Polycom RealPresence Resource Manager

Polycom announces the release of version 10.7 software for the Polycom RealPresence Resource Manager system. This document provides the latest information about RealPresence Resource Manager.

Contents

What's New in Release 10.7

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

- Support for Polycom G7500 Provisioning, Monitoring, and Upgrading
- Support for Polycom EagleEye Cube USB Camera Monitoring, Provisioning, and Upgrading
- Support for Polycom RealPresence Video App SDK API Monitoring and License Control
- Support Polycom EagleEye Cube HDCI Camera as Peripheral
- Other Changes in This Release

Support for Polycom G7500 Provisioning, Monitoring, and Upgrading

RealPresence Resource Manager 10.7 now can provision, monitor, and upgrade the Polycom G7500 system as a part of UC management.

Like other UC endpoints, you can manage G7500 systems using the following options:

- Import G7500 systems via a CSV file. The serial number is the unique identifier for G7500 systems.
- Edit, delete, view, and search for G7500 systems from the **Endpoint > Monitor View** page.
- Upgrade G7500 systems from the **Endpoint > UC Management** page

Polycom IP table or ceiling microphones and Polycom microphone IP adapters are the peripheral devices for G7500 systems. RealPresence Resource Manager doesn't monitor the peripheral devices for G7500 systems, but you can manage these peripheral devices using the following options:

- You can provision and upgrade G7500 peripheral devices in the module room from the **Endpoint > UC Management** menu.
- You can associate configuration profiles with the peripheral devices when editing G7500 systems.
- G7500 systems provide a unified image including the upgrade package for its peripheral devices. When upgrading the peripheral devices, you must upload the whole G7500 upgrade image.

Note the following when you monitor, provision, and upgrade G7500:

- G7500 systems are added to the RealPresence Resource Manager system automatically. You can't manually add G7500 systems by clicking the **Add** button on the **Endpoint > Monitor View** page.
- RealPresence Resource Manager can only monitor the online and offline status for provisioned G7500 systems.

  For RealPresence DMA-synced G7500 systems, RealPresence Resource Manager can also monitor the H.323 registration status.

- When you edit a RealPresence DMA-synced G7500 system, such as, associating configuration profiles or updating any editable information, RealPresence Resource Manager updates the G7500 system mode from **Synced RealPresence DMA Endpoint** to **Manually Added UC Devices**.

  If the G7500 system synced from RealPresence DMA first and then it sent a provisioning request to RealPresence Resource Manager, RealPresence Resource Manager updates the GS7500 system mode to **Auto-Added UC Device**.

- RealPresence Resource Manager only supports the online, offline, and RealPresence DMA-synced G7500 system registration status alerts. RealPresence Resource Manager doesn't support CDR for G7500 systems.

- You can set E.164 alias and SIP URI auto-generating rules and apply the rules to G7500 systems via configuration profiles. You can also define the system naming schemes for G7500 systems.

- You can schedule G7500 systems into a direct conference, RealPresence DMA-pool conference, or a point-to point-conference in the RealPresence Resource Manager system.

- You can reserve the H.323 or SIP dial string for G7500 systems when you edit a user on the **User > Users** page. H.323 or SIP dial strings set in a configuration profile can overwrite the user reserved strings.

- LDAP and GAB services support G7500 system records.

- You can open the G7500 system web interface from the RealPresence Resource Manager system. RealPresence Resource Manager doesn't support other endpoint control functions such as reboot and REST API control functions.

- Polycom recommends that you to use the room ID (with a machine account) as the provisioning account for G7500 systems to avoid authorization failure due to enterprise directory user password expiration.

Support for Polycom EagleEye Cube USB Camera Monitoring, Provisioning, and Upgrading

RealPresence Resource Manager 10.7 now can monitor, provision, and upgrade the Polycom EagleEye Cube USB camera:

- You can add, edit, delete, view, and search for Polycom EagleEye Cube USB camera from the **Endpoint > Monitor** page.

- You can import and export Polycom EagleEye Cube USB camera via a CSV file.

- You must configure the Polycom EagleEye Cube USB camera using provisioning via Polycom companion. This includes the configuration of the RealPresence Resource Manager server address and the provisioning account.

- You can provision and upgrade the Polycom EagleEye Cube USB camera from the **Endpoint > UC Management** menu.

Support for Polycom RealPresence Video App SDK API Monitoring and License Control

You can use the RealPresence Video App SDK API to customize your own endpoints. RealPresence Resource Manager can control its licenses and monitor its online/offline and SIP status. The RealPresence Video App SDK endpoint has its own license. It doesn't consume video or audio licenses.

Support Polycom EagleEye Cube HDCI Camera as Peripheral

RealPresence Resource Manager can monitor the following statuses of the Polycom EagleEye Cube HDCI camera:

- Pairing status
- Paired endpoint name
- Device type
- Software version
- Hardware version
- Serial number
- Tracking mode
- Tracking speed

Other Changes in This Release

This release includes the following feature updates:

- You can update the key files of uploaded RealPresence Group Series software images.
- Jserver log: if you set the Jserver log to debug level, the RealPresence Resource Manager system automatically rolls back the log level to info level after 7 days.
- Show the activation code for each allocated capability or feature on the **License > Allocation** page.
- Remove the machine account password expiration. The password for your machine account user ID doesn't expire.

To view the latest Polycom product documentation, visit Polycom Support.

Release History

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

Release History

Release	API Release	System	Release Date	Features
10.7.0	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	July 2019	• Support for Polycom G7500 Provisioning, Monitoring, and Upgrading • Support for Polycom EagleEye Cube USB Camera Monitoring, Provisioning, and Upgrading • Support for Polycom RealPresence Video App SDK API Monitoring and License Control • Support Polycom EagleEye Cube HDCI Camera as Peripheral • Other Changes in This Release
10.6.0	3.2.6	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	March 2019	• Support for Polycom Studio Monitoring, Provisioning, and Upgrading • Authorizing Users with JSON Web Token • Support for Additional Phone Configuration Profiles • Other Changes in This Release

Release History

Release	API Release	System	Release Date	Features
10.5.0	3.2.5	CentOS 6.10 Postgres 9.5.14 OpenJDK 1.8.0_181	December 2018	• Support Polycom RealPresence DMA Edge Configuration • Support for Resetting Phones via REST API • Support for Getting or Setting Phone Parameters via REST API • Simple Certificate Enrollment Protocol (SCEP) Provisioning Support • Support for Sending Pooled Conference Name to RealPresence DMA via REST API • Support LDAP Channel Binding Token • Support for More Phone Configuration Profiles • Other Changes in This Release
10.4.0	3.2.4	CentOS 6.9 Postgres 9.5.9 OpenJDK 1.8.0.151	July 2018	• Support for New Polycom RealPresence Clariti Licenses • Support for Provisioning Polycom RealPresence Group Series Via Polycom Trio • New Dynamic Provisioning Parameters Support for Polycom Pano and RealPresence Group Series • Enhancements to Phone Configuration Files • Enhancements to Ciphers Support • Support for More Phone Configuration Profiles • Support for New Devices • RealPresence Platform API Version Updates to 3.2.4 without API Changes
10.3.0	3.2.3	CentOS 6.9 Postgres 9.5.9 OpenJDK 1.8.0.151	December 2017	• Support for Polycom Pano • Support for Selecting SMB Versions • Support for Two New Log Streams • Support for More Phone Configuration Profiles • Dashboard Enhancements • Sites Enhancements • Adding Polycom VBP Automatically No Longer Supported

Release History

Release	API Release	System	Release Date	Features
10.2.0	3.2.3	CentOS 6.9 Postgres 9.5.6 OpenJDK 1.8.0.121	October 2017	• Video Endpoint and Audio Phones License Enhancement (Non-Polycom® RealPresence Clariti™) • Filter Enhancements • Support for User Defined Attributes in CSV File • Assign Auto-Added Phones to Default Endpoint Groups • Support for More Phone Configuration Profiles • Phone Software Updates Enhancements • Support for Uploading Phone Configuration Files • Support for Updating Endpoint Model Definition • Disk Space Usage Notice for Phone Software Updates and Resource Files • Support for New Devices • Polycom® Concierge No Longer Supported
10.1.0	3.2.3	CentOS 6.9 Postgres 9.5.6 OpenJDK 1.8.0.121	April 2017	• Enhanced Audio Phone Management • Pre-defined Domain and Password for Software Endpoints Control • Support for Guest Book Filter • Support for Manually Updating Endpoint Name • Support for Standalone RealPresence Platform Director Migration • Support for New Network Devices for Remote Alert Profile • Support for New Devices
10.0.1	3.2.2	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	October 2016	• Resolved some known issues. • Support for Polycom Rack Server 230.
10.0.0	3.2.2	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	August 2016	• Unified Management of RealPresence Clariti Video Infrastructure • New HTML5 Look and Feel • Support for Selectable Provisioning for RealPresence Group Series • Improved Conference Scheduling and Monitoring Interface • Support for Security Baselines • Support for USB Deployment (Appliance Only) • API Change: the changed API is *`plcm_user_role`*. The length of the *`description`* parameter has been increased from 120 characters to 240 characters.

Security Updates

Please refer to the Polycom Security Center for information about known and resolved security vulnerabilities.

Products Tested with This Release

The RealPresence Resource Manager is tested with other products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

> Polycom recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the Current Polycom Interoperability Matrix to match product and software versions.

Products Tested with this Release

Product	Tested Versions
Hypervisor Environments for Virtual Editions	
VMware vSphere Platform	6.0, 6.5, 6.7
Microsoft Hyper-V	2012, 2016
Polycom Video Endpoints	
Polycom HDX	3.1.13, 3.1.14
Polycom RealPresence Debut	1.3.1, 1.3.2
Polycom RealPresence Centro	6.2.0, 6.2.1
Polycom RealPresence Group Series (300, 310, 500, 550, and 700)	6.2.0, 6.2.1
Polycom G7500	2.0
Polycom RealPresence Mobile	3.9.1, 3.10
Polycom RealPresence Desktop	3.9.1, 3.10
Polycom RealPresence Immersive Studio	6.2.0, 6.2.1
Polycom RealPresence OTX Studio	6.2.0, 6.2.1
Polycom VVX 1500	5.4.2, 5.4.5
Polycom CX5100	1.3.3, 1.3.4
Polycom CX5500	1.3.3, 1.3.4
Endpoint Peripherals	

Products Tested with this Release

Product	Tested Versions
Polycom RealPresence Touch	2.1.3, 2.1.5
Polycom Touch Control	6.1.3, 6.1.5
Polycom EagleEye Producer	1.2.1, 1.2.2
Polycom EagleEye Director	2.2
Polycom EagleEye Director II	2.0, 2.1.0.5
Polycom EagleEye Cube HDCI Camera	1.0
Polycom UC Endpoints	
Polycom Trio 8800	5.7.2, 5.9.0
Polycom Trio 8500	5.7.2, 5.9.0
Polycom Trio Visual+	6.2.0
Polycom SoundPoint IP 300/450/560/650/670	4.0.13, 4.0.14
Polycom SoundStation IP 5000/6000/7000	4.0.13, 4.0.14
Polycom SoundStation Duo	4.1.0, 4.1.1
Polycom SoundStructure VoIP Interface (with VOIP card)	5.8.1
Polycom VVX 101/201 Polycom VVX 300/301/310/311 Polycom VVX 400/401/410/411 Polycom VVX 500/501 Polycom VVX 600/601 Polycom VVX 1500	5.9.2, 5.9.3
Polycom VVX 150/250/350/450	5.9.0, 5.9.1
Polycom Studio	1.0
Polycom EagleEye Cube USB Camera	1.0
Polycom Content Endpoints	
Polycom Pano	1.2.0, 1.2.1
Polycom Network Devices	
Polycom RealPresence Collaboration Server, Virtual Edition	8.8.0.1, 8.8.1
Polycom RealPresence Collaboration Server (RMX) 1500/2000/4000 with MPMx	8.7.5.3, 8.8.0.1
Polycom RealPresence Collaboration Server (RMX) 1800/2000/4000 with MPMrx	8.7.5.3, 8.8.0.1
Polycom RealPresence DMA 7000	10.0, 10.0.0.3

Products Tested with this Release

Product	Tested Versions
Polycom RealPresence Access Director	4.2.5, 4.2.5.1
Polycom VBP 7301	14.8.2, 14.8.1
Polycom RealPresence Web Suite	2.1.1, 2.2.2
Polycom RealPresence Media Suite	2.8.2
Third Party Products	
Acme Packet Net-Net Enterprise Session Director	SCX6.3.0 MR-5 Patch 2 (Build 591)
Cisco Unified Communications Manager	10.5.2, 11.x
Lifesize Express 200 Lifesize Team 200	4.7.22 (3)
Lifesize Express 220 Lifesize Team 220	5.0.9 (2)
Cisco TelePresence System 1700 MXP	F9.3.4 PAL
Cisco TelePresence System Quick Set C20	7.3.7
Cisco 150 MXP	L6.1
Cisco TelePresence System EX90	7.3.7
Cisco TelePresence System SX20	7.3.7
Cisco TelePresence MX200/MX300	7.3.7

System Constraints and Limitations

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

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

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

Appliance Edition

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

- Polycom Rack Server 640 (R640)

- Polycom Rack Server 630 (R630)
- Polycom Rack Server 620 (R620)
- Polycom Rack Server 230 (R230) — deployments with 400 endpoints or less
- Polycom Rack Server 220 (R220) — deployments with 400 endpoints or less

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

Capability	Maximum for Polycom Rack Server 640, 630, and 620	Maximum for Polycom Rack Server 230 and 220
Users	250,000	2000
User Groups	1000	10
Areas	No maximum	No maximum
Video and Audio Endpoints	Maximum number of licensed video endpoints (50,000). Maximum number of managed audio phones is 20000. Recommended audio devices and video endpoints (mixed deployment) is 10000 audio/10000 video.	Maximum number of licensed video endpoints (400). Maximum number of managed audio phones is 400. Recommended number of mix of audio devices and video endpoints mixed deployment) is 200 audio/ 200 video.
Room entries	No limit, but if the system has more than 1000 room entries, it could experience user interface performance issues.	No limit, but if the system has more than 400 room entries, it could experience user interface performance issues.
Site entries	500	500
Number of supported instances/servers	50	20
Maximum number of images	5 The total size is under 8 GB. If the image number is more than 5 or the total size is larger than 8 GB, you need to delete unused images.	5 The total size is under 8 GB. If the image number is more than 5 or the total size is larger than 8 GB, you need to delete unused images.
Number of integrated RealPresence DMA systems (or RealPresence DMA superclusters)	1	1
Room entries	No limit, but if the system has more than 1000 room entries, it could experience user interface performance issues.	No limit, but if the system has more than 400 room entries, it could experience user interface performance issues.
Site entries	500	500
Number of supported instances/servers	50	20

Capability	Maximum for Polycom Rack Server 640, 630, and 620	Maximum for Polycom Rack Server 230 and 220
Maximum number of images	5 The total size is under 8 GB. If the image number is more than 5 or the total size is larger than 8 GB, you need to delete unused images.	5 The total size is under 8 GB. If the image number is more than 5 or the total size is larger than 8 GB, you need to delete unused images.
Number of integrated RealPresence DMA systems (or RealPresence DMA superclusters)	1	1
Number of integrated MCUs	No maximum	No maximum
Maximum text message length that can be sent to a hard endpoint	100 characters	100 characters
Number of provisioning profiles	2000	20
Number of provisioning rules	1200	20
Number of displayed users in the Users page	500	500
Number of tiers in Address book	5	5
Number of Guest book entries	500	500
Number of User GUI login sessions per system and sessions per user	50 with 10 sessions per user	10 with 10 sessions per user
Calendar Connector proxy connections	200 RealPresence Group Series systems and 1000 RealPresence Mobile and/or RealPresence Desktop applications.	10 RealPresence Group Series systems and 100 RealPresence Mobile and/or RealPresence Desktop applications.

Supported Cluster Configurations

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

Supported Two-Server Local Cluster Combinations

	Polycom Rack Server 620 (R620)	Polycom Rack Server 630 (R630)	Polycom Rack Server 640 (R640)	Polycom Rack Server 220 (R220)	Polycom Rack Server 230 (R230)
Polycom Rack Server 620 (R620)	Supported	Not Supported	Not Supported	Not Supported	Not Supported
Polycom Rack Server 630 (R630)	Not Supported	Supported	Not Supported	Not Supported	Not Supported

Supported Two-Server Local Cluster Combinations

	Polycom Rack Server 620 (R620)	Polycom Rack Server 630 (R630)	Polycom Rack Server 640 (R640)	Polycom Rack Server 220 (R220)	Polycom Rack Server 230 (R230)
Polycom Rack Server 640 (R640)	Not Supported	Not Supported	Supported	Not Supported	Not Supported
Polycom Rack Server 220 (R220)	Not Supported	Not Supported	Not Supported	Supported	Supported
Polycom Rack Server 230 (R230)	Not Supported	Not Supported	Not Supported	Supported	Supported

Virtual Edition

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

You can install RealPresence Resource Manager, Virtual Edition on the following VM-based environments:

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

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

Host Installation Guidelines

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

RealPresence Resource Manager Recommended Deployment Settings in a Virtual Environment

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

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

Browser Requirements

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

Browser Requirement

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

Supported Microsoft Exchange

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

Installation and Upgrade Notes

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

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

Polycom delivers RealPresence Resource Manager system upgrades within major (for example, 10.0), minor releases (for example, 10.x) and updates with maintenance releases (for example, 10.x.x).

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

Customers running 8.0 and later can directly upgrade to the next minor version without worrying about the maintenance updates in between. For example, you can upgrade directly from 8.2 > 8.3 or from 8.3 >8.4.

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

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

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

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

Current Version	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade
8.0.x	8.1	8.2	8.3	8.4	9.0	9.0.1
8.2.x	8.3	8.4			9.0	9.0.1
8.3.x	8.4				9.0	9.0.1
8.4.x					9.0	9.0.1
9.0.x					10.0.0	10.0.1
10.0.0						10.0.1
10.0.x						10.1
10.1						10.2
10.2						10.3
10.3						10.4
10.4						10.5
10.5						10.6
10.6						10.7

System Licenses

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

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

General Note on Analytics

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

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

Enable or Disable the Automatically send usage data Option

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

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

1   Go to **Admin > Server Settings > Licenses** in the web user interface.

2   Select or clear the **Automatically send usage data** check box.

3   Click **Update**.

View the Data

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

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

1   Go to **Admin > Maintenance > System Log** Files.

2   Click **Roll Logs** ⬚ to roll the logs.

3   Save the log archive to your local machine.

4   Unpack the log archive.

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

Resolved Issues

The following table lists resolved issues in this release.

Resolved Issues

Category	Issue Number	Description
GUI	EN-127034	You can't use special characters such as ¬ and £ in the local user password.
GUI	EN-128430	From the RealPresence Resource Manager **Endpoint > Monitor View** page, when you select an endpoint and click the **Manage** button, the system intermittently directs to the https://undefined page instead of the endpoint's IP address.
GUI	EN-135103	After upgrading RealPresence Resource Manager from 10.3 to 10.5, Polycom SoundStation IP 7000 doesn't have the German language UI due to a fetching error with the dictionary.xml file.
Endpoint	EN-122863	RealPresence Resource Manager fails to provision VVX 1500 due to RealPresence Resource Manager certificate expiration.
HA	EN-127224	RealPresence Resource Managercertificates fail to regenerate on geographic redundant RealPresence Resource Manager systems.

Resolved Issues

Category	Issue Number	Description
Interop	EN-129256	RealPresence Resource Manager 10.5 and 10.6 fails to integrate with RealPresence DMA 10.0 when the password management is too restricted.
Provision	EN-131105	The RealPresence Resource Manager standard configuration profile template for `PCPort-Disabled` and `PCPort-Enable` are missing the `.set` parameter.
SNMP	EN-122146	The `snmpwalk` command for MIBs fails to execute with no response from RealPresence Resource Manager.
User	EN-125237	The RealPresence Resource Manager address book (LDAP) intermittently doesn't load when a user accesses it from an endpoint.

Known Limitations

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

Known Limitations

Issue ID	Description	Workaround
EN-89957	The RealPresence Resource Manager system may fail to add the following instances by creating a new image with static IP: • RealPresence Access Director instance • RealPresence DMA instance Sometimes, you can add the instance, but the IP address of the instance in the RealPresence Resource Manager system is not same as the specified static IP.	Deploy the RealPresence Access Director OVA on a virtual machine, and then add the existing instance to RealPresence Resource Manager.
EN-88183	The RealPresence Resource Manager system fails to add a RealPresence Web Suite Experience Portal instance by creating a new image.	Deploy the RealPresence Web Suite Experience Portal OVA on a virtual machine, and then add the existing instance to RealPresence Resource Manager.
EN-85432	After disabling the CBC Ciphers on the RealPresence Resource Manager system, RealPresence Resource Manager fails to communicate with RealPresence Access Director.	None.
EN-59844	The RealPresence Resource Manager system fails to provision VVX 1500 after integrating with Enterprise Directory by SMB version 2.0.	VVX 1500 doesn't support SMB version 2.0. Use SMB version 1.0.
EN-59501	Sometimes the software update status on RealPresence Resource Manager indicates an update of a Pano system is in progress when it is not. This occurs when manually checking for updates from RealPresence Resource Manager in the Pano system web interface.	None.

Get Help

For more information about installing, configuring, and administering Polycom products, see Polycom Support.

To find all Polycom partner solutions, see Polycom Global Strategic Partner Solutions.

The Polycom Community

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

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