for Pooled Conferences. The Polycom documentation is incorrect and does not point this out.	None

Issue Number	Description	Workaround
XMA-1063	H323 and E164 alias' still show up in the Endpoint > Monitor View when the legacy HDX system is unregistered.	None
XMA-1916	From the Participant popup, the Near and Far views do not update after the endpoint is disconnected and then reconnected.	None
XMA-430	For ongoing conferences, the display of the Bridge Name column is inconsistent with the other columns. It is centered rather than left-justified and expands to fit the longest bridge name. This can obscure other fields.	Use short but descriptive bridge names
XMA-1318	For an ad hoc conference started on the RMX system, if you change a name of a participant it is not properly reflected in the management system Conference Monitor view.	None
XMA-1905	For a Pooled conference scheduled on the management system, the chosen pool order will change back to Auto after selecting the participant.	None
XMA-20	Field labels do not all use the same field label style.	None
XMA-62	Favorites added to an active conference should be dial out by default unless edited in the Add Participant dialog box.	None
XMA-3295	Failed attempts to join a password-protected conference are not saved to the audit logs.	None
XMA-1722	Even though the Device menu options display on the Endpoint and Network Devices page, if users don't have Monitoring permission, the menu options do not work.	
XMA-2125	Error message during upgrade process aren't always intuitive.	None
XMA-2291	Enabling, disabling, and re-enabling areas will cause previously established E-164 numbering schemes to be reset.	None
XMA-1886	Email notifications from the RealPresence Resource Manager system list the from address without an intuitive display name.	None
XMA-1650	Editing the MCU Status pod resets the options.	None

Issue Number	Description	Workaround
XMA-1803	Dynamically-managed HDX systems do not see nondynamically-managed endpoints in their GAB when they are registered with the management system.	Yes
XMA-2040	During data migration of a redundant CMA system, the information about the secondary system will not be migrated. After migration, the RealPresence Resource Manager system will come up as a standalone system. Follow the directions in the user guide for configuring the secondary RealPresence Resource Manager system and pointing it to the primary with the migrated data.	None
XMA-1443	Direct conference screen fails to provide error message when navigating to new screen when participant has already been added.	
XMA-1519	Dial-In guests cannot be edited when scheduling the guest into a conference.	None
XMA-640	Deleting an area with future two-participant conferences spanning areas removed the participants but did not terminate the conference or send an E-mail.	None
XMA-1764	Deleting an HDX system operating in legacy mode results in an EmptyResultDataAccessException.	None
XMA-1441	Deleting a scheduled provisioning profile that is used for a future scheduled conference results in database error.	None
XMA-1885	Deleting a recurring series of scheduled conferences does not send an E-mail notification.	None
XMA-1766	Deleting a DMA pool order and then refreshing the Pool Order page results in an @e@ error.	None
XMA-1770	Deleting HDX and VBP systems from the UI causes an exception to be thrown in the Jserver.log.	None
XMA-138	Confirm Close button displays error message stating that errors were present, but no errors occurred.	None

Issue Number	Description	Workaround
XMA-1455	Configuring the TANDBERG phonebook did not add the TANDBERG to the management system. The TANDBERG is still unknown to management system.	None
XMA-1849	Conferences that are open in the Manage page as separate tabs do not close when the conference ends.	None
XMA-377	Conference template is the default and does not require or mandate use of MCU, but scheduling says it is required when trying to schedule point-to-point calls in the Internet zone. This message should say, "Point-to-point calls are not allowed in Internet zone."	Put all participants in a site
XMA-1254	Conference Monitoring - If you add an in-person participant when you schedule a direct conference on an RMX, you cannot remove the participant once the conference starts.	None
XMA-2470	Cloud icons in the graphical display of the Site Topology page are often truncated.	None
XMA-1474	Clicking the OK button on the Edit Guest popup does not close the popup. The OK button usually applies the change and closes the popup.	None
XMA-2689	Capitalization and name displays are sometimes inconsisnt for guest book entries.	None
XMA-1939	Cannot disconnect participants from a scheduled point-to-point conference.	None
XMA-155	CMA Desktop contacts availability not always updated.	None
XMA-2018	CMA Desktop PC and MAC clients are not displaying members of local groups when in directory searches.	None
XMA-1802	Basic backup and restore fails to restore network settings.	
XMA-1915	Backup/Restore failed on an Area-enabled management system. It failed to restore passwords.	None
XMA-1362	Audit logs are giving misleading results because of duplicate entries.	None

Issue Number	Description	Workaround
XMA-559	Audio-only Guest warning in conference scheduling erroneously refers to VIDEO and Dial Out.	None
XMA-92	Area-related roles assigned to a conference template continue to be listed as an "selected role" when the Areas feature is disabled.	None
XMA-537	AnyTime conference participants do not get a notification E-mail when an Anytime conference is deleted.	None
XMA-2148	An underlying limitation of the communication protocol between RealPresence Resource Manager and Polycom mobile endpoints can lead to device status updates not being reflected on the RealPresence Resource Manager system.	None
XMA-1623	An external participant appeared after an ad hoc SIP point-to-point call launched between a dynamically managed HDX system and a VVX 1500 endpoint.	None
XMA-1227	An error about an unimplemented web service (JNetworkDeviceManager.getCountryCodeList) is written to the jserver log for every login. These can be safely ignored.	None
XMA-1924	An embedded multipoint conference that's terminated via the management system does not get updated in the Conference Monitoring page on a timely basis (15 - 20 minutes to clean up some disconnected endpoints).	None
XMA-1335	An MGC-related warning pops up when you change the speed of default conference template to an unsupported speed. We should not show MGC-related warning, since it is not supported in the system.	None
XMA-1974	Although the management system name has been changed to the RealPresence Resource Manager system, the SNMP MIB for the system is still called POLYCOM-CMA-MIB.mib.	None

Issue Number	Description	Workaround
XMA-1973	Although the management system name has been changed to the RealPresence Resource Manager system, the SNMP MIB for the system has elements that refer to the product as "cma".	None
XMA-2014	All date selectors across the application are not localized and show English calendar and names.	None
XMA-2888	After you add a VBP or SBC device to the system, the device is sometimes visible in the Global Address Book in RealPresence Resource Manager.	Refresh the Global Address Book. Note: The device will not appear in the Global Address Book of an endpoint.
XMA-1282	After upgrading the RealPresence Resource Manager, you may need to re-do your connection to the Polycom DMA system and re-add it. Sometimes erroneous "Factory Pool Orders" appear in the network device list. These should be deleted.	Unintegrate the XMA and DMA prior to upgrade, or delete the devices manually afterwards.
XMA-1124	<p>After setting up the Touch Control as a pair with the HDX, the RealPresence Resource Manager system will show the Touch Control as connected in the peripheral view. However, system cannot correctly show the Application Name in the Display Applications window.</p> <p>When on the Endpoint > Peripherals View screen and showing the Application popup, Touch Control devices will show up as "NA" as Application Name.</p>	None
XMA-1958	After migrating from a CMA system to a RealPresence Resource Manager system, you cannot filter a search for unsupported devices in the Endpoint > Monitoring screen (even though the endpoints can be migrated).	None
XMA-2028	After migrating a system from CMA system v6.0 to RealPresence Resource Manager v7.0 and restoring the database, the user groups are different.	None

Issue Number	Description	Workaround
XMA-2029	After migrating a system from CMA system v6.0 to RealPresence Resource Manager v7.0 and restoring the database, the Conference and Chairperson password length is different.	None
XMA-2026	After migrating a system from CMA system v6.0 to RealPresence Resource Manager v7.0 and restoring the database, the DMA system Dial Prefix is not brought over.	None
XMA-1639	After launching an ad hoc conference, the Ongoing Conference page does not show the new conference without clicking refresh.	None
XMA-1567	After importing local users, when you click Download Import Details the details take a long time to load.	
XMA-1243	After editing a scheduled conference to enable the conference chairperson, a subsequent edit of the conference will not allow the user to disable the chairperson.	None
XMA-1308	After disconnecting a participant, the management system will report the participant as disconnecting followed by reporting the participant as being connected. The RMX system will show the participant as disconnected.	None
XMA-2457	After changing a user's password, any API requests made using the old password will result in a 500 response code. This will continue until the newly updated password is used. Subsequent requests made with the old password will then correctly return a 401.	None
XMA-1225	After an ISDN guest that has been added to a scheduled conference connects to the conference, the status of the ISDN endpoint may not be displayed accurately.	None
XMA-1617	After adding an ISDN guest, the country and area/city code can't be seen in the GAB.	None
XMA-1783	After a scheduled software update of an HDX endpoint succeeded, the management system failed to report correct/updated version in Device Summary panel.	None

Issue Number	Description	Workaround
XMA-2488	After a redundant server is added to the Resource Manager, the status of the redundant server is incorrect in the Machine Status column of the Redundant Configuration page.	Reboot the Resource Manager from the dashboard to correct the status.
XMA-3180	Administrators are not prevented from using overlapping IP ranges when configuring whitelists.	None
XMA-1729	Admin->Dial Plan and Sites -> Sites ->Site information dialog does not update bandwidth information. This dialog should show the relevant bandwidth information as configured and used by the system.	
XMA-1791	Ad hoc calls in which an TANDBERG endpoint dials an HDX endpoint by IP address can be terminated via the management system. However, the HDX system continues to show as connected in the Endpoint Monitor View after the conference has been deleted.	None
XMA-1793	Ad hoc calls between HDX and TANDBERG endpoints shows the TANDBERG endpoint as disconnected, but the TANDBERG endpoint is connected (or vice versa, i.e., the TANDBERG endpoints is shown as disconnected, but the management system shows the TANDBERG endpoint is active in the call.	None
XMA-1790	Ad hoc calls between HDX and TANDBERG endpoints cannot be correctly terminated via the management system. The call ends, but the management system shows the HDX endpoint as connected.	None
XMA-3132	A user with the area administrator role can view resources that have been assigned to no area when he does not have permission.	None
XMA-1056	A scheduled point-to-point ISDN call shows third external participant with H.323 connection type.	None
XMA-1514	A newly added MCU service is not displayed in the Service list	None

Issue Number	Description	Workaround
XMA-1857	A management system user cannot edit the provider-side address of a VBP or SBC.	None
XMA-1637	A management system pooled conference with SIP and H323 endpoints displays as two conferences in the UI.	None
XMA-1691	A conference that takes place on an embedded MCU (Polycom HDX) that includes HDX endpoints that do not have embedded MCUs cannot be monitored accurately unless the endpoint (Polycom HDX) with the embedded MCU initiates the conference by calling the HDXs which do not have embedded MCUs.	None
XMA-1677	A VBP system erroneously consumes a license.	None
XMA-2307	The Far Site name on the End Point Monitoring screen is incorrect for a CMAD user.	None
XMA-1347	When scheduling a conference other than "Now", the first available time in the drop down menu is 12:00AM midnight not the current hour.	

Where to Get the Latest Product Information

To view the latest Polycom product documentation, visit the Support page of the Polycom website at <http://support.polycom.com>

Appendix A: OFFER of Source for Open Source Software

You may have received a Polycom® RealPresence® Resource Manager system from Polycom that contains software from the open source community that must be licensed under the specific license terms applicable to the software.

For at least three years from the date of distribution of the applicable product or software, we will give to anyone who contacts us at the contact information provided below, for a charge of no more than our cost of physically distributing, one of the following items (a) A copy of the complete corresponding machine-readable source code for programs listed in this document or (b) A copy of the corresponding machine-readable source code for the libraries listed in this document, as well as the executable object code of the Polycom work with which that the library links.

The software included or distributed for the RealPresence Resource Manager system, including any software that may be downloaded electronically via the internet or otherwise (the "Software") is licensed, not sold.

Open Source Software

The RealPresence Resource Manager system uses several open source software packages, including the CentOS operating system. CentOS is an enterprise-class Linux distribution that contains hundreds of open-source components. For more information about CentOS, visit <http://www.centos.org/>.

The packages containing the source code and the licenses for all of the open-source software, including CentOS and its components are available upon request.

Contact information for requesting source code

Polycom RealPresence Resource Manager System Open Source Manager
 1765 West 121st Avenue
 Westminster, CO 80234

Tel: 303-223-5000

E-mail: Open.Source@polycom.com

License Information

The following table contains license information for the open source software packages used in the RealPresence Resource Manager system. Note that the source code and the licenses for all the open-source software, including CentOS and its components, are available upon request. This list is provided as a convenient reference.

CentOS

A subset of CentOS is included. The CentOS distribution is licensed under the GNU General Public License v2.0 (GPL v2), which is provided below. 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/>.

Software	Version	License	Link
7-zip		LGPLv2.1 + unRAR restriction	http://www.7-zip.org
OpenFire		GPLv2	http://www.igniterealtime.org/projects/openfire/
OpenFire	3.7	Apache 2.0	http://www.igniterealtime.org/projects/openfire/
JavaTar		Public Domain	http://www.trustice.com/java/tag http://www.gjt.org/pkgdoc/com/ice/tar
JBoss		GPL and others	http://jboss.org
Apache Webserver		Apache 2.0	http://httpd.apache.org
Apache Directory Services		Apache 2.0	http://directory.apache.org
Apache Tomcat		Apache 2.0	http://tomcat.apache.org
mod_log_rotate		Apache 2.0	http://www.hexxen.net/wiki/index.php/Mod-log-rotate

Software	Version	License	Link
jCIFS		LGPLv2.1	http://jcifs.samba.org
jexcelapi		LGPLv2.1	http://www.jexcelapi.org
SNMP4j		Apache 2.0	http://www.snmp4j.org
WinPcap		WinPcap	http://winpcap.org
WinDump		WinDump	http://winpcap.org/windump
SharpZipLib		GPLv2 with exception	http://www.icsharpcode.net/opensource/sharpziplib
DiffHelman		Mozilla Public	
ModestMaps		BSD	http://modestmaps.com/
Java Service Wrapper		GPLv2	http://wrapper.tanukisoftware.com
Apache MINA		Apache 2.0	http://mina.apache.org/
AsTranslator		BSD	http://sourceforge.net/projects/carbonfive/
OpenAMF		LGPLv2.1	http://sourceforge.net/projects/openamf/
SuperCSV		Apache 2.0	http://supercsv.sourceforge.net/price.html
PostgreSQL		PostgreSQL License	http://www.postgresql.org
Spring		Apache 2.0	http://www.springsource.org
aopalliance		Public Domain	http://aopalliance.sourceforge.net
Cent OS	6.3	GPL v2.0	http://www.centos.org/
quava-libraries		Apache 2.0	http://code.google.com/p/quava-libraries/
jQuery		MIT	http://github.com/jquery/jquery
SIGAR		Apache 2.0	http://support.hyperic.com/display/SIGAR/Home
CodeModel		GPL v2.0	http://codemodel.java.net/
Groovy		Apache 2.0	http://groovy.codehaus.org/
Pacemaker		GPLv2+	http://www.clusterlabs.org/
Lsyncd		GPLv2	http://code.google.com/p/lsyncd/
Corosync		OSI/BSD 2	http://corosync.org/
The Open Source packages below are included in the Polycom Resource Manager system as a consequence of being embedded in the Java Platform, Standard Edition Embedded, version 6.0. License text is available at http://downloads.polycom.com/Oracle/THIRDPARTYLICENSEREADME.TXT			
CS CodeViewer	v1.0	BSD-like	

Software	Version	License	Link
Crimson	v1.1.1	Apache 1.1	
Xalan J2		Apache 2.0	
NSIS	1.0j	(see license file)	
IAIK PKCS Wrapper		BSD-like	
Document Object Model (DOM)	v. Level 3	W3C SOFTWARE NOTICE AND LICENSE	
Xalan, Xerces		Apache 1.1	
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	
Mesa 3-D graphics library	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])	
Byte Code Engineering Library (BCEL)	v. 5	Apache 1.1	
Regexp Regular Expression Package	v. 1.2	Apache 1.1	
CUP Parser Generator for Java	v. 0.10k	(general permissive license)	
JLex Lexical Analyzer Generator for Java	v. 1.2.5	(general permissive license)	
SAX	v. 2.0.1	Public Domain	

Software	Version	License	Link
Cryptix		Cryptix General License	
W3C XML Schema Test Collection		W3C DOCUMENT NOTICE AND LICENSE	
Stax API		BEA License (unique terms)	
X Window System		(general permissive license)	
dom4j	v. 1.6	BSD-like	
Retroweaver		(general permissive license)	
Stripper		BSD-like	
libpng official PNG reference library		(general permissive license)	
Libungif - An uncompressed GIF library		(general permissive license)	
Ant		Apache 2.0	
XML Resolver Library		Apache 2.0	
ICU4J		ICU License	
NekoHTML		Apache-like (1.1)	
Jing		(general permissive)	
RelaxNGCC		(general permissive)	
RELAX NG Object Model/Parser		MIT License	
XFree86-VidMode Extension		Version 1.1 of Project Licence (BSD-like)	
RelaxNGCC		version 2003-May-08 of the Info-ZIP copyright and license	ftp://ftp.info-zip.org/pub/infozip/license.html
XML Security		Apache 1.1	

Software	Version	License	Link
Regexp Regular Expression Package	v. 1.2	Apache 1.1	
Zlib		(general permissive)	
Mozilla Rhino		Netscape Public License Version 1.1	
Apache Derby		Apache 2.0	
7-Zip		See file. Some files are LGPLv2.1; some have unRAR restriction; some are licensed under AES code license.	
UPX		GPL	
LZMA Software Development Kit		Common Public License (CPL)	

Appendix B: Polycom RealPresence Resource Manager System End-User License Agreement

Welcome to Polycom® RealPresence® Resource Manager

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11.2 Entire Agreement. This Agreement represents the complete agreement concerning the SOFTWARE PRODUCT and may be amended only by a writing

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