

Polycom® RealPresence® Collaboration Server 1800/2000/4000/Virtual Edition

Polycom announces the release of the Polycom® RealPresence® Collaboration Server 8.7.5 software. This document provides the latest information about this release.

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What's New in Release 8.7.5

RealPresence Collaboration Server 8.7.5 includes the features and functionality of previous releases, the issue fixes identified in [Issues Resolved in Version 8.7.5](#), and the following new features:

Feature Name	Description	RMX 2000/4000	RMX 1800	Virtual Edition
Apache version upgrade	Apache version is upgraded to v2.4.29.	Yes	Yes	Yes
Security Features				
Enable or Disable Automatically Send Usage Data	By default, RealPresence Collaboration Server sends your usage data to a Polycom collection point for analysis and User Experience improvement. You can disable the Automatically Send Usage Data option on the RealPresence Collaboration Server to stop your usage data that is sent to a Polycom collection point. This feature is now supported on all the platforms.	Yes	Yes	Yes



Note: RealPresence Collaboration Server 8.7.1 is the last release that supports Microsoft Lync clients dialing directly into RealPresence Collaboration Server meeting room (without RealPresence DMA). All future releases will support only RealPresence DMA VMRs for Microsoft Lync Direct Dial use case.

New in Release 8.7.4

Version 8.7.4 included the new features identified below.

Feature Name	Description	RMX 2000/4000	RMX 1800	Virtual Edition
System Flag for Reconnecting AVMCU	RealPresence Collaboration Server supports a new system flag to recover the disconnected cascading link between RealPresence Collaboration Server and AVMCU.	Yes	Yes	Yes
Security Features				

Feature Name	Description	RMX	RMX	Virtual
		2000/4000	1800	Edition
Enable or Disable Automatically Send Usage Data	By default, RealPresence Collaboration Server sends your usage data to a Polycom collection point for analysis and User Experience improvement. You can disable the Automatically Send Usage Data option on the RealPresence Collaboration Server, Virtual Edition to stop your usage data being sent to a Polycom collection point. RealPresence Collaboration Server (RMX) 1800/2000/4000 will support this feature in future releases.	No	No	Yes
Support OpenSSL1.0.2j and TLS 1.2	RealPresence Collaboration Server now supports OpenSSL1.0.2j and TLS 1.2 additionally.	Yes	Yes	Yes

Automatically Send Usage Data

When you accept the End User License Agreement (EULA) for the RealPresence Collaboration Server, you can select (default) or clear the **Automatically send usage data** check box. Selecting **Automatically send usage data** 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 **Automatically Send Usage Data** section in the *Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition, Administrator Guide* for a description of the type of data your system sends.



To use analytics feature correctly, Polycom recommends using the latest available 8.7.5 RMX Manager.

Enabling or Disabling Automatically Send Usage Data

The Automatically Send Usage data option can be enabled or disabled using the following options:

- Product Activation screen
- System Configuration screen

Enable or Disable Send Usage Data using Product Activation Screen

You can enable or disable this option using the product activation screen.

To enable or disable automatically send usage data from product activation screen:

- 1 In RMX Manager or RMX Web Client, go to **Setup > Licensing > Product Activation**.
- 2 Select or clear **Automatically Send Usage Data** check box.

Enable or Disable Send Usage Data using System Configuration Screen

You can enable or disable this option using the system configuration screen.

To enable or disable automatically send usage data from system configuration screen:

- 1 In RMX Manager or RMX Web Client, go to **Setup > Licensing > Product Activation**.
- 2 Select **Automatically Send Usage Data** check box.

See Automatically Send Usage Data

You can see the usage data via SSH.

To see the data your RealPresence Collaboration Server, Virtual Edition sends to Polycom:

- 1 Connect to the RealPresence Collaboration Server, Virtual Edition via SSH.
- 2 Change directory to `/var/log/polycom/rpp/`.

In the `/var/log/polycom/rpp/` directory, you'll see a file called `analytics.json`.

This file contains the data that your RealPresence Collaboration Server, Virtual Edition sends to Polycom.



If your local DNS server doesn't resolve customerusedatacollection.polycom.com, the analytics service in RealPresence Collaboration Server will query to Google DNS server (8.8.8.8) to resolve that DNS name.

Security Updates

The RealPresence Collaboration Server product supports OpenSSL1.0.2j and TLS 1.2 in this release.

The following table shows the TLS versions supported for different features:

Function	TLS Version
APACHE	TLS 1.0, TLS 1.1, TLS 1.2
Central signaling and LDAP	TLS 1.0, TLS 1.2
EXCHANGE	TLS 1.2
ICE	TLS 1.2

In addition to TLS 1.0, APACHE, Central signaling, LDAP, EXCHANGE, and ICE (TURN) are able to communicate on TLS 1.1 and TLS 1.2 by default.

System Flags for Changing TLS Version

The following are system flags for setting TLS versions for different functions:

Flag	Description	Manual Add Required?	Reset Required?
ENABLE_TLS_V_1_0	Default: No. When set to YES, central, signaling, and LDAP communication will fall back to TLS 1.0. Note: Enabling the flag won't stop TLS 1.2 from working. Initiating communications will be with TLS v1.2 protocol.	Yes	Yes
RMX_MANAGEMENT_SECURITY_PROTOCOL	Default: TLS1_2_TLSV1_1_TLSV1 <ul style="list-style-type: none"> After setting to TLS1_2_TLSV1_1_TLSV1, Apache is able to transmit TLS 1.0, TLS 1.1, and TLS 1.2. After setting to TLSV1_SSLV3, Apache transmits only TLS 1.0. 	No	No

If TLS 1.0 isn't enabled, the TCP connection will be broken with the entity that tries to communicate with RealPresence Collaboration Server.

Products Tested with this Release

RealPresence Collaboration Server is tested extensively with a wide range of products. The following table identifies the products that have been tested for compatibility with this release; it isn't a complete inventory of compatible equipment.



You're encouraged to upgrade all of your Polycom systems to the latest software before contacting Polycom Support to ensure that your issue has not already been addressed by recent software updates.

Go to http://support.polycom.com/PolycomService/support/us/support/service_policies.html to find the Current Polycom Interop Matrix.

Device	2000/4000	1800	Virtual Edition
Gatekeepers/Proxies			
Polycom® RealPresence® Resource Manager	10.1.0	10.1.0	10.1.0
Polycom® RealPresence® Resource Manager (Hyper-V)	10.2.0	10.2.0	10.2.0
Polycom® RealPresence® DMA® 7000	9.0.1_P1	9.0.1_P1	9.0.1_P1
Polycom® RealPresence® DMA®, Virtual Edition	9.0.1_P1	9.0.1_P1	9.0.1_P1
Polycom® RealPresence® Web Suite Experience Portal	2.2.0	2.2.0	2.2.0
Polycom® RealPresence® Web Suite Services Portal	2.2.0	2.2.0	2.2.0
Polycom® RealPresence® Access Director™	4.2.5_P1	4.2.5_P1	4.2.5_P1

Device	2000/4000	1800	Virtual Edition
Microsoft Lync 2013 server	5.0.8308.992	5.0.8308.992	5.0.8308.992
Microsoft Skype for Business Server 2015 (volume license key installed)	6.0.9319.516	6.0.9319.516	6.0.9319.516
Microsoft Exchange 2015	15.1(Build-845.34)	15.1(Build-845.34)	15.1(Build-845.34)
Recorders			
Polycom® RealPresence® Media Suite Virtual Edition	2.8.2.0_32109	2.8.2.0_32109	2.8.2.0_32109
MCUs, Call Managers Network Devices and Add-ins			
Polycom® ContentConnect™ Server	1.6.1.369	1.6.1.369	1.6.1.369
Polycom® Multipoint Layout Application (MLA)	3.1.4.1	3.1.4.1	3.1.4.1
Cisco Unified Communications Manager	11.5.1 & 12.0.1	11.5.1 & 12.0.1	11.5.1 & 12.0.1
Cisco TelePresence Video Communication Server	8.8.1	8.8.1	8.8.1
Virtual Machines for RealPresence Collaboration Server VE Deployment			
VMWare vSphere (vCenter) Client	Vmware 6.5	Vmware 6.5	Vmware 6.5
Endpoints			
Polycom® HDX®	3.1.12	3.1.12	3.1.12
Polycom® RealPresence Group Series	6.1.6.1	6.1.6.1	6.1.6.1
Polycom® OTX®	3.1.12	3.1.12	3.1.12
Polycom® RealPresence® Mobile for Apple® iOS	3.9	3.9	3.9
Polycom® RealPresence® Mobile for Android™	3.8	3.8	3.8
Polycom® RealPresence® Desktop for Windows®	3.9.0	3.9.0	3.9.0
Polycom® RealPresence® Desktop for Mac®	3.8.1	3.8.1	3.8.1
Polycom® VVX® 1500	5.0.1	5.0.1	5.0.1
Polycom RealPresence Debut	1.3.2	1.3.2	1.3.2
Polycom Trio	5.5.4	5.5.4	5.5.4
Polycom CX5500	5.3.0	5.3.0	5.3.0
Cisco TelePresence System EX90	TC7.3.12	TC7.3.12	TC7.3.12
Cisco TelePresence SX10	CE9.2.4	CE9.2.4	CE9.2.4

Device	2000/4000	1800	Virtual Edition
Cisco TelePresence SX20	CE9.2.4	CE9.2.4	CE9.2.4
Cisco TelePresence SX80	CE9.2.4	CE9.2.4	CE9.2.4
Cisco MX300 G2	CE9.2.4	CE9.2.4	CE9.2.4
Cisco TelePresence TX9000	6.1.13	6.1.13	6.1.13
Cisco TelePresence TX1310	6.1.13	6.1.13	6.1.13
Cisco TelePresence System 500-32	6.1.13	6.1.13	6.1.13
Cisco TelePresence IX5000	8.1.1.1 & 8.3.1.1	8.1.1.1 & 8.3.1.1	8.1.1.1 & 8.3.1.1
Cisco DX70 / DX80 / DX650	SIP10.2.5 /CE9.2.4/ CE9.2.4	SIP10.2.5 /CE9.2.4/ CE9.2.4	SIP10.2.5 /CE9.2.4/ CE9.2.4
Microsoft Lync 2013 client with Skype UI	15.0.5031.1000	15.0.5031.1000	15.0.5031.1000
Microsoft Skype for Business 2016	16.0.9330.2073	16.0.9330.2073	16.0.9330.2073
Microsoft Skype for Business Client (Android-Tablet)	6.17.0.8	6.17.0.8	6.17.0.8
Microsoft Lync MAC Client	16.17.65	16.17.65	16.17.65
Microsoft Skype for Business Client (Android)	6.19.0.0	6.19.0.0	6.19.0.0
Microsoft Skype for Business Mobile Client (iOS) Tablet	6.20.2.2	6.20.2.2	6.20.2.2
Cisco TelePresence C20	TC7.3.12	TC7.3.12	TC7.3.12
Cisco TelePresence C40	TC7.3.12	TC7.3.12	TC7.3.12
Cisco TelePresence C90	TC7.3.12	TC7.3.12	TC7.3.12

RMX Web Client System Requirements

The following table identifies the environments (Web Browsers and Operating Systems) with which the RMX Web Client was tested.

Web Browser	Operating System
Internet Explorer 7	Windows Vista™ and Windows 7*
Internet Explorer 8	Windows 7*
Internet Explorer 9	Windows 7* and Windows 8
Internet Explorer 10	Windows 7* and Windows 8
Internet Explorer 11	Windows 8.1 and above

**Windows 7 Note**

When using Internet Explorer 8 to run the RMX Web Client application, Protected Mode must be disabled before downloading the software to the workstation. To do this:

- 1 Open an IE browser window and go to **Internet Options > Security tab**.
- 2 Clear the **Enable Protected Mode** check box for each of the following tabs: **Internet, Local intranet, and Trusted sites**.
- 3 When the software is successfully installed, recheck the **Enable Protected Mode** check box for the **Internet and Local intranet**. Leave it disabled for **Trusted sites**.

**Windows 8 Note**

When using Internet Explorer 8 to run the RMX Web Client application, it's important to configure the browser according to the following procedure:

- 1 Close all IE browser windows and verify that no iexplore.exe processes are running on the system.
- 2 Open a new IE browser window and go to **Internet Options > General tab**.
- 3 In the Browsing history section:
 - a Click **Delete**.
 - b From the **Delete Browsing History** dialog box, select the **Temporary Internet files and Cookies** check box.
 - c Click **Delete**.
- 4 In the **Browsing history** section:
 - a Click **Settings**.
 - b In the **Temporary Internet Files and History Settings** dialog box, click **View objects**.
 - c In the **Download Program Files**, select the EMAClassLoader.dll file.
 - d Click **Delete**.
- 5 Click **OK**.

**Windows 10 Note**

In Windows 10, you can configure RealPresence Collaboration Server 1800/2000/4000/Virtual Edition only through RMX Manager, and the following preview features aren't supported:

- View Participant Sent Video (AVC Only)
- Preview and add Motion slide to IVR services

**Installation Notes**

In specific network conditions when:

- The enterprise-facing interface IP of the firewall (the interface to the Intranet) and the IP address assigned to the RealPresence Collaboration Server (RMX) media card are in the same subnet
- ICMP redirect is enabled on the default gateway

Use RMX Manager to set up a static route to the TURN server. This ensures that media traffic is always routed through the default gateway, which prevents AVMCU calls from being disconnected.

**Account Note**

If the default Polycom user is defined in the RMX Web Client, an Active Alarm is created and the MCU status changes to MAJOR until a new Administrator user replaces the default user.

General Upgrade Information for RealPresence Collaboration Server

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

Upgrade Package Contents

To view the latest Polycom product documentation and software, visit the **Documents & Software** section at [Polycom Support](#).

The version 8.7.5 upgrade package includes:

- RealPresence Collaboration Server (RMX) 1800/2000/4000 V8.7.5 software (*.bin)
- RealPresence Collaboration Server, Virtual Edition 8.7.5 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
- RealPresence Collaboration Server (RMX) 1800/2000/4000/Virtual Edition 8.7.5 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 RealPresence Collaboration Server (RMX) 1800/2000/4000
 - ◆ *.upg for Virtual Edition
- RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Local Web Client (RMX Manager)
- RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Version 8.7.5 Release Notes

The RealPresence Collaboration Server (RMX) API Kit Version 8.7.5 includes:

- RealPresence Collaboration Server API Version 8.7.5 Release Notes
- RealPresence Collaboration Server XML API Overview
- RealPresence Collaboration Server XML API Schema Reference Guide
- XML Schemas

Supported Upgrade Paths

The RealPresence Collaboration Server 1800/2000/4000 includes a safety mechanism to ensure that a viable and safe software version installation is selected. It ensures that the current RealPresence Collaboration Server software version and the new software installation match to an internal logic table, and allows or rejects the software installation. When an incorrect or nonviable version upgrade/downgrade path is attempted, an alarm and fault are activated on the RealPresence Collaboration Server.

The following table lists the tested upgrade paths for the RealPresence Collaboration Server 1800/2000/4000/Virtual Edition version 8.7.5.

Software Version	RMX 1800	RMX 2000/4000	Virtual Edition
8.7.3 (Build 46)	Yes	Yes	Yes
8.7.1 (Build 494)	Yes	Yes	Yes
8.6.7 (Build 48))	Yes	Yes	Yes
8.5.12 (Build 39)	Yes	Yes	Yes

Important Upgrade Notes

Please carefully review the following important upgrade notes.

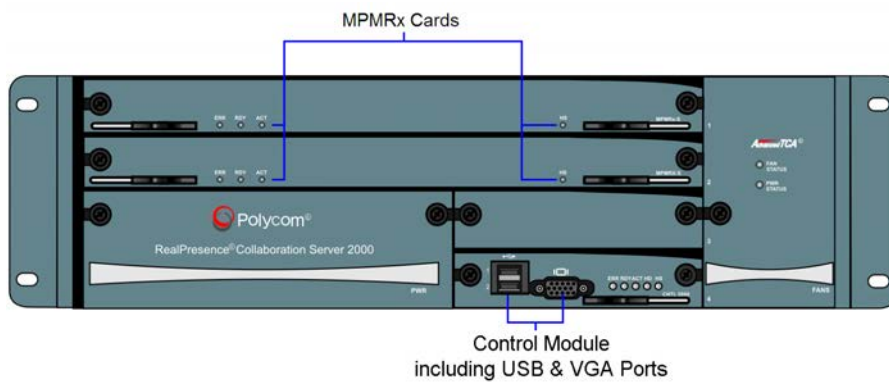
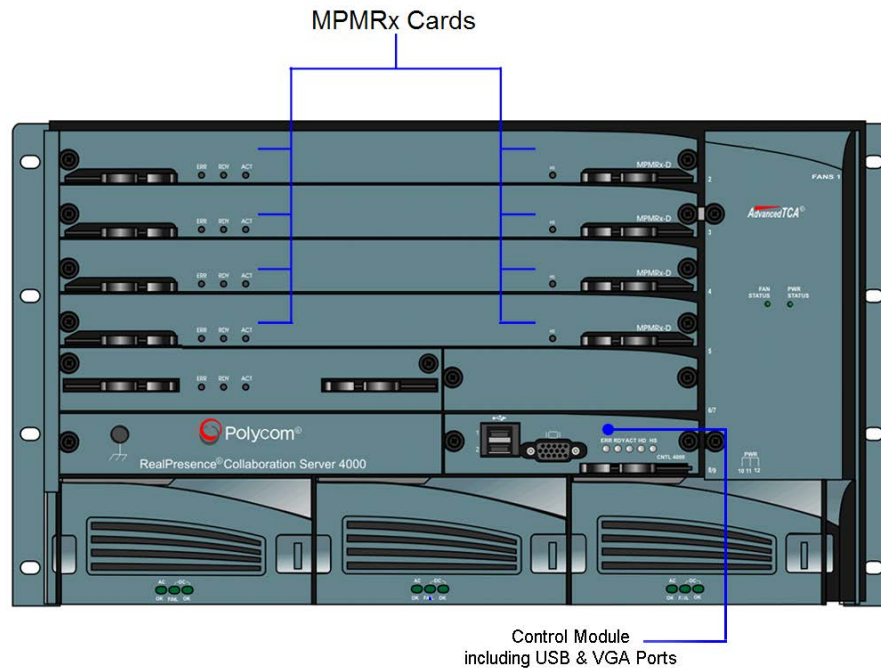
- When upgrading to version 8.7.5, Polycom requires that you upgrade from the latest maintenance release of the version currently running on the system.
- To enable the MMCU function, Polycom recommends that you upgrade the system to version 8.7.5
- Version 8.7.5 doesn't support MPM, MPM+ or MPMx cards. DO NOT upgrade to version 8.7.5 if MPM, MPM+ or MPMx cards are installed in the RealPresence Collaboration Server (RMX); Polycom also recommends trained people to do the upgrade as mentioned in the Prepare for the Upgrade part.
- You can choose to use the new RealPresence Collaboration Server Soft Blades topology if your deployment requires Microsoft Remote Desktop Protocol (RDP) content support. However, customers who are currently using Polycom ContentConnect for sharing content should continue to use it as it's more full featured at this time.

RealPresence Collaboration Server 1800/2000/4000 Upgrade Information

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

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

The RealPresence Collaboration Server (RMX) 2000/4000 must be used with the correct software version. 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***

You need to ensure that the following requirements are met before upgrading.

To prepare for the upgrade:

- 1 Ensure that the Control Unit memory size is at least 1024 MB.
 - a To verify the memory size in the RMX Web Client or RMX Manager, go to **Administration > System Information**.
 - b If memory size is 512 MB, DO NOT perform the upgrade procedure. Contact Polycom Support.



To maximize conferencing performance, especially in high bit rate call environments, a 1 GB connection is recommended for each LAN connection.

- 2 If the RealPresence Collaboration Server is used with a RealPresence DMA system, disable the RealPresence DMA system connection to the RealPresence Collaboration Server.
 - a Log into the RealPresence DMA system that handles call transfers for the RealPresence Collaboration Server.
 - b Select **Network > MCU > MCUs**.
 - c Select the MCU and choose either **Stop Using** or **Busy Out**.
 - d Verify that all conferences, including permanent conferences, are terminated.
- 3 RealPresence Collaboration Server (RMX) 2000/4000 systems shipped with MPMx media cards aren't supported by the 8.7.5 release. If the MCU contains MPM, MPM+, MPMRx media cards:
 - a Make sure that these cards are disabled.
 - b Remove the MPM, MPM+ or MPMx cards from the MCU and replace them with MPMRx cards.
 - c In the **Hardware Monitor** screen, click the reset button to reset the MCU.
- 4 Back up the configurations.
 - a Select **Administration > Software Management > Backup Configuration**.
 - b In the **Backup Configuration** window, click **Browse** to select a backup directory.
 - c Click **Backup**.
- 5 Verify that all conferences, including permanent conferences, are terminated.
- 6 Perform the upgrade as documented for your system.

Upgrade to Version 8.7.5

To upgrade to software version 8.7.5

- 1 Download the .bin file from the Polycom Support Site.
- 2 On the **RMX** menu, click **Administration > Software Management > Software Download**.
- 3 Browse to the location where you saved the .bin file and click **Install**.

If the upgrade isn't a supported upgrade path, the system sounds an alarm and an error message appears.



When you acknowledge the error by clicking **OK**, the installation is aborted. Because the unsuccessful upgrade activated Safe Software Version Installation warning, your current browser session will block any new installation attempt. This applies to all software versions, except for version 7.6, which still allows system downgrades.

When you've resolved the software compatibility issues, open a new browser session and attempt the installation again. If all issues have been resolved, the installation should complete.

- 4 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.
- A series of Active Alarms display, indicating the progress of the upgrade process.
- The **Install Software** information box indicates that IPMC Burning is in progress.
- A further series of Active Alarms display, indicating the progress of the upgrade process.



Sometimes, when updating the Version 8.7.5 license key, the system displays an active alarm. Ignore this Active Alarm and complete this installation procedure.

5 If a **Please wait for system reboot** message alert appears, click **Next**.

Connection to the RealPresence Collaboration Server (RMX) 1800/2000/4000 is terminated and you're prompted to reopen the browser.

6 Close any open browser windows, wait approximately 10 minutes, and restart the browser.

7 Reconnect to the RealPresence Collaboration Server (RMX) 1800/2000/4000 by entering the IP address of the RealPresence Collaboration Server (RMX) 1800/2000/4000 Control Unit into the browser.

The version number in the **Welcome** screen changes to 8.7.5.

8 In the **RMX Web Client – Welcome** screen, enter your **User Name** and **Password**, and click **Login**.



If the error **Browser environment error. Please close all the browser sessions** appears, close all the browser sessions, and reconnect to the RealPresence Collaboration Server (RMX) 1800/2000/4000. If the error message appears again, either run the automatic troubleshooter utility or manually perform the suggested troubleshooting procedures.

In the main screen, an MCU state indicator displays a progress indicator showing the time remaining until the system start-up is complete.

9 If needed, re-establish the RealPresence Collaboration Server connection to the RealPresence DMA system:

- a** Log into the RealPresence DMA system that handles call transfers for the RealPresence Collaboration Server.
- b** Select **Network > MCU > MCUs**.
- c** Select the MCU and choose **Start Using**.
- d** Verify that the version number is updated, signifying that the upgrade is complete.



To use the new features such as Operator Assistance and Gateway Sessions, you must update the IVR Services. For more details, see [Post Upgrade Configuration Changes](#).

Post Upgrade Configuration Changes

After system upgrade, some default configurations changes as following:

- **Permanent Conferences** must be manually rescheduled.
- **IVR Services** should be checked after upgrading from earlier versions (8.5.x or 8.6.x) to ensure that changed or additional DTMF codes don't conflict with previously defined DTMF codes.

- **Enable Gathering** check box in the **Profile Properties > Gathering Settings** tab is selected by default for pre-existing Profiles.
- **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 V7.6.1, 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** isn't automatically enabled in existing Profiles and has to be manually enabled, if required. In new Profiles that are created after the upgrade, auto mute of noisy endpoints option is enabled by default.
- **RealPresence DMA** system in the environment requires that the value of the flag **MAX_CONF_PASSWORD_REPEATED_CHAR** System Flag value be set to four system for compatibility from version 7.7.
- **RMX Manager** for the specific version installed should be downloaded and installed. For more information, see the RMX Manager Application in the *RealPresence Collaboration Server 1800/2000/4000 Administrator Guide*.

RealPresence Collaboration Server, Virtual Edition Upgrade Information

The following sections provide important information about upgrading your RealPresence Collaboration Server, Virtual Edition system to this release.

RealPresence Collaboration Server, Virtual Edition Hardware Profile

This section provides information on the minimal virtual machine host settings and configuration, some of which are manual, required for deploying your RealPresence Collaboration Server, Virtual Edition system.



To maximize audio and video quality, Polycom strongly recommends one dedicated VM server per RealPresence Collaboration Server.

The described configuration isn't mandatory; however, failing to follow it might 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 doesn't represent a guarantee of any kind by Polycom.

Deployment Settings - Minimum / Typical

Component	Minimum Deployment Settings	Typical Deployment Settings
vCPU	25,000 MHz Reservation	90,000 MHz Reservation
Memory	16 GB Reservation	16 GB Reservation
Network Adapter (NIC)	2 x 1 Gbit	2 x 1 Gbit

Deployment Settings - Minimum / Typical

Component	Minimum Deployment Settings	Typical Deployment Settings
Hard Disk (Thin Provision)	30 GB	30 GB
Performance	14 SD ports or 7 HD ports	60 SD ports or 30 HD ports



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 typical deployment is a 32 logical cores machine at 2.9 GHz

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

CPU Reservations for Licenses Purchased

The administrator is required to 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.



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 *Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Administrator Guide*, Performance Benchmarks section.

Soft Blade prerequisites

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 *Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Administrator Guide*, Appendix-Modular MCU section.

Prepare for the Upgrade

A successful upgrade requires prior preparation. These steps help ensure a smooth upgrade with minimal downtime.

- 1 To maximize conferencing performance, especially in high bit rate call environments, a 1 GB connection is recommended for each LAN connection.
- 2 If the RealPresence Collaboration Server is used with a RealPresence DMA system, disable the RealPresence DMA system connection to the RealPresence Collaboration Server:
 - a Log into the RealPresence DMA system that handles call transfers for the RealPresence Collaboration Server.
 - b Select **Network > MCU > MCUs**.
 - c Select the MCU and choose either **Stop Using** or **Busy Out**.
 - d Verify that all conferences, including permanent conferences, have been terminated.
- 3 Back up the configurations.
 - a Select **Administration > Software Management > Backup Configuration**.
 - b In the **Backup Configuration** window, click **Browse** to select a backup directory.

- c Click **Backup**.
- 4 Perform the upgrade as documented for your system.

Upgrade to Version 8.7.5 Virtual Edition

Upgrading the RealPresence Collaboration Server, Virtual Edition MCU is similar to upgrading the Appliance Editions. However when upgrading the Virtual Edition, the MCU remains active during the upgrade, and can host conferences until you're required to reboot to complete the upgrade procedure.

To upgrade the Virtual Edition MCU:

- 1 Download the `.upg` file from the Polycom Support Site.
- 2 On the **RealPresence Collaboration Server (RMX)** menu, click **Administration > Software Management > Software Download**.
- 3 Browse to the Install Path, select the `.upg` file, in the folder where version 8.7.5 is saved, and click **Install**.

The installation of the upgrade proceeds. A progress bar is displayed while the files are copied and the software is installed.

When the installation completes, a dialog prompts the administrator to reset the MCU to complete the upgrade.

- 4 Reset the MCU at your convenience to complete the upgrade. Until you reset the system, the previous version is operational. For more information on resetting the RealPresence Collaboration Server, see the *Polycom RealPresence Collaboration Server Administrator Guide*, Administration and Utilities section.

Known Issues

The following table lists all known issues and suggested workarounds for RealPresence Collaboration Server 8.7.5.



These release notes don't 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.

Category	Key	Approved Description	Workaround
	BRIDGE-27028	A Skype for Business-registered Polycom Trio gets disconnected from a call when the user puts the call on hold.	
	BRIDGE-27029	A Skype for Business-registered Polycom Trio gets disconnected from a call when the user changes its layout.	

Category	Key	Approved Description	Workaround
	BRIDGE-27053	When a Skype for Business client sends RDP content in conference, the client/participant disappears from the RMX Manager.	
	BRIDGE-27066	A Skype for Business-registered Polycom Trio joins a conference call but the RealPresence Collaboration Server status shows it connected with a problem and its video isn't displayed.	
	BRIDGE-27158	When a call is set up with the 1920k line rate VMR template and an internal Skype for Business iOS Phone client joins the call, the SFB client's video cannot be seen and the RealPresence Collaboration Server status shows the client connected with a problem.	
	BRIDGE-27165	On a Skype for Business Client, when the user selects Video Spotlight the wrong layout is displayed on Polycom endpoints.	
	BRIDGE-27183	Blade runner core dump is generated and blade turned faulty after a couple of hours.	
Audio	BRIDGE-24458	When Polycom® MusicMode™ and Stereo are enabled on a RealPresence Group Series endpoint, the RealPresence Group Series endpoint receiving the stream displays incorrectly as G.719 instead of G.719 stereo while both the RealPresence Group Series endpoint transmitting the stream and the RealPresence Collaboration Server system receiving/transmitting the stream displays correctly as G.719 stereo.	
Cascading	BRIDGE-24145	In a cascade for bandwidth conference, the RealPresence Group Series endpoints are shown as "Connected with Problem", and then the call gets disconnected.	

Category	Key	Approved Description	Workaround
Cascading	BRIDGE-24534	In a cascade environment with the chairperson and participant passwords enabled, the slave participants in the conference get stuck on the welcome page and can't see the remote participants on entering the conference password.	
Cascading	EN-90326	DMA registered Polycom Trio receives content over both video and content leg in case of cascade for size.	
Content	BRIDGE-23581	Content may freeze or disappear if the available bandwidth decreases due to packet loss.	
Content	BRIDGE-24366	After the presenter switches to new content in a bridged conference, previously shared content is still visible for a short period.	
Content	BRIDGE-24396	When a RealPresence Group Series participant puts a conference call on "Hold", the content shared by any other participant gets frozen for all the other conference participants. Also no participant can share content afterwards.	
Content	BRIDGE-24522	In a Prefer TIP conference, when a RealPresence Debut system snatches content from endpoints connected to a VMR, the Cisco endpoints receive no content.	
Content	BRIDGE-24673	Sometimes, after an H.323 RealPresence Desktop making a 512 kbps call to a RealPresence DMA system VMR that is configured with 2048 kbps line rate, the RealPresence Desktop participant fails to share content.	Set the flag ALWAYS_APPLY_CONTENT_THRESHOLD to NO in the RealPresence Collaboration Server (RMX) flag setting.
Content	BRIDGE-25391	Participants are unable to see the content shared by the RealPresence Debut participants.	

Category	Key	Approved Description	Workaround
Content	EN-69561	WebRTC endpoint configured as "lecturer" is unable to share content to any of the Polycom endpoints including Polycom RealPresence Group Series, Polycom HDX, and Polycom RealPresence Desktop.	
Content	EN-70826	RealPresence Group Series clients, joined as SVC client, aren't able to receive content.	
Content	EN-75002	Black content appears on all the endpoints in DMA VMR call when Remote MAC Skype for Business endpoint shares the content.	
Content	EN-82024	Content Gateway channel gets dropped during AVMCU call and content was lost.	
Content	EN-89595	Online MAC Skype for Business client doesn't receive content when remote endpoint snatches content in a DMA VMR call.	
Content	EN-89804	DMA registered PLCM endpoints don't receive content after content war in Polycom RealConnect call.	
Encryption	BRIDGE-23280	Moving participants between encrypted conferences fails on the RealPresence Collaboration Server, Virtual Edition.	
FECC	BRIDGE-23432	LifeSize Icon FECC doesn't function properly in a multipoint call.	
FECC	BRIDGE-24019	FECC on Cisco C and SX endpoints fails in the RealPresence Collaboration Server (MPMRx) H.323 conferences.	
FECC	BRIDGE-24178	Cisco MX300 FECC doesn't function properly in a multipoint call.	
FECC	BRIDGE-24228	Avaya XT700 FECC doesn't function properly in a multipoint call on RealPresence Collaboration Server 1800.	

Category	Key	Approved Description	Workaround
FECC	BRIDGE-24239	FECC (Far-end Camera Control) fails with the Huawei TE30 endpoint in an H.323 call connected to RealPresence Collaboration Server (RMX).	
Gateway	BRIDGE-24328	Call gets disconnected after an H.323 RealPresence Group Series participant resuming the call in a RealPresence Collaboration Server Gateway conference.	
General	BRIDGE-23286	During a conference on RealPresence Collaboration Server (RMX) (MPMRx), all participants get disconnected followed by a card crash. An MCU Internal Problem event is then reported.	
General	BRIDGE-23295	SIP and H.323 endpoints connecting to RealPresence Collaboration Server 1800 through a VMR see the join screen and the welcome prompt but then get disconnected from the call.	
General	BRIDGE-24383	After DNS on the Default IP Service, MMCU RDP and SIP settings are configured on a RealPresence Collaboration Server, Virtual Edition system and the system is rebooted, Skype for Business 2015 Edge server shows as "Not Available."	Apply the same DNS configurations of the Default IP Service to the Management Network Service.
General	BRIDGE-24461	Soft blades get stuck in "Software blade Pending Authentication State" when the soft blades are attached to RealPresence Collaboration Server 1800.	
General	BRIDGE-24582	When multiple RealPresence Desktop endpoints dial into VMR, packet losses, frozen video, and green patches as the content are observed on RealPresence Collaboration Server.	
General	BRIDGE-26664	After being registered to the RealPresence DMA system via SIP/H.323, the RealPresence Collaboration Server reports MCCFMnger error for session timer expired. Issue is specific to set up configured with external IVR only.	

Category	Key	Approved Description	Workaround
General	BRIDGE-27148	Black content and frozen video occur in the CP and SVC mixed meeting hosted on the RealPresence Collaboration Server.	
General	EN-70074	MCCFMngr core dump is generated on NGB after running placing multiple AVMCU and DMA VMR calls.	
General	EN-76214	“FAULT” core dump observed with multiple exceptions and MCU gets rebooted.	
General	EN-76586	SIP Task core dump observed on RealPresence Collaboration Server 1800.	
General	EN-79095	Cisco C90 gets connected with Problem at LR 6144 in Secure VMR Call.	
General	EN-93337	JSON files get created even though Automatically send usage data feature is disabled from the UI.	
General	EN-93488	MCCFMngr.RMX_8.7.5.683 core dump observed after around 10 hours of load run.	
Interop	BRIDGE-23287	During a 6 Mbps AVC conference, when RealPresence Collaboration Server (MPMRx) dials out to a HUAWEI TE40 SIP Videoconferencing endpoint, the HUAWEI TE40 SIP Videoconferencing endpoint connects and remains in IVR Welcome screen but disconnects from conference after 1 minute.	Problem doesn't occur when endpoint dials in to RealPresence Collaboration Server (RMX) or if conference line rate is reduced to 4 Mbps.
Interop	BRIDGE-23463	In the SVC conference, which consists of RealPresence Mobile endpoints, RealPresence Desktop endpoints, and RealPresence Group Series endpoints, a RealPresence Group Series endpoint displays a black cell on other endpoints.	
Interop	BRIDGE-23577	In the SVC conference, a RealPresence Group Series endpoint can't receive content from other endpoints.	

Category	Key	Approved Description	Workaround
Interop	BRIDGE-24093	When RealPresence Group Series 700 and RealPresence Debut endpoints share content using RealPresence Desktop paired device, the content sharing doesn't work properly and some endpoints can't see the RealPresence Debut content in the conference call.	
Interop	BRIDGE-24099	A RealPresence Debut system may not receive video if it dials into a Prefer TIP VMR after a Cisco DX80.	
Interop	BRIDGE-24179	When a RealPresence Collaboration Server conference call is on hold and then resumed, the content stream freezes on the last frame sent even if the content sharing is stopped.	
Interop	BRIDGE-24181	When a Cisco DX80 participant shares the content, all participants see unstable video. Cisco DX 80 loses its video for 5-10 seconds, other participants see frozen videos.	
Interop	BRIDGE-24243	In RealPresence Collaboration Server, Virtual Edition, when connected to multiple conferences through WebRTC client using Chrome on Mac, the user receives a frozen video of other participants in the conference.	
Interop	BRIDGE-24283	In an AVC conference, when RealPresence Collaboration Server (RMX) dials out to the HDX and Avaya 10XX endpoints, the Avaya 10XX endpoint receives poor quality video.	
Interop	BRIDGE-24293	When an RealPresence Collaboration Server 1800 system connects to an RealPresence Collaboration Server (RMX) conference through the Radvision Scopia P10 gateway, it receives poor audio and no video.	

Category	Key	Approved Description	Workaround
Interop	BRIDGE-24316	In a CP and SVC mixed conference on the RealPresence Collaboration Server, Virtual Edition, a RealPresence Group Series endpoint gets disconnected after performing hold and resume call when another endpoint is sharing content.	
Interop	BRIDGE-24385	After holding and resuming the call, the RealPresence Group Series participants cannot see videos of the RealPresence Web Suite participants and the Lync participants in the bridged WebRTC conference.	
Interop	BRIDGE-24402	After holding and resuming the call on the RealPresence Collaboration Server (RMX) 1800 conference (VMR), a RealPresence Group Series endpoint stops receiving the content.	
Interop	BRIDGE-24588	After an RealPresence Collaboration Server 1800 system dials out an H.323 call and HDX connects to RealPresence Collaboration Server 1800 system with H.263, and RealPresence Group Series endpoint snatches the content from HDX, content freezes on the HDX.	
Interop	BRIDGE-24590	A RealPresence Debut endpoint receives black video from RealPresence Group Series endpoint in an SVC conference on the RealPresence Collaboration Server (MPMRx) system.	
Interop	BRIDGE-24634	After an RealPresence Collaboration Server 1800 system without DSP card dials out to a RealPresence Group Series endpoint and a Tandberg MXP endpoint via H.323, bad video displays on the Tandberg MXP endpoint.	
Interop	BRIDGE-24692	After Cisco TelePresence System 1300 holds and resumes in an Encrypt when Possible VMR call, flicking noise and frozen/bad video are perceived on Cisco TelePresence System 3010, Cisco TelePresence System 1300, and Cisco TelePresence TX9000 Series.	

Category	Key	Approved Description	Workaround
Interop	BRIDGE-24730	VMR conference calls on a RealPresence DMA system automatically disconnect and cause the Soft MCU to disconnect.	
Interop	BRIDGE-24896	During a RealPresence DMA system VMR and a Polycom RealConnect conference call on a RealPresence Collaboration Server (MPMRx) system, the MMCU isn't invoked properly.	
Interop	BRIDGE-25048	During a conference call, the RealPresence Collaboration Server participant is unable to receive content from the AVMCU when a Polycom endpoint attempts to show content while another endpoint is showing content.	
Interop	BRIDGE-25138	Occasionally, after RealPresence Group Series endpoint performs hold and resume in the Encrypt when Possible VEQ to RealPresence Collaboration Server 4000 conference (RealPresence DMA system VMR), it receives no audio and black video on near and far ends.	
Interop	BRIDGE-26075	In the Prefer TIP VMR, Cisco TelePresence system can't receive content from RealPresence Debut.	
Interop	BRIDGE-26113	After a RealPresence Debut participant joins RealPresence Collaboration Server, Virtual Edition conference (RealPresence DMA system VMR), all Polycom endpoints observe frozen video and fast forward video.	
Interop	BRIDGE-26305	In the Prefer TIP RealPresence Collaboration Server (MPMRx) conference (VMR), Polycom, and Cisco EX90 endpoints can't receive content shared by a Polycom Trio participant. Polycom Trio endpoints can receive and share content in non-TIP conferences.	

Category	Key	Approved Description	Workaround
Interop	BRIDGE-26865	In an AVC conference, WebRTC client using Chrome version 58 doesn't receive other participants' video after the meeting transiting from full-mesh mode to bridged mode.	
Interop	BRIDGE-27003	The RealPresence Collaboration Server isn't sending panoramic video to Skype for Business clients in a Polycom RealConnect call.	
Interop	EN-69682	WebRTC Mesh and BRIDGE calls remain in "CONNECTED WITH PROBLEM" state and then disconnect on Mozilla Firefox v57.0.4+.	
Interop	EN-70003	Polycom Motion Slide isn't playing on WebRTC endpoints.	
Interop	EN-70039	AVMCU reconnect feature doesn't work with CAA calls.	
Interop	EN-70926	Cisco TelePresence Rooms disconnect after hold and resume in Polycom RealConnect and DMA VMR calls.	
Interop	EN-73744	Auto terminate doesn't work when last participant is any multiscreen Polycom Telepresence endpoint.	
Interop	EN-74790	RealPresence DMA registered endpoints receive low-resolution video in a DMA VMR call.	
Interop	EN-78715	Content over people channel in Prefer TIP VEQ - VMR call.	
Interop	EN-83641	Cisco DX70 endpoint experience poor resolution when receiving the shared content.	
Interop	EN-87064	Cisco DX 70/80 (only CE variant) endpoint experiences packet loss in RealPresence Collaboration Server 1800 calls.	
IVR	BRIDGE-24253	While moving from a Virtual Entry Queue (VEQ) to a virtual meeting room (VMR), the endpoint receives an invalid conference ID IVR message after dialing the correct conference ID.	

Category	Key	Approved Description	Workaround
IVR	BRIDGE-24711	Sometimes, DTMF doesn't work after a participant enters password to join a conference.	
IVR	EN-75590	Welcome message isn't played on RealPresence Desktop when connected as SVC party in a mixed conference.	
Partners - Microsoft	BRIDGE-24103	In a Polycom RealConnect conference, video of Polycom clients freezes on Lync 2010 client. The problem occurs only on the RealPresence Collaboration Server 1800 system with no DSP cards.	
Partners - Microsoft	BRIDGE-24463	Video doesn't display when a Skype for Business Android client escalates the VMR call from Audio to Video.	
Partners - Microsoft	BRIDGE-24635	In a Polycom RealConnect call, the Skype for Business and Polycom RealPresence Group Series endpoints can hear the hold music from another Lync registered Polycom Trio endpoint after the Polycom Trio endpoint putting its call on hold.	
Partners - Microsoft	BRIDGE-24752	At times, if RealPresence Collaboration Server is in the MMCU mode, a Polycom endpoint isn't able to receive content after rejoining a Polycom RealConnect conference.	
Partners - Microsoft	BRIDGE-24967	Polycom endpoints display green content for about 10 seconds when Skype for Business 2016 client shares content in a Polycom RealConnect conference	
Partners - Microsoft	BRIDGE-25044	The AS MCU party is disconnected from the online AVMCU during long AVMCU Polycom RealConnect conference calls.	
Partners - Microsoft	BRIDGE-25327	In a RealPresence Collaboration Server (MPMRx) conference (VMR), the only Skype for Business iOS (iPad) client is reported as connected with problem and doesn't receive loopback video when the client sends 720x1280 resolution content.	

Category	Key	Approved Description	Workaround
Partners - Microsoft	BRIDGE-25345	In the RealPresence Collaboration Server (nonvirtual edition) conference (VMR), when escalating the call from audio to video, Skype for Business Front Server registered Skype for Business Android client is reported as connected with problem and its video isn't displayed on the RealPresence Group Series endpoints.	
Partners - Microsoft	BRIDGE-25493	In a Polycom RealConnect conference, after Skype for Business Front-End server registered Skype for Business mobile iOS client joins the AVMCU, the RealPresence Group Series participants observe video delay and are unable to see the video from Skype for Business mobile.	
Partners - Microsoft	BRIDGE-25953	After the Lync Front-End server registered Polycom Trio dials into a RealPresence Collaboration Server (MPMRx) conference (VMR) and puts its call on hold, the other Lync clients can hear the hold music.	
Partners - Microsoft	BRIDGE-26059	During a Polycom RealConnect call established between AVMCU and RealPresence Collaboration Server (MPMRx), the Skype for Business Mac participants observe frozen video of the Polycom RealPresence Group Series participants.	
Partners - Microsoft	BRIDGE-26122	In a Polycom RealConnect conference, after the organizer on online Office365 client enables the Block Attendee Video option and then disables it, the RealPresence Group Series clients connect via RealPresence Collaboration Server, Virtual Edition can't send video to AVMCU while the On-premise Lync clients are able to start the videos.	

Category	Key	Approved Description	Workaround
Partners - Microsoft	BRIDGE-26706	A RealPresence Group Series client receives blur/poor quality video of a Skype for Business 2015 client from RealPresence Collaboration Server (MPMRx and Virtual Edition) after the Skype for Business 2015 client de-escalates and escalates the call.	
Partners - Microsoft	BRIDGE-26811	In a RealPresence Collaboration Server, Virtual Edition conference that has Polycom® RealConnect™ Service, after a Lync participant locking and unlocking the video spotlight of the Polycom participants, the Lync participant is unable to see the videos of the Polycom participants.	
Partners - Microsoft	EN-69902	Artifact or short noise is heard when Polycom standard endpoint joins AVMCU Polycom RealConnect conference, if Siren Polycom Lost Packet Recovery (LPR) is enabled.	
Partners - Microsoft	EN-69969	Microsoft Lync Direct Content participants get disconnected after 2-3 hours.	
Partners - Microsoft	EN-69990	Panoramic layout gets delayed on Skype for Business participants after AVMCU cascade redials in a long duration call.	
Partners - Microsoft	EN-70022	Extra AVMCU Party is created on MCU when sharing and snatching content is carried out 2-3 times between Skype for Business endpoints and PLCM endpoints.	
Partners - Microsoft	EN-70497	No audio heard from RealPresence Collaboration Server to Skype for Business Dial out Participants in DMA VMR conference.	
Partners - Microsoft	EN-70527	Audio/Video participant count isn't visible on Skype for Business IPAD client in both Landscape and Portrait mode.	
Partners - Microsoft	EN-73049	Wrong participant count is displayed when *88 is dialed from Polycom endpoints in a Polycom RealConnect conference.	

Category	Key	Approved Description	Workaround
Partners - Microsoft	EN-73719	MCU site name disappears after dialing *88 DTMF tone from Polycom endpoint.	
Partners - Microsoft	EN-74162	Black stripes observed on layout when Skype for Business iOS client uses portrait mode.	
Partners - Microsoft	EN-74801	Some VTC endpoints don't get disconnect even after they're disconnected from Skype for Business roster list in a Polycom RealConnect conference.	
Partners - Microsoft	EN-76383	Black content on RealPresence Debut observed intermittently in Polycom RealConnect call.	
Resource Capacity	BRIDGE-24158	If the port usage is more that 80%, calls on the RealPresence Collaboration Server 2000 system get disconnected and aren't able to connect further.	
RMX Manager	BRIDGE-24690	Request to support RMX Manager on Windows 10 and Mac OS	
Security	BRIDGE-24455	When you dial into a VMR, frozen video of the participants connected to another meeting is seen in the call.	
Upgrade Process	BRIDGE-26639	After upgrading a RealPresence Collaboration Server (RMX), the server doesn't come up. This seems to happen when there are multiple RealPresence Collaboration Server (RMX) servers configured on the same switch.	
Video	BRIDGE-23466	RealPresence Desktop SVC endpoints receive distorted video from the Polycom HDX AVC endpoint.	
Video	BRIDGE-27012	In the RealPresence Clariti Polycom RealConnect solution, other Skype for Business participants observe robotic video from the Skype for Business Mac client after 20 minutes.	

Category	Key	Approved Description	Workaround
Video	BRIDGE-27055	When a call is set up with the 1920k line rate and Skype for Business clients join the call, video freeze and fast forward videos for remote participants is observed on all the endpoints	
Video	BRIDGE-27193	On a Skype for Business client, when the user selects Video Spotlight and then selects Mute Audience, the video isn't displayed on the client. The audio remains.	
Video	BRIDGE-27195	On a Skype for Business Client, when the user selects Mute Audience, the video freezes for 3-5 seconds.	
Video	EN-53027	No video observed on Speaker Priority call with 1920 kbps.	
Video	EN-69683	In IE Version 11, participants video Preview isn't working.	
Video	EN-70284	Video of DMA registered Polycom Trio doesn't display on any of the participants on sharing content in an On-prem AVMCU call.	
Video	EN-90949	Endpoints display frozen video of Polycom Trio when it's put on hold after being an active speaker.	

Known Limitations

The following table lists limitations and suggested workarounds for RealPresence Collaboration Server 8.7.5.



These release notes don't 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.

Description	Workaround
<p>If a conference exceeds 150 participants and content is shared, the MCU will appear unresponsive as it renegotiates the rate for all users. The RealPresence DMA system will interpret this unresponsiveness as an MCU outage and begin a failover sequence.</p>	<p>Polycom recommends that:</p> <ul style="list-style-type: none"> • The default single conference size for an MCU is changed from 180 to 150. • Use Cascading for Size for large conferences.
<p>When using Polycom Trio version 5.4.4 and RealPresence Collaboration Server 1800 version 8.7.3, you may experience the following video connection issue:</p> <p>When Polycom Trio dialing in/out to an AVC conference on RealPresence Collaboration Server 1800, no video is seen on Polycom Trio, if it's set to use 1080p resolution. Instead only splash screen is observed.</p>	
<p>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.</p>	<p>To fix the issue, install the February 7, 2017, update (KB3141501) for Skype for Business 2016.</p> <p>For more information, see https://support.microsoft.com/en-gb/help/4010281/the-long-term-fix-for-skype-for-business-2016-crashes-when-you-receive-a-content-from-a-third-party-rdp-implementation</p>
<p>When the system configuration flag LAN_REDNDANCY is set to 'YES' for RealPresence Collaboration Server 1800, and every time when the interface reaches more than 10 Mbps, an alarm is raised on the RealPresence Platform Director informing that "40% of the network capacity has reached". Even maximum speed of interface is 100 Mbps.</p>	
<p>Diagnostics procedure may not work in first attempt and Media cards don't bring up fully in startup mode.</p>	<p>Exit from Diagnostics mode and relogin to Diagnostics mode.</p>
<p>When user tries to connect to RealPresence Collaboration Server using Internet Explorer for the first time, a pop-up should be displayed with a plug-in installation option. But installation isn't possible as installation option isn't available.</p>	<p>To fix this issue, lower the Internet explorer security. This enables the download of the EMA.Classloader file.</p>

Resolved Issues

The following table lists the issues resolved in this release of the RealPresence Collaboration Server.

Issues Resolved in Version 8.7.5

Category	Key	Tech writer's official doc description
	BRIDGE-27067	The video coming from a Skype for Business-registered Android tablet's is getting cropped in a call as it is using an unsupported video resolution.
	BRIDGE-27174	MCU fails to play the Roll Call for any participant
	EN-69046	Font sizes of Site Names and Message Overlay are bigger in RealPresence Collaboration Server 1800-0 and smaller in RealPresence Collaboration Server 1800-3.
	EN-69160	External AVMCU fails to connect to RealPresence Collaboration Server in Polycom RealConnect for Service Provider scenario if Meeting Organizer is in different pool from CAA.
Alarms	EN-68976	RealPresence Collaboration Server shows active alarm "SIP Registrations limit reached" in RMX Manager.
Audio	BRIDGE-27212	A clicking noise is heard in audio coming from RealPresence Collaboration Server while connecting to a conference.
Audio	EN-68892	Avaya phone participant can't hear audio from RealPresence Collaboration Server H.323 endpoint.
Audio	EN-69032	During Polycom RealConnect calls, two units of RealPresence Collaboration Server 4000 are unable to pass audio.
Audio	EN-82679	There's no audio out stream from RealPresence Collaboration Server 2000 with random RealPresence Desktop SIP connection.
Audio	EN-82876	Audio popping or snapping noise heard on Polycom RealConnect conferences by all participants.
Cascading	BRIDGE-23787	After a single participant leaves a meeting room, participants in another meeting room can hear the conference waiting music over the cascading link.
Cascading	BRIDGE-24639	RealPresence Collaboration Server 4000 can't negotiate as 720p 50 with RealPresence Collaboration Server 1800 (version 8.5.11).
Cascading	BRIDGE-27407	The defined RealPresence DMA Skype Roster cascade link name intermittently flips from the defined name to conf_id@domain.com if CSS or Soft Blade is used in the Polycom RealConnect conference.
Cascading	BRIDGE-27489	A cascade link to AVMCU fails in the Polycom RealConnect calls.
Cascading	EN-69004	In a Polycom RealConnect conference call on RealPresence Collaboration Server 1830, no AVMCU cascading occurs.
Cascading	EN-69243	Audio and video delay is observed in Polycom RealConnect calls between TelePresence participants.
Cascading	EN-69247	IBM Sametime audio participant stops hearing other participants connected to the same VMR as soon as the participant starts sharing video.

Category	Key	Tech writer's official doc description
Content	BRIDGE-24473	In a cascaded RealPresence Collaboration Server conference with 1920 Kbps line rate, RealPresence Web Suite client shares content inconsistently.
Content	BRIDGE-26586	Jerky or frozen content is observed during a Polycom RealConnect conference from Skype participant.
Content	BRIDGE-27787	When H323 endpoint sends a new rate indication while receiving content, RealPresence Collaboration Server sends oversized Video packet and causes packet loss and audio delay
Content	EN-68917	RealPresence Collaboration Server is unable to share content when Web-ex endpoint joins the conference.
Content	EN-68937	In a Polycom RealConnect conference when an endpoint dials in at a lower rate than the CSS, the RealPresence Collaboration Server doesn't negotiate a lower content rate with the CSS as expected and this causes the CSS to send a much higher content rate than the endpoint expects.
Content	EN-68968	In a RealPresence Collaboration Server conference, Cisco Jabber application keeps sharing content, after few seconds it automatically shut downs its content and the Polycom endpoint can see a frozen content.
Content	EN-69159	Unable to share content only on Cisco SX80 codec's.
Content	EN-69253	RealPresence Desktop clients are unable to share content during standard video call.
Content	EN-72997	H323 endpoint attempts to share content in RealPresence Collaboration Server conference and fails with message "Far end can't receive content" only when remote Codian MCU is cascaded to RealPresence Collaboration Server.
Content	EN-75254	Content dropped in Polycom RealConnect call between Skype for Business users and endpoints connected to the RealPresence Collaboration Server.
Content	EN-85660	RealPresence Collaboration Server 4000 Soft Blade content cannot be shared in Polycom RealConnect calls.
Content	EN-91211	In Polycom RealConnect conference when an endpoint dials in at lower rate than the CSS, the RealPresence Collaboration Server doesn't negotiate a lower content rate with CSS. This causes CSS to send much higher content rate than the endpoint expects.
Gateway	EN-68885	Users connecting to RealPresence Collaboration Server 10 are experiencing calls as audio only with no video.
Gateway	EN-68893	In RealPresence Collaboration Server 1800 V8.6.7.48, total bandwidth of people rate and content rate exceeds call rate.
Gateway	EN-69010	Cisco conference phone 8831 calling in to a VMR gets a slow robotic voice for the first 20 seconds of the call.

Category	Key	Tech writer's official doc description
General	BRIDGE-25304	RealPresence Collaboration Server 8.6.4 HF2 rejects nonencrypted endpoints even when set to "when available".
General	BRIDGE-25683	RealPresence Collaboration Server, Virtual Edition 8.6.4.97 doesn't save Static Route configuration whether applied via console or SSH.
General	BRIDGE-25901	Participant Status is "Disconnecting" in the Conference List, and the conference cannot be deleted when using RealPresence Collaboration Server 2000 with MPMx media cards.
General	BRIDGE-25956	RealPresence Collaboration Server becomes inaccessible after reboot.
General	BRIDGE-26121	RealPresence Collaboration Server Manager and WebUI display incorrect LAN status.
General	BRIDGE-26162	Unable to connect to online AVMCU participants and failure to recover SIPtask for RealPresence Collaboration Server 1800.
General	BRIDGE-26185	After restoring customer configuration on a RealPresence Collaboration Server 1800, the system displays the "No default IVR service in IVR Services list" error and after a reboot the IVR are replaced by default ones.
General	BRIDGE-26296	RealPresence Collaboration Server media card crashed and rebooted with a faulty message.
General	BRIDGE-26308	RealPresence Collaboration Server 1800 bridge no longer takes calls and a core dump gets created.
General	BRIDGE-26360	RealPresence Collaboration Server 2000 gets rebooted during a conference.
General	BRIDGE-26407	The RealPresence Collaboration Server 8.6.4.124 reboots unexpectedly due to WD policy decision.
General	BRIDGE-26515	Segmentation fault caused termination of the RealPresence Collaboration Server 4000 conference.
General	BRIDGE-26551	No serial or activation number is displayed by RealPresence Collaboration Server after being added as a managed device to RealPresence Resource Manager.
General	BRIDGE-26571	After upgrading to 8.7.1, the RealPresence Collaboration Server 1800 reports a high CPU utilization alarm.
General	BRIDGE-26577	After applying RealPresence Collaboration Server 8.6.4.130_1982.1 debug build, the lab and MPMRx card experience Power Off within 3 hours.
General	BRIDGE-26789	MAJOR alarm not clear after restoring all the power supplies.
General	BRIDGE-27083	MCU internal Problems and ACK failures are being seen in RealPresence Collaboration Server.
General	BRIDGE-27133	At times, during an ongoing conference, the RealPresence Collaboration Server 4000 with MPMx-D reboots resulting in endpoint disconnection.

Category	Key	Tech writer's official doc description
General	BRIDGE-27146	The media card was rebooted by shelf manager on detecting watchdog timeout after the media card became unresponsive.
General	BRIDGE-27209	RealPresence Collaboration Server (MPMRx) system reboots with the message "Internal MCU resetMcmsDaemon reset due to WD policy decision "ConfParty Core dump"".
General	BRIDGE-27302	RealPresence Collaboration Server (MPMRx) system reboots during a live conference with the message "Internal MCU resetMcmsDaemon reset due to WD policy decision "ConfParty Core dump"".
General	BRIDGE-27332	RealPresence Collaboration Server gets rebooted randomly.
General	BRIDGE-27342	RealPresence Collaboration Server 1800 reboots and goes to factory default settings page the moment it's connected to the customer's network.
General	BRIDGE-27348	In a Polycom RealConnect conference with DMA VMR, RealPresence Collaboration Server rejects calls.
General	BRIDGE-27394	RealPresence Collaboration Server gets rebooted randomly.
General	BRIDGE-27430	Connection to RealPresence Collaboration Server fails after a soft reboot.
General	BRIDGE-27554	RealPresence Collaboration Server (MPMRx) generates core files and spontaneously reboots.
General	BRIDGE-27604	The MPMRx media card reported a message alert 'API EmbError VAPGeneralMcmsCommonH Failed'. The control board was rebooted for recovery.
General	BRIDGE-27670	RealPresence Collaboration Server 8.7.4.222 unexpectedly restarted with message "reset due to WD policy decision: Process failed [0:0] : ConfParty", ConfParty core dump generated".
General	BRIDGE-27753	When dialing through an Entry Queue in a RealPresence Collaboration Server conference, other endpoints aren't able to join if one endpoint is already connected via the same Entry Queue.
General	BRIDGE-27899	The RealPresence Collaboration Server (RMX) 1800 system reboots unexpectedly, and generates ConfParty core dump file.
General	BRIDGE-27908	RealPresence Collaboration Server using MPMRx media card reboots with a message 'Internal MCU resetMcmsDaemonMcmsDaemon reset due to WD policy decision: Process failed [0:0] : ConfParty'.
General	BRIDGE-28006	The RealPresence Collaboration Server unexpectedly drops all calls, loses license, and gets rebooted during an ongoing conference.
General	BRIDGE-28048	Unable to connect SIP/H.323 endpoints through CG with RealPresence Collaboration Server 4000 thus displaying an MCU Internal Problem message alert.

Category	Key	Tech writer's official doc description
General	BRIDGE-28066	'Media is recovering' alert is displayed on the RealPresence Collaboration Server during a Polycom RealConnect conference and all participants get disconnected.
General	EN-68895	RMX Manager v8.6/8.7 custom filtering doesn't work.
General	EN-68919	Media card gets rebooted during conference and participants are dropped from the conference.
General	EN-68922	Unable to upload SHA2 Certificate Authority file on the RealPresence Collaboration Server.
General	EN-68958	RealPresence Collaboration Server 1800 occasionally loses address book without user intervention.
General	EN-69012	RealPresence Collaboration Server 1800 throws "Media is Recovering" alarm then reboots with "reset due to WD policy decision: Process failed [0:0]: CSMngr-" message.
General	EN-69045	RealPresence Collaboration Server 1800 occasionally loses address book without user intervention.
General	EN-69051	MCU Internal Problem alert during an ongoing conference on RealPresence Collaboration Server causes endpoints to get disconnected.
General	EN-69069	In RealPresence Collaboration Server conference, inconsistent layout behavior is observed in the layout in a Speaker Priority configured conference.
General	EN-69083	RealPresence Collaboration Server 8.7.4.222 reports MCU INTERNAL Problem with the "Timer to close port pop out, but port is closed" message.
General	EN-69188	In RMX Manager meeting room properties window, duration field shows incorrect value.
General	EN-69193	Soft Blade doesn't pair with RealPresence Collaboration Server 1830.
General	EN-69201	RealPresence Collaboration Server 1800 recovers media frequently and affects conferences.
General	EN-69244	RealPresence Collaboration Server 8.6.4 UDP ports cause failure.
General	EN-69248	ContentConnect Client doesn't prompt for meeting password and joins the meeting directly.
General	EN-69250	RealPresence Collaboration Server creates many MIPs followed by a card crash.
General	EN-70846	ISDN/PSTN license in License information window isn't displayed for RMX Manager v8.7.4.
General	EN-73003	RealPresence Collaboration Server reboots itself unexpectedly.
General	EN-74746	RealPresence Collaboration Server 2000 reboots itself and all calls get disconnected.

Category	Key	Tech writer's official doc description
General	EN-75978	RealPresence Collaboration Server doesn't set the ToS (QoS) byte for content RTP packets over SIP, it only does it for audio and video packets.
General	EN-76993	Participants failed to dial in RealPresence Collaboration Server 2000 (MPMRx) conference while the number of participants is about 80. After a few minutes later, 60 parities were unexpectedly dropped from the conference, with the disconnection cause as "MCU internal problem".
General	EN-79214	RealPresence Collaboration Server reboots unexpectedly with the message "reset due to WD policy decision: Process failed [0:0]: ConfParty", and generates ConfParty core dump file.
General	EN-79935	RealPresence Collaboration Server 8.7.5 system media card crashes and RealPresence Collaboration Server gets rebooted.
General	EN-80129	RealPresence Collaboration Server 8.7.4.224 occasionally loses address book automatically without user intervention.
General	EN-80570	Error encountered while attempting to unzip Soft Blade zip file.
General	EN-81175	RealPresence Collaboration Server card crashed with the message "Internal MCU restMcmsDaemon reset due to WD policy decision "ConfParty Core dump"".
General	EN-82611	Web UI of the RealPresence Collaboration Server is missing important HTTP security headers in its responses back to client browsers on port 80.
General	EN-83926	RealPresence Collaboration Server 8.7.4.222 had MAJOR alarm; "Unit not responding Cards Card ID:1, Card Type:mpm, Description: Unit Failure," faulty DSP unit 21.
General	EN-89293	SDC RealPresence Collaboration Server 1800 with 8.7.4.304 code creates a new core dump file.
General	EN-90333	RealPresence Collaboration Server (MPMRx) system reboots with the message "Internal MCU restMcmsDaemon reset due to WD policy decision "ConfParty Core dump".
General	EN-91206	If the default IP service Ports tab is set to Fixed Ports and the UDP last port is set to 65535 the boards fail to initialize. At the end conferences fail due to "Resources Deficiency".
General	EN-91967	After enable system flag MULTIPLE SERVICE = YES, the user gets a major failure response from the server "Failure response from the A/V Edge Server to the RMX Service Request".
Interop	BRIDGE-26072	Polycom SIP and H.323 endpoints are unable to dial into RealPresence DMA VMR system with AVC, 1920 Kbps.
Interop	BRIDGE-26108	Participants are unable to connect to VMR after approximately 40 participants limit is reached.
Interop	BRIDGE-26817	AVMCU participants are unable to join the conference when an initial attempt to launch a Polycom RealConnect conference is being made.

Category	Key	Tech writer's official doc description
Interop	BRIDGE-26849	The channel status for RealPresence Collaboration Server shows "0" when trying to connect to audio/video-on in packet loss/packet column while connecting with RealPresence Desktop version 3.6 or 3.7.
Interop	BRIDGE-26951	RealPresence Collaboration Server flag FORCE_AVMCU_LISTENING_VOLUME value doesn't apply to AVMCU participant if non Polycom RealConnect flow is used.
Interop	BRIDGE-27254	Content sharing on a VMR conference fails when RealPresence HDX endpoints disconnect from the conference.
Interop	BRIDGE-27355	On the RealPresence Collaboration Server (RMX), audio bleed happens while sharing the content from the content only participant.
Interop	BRIDGE-27362	RealPresence Collaboration Server fails to launch scheduled meetings on time.
Interop	BRIDGE-27499	RealPresence Group Series V6.1.2 has to dial two to three times to establish a call to Polycom RealConnect VMR.
Interop	BRIDGE-27549	During an ongoing conference, a scheduled meeting with a same conference ID fails to launch on time.
Interop	BRIDGE-27588	AVMCU fails to connect to a RealPresence Collaboration Server VMR conference causing other participants on the call to get stuck waiting for chairperson in the VMR.
Interop	BRIDGE-27596	RealPresence Media Suite endpoint dials into a PIN protected conference without being prompted for a PIN in case of Dial-in Recording Link.
Interop	BRIDGE-27709	AVMCU participant remains in different states even after disconnecting it from RMX Manager in a long duration call.
Interop	BRIDGE-27788	Intermittent audio and poor quality video received by RealPresence Collaboration Server endpoints.
Interop	BRIDGE-27792	Two of the three endpoints microphones of Cisco TelePresence System (CTS) 3010 stop working in the RealPresence Collaboration Server (MPMRx) conference with Prefer TIP setting.
Interop	BRIDGE-27994	All endpoints were disconnected when one endpoint dials in the conference. This is a rare occurrence.
Interop	EN-69050	RealPresence Collaboration Server 1800 displays inaccurate number of "Count for participant types" in calls with ITP participants.
Interop	EN-69093	Polycom HDX and RealPresence Group Series mute suppresses both the microphone and content audio when in an RealPresence Collaboration Server 4000 bridge call.
Interop	EN-69102	Despite ISDN line showing as OK, participant is unable to dial into conference over ISDN.

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Interop	EN-69117	All participants are seen as partially connected and unable to join the conference when the profile is set to 'Motion Auto' for RealPresence Collaboration Server 2000.
Interop	EN-69158	While changing RealPresence Collaboration Server conference layout, all participants are suddenly removed from the conference and migrated to the second RealPresence Collaboration Server in the Pool by DMA.
Interop	EN-69761	During Polycom RealConnect call, if only one Microsoft Lync endpoint on AVMCU is set to mute, no video is shown for that participant. If the participant is active speaker and unmutes the video, no active speaker indication for the Microsoft Lync endpoint is updated.
Interop	EN-84826	Connection fails to RealPresence Collaboration Server via RMX Manager using secure connection due to timeout.
IVR	BRIDGE-24546	A welcome message or enter conference password IVR isn't played when CTS500 endpoint dials in to a TIP VMR.
IVR	BRIDGE-25027	Incomplete Welcome message set up on RealPresence Collaboration Server gateway profiles can be heard when calling through the ISDN gateway.
IVR	BRIDGE-25644	A welcome message or enter conference password IVR isn't played when CTS500 dials in to a TIP VMR.
IVR	BRIDGE-25759	Sometimes, a new IVR service doesn't get created in the Video Services tab after the RealPresence Collaboration Server, Virtual Edition is upgraded.
IVR	BRIDGE-26196	Initially, on the RealPresence Collaboration Server 8.7.3 a new IVR service doesn't get added in the Video Services tab even after the clicking the green plus sign.
IVR	BRIDGE-26287	On the RealPresence Collaboration Server, the entry or exit IVR tones bleeds from one conference to another.
IVR	BRIDGE-26915	DTMF tone in calls to a SIP Peer to RealPresence Collaboration Server aren't working when RealPresence Desktop is registered.
IVR	BRIDGE-27111	The RealPresence Collaboration Server Gateway IVR plays a fast busy tone and disallows repeated attempts when dialing an incorrect number.
MPM Card	BRIDGE-25845	'TLS handshake failure' alarm resulting from installation of MPMRx media card with Set MCU Transport type as "TLS" from RealPresence Collaboration Server 1500 when it is in a conference with Polycom HDX, Polycom RealPresence Desktop, and Polycom RealPresence Group Series endpoints.
MPM Card	BRIDGE-26479	The MPMRx-S card is stuck up in a startup state after installing the new software and the "No usable unit for audio controller" alarm displays.
MPM Card	BRIDGE-26625	DSP Keep Alive failure detection by Card Manager due to no change (toggle) in GPIO bit.

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MPM Card	BRIDGE-27391	RealPresence Collaboration Server identifies MPMRx cards with hardware version 1.11 as 101.
MPM Card	BRIDGE-27836	Many "Time Out event" MIPs followed by a card reset.
MPM Card	BRIDGE-27869	RealPresence Collaboration Server using MPMRx media card responds to random Arping with an incorrect MAC address and changes in the middle of the call. The network eventually drops the call to AVMCU.
MPM Card	EN-68888	RealPresence Collaboration Server MCU crashed during a conference and all participants were dropped.
MPM Card	EN-69092	AVMCU cascade fails with MIP Error.
MPM Card	EN-69180	Unable to create a new conference on RealPresence Collaboration Server while one of the cards is being rescued.
MPM Card	EN-69203	MPM card crash with Netra stuck resulting in disconnection of calls.
MPM Card	EN-70830	During an ongoing conference, the MPMRx card in slot 2 for RealPresence Collaboration Server reboots unexpectedly.
MPM Card	EN-78971	During an ongoing conference, the MPMRx card in slot 3 for RealPresence Collaboration Server reboots unexpectedly.
MPM Card	EN-82043	Many "Time Out event" MIPs followed by a card crash.
MPM Card	EN-84200	MAJOR alarm stating DSP unit failed on MPMRx card.
Partners - Microsoft	BRIDGE-24621	After a Skype for Business client inviting RealPresence Group Series endpoints into a CAA Polycom RealConnect conference then muting the AVMCU cascading link, it still can hear RealPresence Group Series once it becomes an active speaker. On-Premise Polycom RealConnect conference doesn't have such issue.
Partners - Microsoft	BRIDGE-24632	RealPresence Collaboration Server (MPMRx) crashes in the secure when available VEQ.
Partners - Microsoft	BRIDGE-24666	RealPresence Collaboration Server crashes when it's cascaded to an AVMCU with Multi-View disabled.
Partners - Microsoft	BRIDGE-27168	During a Meet Now conference using Skype for Business client, the RealPresence Collaboration Server is unable to fully connect to AVMCU participants and throws a bunch of exceptions at the ConfParty.
Partners - Microsoft	BRIDGE-27749	Microsoft Lync endpoints don't follow template settings in a Polycom RealConnect conference call with site name feature enabled.
Partners - Microsoft	EN-68905	One room continuously failed to join Polycom RealConnect call.
Partners - Microsoft	EN-69017	Skype for Business Mobile (iOS) video isn't visible in Polycom RealConnect call when iPad/iPhone sends portrait mode resolution. Frame rate for all other participants on RealPresence Collaboration Server also goes down.

Category	Key	Tech writer's official doc description
Partners - Microsoft	EN-83540	Video seen on H323-connected RealPresence Group Series from Microsoft Skype for Business mobile client freezes when Skype for Business clients are NOT in full screen.
Partners - Microsoft	EN-84041	Skype for Business user couldn't see content when shared by non-Skype for Business users in a conference call.
Partners - Microsoft	EN-85119	RealPresence Collaboration Server 4000 intermittently loses connection with Microsoft Lync 2013.
Recording	BRIDGE-25553	Start recording a Polycom RealConnect conference by the Polycom RealPresence Group Series remote control fails.
Recording	BRIDGE-27037	During a RealPresence DMA conference, the RealPresence Collaboration Server connects to Polycom RSS, however the recording link needs to be triggered manually.
Recording	EN-77528	Once Skype for Business client locks spotlight and initiates video record, the ratio changes to 4:3 from 16:9.
Reservations	BRIDGE-25930	Reservations created with duration crossing midnight and manually dragged and dropped in the Reservation panel to start immediately, end earlier than expected.
Resources	EN-82465	Insufficient resources for maximum capacity stated in the license cause socket disconnection.
Upgrade Process	EN-68947	Intermittent audio received by RealPresence Collaboration Server after upgrade from MPMx 8.5.3 to MPMRx 8.7.3.
Upgrade Process	EN-82128	After upgrade from 8.6.7.101 to 8.7.4.304, comfort noise / pink noise can be heard in Polycom rooms.
Upgrade Process	EN-87937	On RealPresence Collaboration Server 1800, DTMF tones aren't heard during ISDN calls after upgrading to 8.7.4.332.
Video	BRIDGE-27310	Polycom RealConnect calls on RealPresence Collaboration Server periodically experience no video from RealPresence Collaboration Server to the AVMCU.
Video	BRIDGE-27415	In a VMR call, one endpoint intermittently receives intermittent frozen video.
Video	EN-68915	During a call, the video for the AVMCU party showed a frozen screen view of a Polycom room.
Video	EN-68939	RealPresence Collaboration Server 2000 8.7.4.243 endpoints intermittently receive frozen video from Skype participants.
Video	EN-69003	RealPresence Collaboration Server 8.7.4.177 experienced video bleed issue during conference.
Video	EN-69041	RealPresence Collaboration Server, Virtual Edition 8.7.4 sends wrong video resolutions (432x240) instead of CIF.

Category	Key	Tech writer's official doc description
Video	EN-69153	In a Polycom RealConnect conference, video endpoints receive frozen video from RealPresence Collaboration Server when its cascade participant is locked to spotlight and a new Skype for Business client joins the AVMCU and starts sending video.
Video	EN-69258	RealPresence Collaboration Server shows used video ports despite no calls being present.
Video	EN-76944	Aqua MCU can't decode video from Cisco Spark Room Kit.
Video	EN-80365	In case of SVC calls, RealPresence Collaboration Server doesn't set the QoS values for video channels.

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