



# Patch Release Notes

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

**Build ID:** 8.9.2.4475  
**Released File:** OVA, ISO, BIN, QCOW2, Upgrade File  
**Release Date:** December 15<sup>th</sup>, 2021

### Purpose

This patch includes fixes for the following issues when applied over the RealPresence Collaboration Server 8.9.2 release.

<i>Issue ID</i>	<i>Category</i>	<i>Description</i>
EN-212915	Application	Endpoint was not able to connect to the VMR as RMX was not sending the DTMF as RTP Event.
EN-208327	Audio	Speaker indication was not reflected correctly on RMX Manager when active speaker switch was happening in ISDN outgoing calls.
EN-209880	Content	While in a VMR, participants did not receive content intermittently when BlueJeans endpoint shared content again after stopping the sharing.
EN-214488	Content	Endpoints connected to RMX do not receive content shared by Clariti App on Media Relay side.
EN-209565	Video	The functionality of preserving the cell location of a participant on video layout was working only at the conference level instead of the participant level.
EN-209879	Video	The video of two conference participants belonging to a Virtual Meeting Room (VMR) appeared in a different VMR conference.
EN-210623	Video	The RMX system was not sending the video stream to endpoints when a specific configuration related to site name was done in the RealPresence DMA system conference template.
EN-213002	Video	The site names were disappearing during conference even when site name was set to be displayed always.
EN-213042	Video	The characters in the site name are not displayed correctly when certain specific Chinese characters are used.
EN-170978	Stability	A major Alarm was not getting cleared after performing RMX upgrade.
EN-209809	Stability	Call from Cisco EP was rejected by RMX due to inconsistencies in encryption capabilities exchange.
EN-210562	Stability	After RMX reboot, media card was taking long time to come into normal state.
EN-210704	Stability	Some endpoints got disconnected from VMR hosted on RMX1800 due to flooding of RTCP messages.

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<i>Issue ID</i>	<i>Category</i>	<i>Description</i>
EN-213389	Stability	Calls were not getting connected on RMX1800 due slow processing of messages which was caused due to problem in host name resolution.
EN-214329	Stability	While creating and dialing out participant from RMX manager, presence of invalid characters in participant name caused ConfParty process to crash leading to RMX reboot.

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These patch notes document only the changes from the preceding generally available (GA) release. Refer to the Release Notes for that GA release for the complete release documentation.

## What's New in This Release

A new feature has been implemented in this release as part of EN-209067. This feature enables an operator to view and manage participants while the conference is locked.

Please note the following important points regarding the feature:

1. A new system flag `ALLOW_OPERATIONS_IN_LOCKED_CONFERENCE` is implemented. Its default value is `NO`, hence the feature is disabled by default. When it is set to `YES`, the feature is enabled. The RMX needs to be restarted whenever the value of this flag is changed.
2. When this feature is enabled, all incoming calls to a locked conference are denied while dial-out calls are allowed.
3. When this feature is enabled, all the connected participants will be visible in the RMX Manager for a locked conference and all the currently available API operations will be allowed on them.

Following are the known limitations of the feature:

1. When a Dial-out participant is connected to a locked conference, or an existing participant gets disconnected from a locked conference, then the participant count received from DMA does not get updated correctly and the incorrect count is displayed on participants' video screens. The count gets updated correctly when the conference is unlocked.
2. If an Operator logs in to RMX Manager, locks a conference, and executes the operations ("Save Conference To Template", "Start Recording", or "View Conference Properties") on the locked conference, then all operations work fine as expected. However, if the Operator logs out from the RMX Manager and again logs in, and then tries to do the same operations on the already locked conference, the operations will not work correctly and a pop-up error message will be displayed.
3. If one operator first logs in to the RMX Manager and locks the conference, and later other operators log in to the RMX Manager and try to perform operations ("Save Conference To Template", "Start Recording", or "View Conference Properties"), the operations will not work correctly and a pop-up error message will be displayed.

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## Changes related to Chinese Fonts for displaying text over video

As part of the fix implemented for the issue EN-213042 (clone of EN-205508), the following changes have been made related to the Chinese fonts used for displaying text information over video layout, such as site name or message overlay. These changes also impact the RMX Manager configuration setting **Font for text over video**, which is available on the **Profile > Advanced** tab.

- The font file for the “**Heiti**” font has been changed, in order to correctly display certain specific Chinese characters that were not supported in the previous font file.
- Previously the “**Default**” option under the configuration setting **Font for text over video** happened to be identical to “**Heiti**”, because it used the same font file. Now although the font file for “**Heiti**” has been modified, the previous font file remains unchanged for the “**Default**” option. This has been done in order to maintain backward compatibility, since the previous font file supports the display of Chinese characters with a different width and thickness.
- The “**Kaiti**” font is no longer supported, and it has also been removed from the configuration setting **Font for text over video**.

**NOTE:** If the text information to be displayed over video layout (like site name or message overlay) contains the specific Chinese characters that were not supported previously, then it is recommended to use only the “**Heiti**” font.

## Prerequisites and Configuration Considerations

For information on prerequisites and configuration, please refer to the *Polycom RealPresence Collaboration Server v8.9.2 Release Notes* and *Polycom RealPresence Collaboration Server 8.9.2 Administrator Guide*.

## Installation and Upgrade Notes

For information on installation, please refer to the *Polycom RealPresence Collaboration Server 8.9.2 Release Notes*.