



# Patch Notes

## Polycom<sup>®</sup> RealPresence<sup>®</sup> Collaboration Server

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**Build ID:** 8.9.0.3037  
**Released File:** OVA, ISO, BIN, QCOW2, Upgrade File  
**Release Date:** June 30<sup>th</sup>, 2020

### Purpose

This patch includes fixes for the following issues when applied over the RealPresence Collaboration Server 8.9.0.1 release.

<i>Issue ID</i>	<i>Category</i>	<i>Description</i>
EN-173659	Stability	Media recovery alarm occurred preventing participants from joining a Polycom RealPresence DMA system VMR call.
EN-180477	Stability	An RMX 1800 system rebooted causing all active calls to drop.
EN-173931	General	An alarm occurred indicating high usage of file system. The alarm was followed by translator core dump.
EN-177681	Stability	An RMX1800 system rebooted due to a confparty coredumped causing all active calls to drop.
EN-178946	Stability	A user was unable to make an ISDN call to an RMX 2000 system.
EN-171647	Content	An endpoint was unable to see content during an active conference.
EN-169766	General	The RMX Manager showed an incorrect version number when installed from the Web UI.
EN-179331	Stability	A Cisco endpoint dropped from an active RMX1800 system conference after 15 minutes in the call.
EN-177640	Stability	An RMX 4000 system rebooted unexpectedly.
EN-176199	General	An RMX1800 system could not display the Global Address Book after a Poly RealPresence Resourc Manager failover. The issue resolved after a reboot.
EN-167629	Stability	A Media card reboot occurred causing all active calls to drop.
EN-179696	Stability	An RMX 2000 system became unreachable by RMX Manger while upgrading it to an 8.8.1.x build.

These *Patch Release Notes* document only the changes from the prerequisite generally available (GA) release. Refer to the Release Notes for that GA release for the complete release documentation.

## KVM Distribution

The RealPresence Collaboration Server now offers a Kernel-based Virtual Machine (KVM) option for virtual environments. KVM is built into Linux and allows users to turn Linux into a hypervisor that can run multiple virtual machines (VMs).

Hardware configuration required for KVM deployment is the same as specified for VMware deployment (Please refer to the *Polycom RealPresence Collaboration Server v8.9.0 Release Notes* for more details ).

## Prerequisites and Configuration Considerations

For information on prerequisites and configuration considerations, please refer to the *Polycom RealPresence Collaboration Server v8.9.0 Release Notes* and *Polycom RealPresence Collaboration Server 8.9.0 Administrator Guide*.

## Installation and Upgrade Notes

The procedure to deploy all of the software components is documented here.

### *Deploying a KVM Image*

To deploy a new server instance on a KVM server:


- 1 Obtain the software component image files from your Poly support representative.
- 2 For each software component, create a new volume on your KVM server and import the image file. For more on this task, see [Create a new volume on the KVM server](#).
- 3 Optionally, set the server to automatically startup.

### *Create a new volume on the KVM server*

You can create a new volume on the KVM server using the Virtual Machine Manager or Virsh command line depending on the toolset available to you.

## Using Virtual Machine Manager

To create a new volume on the KVM server using Virtual Machine Manager:

- 1 Go to **Applications > System Tools > Virtual Machine Manager** and click  to create a new virtual machine.
- 2 Choose **Import existing disk image** and click **Forward**.

- 3 Enter or browse to the location of the software component image file.
- 4 Choose the **OS type** (Linux) and **Version** number (CentOS 6.9) and click **Forward**.
- 5 Enter the **Memory (RAM)** and **CPUs** required for the chosen software component image as identified in the **Prerequisites and Configuration Considerations** section and click **Forward**.
- 6 Enter a meaningful name for the VM instance.
- 7 Click **Network selection** and select the network on which the KVM host is defined.
- 8 Click **Finish**.

## Using Virsh command line tool

The commands in the following procedure can be run to remote KVM servers.

When connecting to remote instances, the option `--connect qemu://<hostname>/system` can be used, where `<hostname>` is the hostname or IP address of the remote KVM server.

Virsh is a command line tool for managing hypervisors and guests. The tool is built on the libvirt management API and can be used as an alternative to other tools like the graphical guest manager (virt-manager) and xm.

### To create a new volume on the KVM server using Virsh

- 1 Determine which storage pool you would like to use:

```
virsh pool-list
```

- 2 Create a new volume on the server:

NOTE: We recommend using a raw disk image as it offers increased performance over the qcow2 format.

```
virsh vol-create-as <storage_pool> <volume> <size>GB --format raw
```

Where:

`<storage_pool>` is the pool determined in step 1.

`<volume>` is the name of the raw disk volume.

- 3 Upload the image to the volume:

```
virsh vol-upload --pool <storage_pool> <volume> <path-to-image>
```

- 4 Get the path of the raw disk:

```
virsh vol-path --pool <storage_pool> <volume>
```

## Upgrade Information for the RealPresence Collaboration Server

The following sections provide important general information about upgrading RealPresence Collaboration Servers to this release.

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## ***Upgrade Package Contents***

The RealPresence® Collaboration Server 8.9.0.2 software upgrade package includes:

- The \*.upg file for upgrading RealPresence Collaboration Server, Virtual Edition on KVM
- The \*.qcow2 file for deploying RealPresence Collaboration Server, Virtual Edition on KVM.

## ***Supported Upgrade Paths***

Upgrade of RealPresence Collaboration Server from 8.8.1 Patch4 to 8.9.0 Patch2 and subsequent downgrade to 8.8.1 Patch4 has been verified.

## **Resource Capacities**

The benchmarks for Conferencing and Resource Capacities with KVM deployment is the same as specified for VMware deployment. For information on Resource Capacities, please refer to the *Polycom RealPresence Collaboration Server v8.9.0 Release Notes*.