Poly Clariti Manager

Contents

What's New in This Release

Poly Clariti Manager 10.11.1 supports bug fixes and feature enhancements.

View License Allocation Details and Summary

Device administrators can now view video and audio license allocation details on the **License > Allocation** page.

People Count Information

This release adds support for the **People Count** information in Poly OS devices' **Endpoint Usage Report**.

Filtering, Sorting, and Pagination Support for Machine Accounts

You can now filter and sort all machine accounts. Previously, you could only filter or sort items displayed on the current screen.

Filtering Rooms by Room Name and Room Description

You can now filter rooms by Room name, Description, or Site name. Previously, you could only filter rooms displayed on the current screen.

Migration from RealPresence Resource Manager 10.9.x to Poly Clariti Manager 10.11.x

You can now migrate from RealPresence Resource Manager 10.9.x to Poly Clariti Manager 10.11.x.

Security Updates

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

Release History

The following table lists the release history of Poly Clariti Manager from version 10.0.0.

Release History

Release	API Release	System	Release Date	Features
10.11.1	3.8.2	Oracle Linux 8.5 Postgres 12.9-1 OpenJDK 11.0.14	February 2023	View license allocation details and summary People count information Filtering, sorting, and pagination support for machine accounts Filtering rooms by room name and room description Migration from RealPresence Resource Manager 10.9.x to Poly Clariti Manager 10.11.x Bug fixes
10.11	3.8.2	Oracle Linux 8.5 Postgres 12.9-1 OpenJDK 11.0.14	November 2022	New Licensing Service Drop Support for RealPresence Web Suite User Interface Enhancements Bug fixes
10.10.2.2	3.8.2	Oracle Linux 8.5 Postgres 12.9-1 OpenJDK 11.0.14	July 2022	Bug fixes
10.10.2.1	3.8.2	Oracle Linux 8.5 Postgres 12.9-1 OpenJDK 11.0.14	July 2022	Bug fixes
10.10.2	3.8.2	Oracle Linux 8.5 Postgres 12.9-1 OpenJDK 11.0.14	June 2022	Amazon AWS distribution Bug fixes

Release	API Release	System	Release Date	Features
10.10.1	3.8.2	Oracle Linux 8.5 Postgres 12.9-1 OpenJDK 11.0.14	April 2022	High Availability Geo-redundancy Azure distribution
10.10	3.8.2	Oracle Linux 8.5 Postgres 12.9-1 OpenJDK 11.0.14	March 2022	Support for Oracle Linux 8 Poly RealPresence Clariti Renamed to Poly Clariti Enhancements on Real-Time Call Statistics Page Enhancements on Software Update Status Page Microsoft Azure Linux Agent for Azure Deployment Support for New Devices Feature Enhancements on Territory Feature Enhancements to Support Poly VideoOS Devices Log Enhancements Endpoint Status Enhancements
10.9.0.2	3.2.7	CentOS 6.10 Postgres 9.5.16 OpenJDK 1.8.0.201	March 2021	Support for UCS Endpoint Status Heartbeat Timer Configuration Support for Filtering Endpoints in Monitor View by Status Enhancements on Endpoint Call Quality Statistics Page Improved Accuracy of Endpoint Online or Offline Status Security Enhancements Bug Fixes
10.9.0.1	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	December 2020	Bug Fixes Support for Real-Time Call Statistics Support for CUCM Version 12 and Later Call Quality Statistics Log File
10.9	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	October 2020	Support for Amazon Web Services (AWS) and Microsoft Azure Deployments Support for Poly Rack Server R240 Support for Poly Trio C60 Support for Poly CCX 400 Business Media Phones Audio Licenses Used for Poly EagleEye Cube USB Camera, Poly Studio USB devices, and Polycom Pano Support for Poly Trio Visual+ or Poly Trio VisualPro Disconnectivity Alert

Release	API Release	System	Release Date	Features
10.8	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	December 2019	Support for Polycom RealPresence Poly Studio X30 and Studio X50 Support for Poly TC8 Support for Poly Trio 8300 Support for Poly CCX Business Media Phones Polycom Rack Server Shipments Updates

Compatible Products

The following table lists Poly products and the third-party products that use standard, open protocols and Poly expects these products to be compatible with this release. The list isn't exhaustive but includes many products tested with previous versions of the Poly Clariti Manager system.

Virtual Environments for Virtual Editions

- VMware vSphere Platform
- Microsoft Hyper-V

Poly Network Devices

- Polycom Collaboration Server, Virtual Edition
- Polycom Collaboration Server (RMX) 1500/2000/4000 with MPMx
- Polycom Collaboration Server (RMX) 1800/2000/4000 with MPMrx
- Poly Clariti Core and Poly Clariti Edge
- Polycom VBP 7301

Poly Video Endpoints

- Polycom HDX
- Polycom RealPresence Debut
- Polycom RealPresence Centro
- Polycom RealPresence Group Series (300, 310, 500, 550, and 700)
- Poly G7500
- Poly Studio X30
- Poly Studio X50

- Poly Studio X70
- Polycom RealPresence Mobile
- Polycom RealPresence Desktop
- Polycom RealPresence Immersive Studio
- Polycom RealPresence OTX Studio
- Polycom CX5100
- Polycom CX5500

Poly Endpoint Peripherals

- Polycom RealPresence Touch
- Polycom Touch Control

- Polycom EagleEye Producer
- Polycom EagleEye Director

- Polycom EagleEye Director II
- Poly EagleEye Cube HDCI Camera
- Poly EagleEye Cube USB Camera
- Polycom Pano

Poly UC Endpoints

- Poly Trio 8800
- Poly Trio 8500
- Poly Trio 8300
- Poly Trio Visual+
- Poly Trio C60
- Poly Trio VisualPro
- Polycom SoundPoint IP 300/450/560/650/670
- Polycom SoundStation IP 5000/6000/7000
- Polycom SoundStation Duo
- Polycom SoundStructure VoIP Interface (with VOIP card)

- Polycom VVX 400/401/410/411
- Polycom VVX 500/501
- Polycom VVX 600/601
- Poly VVX 150
- Poly VVX 250
- Poly VVX 350
- Poly VVX 450
- Poly CCX 400
- Poly CCX 500
- Poly CCX 600
- Poly CCX 700
- Poly Studio USB

Third-Party Products

- Acme Packet Net-Net Enterprise Session Director
- Cisco Unified Communications Manager
- Lifesize Express 200
- Lifesize Team 200
- Lifesize Express 220
- Lifesize Team 220
- LifeSize Room 220

- Cisco TelePresence System SX80, SX20, SX10
- Cisco TelePresence System 1700 MXP
- Cisco TelePresence System Quick Set C90, C40, C20
- Cisco 150 MXP
- Cisco TelePresence System EX90
- Cisco TelePresence System SX20
- Cisco TelePresence MX200/MX300

System Constraints and Limitations

The Poly Clariti Manager system is available in either an Appliance Edition or a Virtual Edition.

If your Poly Clariti 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're using a Virtual Edition, verify that the system has enough RAM. Create a new virtual machine with the required 16 GB of RAM and at least 160 GB of hard disk space.
- If you're using an Appliance Edition, you can use an R230, R240, or R640 server. These servers come with 16 GB RAM. The R220 server can support a maximum of 400 endpoints. See the Polycom Server Replacement Migration Guide on how to change servers.

Appliance Edition

You can install this version of Poly Clariti Manager, Appliance Edition on the following Poly servers:

- Polycom Rack Server 640 (R640)
- Polycom Rack Server 630 (R630)
- Polycom Rack Server 240 (R240) — deployments with 400 endpoints or less
- Polycom Rack Server 230 (R230) — deployments with 400 endpoints or less
- Polycom Rack Server 220 (R220) — deployments with 400 endpoints or less

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

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

SIP registration refresh timer

Call Statistics posting interval

Provisioning heartbeat

Line status updates

Directory lookups

Multiple address book usage

Software update requests

System API usage

Capability	Maximum for Polycom Rack Server 640 and 630	Maximum for Polycom Rack Server 240, 230, and 220
Users	250,000	2000
User groups	1000	10
Areas	No maximum	No maximum
Video and audio endpoints	Maximum number of licensed video endpoints (50,000)	Maximum number of licensed video endpoints (400)
	Maximum number of dynamically provisioned video endpoints (5000)	Maximum number of dynamically provisioned video endpoints (200)
	Maximum number of managed audio phones (20,000)*	Maximum number of managed audio phones (400)
	Recommended audio devices and video endpoints (mixed deployment) is 10,000 audio/5,000 video	Recommended number of mix of audio devices and video endpoints mixed deployment) is 200 audio/ 200 video

Capability	Maximum for Polycom Rack Server 640 and 630	Maximum for Polycom Rack Server 240, 230, and 220
Room entries	No limit, but if the system has more than 1000 room entries, it could experience user interface performance issues	No limit, but if the system has more than 400 room entries, it could experience user interface performance issues
Site entries	500	500
Number of supported instances/servers	50	20
Maximum number of images	5 The total size is under 8 GB If you've more than 5 images or the total size is larger than 8 GB, delete unused images	5 The total size is under 8 GB If you've more than 5 images or the total size is larger than 8 GB, delete unused images
Number of integrated Poly Clariti Core and Poly Clariti Edge systems or 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	10 RealPresence Group Series systems and 100 RealPresence

Capability	Maximum for Polycom Rack Server 640 and 630	Maximum for Polycom Rack Server 240, 230, and 220
	Mobile and/or RealPresence Desktop applications.	Mobile and/or RealPresence Desktop applications.

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

Supported Cluster Configurations for Appliance Edition

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:

Two-server Redundant Configuration

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

Virtual Edition

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

You can install Poly Clariti Manager, Virtual Edition on the following virtual environments:

- VMware: 7.0.3
- Microsoft Hyper-V: 2012 R2, 2016

Poly supports mixed Hyper-V/VMware environments, but Poly hasn't tested all configurations and combinations.

Host Installation Recommendations for Virtual Edition

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

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

Poly Clariti Manager Recommended Deployment Settings in a Virtual Environment

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

Browser Requirements

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

> **Note:** Poly Clariti Manager is tested primarily on Google Chrome. However, you can use any modern web browsers that support HTML5, especially Chromium-based browsers, such as Microsoft Edge, Brave, Vivaldi, and Chromium.

Browser Requirement

Browser	Supported Versions
Microsoft Internet Explorer	11.0

Browser	Supported Versions
Google Chrome	45.0 or later

Supported Microsoft Exchange

The Poly Clariti Manager Calendar Connector supports Microsoft Exchange Server 2013 15.0.516.032.

Install a Poly Clariti Manager 10.11.x System

See the *Poly Clariti Manager System Getting Started Guide* for instructions on how to install and license a Poly Clariti Manager 10.11.*x* system.

Upgrade and Migration

If you're using an older version of Poly Clariti Manager or RealPresence Resource Manager, upgrade or migrate to 10.11.x.

Upgrade

To upgrade to a newer version, use the relevant upgrade *.bin* file.

The following upgrade paths are supported:

- Poly Clariti Manager system from 10.10.x to 10.11.x.

  Note: You must relicense Poly Clariti Manager through Poly Lens after you upgrade it from 10.10.x to 10.11.x.

- Poly RealPresence Resource Manager system up to version 10.9.*x*. To upgrade RealPresence Resource Manager, do a series of incremental upgrades. Each upgrade version is required.

	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade
10.5 →	10.6 →	10.7 →	10.8 →	10.9.*x*

For more information, see the *Poly Clariti Manager Upgrade Guide*.

Migration

Migration means backup, reimage, restore, and relicense.

The following migration paths are supported:

- From RealPresence Resource Manager 10.9.x to Poly Clariti Manager 10.10.x.
- From RealPresence Resource Manager 10.9.x to Poly Clariti Manager 10.11.x.

For more information on how to back up, restore your system, see the *Poly Clariti Manager Administrator Guide*.

For more information on how to install and license your system, see the *Poly Clariti Manager Getting Started Guide*.

Resolved Issues

The following table lists the resolved issues in this release.

Resolved Issues

Issue Number	Description
EN-237788	You can't find the Extended Key Usage (EKU) clientAuth and serverAuth information in Poly Clariti Manager CSRs.
EN-237775	If you restore a Poly Clariti Manager 10.11 using a system backup file from 10.9, you can't see any endpoints in the **Endpoint > Monitor View**.
EN-237117	When you create new rooms or edit rooms, the Poly Clariti Manager takes about one minute to respond. Sometimes, the operation fails; sometimes, duplicate rooms are created.
EN-237104	You can't filter or sort room entries on the **Rooms** page.
EN-236824	You can't find rooms in the **Address** book.
EN-238227	In an HA configuration, sometimes, after a server failover as a result of the active server restart, the virtual IP address isn't reachable. The failover reason shows as **Manual failover**, instead of **Active server not responding**.
EN-238157	You can't sort machine accounts by the UserID.
EN-238113	When you create a new provisioning profile (in **Endpoint > Scheduled Management**), you can only select a year between 2007 - 2020 for the **Year** field on the **Date and Time** page.
EN-237714	You can't filter rooms by their **Description**.
EN-237635	You can't filter rooms added from the Enterprise Directory.

Issue Number	Description
EN-237627	(10.11 only) You can't change your password from **My Account** (on the upper right of the **Home** page).
EN-237625	You can't associate machine accounts with users or rooms.
EN-237338	After you enable **SSH Access** on a Poly Clariti Manager, the system still uses the port 3333 and port 9333.

Known Limitations

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

Known Limitations

Issue ID	Description	Workaround
EN-178918	RealPresence Group Series systems continue to display a meeting reminder on the screen every minute until the actual start time passes, even if you've already joined the meeting. This only affects RealPresence Group Series systems that are registered to the Poly Clariti Manager Calendar Connector.	None.
EN-89957	The Poly Clariti Manager system may fail to add the following instances by creating a new image with static IP: Poly Access Director instance Poly Clariti Core or Poly Clariti Edge instance Sometimes, you can add the instance, but the IP address of the instance in the Poly Clariti Manager system isn't the same as the specified static IP.	Deploy the Poly Access Director .ova on a virtual machine, and then add the existing instance to the Poly Clariti Manager.
EN-85432	After disabling the CBC ciphers on the Poly Clariti Manager system, Poly Clariti Manager fails to communicate with the Poly Access Director.	None.
EN-59844	The Poly Clariti 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 the Poly Clariti Manager indicates that an update of a Pano system is in progress when it isn't. This occurs when manually checking for updates from Poly Clariti Manager in the Pano system web interface.	None.

Issue ID	Description	Workaround
EN-218152	Sometimes, Poly Trio devices may fail to pull software updates from the Poly Clariti Manager.	Set up a profile with the below attributes and deploy it to the device: `device.set="1"` `device.prov.upgradeServer.set="1"` `device.prov.upgradeServer=""`

Known Issues

The following table lists known issues and suggested workarounds for Poly Clariti Manager 10.11.*x*.

Note: These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Category	Issue ID	Found in Release	Description	Workaround
Alert	EN-150531	10.4	Poly Clariti Manager may report a large number of LDAP failure alerts by mistake.	None.
Alert	EN-151647	10.4	Poly Clariti Manager reports an unnecessary IDSDetected alert every few months.	None.
Alert	EN-190040	10.8	Poly Clariti Manager data import fails with the prompt *The following records weren't loaded [local, temp2, RPDesktop, temp2, 110004] Error Reason [Invalid device type.]*	None.
Alert	EN-227238	10.11	After you create an Azure machine successfully, you still see the error message **Your Deployment Failed**.	None.
Alert	EN-234271	10.11	After you restart Poly Clariti Manager, the **Created Time** information for all alerts in **Alert > Alert View** is incorrect.	None.

Category	Issue ID	Found in Release	Description	Workaround
Alert	EN-234034	10.11	After you restart Poly Clariti Manager, old and previously deleted alerts display on the **Alert View** page. None of these alerts are valid.	None.
Alert	EN-138833	10.5	When you delete alerts from the Poly Clariti Manager web interface, the alerts are deleted from the *ca_core.alarm* table but not from the *readimanager.systemalerts* table.	Delete alerts from the *readimanager.systemalerts* table manually.
Alert	EN-236077	10.11	If you log in as an auditor, you can't access the **Alert** page.	None.
Alert	EN-235233	10.11	In redundant deployments, you may see duplicate license alerts.	None.
Alert	EN-236056	10.11	You can find a tab for **Web Suite Service Portal** in **Alert > Alert Threshold**. This tab should be removed.	None.
Application	EN-135775	10.5	If you log in with your Active Directory account, you don't get an accurate display of failed login attempts.	None.
Application	EN-138778	10.4	Occasionally, you can't access the Poly Clariti Manager user interface if a database query is stuck.	None.
Back up and restore	EN-217435	10.10	You can't restore backup data if your Poly Clariti Manager isn't licensed.	License the system first.
Conference	EN-167409	10.7	Point-to-point calls show as connected on the Poly Clariti Manager **Conference > Monitor View** page even after the call disconnects.	None.
Endpoint	EN-174804	10.8	Poly Clariti Manager fails to provision Poly Studio X30 and Poly Studio X50 using `homeScreen.backgroundImage`.	None.

Category	Issue ID	Found in Release	Description	Workaround
Endpoint	EN-142624	10.3	Rebooting endpoints from their endpoint group may fail.	None.
Endpoint	EN-153544	10.6	(Version 10.6 and later, Phone Only) The **Call Info** section may show incorrect SIP call status.	None.
Endpoint	EN-212503	10.10	Poly Clariti Manager can't restart Cisco DX endpoints.	None.
Endpoint	EN-218054	10.10	You can't delete configuration profiles from the **Edit Endpoint** page.	Clear your browser cache or use the browser incognito mode.
Endpoint	EN-234372	10.11	Online Poly Studio X devices display as offline in the Poly Clariti Manager.	None.
HA	EN-222528	10.10	When resetting the redundant configuration, the error **Could not reset redundancy** appears even though the redundant configuration is reset correctly.	None.
HA	EN-222583	10.10	Sometimes, it takes up to 30 minutes to back up and reboot an HA node.	None.
HA	EN-235884	10.11	If you configure the hostname, DNS, or the secondary network interface using thinshell, Poly Clariti Manager may bind the secondary interface IP to the hostname instead of to the primary network interface. As a result, Poly Clariti Manager may use the VIP FQDN as the node hostname, or display the status of the active node as inactive.	Always use the web interface to reconfigure the secondary network interface or any other network settings. Use thinshell only in the initial network configuration.

Category	Issue ID	Found in Release	Description	Workaround
License	EN-235764	10.11	After Poly Clariti Manager backup and restore, if you change the license information (for example, modifying the entitlements) in Poly Lens, you can't get the license updates using **Update License**. Poly Lens shows **Error processing standard license request** when you paste the **Request Code** into Poly Lens and select **Process Request**.	Do one of the following: • Create backup archives after license changes. • Unregister Poly Clariti Manger from Poly Lens and then re-register it.
License	EN-234408	10.11	**Auto Refresh** doesn't work on the **License** page.	None.
Licence	EN-234404	10.11	After you select **Remove License,** you then navigate away from the **Remove License** dialog, the **Release Code** button disappears.	None.
Licence	EN-233801	10.11	After you select the **Update Configuration** or **Register Product** button on the **Licenses** page, these two buttons aren't disabled as expected during the licence processing.	None.
License	EN-235086	10.11	If you attempt to remove a license in **Standard** mode (with the option **Enable automatic license refresh** toggled on) while the Poly Clariti Manager is disconnected from Poly Lens, the license may get removed locally but it still shows on the Poly Lens portal.	Make sure that the Poly Lens portal is accessible and registers the product again.
Logs	EN-204158	10.9.0	Downloading all system log files is interrupted after a while and the status shows **Failed**.	None.
Logs	EN-227239	10.11	The *thread-dump.log* file isn't present in **Admin > Maintenance > System Log Files**.	None.

Category	Issue ID	Found in Release	Description	Workaround
Logs	EN-232280	10.11	When you select **Download all** from **Admin > Maintenance > System Log Files**, not all logs are downloaded.	None.
Monitoring	EN-138833	10.5	Alerts aren't deleted from *readimanager.systemalerts* when you delete the alerts from the Poly Clariti Manager web interface. The alerts are only deleted from the *ca_core.alarm* table.	Delete the unwanted records in *readimanager.systemalerts* manually.
Monitoring	EN-199534	10.9.0.2	When a Poly Trio 8500 phone is paired with a Poly Trio Visual+ device, the Poly Clariti Manager always shows the Trio Visual+ device status as offline on the **Endpoint > Monitor View** page**,** even when it's actually powered up.	None.
Network	EN-220182	10.10	Newly deployed Hyper-V machines can't obtain IP addresses via DHCP.	If you use DHCP for your Hyper-V installation, then you must log in to the thin shell using polycom/polycom and set the interface to static, reset it to DHCP and then reboot. Your machine then comes up using DHCP.
Report	EN-220092	10.10	People Count isn't always generated in **Reports** on the Poly Clariti Manager for Poly OS devices (Poly Studio X30, Poly Studio X50, Poly Studio X70).	None.
Report	EN-222884	10.11	When you generate and download a report from **Reports > Endpoint Usage Report**, the following columns don't have valid information: • People Mins • People Count(Call Begin) • People Count(Peak Value) • People Count(Call End)	None.

Category	Issue ID	Found in Release	Description	Workaround
Report	EN-222883	10.11	When you generate and download a CDR report from **Reports > Endpoint Usage Report**, the report has unsynchronized time as in the **Detail CDR** report tab.	None.
Report	EN-222882	10.11	When you generate and download a CDR report from **Reports > Endpoint Usage Report**, the **People Count** tab doesn't have valid information.	None.
Report	EN-227343	10.11	You can't generate a **Network Device Usage Report** for Poly Clariti Core or Poly Clariti Edge.	None.
Restore	EN-217435	10.10	If you back up and restore an unlicensed Poly Clariti Manager, the restored data is incomplete.	Restart the VM with one of the following commands: reboot init 6 shutdown -r now
Restore	EN-217676	10.10	Entries for endpoint software packages from a backed-up Poly Clariti Manager are present on the restored Poly Clariti Manager web interface.	After the restore, delete the old software package entries manually from the Poly Clariti Manager web interface.
Security	EN-182302	10.6	Poly Clariti Manager version 10.6.0.2 has a vulnerability for denial of service.	None.
Site Topology	EN-146794	10.6	Poly Clariti Core or Poly Clariti Edge fails to download site topology from Poly Clariti Manager when you only specify the **ISDN Number Range** but don't set any values to the **Digits in Call Line Identifier** and **Digits in Short Phone Number** fields on the **ISDN Number Assignment** tab when editing a site.	Specify the fields on the **ISDN Number Assignment** tab correctly.

Category	Issue ID	Found in Release	Description	Workaround
Starting up	EN-151397	10.3	After running Poly Clariti Manager for a long time with the same version, Poly Clariti Manager may fail to start up due to limited disk space.	Contact Poly PGS to clean up the server.
Upgrade	EN-165993	10.7	Poly Clariti Manager shows status for the phone as offline after the heartbeat times out while the phone is online.	Set `apps.statePolling.responseMode` to `0`. Poly Clariti Manager doesn't support `apps.statePolling.responseMode = 1`.
Upgrade	EN-226592	10.11	You can't update the Poly Clariti Manager system after selecting the **Use External NTP Server Time Synchronization** option and entering a DNS resolved name.	None.
Upgrade	EN-216594	10.10	If you attempt to upgrade the Poly Clariti Manager using a *.bin* file whose filename has special characters (for example, *()*), the upgrade fails.	Remove the special characters from the file name.
User Interface	EN-181809	10.9	After you reboot Poly Clariti Manager or reprovision Poly Trio Visual+ or Poly Trio VisualPro, Poly Clariti Manager fails to display the disconnection status of Poly Trio Visual+ or Poly Trio VisualPro.	Reboot Poly Trio.
User Interface	EN-188740	10.9	Though daisy-chained Poly Trio devices appear on the **Endpoint >Peripherals** view correctly, they always appear as offline in the **Endpoint >Monitor** view. They don't appear as a component of the primary device but as an additional primary device. Daisy-chained Trio 8500, Trio 8800, or Trio C60 systems may consume additional licences.	None.

Category	Issue ID	Found in Release	Description	Workaround
User Interface	EN-188741	10.9	Poly Trio Visual+ or Poly Trio VisualPro paired devices only appear in **Endpoint Monitor** view and not in **Peripheral** view**.**	None.
User Interface	EN-189083	10.9	In **Endpoint > Monitor View**, the **Endpoint Name** of Poly Trio VisualPro displays correctly as **Trio VisualPro**, but its model type displays incorrectly as **Trio Visual+**.	None.
User Interface	EN-8451	10.0.0	If you change **TLS Settings** in **Admin > Maintenance and Security**, the **System Restart Needed** popup persists and you can't access the **Dashboard** page.	Reload the page (CTR + R) to access the Poly Clariti Manager login page. Then log into the web interface again.
User Interface	EN-218415	10.10	If you change the **Provider** on an endpoint's local interface after reprovision it from another Poly Clariti Manager system, the old **Provider** value still appears on the **Endpoint > Monitor View** page (in the **Operating mode** column). It should be the new value.	Reboot the PolyOS device.
User Interface	EN-225884	10.10	If you change the Poly Clariti Manager hostname, the system requires you to generate a new certificate with the new hostname, then reboot the system. However, after the reboot, the hostname reverts back to **localhost**.	After changing network settings including the hostname, reboot the system first. Then go to **Admin > Management and Security > Certificate Management** to regenerate the certificate with the new hostname.
User Interface	EN-225539	10.10	Poly Clariti Manager 10.10 web interface doesn't display network settings details.	If you're doing a fresh installation of Poly Clariti Manager, use the thinshell to set a static IP address for it.

Category	Issue ID	Found in Release	Description	Workaround
User Interface	EN-217246	10.10	When a Poly RealPresence Group Series system is in a P2P call, after a few minutes, the **In a call** icon disappears from its entry in **Endpoint > Monitor View** and its connection status changes to **Disconnected** in the **Conference > Monitor View** page.	None.
User Interface	EN-198650	10.9.0.2	In **Endpoint > Monitor View**, the Poly Trio Visual+ paired to a Trio phone displays with the dial string of **Trio Visual+_serialnumber**.	None.
User Interface	EN-196615	10.9.0	The statuses of unavailable or unplugged peripheral devices are shown incorrectly.	None.
User Interface	EN-220087	10.10	Clariti Manager shows the **Integrated** icon for unitegrated Poly Clariti Core or Poly Edge systems.	None.
User Interface	EN-220175	10.10	Though you're connected to a Poly RealPresence Desktop application, it doesn't appear in the **Call Info** drop-down list in **Conference > Monitor View**.	None.
User Interface	EN-220022	10.10	After you restart or upgrade Clariti Manager, Poly VideoOS devices lost their **SIP/Gatekeep registered** status, and their peripheral device icons disappear.	None.
User Interface	EN-230730	10.11	When you view an MCU-integrated profile in **Conference > Direct Conference Templates**, occasionally the **Available Roles** section is blank.	None.
User Interface	EN-227671	10.11	When you **Create Certificate Signing Request** for **Admin > Management and Security > Certificate Management**, the Subject Alternative Name (SAN)	None.

Category	Issue ID	Found in Release	Description	Workaround
			functionalities don't display on the **Certificate Request Data** pop-up window.	
User Interface	EN-222823	10.11	The **Peripherals** window is empty for endpoints with peripheral devices.	None.
User Interface	EN-218684	10.11	In **Admin > Maintenance > Log Settings**, some **Log Stream** configurations are disabled.	None.
User Interface	EN-232281	10.11	The **Dashboard** shows an incorrect Build number.	None.
User Interface	EN-218269	10.11	On the **Endpoint > Monitor View** page, the scroll bar doesn't work properly for provisioned PolyOS devices that have peripheral devices.	None.
User Interface	EN-234191	10.11	After you installed a Poly Clariti Manger, if you change the system hostname (FQDN) during the first run, you can't access the web interface after reboot.	Do one of the following: • Change the hostname again and then reboot. • For the first time run, don't change the hostname before rebooting.
User Interface	EN-234561	10.11	The **In call** icon doesn't display properly for PolyOS devices during point-to-point calls.	None.

Category	Issue ID	Found in Release	Description	Workaround
User Interface	EN-236190	10.11	Sometimes after you enable areas and create a user group, you can't edit users. The error message is: **User cannot be found by UUID.**	Try to edit user again.
Virtual Edition	EN-236224	10.11	After you install Poly Clariti Manager on an Azure platform, sometimes, the system web interface isn't available at the first boot of the virtual machine.	Restart or reboot the virtual machine.

Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to the [Poly Support](#).

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.

- The [Poly Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.

- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.

- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.

- [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.

- [Poly Lens](#) enables better collaboration for every user in every workspace. It's designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.