

RealPresence Collaboration Server 1800/2000/4000/Virtual Edition

Poly announces the release of the RealPresence Collaboration Server 8.9.2 software. This document provides the latest information about this release.

Contents

What's New in This Release	1
Resource Capacities	6
Products Tested with This Release	10
Information for the RealPresence Collaboration Server	12
Known Issues	17
Known Limitations	18
Resolved Issues	19
Get Help	21
Related Poly and Partner Resources	22
Copyright and Trademark Information	22

What's New in This Release

The RealPresence Collaboration Server 8.9.2 software includes all the features of the previous releases, bug fixes, and the following new features:

Product Name Updates

The product documentation has been updated to reflect video infrastructure product name updates.

Poly Clariti is an evolution of RealPresence Clariti to a single-licensed private video conferencing and collaboration solution. Poly is also offering current RealPresence Clariti customers the opportunity to update and elevate their RealPresence components to the new Poly Clariti versions.

SVC Cascading

Working with Poly Clariti Core (formerly RealPresence DMA Core), which creates cascading links, this release adds support for SVC cascading between RealPresence Collaboration Server (RMX) and a Poly Clariti Relay server.

Note the following:

- This feature is available for Continuous Presence (CP) mode only.
- You must configure the conference mode in Poly Clariti Core to **AVC, SIP MRC and Poly SVC**.



RealPresence Collaboration Server requires up to four ports to create an SVC cascade link, including two for the content transcoding. When the SVC cascade link disconnects, two ports are released, but the content ports stay occupied until the conference ends.

Reserve enough ports for both RealPresence Collaboration Server and Poly Clariti Core to support SVC cascading, as well as cascading among RealPresence Collaboration Server systems.

System Capabilities and Constraints

This section provides information about the RealPresence Collaboration Server capabilities and constraints.

Licensing Models

The RealPresence Collaboration Server has two licensing models:

- Standalone (A-la-carte)—the number of resources is determined by the capacity of the MCU, including the number of ports.
- RealPresence Clariti (Solution)—the number of resources is determined by the license agreement.

Supported Conferencing Options

The following table summarizes the conferencing capabilities and options available in the different Conferencing Modes.

Features	CP Only	Mixed CP & SVC	SVC Only
Reservations	✓	✓	✓
Operator Conferences	✓	✗	✗
Entry Queues	✓*	✓*	✓*
Dial Out	✓	✗	✗
Cascading	✓**	✓***	✓
IVR	✓	✓	✓ Reduced IVR set for SVC endpoints
Permanent Conferences	✓	✓	✓
LPR	✓	✓****	✓****
Auto Redial	✓	✓	✗

Features	CP Only	Mixed CP & SVC	SVC Only
Content	✓ All Content Settings, All Content Protocols	✓ Graphics Only, H.264 Cascade & SVC Optimized	✓ Graphics Only, H.264 Cascade & SVC Optimized
Presentation Mode	✓	✗	✗
Lecture Mode	✓	✗	✗
Same Layout	✓	✓	✗
Layout Selection	✓	✓ AVC endpoints only	Layout set to Auto Layout and defined on the endpoint
Skins	✓	✓ AVC endpoints only	✗
Encryption	✓	✓	✓
Recording	✓	✓ AVC recording only	✗
Site Names	✓	✓ AVC endpoints only	Managed by the endpoint (not via MCU)
Message Overlay	✓	✗	✗
<p>Legend</p> <p>* Entry Queue and Destination Conference must have the same profile (i.e. CP Only to CP only, SVC Only to SVC Only, Mixed CP & SVC to Mixed CP & SVC)</p> <p>** If you configure the Conference Mode in Poly Clariti Core to AVC, SIP MRC and Poly SVC, then RealPresence Collaboration Server can support SVC cascading to a Poly Clariti Relay server in CP conferences.</p> <p>*** In a Mixed CP & SVC conference, the Cascade link is always AVC.</p> <p>****For AVC endpoints the LPR error resiliency mechanism is used, however for SVC endpoints new error resiliency methods are used.</p>			

RealPresence Collaboration Server, Virtual Edition Host Server Platform Profile

This section provides information on the minimal Virtual Machine host settings and configuration required to deploy RealPresence Collaboration Server, Virtual Edition.

To maximize audio and video quality, Poly strongly recommends a dedicated VM server per Collaboration Server.

The described configuration is not mandatory; however, failing to follow it may result in degraded video and audio performance. Due to differences between hardware and VM environments, the performance information below is provided for guidance purposes only, and does not represent a guarantee.

Deployment Settings - Minimum / Recommended

Component	Minimum Deployment Settings	Recommended Deployment Settings
vCPU	25000 MHz Reservation	90000 MHz Reservation
Memory	16 GB Reservation	32 GB Reservation
Network Adapter (NIC)	2 x 1 Gbit	2 x 1 Gbit
Hard Disk (Thin/Thick Provisioning)	30 GB	30 GB
Performance	14 SD ports or 7 HD ports	60 SD ports or 30 HD ports

**Notes:**

- For Intel CPUs, when Hyperthreading is enabled, the numbers above refer to logical cores (vCores) and not physical ones.
- Depending on the environment, the virtual machine might need a Network Interface Card (NIC) from the host dedicated for the virtual machine. For more information, refer to your VMware administrator.

An example for a recommended deployment is a 32 logical-cores machine at 2.9 GHz.

CPU Reservations for Licenses Purchased

An Administrator must change the *number of cores per socket* so that the *total number of cores* reflects the CPU cores required for the purchased licenses.

The table below demonstrates the more common/likely machines. Other systems might require some experimentation.

Number of Cores Required for Licenses Purchased

Number of Licenses Purchased	CPU Configuration				
	Dual Intel E5-2690 32 cores	Dual Intel E5-2680 32 cores*	Dual Intel E5-2650 32 Cores*	Dual Intel E5-2620 24 Cores	Dual Intel X5660 24 Cores*
5 ports	5	5	7	8	8
10 ports	10	11	14	16	16
15 ports	16	17	21	24	24
20 ports	21	23	29	NA	NA
25 ports	26	29	NA	NA	NA
30 ports	32	NA	NA	NA	NA

* These numbers are estimates only, and may require adjustment.

**Notes:**

- An example for a typical deployment is 32 logical cores at 2.9 GHz.
- These numbers are estimates only and may require adjustment.
- These numbers assume that hyperthreading is enabled in the physical server's BIOS. If hyperthreading is disabled, the above numbers are approximately halved.
- Don't over-allocate cores.

For information on the capacity of RealPresence Collaboration Server, Virtual Edition platforms, see the Performance Benchmarks section.

Conferencing Capacities for RealPresence Collaboration Server, Virtual Edition

**Note:**

Numbers in square brackets denote the increased capacity when the RPCSVE_ENHANCE_CAPACITY feature is enabled.

Conferencing Feature Capacities

System Functions	Benchmark System Capacity
Maximum number of Video participants per conference	32 [42]
Maximum number of Video participants per SVC only conference	200
Maximum number of Voice participants per conference	360 [504]
System maximum number of VOIP participants	360 [504]
Maximum number of Audio calls per second	5
Maximum number of Video calls per second	2
Maximum number of Conferences	200
Maximum number of Meeting Rooms	1000
Maximum number of Entry Queues	40
Maximum number of Profiles	80
Maximum number of Conference Templates	100
Maximum number of SIP Factories	40
Maximum number of IVR Services	40
Maximum number of Recording Links	100
Maximum number of IVR Video Slides	40
Maximum number of Log Files (1Mb max.)	4000

Conferencing Feature Capacities

System Functions	Benchmark System Capacity
Maximum number of CDR Files	2000
Maximum number of Fault Files	1000
Number of Participant alerts	Unlimited
Maximum number of concurrent RMX Web Client connections to the MCU	20
Maximum number Address Book entries	4000
Maximum number of Users	100
Maximum number of Reservations (internal Scheduler)	4000
Maximum number of concurrent Reservations	80
Maximum number of participants in a template	200
Maximum number of users concurrently logged into MCU	20

Resource Capacities

The benchmarks for Conferencing and Resource Capacities are based on a Benchmark System (Reference Host) equipped with two Intel E5-2690 processors (2.90 GHz), each containing 8 physical cores (16 logical cores with hyper-threading enabled) and 16 GB of RAM. This is the equivalent of 32 logical cores each running at 2.90 GHz.

Resource Capacity in Non-Mixed and Mixed Modes by Base License Ratio and Maximum Capacity

Resource Type	Maximum Line Rate (Mbps)	Mixed Mode		Non Mixed Mode	
		Base License Ratio	Maximum Capacity	Base License Ratio	Maximum Capacity
Licenses			32		32
1080p60 (asymmetric)	6	0.33	10	0.33	10
1080p30	4	0.5	16	0.5	16
720p30	2	1	32	1	32
SD30 (4CIF)	1	2	64	2	64
CIF30	1	2	64	2	64
Audio/VoIP (AVC or SAC)	0.128	7	228	12	384
SVC 720p30	1.5	5	160	20	600
SVC 1080p30	3	5	160	5	160
TIP 720p30		1	30	1	30

Resource Capacity in Non-Mixed and Mixed Modes by Base License Ratio and Maximum Capacity

Resource Type	Maximum Line Rate (Mbps)	Mixed Mode		Non Mixed Mode	
		Base License Ratio	Maximum Capacity	Base License Ratio	Maximum Capacity
WebRTC VGA/SD			20		20
<p>* Non-Linear License Entitlement: The license ratio degrades when the maximum resource limit is reached. Base License Ratio: The ratio between the purchased licenses and their consumption by the various Resource Types. Maximum Capacity: The maximum capacity per Resource Type for a Benchmark System.</p>					

The following tables list RealPresence Collaboration Server, Virtual Edition capacities on different reference platforms:

Resource Capacity in Non-Mixed by Platform and License Mode (Poly Clariti)

Port Type	Dual E5-2690@2.9 GHZ 48 cores 64 GB	Dual E5-2690@2.9 GHZ 32 cores 32 GB	Dual E5-2690@2.9 GHZ 24cores 24 GB	Dual E5-2690@2.9 GHZ 32cores 16 GB	Dual E5-2690@2.9 GHZ 8 cores 8 GB
AVC 1080p60	14	10	8	10	2
AVC 1080p30	21	16	12	16	2
AVC 720p30	42	32	24	32	5
AVC SDp30	84	64	48	64	10
AVC ClFp30	84	64	48	64	10
Audio	504	384	288	384	60
SVC (& SAC) 720p30	600	600	480	600	100
1080p SVC	210	160	120	160	25

Resource Capacity in Mixed Modes by Platform and License Mode (Poly Clariti)

Port Type	Dual E5-2690@2.9 GHZ 48 cores 64 GB	Dual E5-2690@2.9 GHZ 32 cores 32 GB	Dual E5-2690@2.9 GHZ 24 cores 24 GB	Dual E5-2690@2.9 GHZ 8 cores 8 GB
AVC 1080p60	14	10	8	2
AVC 1080p30	21	15	12	2
AVC 720p30	42	32	24	5
AVC SDp30	84	64	48	10
AVC CIFp30	84	64	48	10
Audio	300	228	172	35
SVC (& SAC) 720p30	210	160	120	25
1080p SVC	210	160	120	25

Resource Capacity in Non-Mixed Mode by Platform and License Mode (Poly Clariti/[a-la-carte]) - With RPCSVE_ENHANCE_CAPACITY Flag Set to YES

Port Type	Non Mixed Mode			
	Dual E5-2690 @ 2.9 GHZ 48 cores 64 GB	Dual E5-2690 @ 2.9 GHZ 32 cores 32 GB	Dual E5-2690 @ 2.9 GHZ 24cores 24 GB	Dual E5-2690 @ 2.9 GHZ 8 cores 8 GB
AVC 1080p60	18	14	10	3
AVC 1080p30	27	21	15	4
AVC 720p30	55	42	31	9
AVC SDp30	110	84	62	18
AVC CIFp30	110	84	62	18
Audio	598	504	372	109
SVC (& SAC) 720p30	600	600	600	140
1080 SVC (& SAC)	275	210	155	35

Resource Capacity in Mixed Modes by RMX Hardware Platform

	Port Type	Single MPMRx-S	Single MPMRx-D	1800-0(10)	1800-1(35)	1800-3(100)
Mixed Mode	AVC 1080p60	10	33	3	11	33
	AVC 1080p30	15	50	5	17	50
	AVC 720p30	30	100	10	35	100
	AVC SDp30	60	200	20	70	200
	AVC CIFp30	60	200	20	70	200
	Audio	300	300	116	300	300
	720p SVC (& SAC)	150	300	30	175	300
	1080p SVC (& SAC)	150	150	30	175	150

Resource Capacity in Non-Mixed Modes by RMX Hardware Platform

	Port Type	Single MPMRx-S	Single MPMRx-D	1800-0(10)	1800-1(35)	1800-3(100)
Non Mixed Mode	AVC 1080p60	10	33	3	11	33
	AVC 1080p30	15	50	5	17	50
	AVC 720p30	30	100	10	35	100
	AVC SDp30	60	200	20	70	200
	AVC CIFp30	60	200	20	70	200
	Audio	300	300	110	300	300
	720p SVC (& SAC)	150	300	30	175	300
	1080p SVC (& SAC)	150	300	30	175	150

The following table lists the Soft Blade (on its own reference platforms) resource capacities:.

Soft Blade Resource Capacity by Platform

Port Type	Dual E5-2690v3@ 2.6 GHz 8 Cores	Dual E5 -2620@ 2.0 GHz 16 Cores	Dual E5-2620@2.0 GHz 8 Cores
RDP	21	33	16

Products Tested with This Release

The RealPresence Collaboration Server is tested with a wide range of products. The following tables identify the products that have been tested for compatibility with this release; it is not a complete inventory of compatible equipment.



Poly recommends that you upgrade your Poly 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.

Poly Gatekeepers, Gateways, SIP Servers and MCUs

Product Name	Version
Poly Resource Manager	10.8.0-251114
Poly Clariti Core/Poly Clariti Edge	10.1.0_Build_13173
Polycom ISDN Gateway	2.0.0-39
RealPresence Collaboration Server 1800	8.9.2.4106
RealPresence Collaboration Server 2000/4000 MPMRX	8.9.2.4106
RealPresence Collaboration Server Virtual Edition	8.9.2.4106
RealPresence SoftBlade	8.9.2.4106
Polycom ContentConnect	1.6.2.433
RealPresence Access Director	4.2.5.3_250334
RealPresence Web Suite	2.2.2.553-248144
HARMAN Media Suite	3.8.2.0_1633

Other Unified Communications Systems

Product Name	Versions
Microsoft Lync 2013 (AVMCU)	5.0.8308.1091
Microsoft Skype for Business Online	6.0.9319.548
Microsoft Skype for Business AVMCU (2015)	6.0.9319.548
Microsoft Lync 2013 Edge Server	5.0.8308.1091
Microsoft Skype for Business 2015 Edge Server/Pool	6.0.9319.548
Microsoft Exchange 2016 server	15.01.1531.003
Microsoft Exchange Online	15.01.1531.003
Microsoft SFB server 2019	7.0.2046.123

Virtual Machines

Product	RMX Virtual Edition
KVM	Centos 7.8
VMware vCenter Server	6.7.0.31000
Poly Clariti Core/Poly Clariti Edge	10.1.0_Build_13501
Hyper-V Server (2016)	10.0.14393.0

Endpoints

Product	Version
RealPresence Group Series 300/500/550/700	6.2.2.6-650033
HDX 4500/7000/8000	3.1.14.56008
Polycom VVX Series (VVX1500)	5.1.3.1675
Poly Trio 8800/8500	5.9.5.2830
RealPresence Debut	1.3.2-69919
RealPresence Web Suite RealPresence Desktop or RealPresence Mobile Client	2.2.2.1789.248022
RealPresence Web Suite WebRTC Client	2.2.3.2005-251320
RealPresence Mobile for Android Smartphone	3.11.4.342684
RealPresence Mobile for Android Tablet	2.11.2-291837
RealPresenceDesktop for Mac	3.10.3.72504
RealPresence Desktop for Windows	3.11.2.73443
Polycom Content App	1.3.3.72974
Microsoft Skype for Business Desktop Client Windows (SfB 2016)	16.0.13127.21452
Microsoft Skype for Business Desktop Client Windows (Lync 2013)	15.0.5159.1000
Microsoft Skype for Business Desktop Client Windows (SfB 2015)	15.0.5137.1000
Skype for Business Desktop Client Mac (2016)	16.29.42
Skype for Business Mobile Client iOS (2016)	6.27.1.6
Skype for Business Mobile Client Android (2016)	6.27.0.18
Skype for Business Desktop Web App-Client Windows	2020.0813.1001
Skype for Business Desktop Web App-Client Mac	2011.14.4.3(170308)

Information for the RealPresence Collaboration Server

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

Upgrade Package Contents

The RealPresence Collaboration Server 8.9.2 software upgrade package includes:

- The RealPresence Collaboration Server (RMX) 8.9.2 software (*.bin)
- The RealPresence Collaboration Server, Virtual Edition 8.9.2 software
 - The *.upg file is for upgrading RealPresence Collaboration Server, Virtual Edition on VMware.
 - The *.ova file is for deploying RealPresence Collaboration Server, Virtual Edition on VMware.
 - The *.vhd file is for deploying RealPresence Collaboration Server, Virtual Edition on Hyper-V.
- The RealPresence Collaboration Server (RMX) 1800/2000/4000/Virtual Edition 8.9.2 Soft Blade
 - The *.ova file is for deploying Soft Blades on VMware.
 - Soft Blade upgrade is along with MCU upgrade via MCU upgrade software.
 - ◆ *.bin for RMX 1800/2000/4000
 - ◆ *.upg for Virtual Edition
- The RealPresence Collaboration Server Local Web Client (RMX Manager)
- The RealPresence Collaboration Server 8.9.2 Release Notes
- The RMX API Kit Version 8.9.2 includes:
 - RealPresence Collaboration Server API Version 8.9.2 Release Notes
 - RealPresence Collaboration Server XML API Overview
 - RealPresence Collaboration Server XML API Schema Reference Guide
 - XML Schemas

Supported Upgrade Paths

You can upgrade the following versions of RealPresence Collaboration Server directly to version 8.9.2:

- 8.9.1.2
- 8.9.0.5

Important Upgrade Notes

Please carefully review the following important upgrade notes.

- In a Poly Clariti environment, install or upgrade your RealPresence DMA system to Poly Clariti Core or Poly Clariti Edge in a combination configuration, version 10.1 or later, before installing or upgrading to RealPresence Collaboration Server, version 8.9.2.

- When upgrading to this release, Poly requires that you upgrade from the latest maintenance release of the version currently running on the server.
- To enable the MMCU function, Poly recommends that you upgrade the system to version 8.9.2.
- This release does not support MPM, MPM+ or MPMx cards. DO NOT upgrade to this release if MPM, MPM+ or MPMx cards are installed in the RealPresence Collaboration Server (RMX); Poly also recommends trained people to do the upgrade as mentioned in the Prepare for the Upgrade part.
- Customers currently using the new RealPresence Collaboration Server Soft Blades solution for supporting Microsoft Remote Desktop Protocol (RDP) content can choose to continue using the same solution. However, if a customer has deployed (or requires to deploy) the Poly RealConnect solution then it's recommended to migrate to the Polycom ContentConnect for sharing content as it's more fully featured. Customers who are currently using Polycom ContentConnect should continue to use it.

Upgrade a RealPresence Collaboration Server 1800/2000/4000

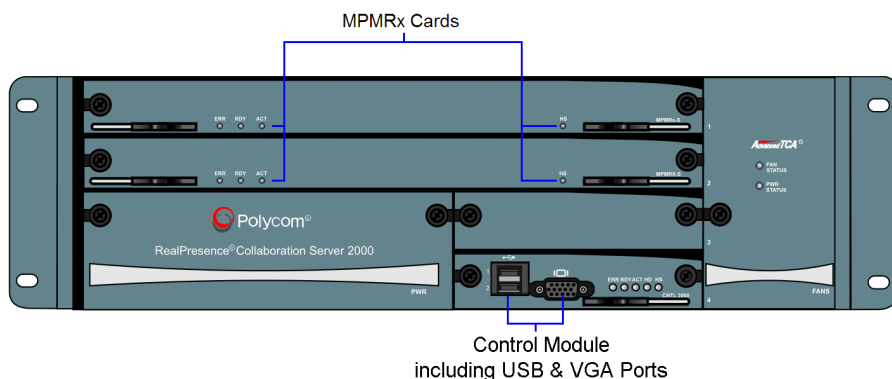
The following upgrade information relates to RealPresence Collaboration Server 1800/2000/4000 models only.

RealPresence Collaboration Server (RMX) 2000/4000 Hardware and Software Compatibility

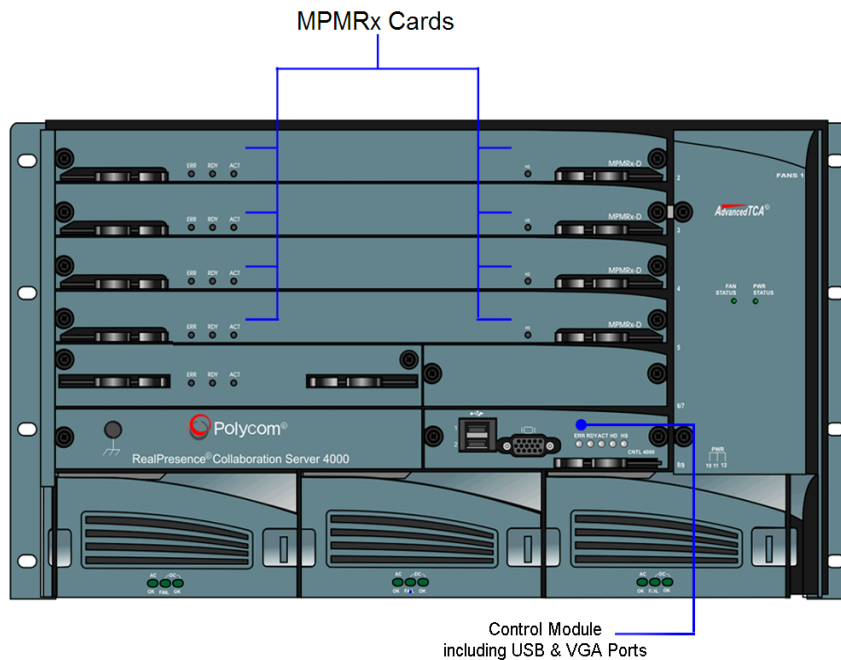
Because of hardware constraints, the RealPresence Collaboration Server (RMX) 2000/4000 is only compatible with specific software versions.

Both Control Modules BRD2534B-L0/BRD2535B-L0 include USB and VGA ports on the front panel.

RMX 2000 system with CNTL 2000 Module BRD2534B-L0



RMX 4000 system with CNTL 4000 Module BRD2535B-L0



Prepare for the Upgrade

Prepare the RealPresence Collaboration Server 1800/2000/4000 for upgrade by verifying that the server meets the upgrade requirements identified in this procedure and securing a backup of the current configuration.

To prepare for the upgrade:

- 1 Back up the RealPresence Collaboration Server.
 - a Select **Administration > Software Management > Backup Configuration**.
 - b In the **Backup Configuration** pane, click **Browse** to select a backup directory and click **Backup**. Once backup is complete, you may upgrade the RealPresence Collaboration Server.
- 2 Verify that all MCU cards are compatible with the 8.9.2 software. RealPresence Collaboration Server 2000/4000 with MPMx media cards are not supported by this release.

If the MCU contains MPM, MPM+, MPMx media cards, refer the *DOC2754A RMX 2000/4000 MPMRx Migration Procedure*.

Perform the Upgrade

The RealPresence Collaboration Server 1800/2000/4000 being upgraded cannot host conferences during the upgrade.

To upgrade the RealPresence Collaboration Server 1800/2000/4000 software

- 1 Download the `.bin` file from the Poly Online Support Site.
- 2 If the RealPresence Collaboration Server is integrated with a Poly Clariti Core system, disable the connection. To do this, on the Poly Clariti Core system, go to **Integrations > MCUs**, select the MCU, and choose either **Stop Using** or **Busy Out**.

Again note that in a Poly Clariti environment, install or upgrade your RealPresence DMA system to Poly Clariti Core or Poly Clariti Edge in a combination configuration, version 10.1 or later, before installing or upgrading to RealPresence Collaboration Server, version 8.9.2.

- 3 On the RealPresence Collaboration Server and Poly Clariti Core system, verify that all conferences (including permanent/recurrent conferences) targeted to the MCU being upgrade are terminated.
- 4 At the **RMX Manager**, click **Administration > Software Management > Software Download**.
- 5 Browse to the location where you saved the `.bin` file and click **Install**.
- 6 When the files have copied successfully, click **OK**.

The upgrade procedure takes approximately 20 minutes.

Once you click **OK**, the **Install Software** information box indicates that **Software Loading** is in progress. A series of Active Alarms are displayed indicating the progress of the upgrade process. The **Install Software** information box then indicates that IPMC Burning is in progress. A further series of Active Alarms are displayed indicating the progress of the upgrade process.

- 7 If a system message alert is displayed, click **Next/Cancel**.

At the end of the process, connection to the Collaboration Server is terminated.

- 8 When a **Please wait for system reboot** message alert appears, click **Next**.

Connection to the RealPresence Collaboration Server is terminated and you are prompted to reopen the browser.

- 9 Close any open browser windows and wait approximately 10 minutes.
- 10 After 10 minutes, reconnect to the RealPresence Collaboration Server by entering its IP address into the browser address bar.
- 11 Enter your User Name and Password, and click **Login**.

When the progress indicator shows Complete, the RealPresence Collaboration Server is ready.

- 12 If the RealPresence Collaboration Server was integrated with a Poly Clariti Core system, re-establish the connection.

To do this, on the Poly Clariti Core system, go to **Integrations > MCUs** connection, select the MCU, and choose **Start Using**.

Upgrade a RealPresence Collaboration Server, Virtual Edition

The following sections provide important information about upgrading a RealPresence Collaboration Server, Virtual Edition.

For information on deploying RealPresence Collaboration Server, Virtual Edition, see the *RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Getting Started Guide*.

Soft Blade Requirements

Installing and upgrading Soft Blade require the following minimal virtual machine host (VMware) settings:

Deployment Settings - Minimum

Component	Minimum Deployment Settings
Number of vCPU	4
Memory	8 GB
Hard Disk (Thin Provision)	60 GB

For more information, see the Modular MCU section.

Prepare for the Upgrade

Prepare for the RealPresence Collaboration Server upgrade by verifying the server meets the upgrade requirements identified in this procedure and securing a backup of the current configuration.

To prepare for the upgrade:

- » Back up the RealPresence Collaboration Server.
 - a Select **Administration > Software Management > Backup Configuration**.
 - b In the **Backup Configuration** pane, click **Browse** to select a backup directory and click **Backup**. Once backup is complete, you may upgrade the RealPresence Collaboration Server.

Perform the Upgrade

The RealPresence Collaboration Server, Virtual Edition can remain active during an upgrade and can host conferences until you are required to reboot to complete the upgrade procedure.

To upgrade a RealPresence Collaboration Server, Virtual Edition:

- 1 Download the `.upg` file from the Poly Online Support Site.
- 2 If the RealPresence Collaboration Server is integrated with a Poly Clariti Core system, disable the connection. To do this, on the Poly Clariti Core system, go to **Integrations > MCUs**, select the MCU, and choose either **Stop Using** or **Busy Out**.
- 3 On the RealPresence Collaboration Server and Poly Clariti Core system, verify that all conferences (including permanent/recurrent conferences) targeted to the MCU being upgrade are terminated.
- 4 At the **RMX Manager**, click **Administration > Software Management > Software Download**.
- 5 Browse to the location where you saved the `.upg` file and click **Install**.
- 6 Download the `.upg` file from the Poly Online Support Center.
- 7 When the files have copied successfully, click **OK**.

The upgrade procedure takes approximately 20 minutes. During this time the **Install Software** information box indicates that Software Loading is in progress and a series of Active Alarms display, indicating the progress of the upgrade process.

- 8 Reset the MCU.
- 9 If the RealPresence Collaboration Server was integrated with a Poly Clariti Core system, re-establish the connection.
To do this, on the Poly Clariti Core system, go to **Integrations > MCUs**, select the MCU, and choose **Start Using**.

Verify the RealPresence Collaboration Server Configuration After the Upgrade

After upgrading the RealPresence Collaboration Server, you may need to reset some server configuration items.

To verify the RealPresence Collaboration Server configuration after the upgrade:

- 1 Verify that the version number on the Welcome page is updated, signifying that the upgrade is complete.
 - 2 Install the RMX Manager software that is part of the RealPresence Collaboration Server 8.9.2 release.
 - 3 Reschedule any permanent conferences that were terminated before the upgrade.
 - 4 Check **IVR Services** to ensure that changed or additional DTMF codes do not conflict with previously defined DTMF codes.
 - 5 After an upgrade, the **Enable Gathering** check box is selected by default for pre-existing Profiles. To disable it for those profiles go to **Profile Properties > Gathering Settings**.
- **SIP Proxy Registration** is configured in the **Conference Profile > Network Services** dialog beginning with version 7.1.
 - **Media Encryption** is enabled by a Conference Profile setting from version 7.6.1, replacing the **ALLOW_NON_ENCRYPT_PARTY_IN_ENCRYPT_CONF** system flag. Modified the profile to meet your environment's encryption requirements.
 - **Automatic Muting of Noisy AVC-based Endpoints** is not automatically enabled in existing **Profiles** and must be manually enabled, if required. In new **Profiles** that are created after the upgrade, auto mute of noisy endpoints option is enabled by default.

Known Issues

The following table lists known issues and suggested workarounds for RealPresence Collaboration Server 8.9.2.



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 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.

Issue ID	Description	Workaround
EN-191188	When AVC endpoints disconnect from an SVC-cascaded conference, the SVC endpoints hear popping noise when all participants are muted.	None.
EN-197227	Video teleconferencing endpoints see cropped Teams video in 512 Kbps conferences.	None.
EN-203204	RealPresence Collaboration Server (RMX) fails to synchronize more than one freshly deployed Soft Blades.	None.
EN-204380	Sometimes RealPresence Collaboration Server (RMX) can only display up to 80 Chinese characters instead of 120 for participants with high bandwidth (1920 Kbps or higher).	Lower the bandwidth. Poly recommends 1024 Kbps.
EN-205037	The Microsoft Skype for Business clients disconnect with MIP error in a conference of mixed mode upon escalation or de-escalation.	None.
EN-207325	Audio from cascaded participants on RealPresence Collaboration Server (RMX) is significantly lower than other participants connected to Poly Clariti Relay.	None.

Known Limitations

Description	Workaround
If a conference exceeds 180 participants and H.264 content is shared, the MCU may appear unresponsive as it renegotiates the rate for all users. The Poly Clariti Core system interprets this unresponsiveness as an MCU outage and begins a fail over sequence.	Poly recommends selecting Use Cascading for Size for large conferences.
When using Poly Trio version 5.4.4 and RealPresence Collaboration Server 1800 version 8.7.3, you may experience the following video connection issue: When Poly Trio dials in/out to an AVC conference on RealPresence Collaboration Server 1800, no video is seen on Poly Trio, if it is set to use 1080p resolution. Instead only splash screen is observed.	None.
When using Skype for Business 2015 client on a Microsoft Surface (x86) to join a meeting and receive content, your Skype for Business 2015 client may crash.	To fix the issue, install the February 7, 2017, update (KB3141501) for Skype for Business 2016. For more information, see The long-term fix for Skype for Business 2016 crashes when you receive a content from a third-party RDP.
When the system configuration flag LAN_REDNDANCY is set to YES for RealPresence Collaboration Server 1800, every time when the interface reaches more than 10 Mbps, an alarm is raised on RealPresence Platform Director informing that <i>40% of the network capacity has reached</i> . Even maximum speed of interface is 100 Mbps.	None.

Description	Workaround
RealPresence Collaboration Server doesn't support multicast packets.	Configure your network so as to avoid sending any multicast traffic to RealPresence Collaboration Server.
RealPresence Collaboration Server doesn't support WebRTC calls with Use relay candidates only enabled in the MEA server.	None.

Resolved Issues

The following table lists resolved issues in RealPresence Collaboration Server.

Resolved Issues

Category	Issue Number	Found in Release	Description
Application	EN-206437	8.8.1.6	SoftMCU fails to process WebRTC calls promoted to RealPresence Collaboration Server (RMX).
Audio	EN-185146	8.8.1	In a conference using audio codec Siren 22, endpoints may see black video and hear metallic noise.
Audio	EN-200682	8.8.1.5	No audio for all participants in personal VMRs on RMX 1800.
Call Management	EN-178134	8.8.1	RealConnect calls fail due to race condition in scheduler of the ICE stack.
Call Management	EN-183677	8.7.5.9	When the Microsoft Skype for Business participants calls using the Share Your Desktop button, RealPresence Collaboration Server (RMX) may not respond to the invalid SIP INVITE from Poly Clariti Core.
Call Management	EN-189147	8.9.0.3	SIP calls get disconnected because the response of ReINVITE takes too long.
Call Management	EN-189281	8.9.0.3	Microsoft Skype for Business clients drops from Poly Clariti Core VMR calls intermittently.
Call Management	EN-198600	8.9.0.3	Calls between Media Suite and RMX 2000 drop randomly after a few seconds.
Call Management	EN-197048	8.9.0.4	In cascaded conferences with the Pexip platform, RealPresence Collaboration Server (RMX) doesn't show proper H.245 capabilities for the remote participants connected to Pexip.
Call Management	EN-199747	8.8.1.5	Calls fro Tandberg and Poly QDX to VMR fail.
Call Management	EN-200946	8.7.5.8	WebRTC calls fail on SoftMCU, leading to call failure penalty.
Conference Management	EN-188728	8.8.0.2	RMX 2000 restarts when the conference operator moves one participant from one conference to another.

Resolved Issues

Category	Issue Number	Found in Release	Description
Conference Management	EN-205602	8.9.1	When the meeting operator selectively unmute participants via RMX Manager or external API, Mute All for video doesn't work.
Content	EN-185706	8.8.1.1	If you set the TIP Compatibility mode as Prefer TIP , the conference content with a call rate less than 768 Kbps fails for H.323 endpoints.
Content	EN-207496	8.8.1	When content is shared in Zoom, RealPresence Collaboration Server (RMX) doesn't open Content Channel in cascade to Zoom until the content is stopped and reshared.
General	EN-178640	8.9.0	The outbound traffic of signaling and media goes out through management interface instead of the media interface for outbound calls in RMX 1800.
General	EN-188611	8.7.5.5	RealPresence Collaboration Server (RMX) restarts when you set the voice parameter for CSS gateway.
General	EN-192997	8.8.1.5	RealPresence Collaboration Server (RMX) restarts repeatedly and generates core dump files.
General	EN-202827	8.9.1.1	After manually restarting RMX 4000, multiple calls fail to connect.
General	EN-203279	8.9.0.4	RealPresence Collaboration Server (RMX) continuously fails to sync with a working NTP server.
General	EN-203755	8.9.0.4	RMX 1800 restarts abruptly when there are ongoing calls.
General	EN-203939	8.9.1.1	RMX manager generates incorrect CDR requests, causing high memory usage on RealPresence Collaboration Server (RMX).
General	EN-204907	8.9.1.1	RMX 4000 crashes and restarts after process crashes due to frequent CDR requests.
General	EN-204940	8.9.1.1	After manually restarting RealPresence Collaboration Server (RMX), media card 3 connection fails and card service is lost.
General	EN-206662	8.8.1.6	SoftMCU restarts repeatedly after being restarted from VMware.
General	EN-206766	8.9.1.1	RMX 4000 restarts after Dispatcher process crashed with core dump.
General	EN-201145	8.9.1.1	When Poly Clariti Core's Client Hello contains only EC (DHE) ciphers, RealPresence Collaboration Server (RMX) sends handshake failure.
High Availability	EN-193188	8.8.1.5	After failover, RealPresence Collaboration Server (RMX) fails to redial endpoints automatically.

Resolved Issues

Category	Issue Number	Found in Release	Description
Interoperability	EN-194781	8.9.0.4	RMX 4000 can't negotiate video in H.264 calls with the Pexip platform.
Interoperability	EN-199228	8.7.5	When an audio-only endpoint joins the call on RealPresence Collaboration Server (RMX), Teams clients may see duplicate cells.
Licensing	EN-193518	8.9.0	RealPresence Collaboration Server Virtual Edition in CFS license mode asks for the license key after every reboot.
Logs	EN-177494	8.7.5.8.1	Log files under <code>/opt/polycom/bladeLogs</code> don't get archived properly.
Logs	EN-201603	8.8.1.6	The translator logs fail to get archived properly and cause disk space issues.
User Interface	EN-197609	8.8.1.5	Security banner doesn't work on RMX 1800.
User Interface	EN-201340	8.7.5.10	The Automatically Send Usage Data option is automatically enabled on the RealPresence Collaboration Server (RMX) EULA page.
User Interface	EN-204551	8.9.1	If Auto Layout is disabled for a conference, Auto Scan is not available.
Video	EN-179511	8.9.0.1	When content is stopped, the video from the RealPresence Mobile clients also stopped.
Video	EN-188243	8.7.5.7	RealPresence Collaboration Server (RMX) doesn't send video from Pexip conferencing devices to other endpoints and the other participants can't see video from the Pexip devices.
Video	EN-193469	8.8.1.5	Can't see inbound video from Cisco 8845 phones with camera.
Video	EN-197938	8.9.0	When traffic shaping is enabled, the outbound video stream from RealPresence Collaboration Server (RMX) contains some packets with different SSRC.
Video	EN-207298	8.8.1.6	RealPresence Collaboration Server (RMX) keeps refreshing video of two participants in the 12+1 layout conferences and the two cells keeps swapping with each other.

Get Help

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

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.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

Copyright and Trademark Information

© 2021 Plantronics, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Plantronics, Inc.

Plantronics, Inc. (Plantronics + Polycom, Now together as Poly)
345 Encinal Street
Santa Cruz, California
95060

Poly and the propeller design are trademarks of Plantronics, Inc. All other trademarks are the property of their respective owners.