



RELEASE NOTES

Version 4.2 | June 25, 2015 | 3725-78700-001F1

Polycom[®] RealPresence[®]
Access Director[™] System



Contents

| | |
|---|-----------|
| What's New in Release 4.2 | 3 |
| STUN and TURN Support for WebRTC Video Conferencing | 3 |
| High Availability | 4 |
| High Availability Licensing..... | 4 |
| Virtual Edition Support for Microsoft® Hyper-V | 5 |
| Other Changes in this Release | 5 |
| Security Updates..... | 6 |
| Release History | 7 |
| Hardware Requirements | 10 |
| Software Requirements | 11 |
| System Capabilities and Constraints | 12 |
| Appliance Edition | 12 |
| Virtual Edition | 13 |
| Host Installation Guidelines..... | 13 |
| Interoperability Constraints | 14 |
| Products Tested with this Release | 15 |
| Installation and Upgrade Notes | 17 |
| Known Issues..... | 19 |
| Resolved Issues..... | 22 |
| Get Help..... | 23 |
| The Polycom Community..... | 23 |
| Copyright and Trademark Information | 24 |

What's New in Release 4.2

Note: The Polycom RealPresence Access Director system version 4.1 to version 4.2 upgrade file package has been re-released. The known issue EDGE-1609 is resolved.

The Polycom RealPresence Access Director system version 4.2 provides the features and functionality of previous releases and includes the following new features and updates:

- [STUN and TURN Support for WebRTC Video Conferencing](#)
- [High Availability](#)
- [Virtual Edition Support for Microsoft® Hyper-V](#)
- [Other Changes in this Release](#)
- [Security Updates](#)



WebRTC video conferencing

WebRTC video conferencing requires RealPresence Web Suite with a RealPresence Web Suite Pro license. Do not enable any WebRTC features unless your video conferencing environment includes RealPresence Web Suite Pro. RealPresence Web Suite is targeted for release and available for purchase in the third quarter of 2015, but subject to change. Polycom reserves the right to modify future product plans at any time. Products and/or related specifications are not guaranteed and will be delivered on a when and if available basis.

STUN and TURN Support for WebRTC Video Conferencing

WebRTC video conferencing requires Polycom® RealPresence® Web Suite Pro. RealPresence WebSuite Pro is not available until July 2015.

To support Polycom® RealPresence® Web Suite video conferencing for WebRTC-enabled endpoints, the RealPresence Access Director system provides both Session Traversal Utilities for NAT (STUN) and Traversal Using Relays around NAT (TURN) services. When needed, the RealPresence Access Director system can act as a TURN server to enable firewall and NAT traversal of UDP media traffic between WebRTC clients.

TURN is necessary when a WebRTC client wants to communicate with a peer but cannot do so because both the WebRTC client and peer are deployed behind different Network Address Translators (NATs). If STUN is not an option because one of the NATs is a symmetric NAT (a type of NAT known to be non-STUN compatible), TURN must be used for media relay. By using the RealPresence Access Director system's integrated TURN server, media can be exchanged directly between WebRTC clients or between WebRTC clients and a Polycom RealPresence Collaboration Server Multipoint Control Unit (MCU).

When you enable and configure the TURN server and at least one TURN user, internal and external WebRTC clients can request TURN media relay services.



WebRTC video conferencing

WebRTC video conferencing requires RealPresence Web Suite with a RealPresence Web Suite Pro license. Do not enable any WebRTC features unless your video conferencing environment includes RealPresence Web Suite Pro. RealPresence Web Suite is targeted for release and available for purchase in the third quarter of 2015, but subject to change. Polycom reserves the right to modify future product plans at any time. Products and/or related specifications are not guaranteed and will be delivered on a when and if available basis.

High Availability

Two RealPresence Access Director systems can be configured on the same network to provide High Availability (HA) of services. Systems configured for High Availability support minimal interruption of services and greater call reliability, which helps to ensure that users always have access to a RealPresence Access Director system within your network.

In an HA configuration, each RealPresence Access Director system has a virtual IP address for at least one network interface with assigned services. Each virtual IP address can map to a public IP address configured on the firewall. If one RealPresence Access Director system fails, the peer system takes over the failed system's resources (virtual IP addresses and assigned services). All active calls are either dropped automatically or users must manually hang up, but registration and provisioning information for endpoints is maintained in memory and shared between both systems. Once all resources are re-established on the peer system, users can call back into the video conference without changing any call information.

High Availability is not supported for a two-system tunnel configuration.



Configure firewall and network equipment to allow unsolicited ARP packets

Some network equipment can be configured to ignore unsolicited ARP packets. The High Availability feature relies on unsolicited ARP packets to notify firewalls and network equipment (switches and routers) when ownership of a virtual IP address has changed from one RealPresence Access Director system to the other peer system. You must configure your network equipment to allow these notifications from the RealPresence Access Director systems.

High Availability Licensing

To use High Availability, you must have RealPresence Access Director system licenses that enable use of the feature.

For the RealPresence Access Director, Appliance Edition, each server requires a system license that includes the High Availability feature. For the Virtual Edition, you need a RealPresence Access Director system license for calls and a capability license to enable the High Availability feature. These licenses

must be available on the RealPresence Platform Director system that manages licenses for your RealPresence Access Director instances. *Note that the HA licensing capability may not display correctly in versions 1.x of the RealPresence Platform Director system.*

Although not required, Polycom highly recommends that you license each system or allocate each virtual instance with the same number of calls. To determine the number of calls to license for each system, consider the total number of calls you must be able to support at any given time. Remember that if a failover occurs, the remaining active server should have enough licensed call capacity to support the calls that failed.

Many call licensing options are possible. The following table includes examples of two different licensing options:

High Availability Licensing Options

| <i>Description</i> | <i>Licensing Option A</i> | <i>Licensing Option B</i> |
|---|--|---|
| Total number of calls to support | 100 | 100 |
| Number of licensed calls on HA System 1 | 50 | 100 |
| Number of licensed calls on HA System 2 | 50 | 100 |
| Total number of calls supported during a failover | 50 | 100 |
| Result | After a failover, the remaining active system can support a maximum of 50 calls. Any additional calls will fail. | After a failover, the remaining active system can support a maximum of 100 calls. |

Virtual Edition Support for Microsoft® Hyper-V

The RealPresence Access Director system, Virtual Edition, now supports installation in Microsoft Hyper-V environments.

Other Changes in this Release

The operating system for version 4.2 of the RealPresence Access Director system has been upgraded from CentOS 6.4 to CentOS 6.6. Due to this change, rolling back to a previous version of the software is not supported after you upgrade to version 4.2.

Security Updates

This release includes updates that address the following security vulnerabilities:

- CVE-2015-0235: Updated glibc-2.12-1.107 to glibc-2.12-1.149.el6_6.5.x86_64.rpm to prevent unauthorized access through use of gethostbyname* functions.
- CVE-2014-3566: Disabled SSLv3.

Please refer to the [Polycom Security Center](#) for more information about known and resolved security vulnerabilities.

Release History

This following table shows the release history of the RealPresence Access Director system:

Release History

| <i>Release</i> | <i>System</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|--|---------------------|--|
| 4.2 | CentOS 6.6 PostgreSQL 9.3.6 OpenJDK 1.7.0.79-2.5.5.1 | June 2015 | <ul style="list-style-type: none"> • High Availability deployment option • STUN and TURN service to support WebRTC video conferencing • Support for Hyper-V virtual environments • Operating system upgraded to CentOS 6.6 • Replaced Oracle JDK with OpenJDK |
| 4.1 | CentOS 6.4 Postgres 9.2 Java 7u21 | December 2014 | <ul style="list-style-type: none"> • Basic Access Control Lists • Enhanced Integration with the RealPresence Platform Director System • Support for Higher Data Rate Transfer from RealPresence Content Sharing Suite Systems • Integration with an F5 Load Balancer |
| 4.0.1 | CentOS 6.4 Postgres 9.2 Java 7u21 | August 2014 | <ul style="list-style-type: none"> • Resolved some known issues |
| 4.0.0 | CentOS 6.4 Postgres 9.2 Java 7u21 | June 2014 | <ul style="list-style-type: none"> • Operating system upgraded to CentOS 6.4 • Deploy and manage licenses using Polycom RealPresence Platform Director (Virtual Edition only) • Single interface and port for access proxy services and HTTP tunnel proxy • Firewall port mapping not required for two-system tunnel deployment • Support for BFCP/TCP content sharing through HTTP tunnel proxy • HTTP tunnel proxy auto-discovery • REST API (Virtual Edition) to support integration with the RealPresence Platform Director • License key to enable encryption of the tunnel in a two-system deployment • Other system enhancements |
| 3.1.1 | CentOS 5.7 Postgres 9.1 Java 7u21 | April 2014 | <ul style="list-style-type: none"> • Support for Tandberg endpoints |

| <i>Release</i> | <i>System</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---|---------------------|---|
| 3.1.0 | CentOS 5.7 Postgres 9.1 Java 7u21 | January 2014 | <ul style="list-style-type: none"> • SIP open business-to-business (B2B) calling, enabling calls to and from external SIP endpoints that are not registered or are not members of a federated enterprise or division • HTTP tunnel reverse proxy that provides firewall traversal for Polycom® integration with RealPresence Platform Director® CloudAXIS™ suite clients making SIP guest calls to video conferences • Increased flexibility of Access proxy services to support multiple reverse proxy configurations • License key to enable strong encryption of the tunnel between the tunnel server and tunnel client in a two-box tunnel deployment. • Support for the LDAP v3 extension StartTLS • Support for Polycom® CMA® Desktop Systems |
| 3.0.0 | CentOS 5.7 Postgres 9.1 Java 7u21 | August 2013 | <ul style="list-style-type: none"> • Support for split interfaces for SIP and H.323 signaling traffic • Tunnel deployment of two RealPresence Access Director Systems • Support of H.460 endpoints • Support of default destination alias for H.323 guest users • Access control lists • Call history and registration history • Port ranges • TCP reverse proxy for Polycom® RealPresence® CloudAXIS™ suite clients • Interoperability with Cisco VCS Expressway™ • Enhanced security features |
| 2.1.1 | CentOS 5.7 Postgres 9.1 Java 6u30 | June 2013 | <ul style="list-style-type: none"> • Resolved some known issues |
| 2.1.0 | CentOS 5.7 Postgres 9.1 Java 6u30 | March 2013 | <ul style="list-style-type: none"> • Support for SNMP v2c and v3 for monitoring system status • Static route configuration • H.323 guest policy to limit destinations for inbound H.323 calls from the Internet • Support of both SVC and AVC endpoints for calls between federated enterprises |

| <i>Release</i> | <i>System</i> | <i>Release Date</i> | <i>Features</i> |
|----------------|---|---------------------|--|
| 2.0.4 | CentOS 5.7 Postgres 9.1 Java 6u30 | January 2013 | <ul style="list-style-type: none">• Support for additional Polycom® RealPresence® products, including Content Sharing Suite, Collaboration Server 800s, Virtual Edition, and Group Series 300/500• User interface updates• SIP and H.323 call disposition descriptions |
| 2.0.3 | CentOS 5.7 Postgres 9.1 Java 6u30 | December 2012 | <ul style="list-style-type: none">• SIP Back-to-Back User Agent (B2BUA)• H.323 signaling proxy for guest users and enterprise-to-enterprise federated calling• Media relay, including RTP and SRTP passthrough and SVC support for SIP remote users• Access proxy for management, presence, and directory traffic• DMZ deployment• Support for managed endpoints (Polycom HDX systems, RealPresence Mobile, RealPresence Desktop) |

Hardware Requirements

You need a client system running Microsoft® Windows® to install the RealPresence Access Director system and configure the initial settings. The client system requires a minimum display resolution of 1280x1024 (SXGA). Polycom recommends a resolution of 1680x1050 (WSXGA+).

Software Requirements

The following table describes the software requirements for the RealPresence Access Director system.

Software Requirements

| <i>Product</i> | <i>Versions</i> |
|------------------------------|-----------------|
| Browsers supported: | |
| Microsoft Internet Explorer® | 8 or higher |
| Google Chrome™ | Current version |
| Java™ | 7 |
| Adobe® Flash® Player | 11 or higher |

System Capabilities and Constraints

The RealPresence Access Director system is available as an Appliance Edition or Virtual Edition.

The RealPresence Access Director, Appliance Edition, system software can be installed on the following Polycom servers:

- Polycom Rack Server 630 (R630)
- Polycom Rack Server 620 (R620)
- Polycom Rack Server 220 (R220)

Appliance Edition

When installed on a Polycom R630, R620, or R220 server, the RealPresence Access Director system supports the maximum capabilities listed in the following table. Note that the values were derived by testing standard deployment configurations and may vary for some deployment models:

| <i>Capability</i> | <i>R220</i> | <i>R620</i> | <i>R630</i> |
|---|-------------|-------------|-------------|
| Registrations | 2000 | 5000 | 5000 |
| Concurrent calls | 200 | 450 | 450 |
| HTTPS tunnel calls (Polycom® RealPresence® CloudAXIS™ Suite SIP only) | 50 | 50 | 50 |
| Throughput (Mbps) | 700 | 700 | 700 |

Virtual Edition

The RealPresence Access Director, Virtual Edition, is available for Virtual Machine (VM)-based deployment in VMware environments and Microsoft Hyper-V environments.

Polycom supports mixed Hyper-V/VMware environments, but has not tested all configurations and combinations.

Host Installation Guidelines

The following table describes the minimum VM host requirements for each instance of the RealPresence Access Director, Virtual Edition. The table also shows the typical performance capabilities of the minimum host requirements.

RealPresence Access Director Minimum Deployment Settings in a Virtual Environment Using a 2.9 GHz Server

| <i>Component</i> | <i>Minimum Deployment Profile</i> |
|--|-----------------------------------|
| Virtual Cores | 2 |
| CPU | 5000 MHz |
| Memory | 12 GB |
| Storage | 146 GB |
| Number of concurrent calls (five calls per second) | 53 |
| Throughput capacity | 10 MB |

Because of differences in hardware and VM environments, the performance information is provided for guidance purposes and does not represent a guarantee of any kind by Polycom.

Interoperability Constraints

The following table lists known issues of other products that may cause interoperability issues with the RealPresence Access Director system.

Interoperability Issues

| <i>Product</i> | <i>Description</i> |
|---------------------------------|---|
| Cisco VCS Expressway | A Cisco VCS Expressway call from an endpoint in an enterprise using Cisco VCS Control plus VCS Expressway to an endpoint in an enterprise using the RealPresence Access Director system and a RealPresence DMA system fails if SIP authentication is enabled in the DMA system. Cisco VCS Expressway currently does not support SIP enterprise-to-enterprise calls. |
| Huawei H.460-enabled endpoint | Video latency occurs in H.323 calls from an external Huawei H.460-enabled endpoint to an internal Polycom RealPresence Group Series endpoint. |
| Sony H.460-enabled endpoint | Video latency occurs in H.323 calls from an external Sony H.460-enabled endpoint to an internal Polycom RealPresence Group Series endpoint. |
| LifeSize H.460-enabled endpoint | Video latency occurs in H.323 calls from an external LifeSize H.460-enabled endpoint to an internal Polycom RealPresence Group Series endpoint. |

Products Tested with this Release

RealPresence Access Director systems are tested extensively with a wide range of products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

Polycom supports mixed Hyper-V/VMware environments, but has not tested all configurations and combinations.



Note: Update your system

Polycom recommends that you upgrade all of your Polycom systems with the latest software versions, as compatibility issues may already have been addressed by software updates. Go to [PolycomService/support/us/support/service_policies.html](https://polycomservice.com/support/us/support/service_policies.html) to see the Current Polycom Interoperability Matrix.

Products Tested with this Release

| <i>Product</i> | <i>Tested Versions</i> |
|---|------------------------|
| NAT, Firewall, Session Border Controllers | |
| Polycom RealPresence Access Director | 4.2 |
| Management Systems | |
| Polycom RealPresence Resource Manager | 8.2, 8.3 |
| Microsoft Active Directory | |
| Web Browser-Based Solutions | |
| Polycom RealPresence Web Suite | 2.0 |
| Gatekeepers, Gateways, and MCUs | |
| Polycom RealPresence Collaboration Server (RMX) 1500 | 8.6 |
| Polycom RealPresence Distributed Media Application (DMA) 7000 | 6.3 |
| Endpoints | |
| Polycom HDX 7000 | 3.1.3, 3.1.4 |
| Polycom RealPresence Desktop | 3.4 |

| <i>Product</i> | <i>Tested Versions</i> |
|---|---|
| Polycom RealPresence Mobile | 3.4 |
| RealPresence Platform Virtual Edition Infrastructure | |
| Polycom RealPresence Platform Director | 2.0 |
| • VMware vCenter Server | 5.1, 5.5 |
| Hypervisor Environments for Virtual Edition | |
| VMware | 5.1, 5.5 |
| Microsoft Hyper-V | Microsoft Windows Server 2012 R2 with the Hyper-V role enabled |

Installation and Upgrade Notes

Installation of new RealPresence Access Director systems is managed through Polycom Global Services. For more information, please contact your Polycom representative.

Virtual Editions of Polycom RealPresence Platform products such as the RealPresence Access Director system require the Polycom® RealPresence® Platform Director™ system to manage licensing of your products. Additionally, if your RealPresence Platform Director system is installed in a VMware® vCenter Server® environment with the required capacity, you can use the RealPresence Platform Director system to install the RealPresence Access Director system software. You can also use your virtual environment tools to install product instances.

The RealPresence Platform Director system is included with all Virtual Edition products and is available for download at **Documents and Downloads** at [Polycom Support](#).



Get the latest product information from Polycom Support

To confirm that you have the latest software release and product documentation, visit the Support page of the Polycom web site at <http://support.polycom.com>.

RealPresence Access Director systems running version 4.1.x of the software can be upgraded to version 4.2. If your system is not currently running version 4.1.x, you must perform intermediate upgrades before upgrading to version 4.2. **If you try to upload a version 4.2 upgrade package to a system running a software version older than 4.1.x, the upload will not succeed.**

After upgrading, verify your network settings from the RealPresence Access Director system web user interface and modify them as needed for your environment. The upgrade will not maintain all network settings.



Version 4.2 cannot be rolled back to a previous version

The roll-back option is not supported in version 4.2 of the RealPresence Access Director system. Once you upgrade, the system cannot be rolled back to any previous version.

Polycom supports the following upgrade paths for the RealPresence Access Director system version 4.2. Read all relevant Release Notes before upgrading to an intermediate version.

Upgrade Paths

| <i>Current Version</i> | <i>Intermediate Upgrade</i> | <i>Final Version</i> |
|------------------------|-----------------------------|----------------------|
| Prior to version 2.1.x | 2.1.x | 3.0 |

| <i>Current Version</i> | <i>Intermediate Upgrade</i> | <i>Final Version</i> |
|------------------------|---|----------------------|
| 3.0 | | 3.1.x |
| 3.1.x | 4.0 | 4.0.1 |
| | <p>Note: This version of the RealPresence Access Director System, Virtual Edition, cannot be upgraded from version 3.1.x and instead requires a new installation and data migration.</p> | |
| 4.0.x | | 4.1 |
| 4.1.x | | 4.2 |

You can upgrade both the Appliance Edition and Virtual Edition of the RealPresence Access Director system to version 4.2 from the **Maintenance > Software Upgrade** page of the system's web interface.

To upgrade to version 4.2 of the RealPresence Access Director system:

- 1 Create a backup of your current system and download it to your local computer.
- 2 Download the version 4.2 upgrade file (*.bin file) from the [Polycom Support](#) site.
- 3 Follow the instructions in the *Polycom RealPresence Access Director System Administrator Guide* or the online help to upgrade the system to version 4.2.
- 4 After the upgrade is complete, clear the cache of your browser to ensure that the RealPresence Access Director web user interface displays all updated components.
- 5 From your browser, log into the system's web interface with the following credentials:
 - User ID: **admin**
 - Password: **Polycom12#\$**
- 6 Go to **Maintenance > Software Upgrade**.
- 7 Review the System Version field and Operation History list to confirm the upgrade was successful.
- 8 If you are upgrading the RealPresence Access Director, Appliance Edition, request a new license activation key code from [Polycom Support](#) for version 4.2, then activate your license in the web user interface. www.stun.example.com

Known Issues

The following table lists all known issues of the RealPresence Access Director system.

Known Issues

| <i>Category</i> | <i>Issue No.</i> | <i>Found in Release</i> | <i>Description</i> | <i>Workaround</i> |
|---|------------------|-------------------------|--|--|
| Open SIP Calls | EDGE-1360 | 4.0.1 | When a SIP endpoint makes an open call through a RealPresence Access Director system to a second endpoint with a RealPresence Access Director system, the call connects. If the call lasts more than five minutes and the second (callee) endpoint hangs up, the first endpoint does not release the call. | |
| SIP Federation | EDGE-1512 | 4.1.0 | Calls to a SIP federation fail if a domain name is configured as the Company Address in the federation settings. | <ul style="list-style-type: none"> Go to Configuration > Federation Settings. Select the SIP federation and click Edit. Change the Company Address from a domain name to an IP address. Click OK. |
| Network Settings Access Proxy Settings | EDGE-1581 | 4.1.0 | After configuring network settings and access proxy settings during a new RealPresence Access Director system installation or upgrade to a new version, some settings are not saved when the system is rebooted. | <ul style="list-style-type: none"> Go to Admin > Network Settings > Configure Network Settings. Ensure that the Primary DNS field contains the IP address of the DNS server for your network. The field should not include any other characters. |
| Certificates | EDGE-1517 | 4.2.0 | An error results when uploading some certificate files due to unsupported characters in the file name. | |

| <i>Category</i> | <i>Issue No.</i> | <i>Found in Release</i> | <i>Description</i> | <i>Workaround</i> |
|-------------------|------------------|-------------------------|---|--|
| High Availability | EDGE-1592 | 4.2.0 | When two RealPresence Access Director systems are configured for High Availability with one NIC and one system goes down, or the only configured NIC on a system fails, the peer system disconnects and remains disconnected after the failed system starts running again. This prevents the peer system from owning its own resources. | Reboot the system that does not own any of the virtual IP addresses. |
| High Availability | EDGE-1600 | | High Availability settings cannot be configured if two or more network interfaces for the RealPresence Access Director system are not configured consecutively. | Configure network settings on consecutive network interface cards before enabling High Availability. For example, configure network settings for eth0 and eth1 instead of eth0 and eth3, then configure HA settings. |
| High Availability | EDGE-1601 | | When two RealPresence Access Director systems configured for High Availability are physically shut down using the power button on each server, then restarted, the hosts file for one of the systems becomes blank and that system cannot be accessed after it restarts. | Contact Polycom Global Services (PGS) for assistance. PGS can add the IP address and hostname back to the system with the blank host file. |
| High Availability | EDGE-1602 | | When two RealPresence Access Director systems are configured for High Availability, neither of the systems automatically restarts after changing any services settings (e.g., SIP and H.323 signaling, media, access proxy, TURN). | After editing any service settings from the web user interface, manually reboot the RealPresence Access Director system. |

| <i>Category</i> | <i>Issue No.</i> | <i>Found in Release</i> | <i>Description</i> | <i>Workaround</i> |
|-------------------|------------------|-------------------------|--|--|
| High Availability | EDGE-1604 | | Rapid network outages may cause the Address Resolution Protocol (ARP) table on the firewall to have an incorrect MAC address for a RealPresence Access Director system configured for High Availability. This situation causes signaling for registrations and calls to that system to fail. | Reboot one of the RealPresence Access Director systems. After it restarts, reboot the second system. |

Resolved Issues

The following table lists the issues resolved in version 4.2 of the RealPresence Access Director system.

Resolved Issues

| <i>Category</i> | <i>Issue Number</i> | <i>Found in Release</i> | <i>Description</i> |
|-------------------|---------------------|-------------------------|---|
| Upgrade | EDGE-1609 | 4.2.0 | In some cases, upgrading from version 4.1 to 4.2 does not preserve system configuration settings and static routes. |
| Access Proxy | EDGE-1385 | 4.0.0 | After a system restart, the Access Proxy service may not function correctly, which causes CloudAXIS Suite calls to fail. |
| System Logs | EDGE-1389 | 4.0.0 | The web user interface cannot be accessed if the log partition is full. |
| Two-System Tunnel | EDGE-1452 | 4.1.0 | In a two-system tunnel configuration, a RealPresence Desktop client cannot sign in to the RealPresence Access Director system when the tunnel is enabled. |
| SIP Service | EDGE-1476 | 4.1.0 | SIP service is unresponsive and the system runs out of memory due to accumulated TLS connections that are not closed. |
| Log Files | EDGE-1580 | 4.1.0 | Log rotation does not function correctly for log files created by syslog because the disk gets full. |
| Log Files | EDGE-1489 | 4.1.0 | Postgres logs are not captured in the log archive (/var/lib/pgsql/current). |
| Log Files | EDGE-1531 | 4.1.0 | The default logging level for postgres log files is too low. |

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at [Polycom Support](#).

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

For more information on solution with this Polycom partner, see the partner site at [Polycom Global Strategic Partner Solutions](#).

The Polycom Community

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