

Polycom® RealPresence® Resource Manager

Polycom announces the release of version 10.4 software for the Polycom® RealPresence® Resource Manager system. This document provides the latest information about the RealPresence Resource Manager.

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What's New in Release 10.4

RealPresence Resource Manager includes the features and functionality of previous releases and includes the following new features:

- [Support for Managing Polycom® RealPresence® Group Series Via Polycom Trio™](#)
- [New Dynamic Provisioning Parameters Support for Polycom® Pano™ and RealPresence Group Series](#)
- [Enhancements to Phone Configuration Files](#)
- [Enhancements to Cipher Support](#)
- [Support for More Phone Configuration Profiles](#)
- [Support for New Devices](#)

Support for Managing Polycom® RealPresence® Group Series Via Polycom Trio™

You can manage and update Polycom® RealPresence® Group Series via Polycom Trio™ when they pair.

The RealPresence Resource Manager system can provision the specific RealPresence Group Series parameters that Polycom Trio supports. You also can update a paired RealPresence Group Series system by creating a configuration profile to set the download URL and upload its software update file.



RealPresence Group 310 and RealPresence Group 500 hardware version 20 and later supports this feature.

New Dynamic Provisioning Parameters Support for Polycom® Pano™ and RealPresence Group Series

The dynamic network provisioning profile includes the following new settings:

- **Security Settings > Enable Provisioning for Room Password**
- **Content Settings > Allow Content to be Saved from Primary Network**

The dynamic admin provisioning profile includes the following new settings:

- **System Settings > Secondary Network**
- **System Settings > Allow Web Access on Secondary Network**
- **Call Settings > Enable Automatic Call Escalation**
- **Call Settings > Conference Factory ID**

Enhancements to Phone Configuration Files

RealPresence Resource Manager has the following enhancements to phone configuration files:

- The RealPresence Resource Manager system adds support to the CERTIFICATE DIRECTORY and FLK DIRECTORY to save the CSR, FLK, and PEM configuration files that the phones send. You can view the files in **Endpoint Files > Others** when you view phone details on the **Endpoint > Monitor View** page.
- The RealPresence Resource Manager system adds support to the CERTIFICATE DIRECTORY and FLK DIRECTORY to save the PEM, CRT, and CER files that you upload. You also can upload FLK files that are in CSV format.

Enhancements to Cipher Support

You can enable or disable the CBC and static ciphers in any ciphers modes on the **Admin > Management and Security > TLS Settings** page. For example, if you select **Strong Ciphers** with **CBC Ciphers** and **Static Ciphers** enabled, all the CBC, static, DHE, and ECDHE ciphers are enabled.

Support for More Phone Configuration Profiles

This release adds support for dozens of new Polycom standard phone configuration profiles. After you upgrade your RealPresence Resource Manager system to 10.4, you see the new configuration profiles on the **Endpoint > Phone Management > Configuration Profiles** page.

Support for New Devices

The RealPresence Resource Manager system now supports the following Polycom® VVX® business IP phones in phone management:

- Polycom® VVX® 150
- Polycom® VVX® 250
- Polycom® VVX® 350
- Polycom® VVX® 450



To view the latest Polycom product documentation, visit [Polycom Support](#).

Release History

This following table lists the release history of RealPresence Resource Manager from 10.0.0.

Release History

Release	API Release	System	Release Date	Features
10.4.0	3.2.4	CentOS 6.9 Postgres 9.5.9 OpenJDK 1.8.0.151	July 2018	<ul style="list-style-type: none"> • Support for Provisioning Polycom RealPresence Group Series Via Polycom Trio • New Dynamic Provisioning Parameters Support for Polycom Pano and RealPresence Group Series • Enhancements to Phone Configuration Files • Enhancements to Ciphers Support • Support for More Phone Configuration Profiles • Support for New Devices • RealPresence Platform API Version Updates to 3.2.4 without API Changes
10.3.0	3.2.3	CentOS 6.9 Postgres 9.5.9 OpenJDK 1.8.0.151	December 2017	<ul style="list-style-type: none"> • Support for Polycom Pano • Support for Selecting SMB Versions • Support for Two New Log Streams • Support for More Phone Configuration Profiles • Dashboard Enhancements • Sites Enhancements • Adding Polycom VBP Automatically No Longer Supported
10.2.0	3.2.3	CentOS 6.9 Postgres 9.5.6 OpenJDK 1.8.0.121	October 2017	<ul style="list-style-type: none"> • Video Endpoint and Audio Phones License Enhancement (Non-Polycom® RealPresence Clariti™) • Filter Enhancements • Support for User Defined Attributes in CSV File • Assign Auto-Added Phones to Default Endpoint Groups • Support for More Phone Configuration Profiles • Phone Software Updates Enhancements • Support for Uploading Phone Configuration Files • Support for Updating Endpoint Model Definition • Disk Space Usage Notice for Phone Software Updates and Resource Files • Support for New Devices • Polycom® Concierge No Longer Supported
10.1.0	3.2.3	CentOS 6.9 Postgres 9.5.6 OpenJDK 1.8.0.121	April 2017	<ul style="list-style-type: none"> • Enhanced Audio Phone Management • Pre-defined Domain and Password for Software Endpoints Control • Support for Guest Book Filter • Support for Manually Updating Endpoint Name • Support for Standalone RealPresence Platform Director Migration • Support for New Network Devices for Remote Alert Profile • Support for New Devices

Release History

Release	API Release	System	Release Date	Features
10.0.1	3.2.2	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	October 2016	<ul style="list-style-type: none"> Resolved some known issues. Support for Polycom Rack Server 230.
10.0.0	3.2.2	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	August 2016	<ul style="list-style-type: none"> Unified Management of RealPresence Clariti Video Infrastructure New HTML5 Look and Feel Support for Selectable Provisioning for RealPresence Group Series Improved Conference Scheduling and Monitoring Interface Support for Security Baselines Support for USB Deployment (Appliance Only) API Change: the changed API is <code>*plcm_user_role*</code>. The length of the <code>*description*</code> parameter has been increased from 120 characters to 240 characters.

Security Updates

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

Products Tested with this Release

The RealPresence Resource Manager is tested with other 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 recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#) to match product and software versions.

Products Tested with this Release

Product	Tested Versions
Hypervisor Environments for Virtual Editions	
VMware® vSphere® Platform	5.5, 6.0, 6.5
Microsoft® Hyper-V®	2012, 2016

Products Tested with this Release

Product	Tested Versions
Polycom Video Endpoints	
Polycom® HDX®	3.1.11, 3.1.12
Polycom® RealPresence Debut™	1.3.1, 1.3.2
Polycom® RealPresence Centro™	6.1.6.1, 6.1.8
Polycom® RealPresence® Group Series (300, 310, 500, 550, and 700)	6.1.6.1, 6.1.8
Polycom® CMA® Desktop (Windows and Mac)	5.2.5
Polycom® RealPresence® Mobile	3.8.1, 3.9
Polycom® RealPresence® Desktop	3.8.1, 3.9
Polycom® RealPresence Immersive Studio™	6.1.5, 6.1.6.1
Polycom® RealPresence® OTX® Studio	6.1.5, 6.1.6.1
Polycom® VVX® 1500	5.6.0, 5.7.1
Polycom® CX5100	1.3.2, 1.3.3
Polycom® CX5500	1.3.2, 1.3.3
Endpoint Peripherals	
Polycom® RealPresence Touch™	2.1.3, 2.1.5
Polycom® Touch Control	6.1.3, 6.1.5
Polycom® EagleEye™ Producer	1.1.1, 1.2.1.5
Polycom® EagleEye™ Director	2.2
Polycom® EagleEye™ Director II	1.1.0.23, 2.0
Polycom Audio Phones	
Polycom® Trio™ 8800	5.5.3, 5.7.1
Polycom® Trio™ 8500	5.5.3, 5.7.1
Polycom® Trio™ Visual+	5.5.1, 5.5.3
Polycom® SoundPoint® IP 300/450/560/650/670	4.0.13
Polycom® SoundStation® IP 5000/6000/7000	4.0.13
Polycom® SoundStation® Duo	4.0.13
Polycom® SoundStructure® VoIP Interface (with VOIP card)	4.0.13

Products Tested with this Release

Product	Tested Versions
Polycom® VVX® 101/201	5.6.0, 5.7.0
Polycom® VVX® 300/301/310/311	
Polycom® VVX® 400/401/410/411	
Polycom® VVX® 500/501	
Polycom® VVX® 600/601	
Polycom® VVX® 1500	
Polycom® VVX® 150/250/350/450	5.6.0, 5.7.0
Polycom Content Endpoints	
Polycom® Pano™	1.1.1, 1.2
Polycom Network Devices	
Polycom® RealPresence® Collaboration Server, Virtual Edition	8.7.4.4, 8.7.4.5
Polycom® RealPresence® Collaboration Server (RMX®) 1500/2000/4000 with MPMx	8.5
Polycom® RealPresence® Collaboration Server (RMX®) 1800/2000/4000 with MPMrx	8.7.4.4, 8.7.4.5
Polycom® RealPresence® DMA® 7000	9.0, 10.0
Polycom® RealPresence® Access Director™	4.2.5, 4.2.5.1
Polycom® VBP® 7301	14.7.3
Polycom® RealPresence® Web Suite	2.1.0, 2.2.0
Polycom® RealPresence® Media Suite	2.8.2
Third Party Products	
Acme Packet Net-Net Enterprise Session Director	SCX6.3.0 MR-5 Patch 2 (Build 591)
Cisco Unified Communications Manager	10.5.2, 11.x
Lifesize® Express 200™ Lifesize® Team 200™	4.7.22 (3)
Lifesize® Express 220™ Lifesize® Team 220™	5.0.9 (2)
Cisco TelePresence System 1700 MXP	F9.3.4 PAL
Cisco TelePresence System Quick Set C20	7.3.7
Cisco 150 MXP	L6.1
Cisco TelePresence System EX90	7.3.7

Products Tested with this Release

Product	Tested Versions
Cisco TelePresence System SX20	7.3.7
Cisco TelePresence MX200/MX300	7.3.7

System Constraints and Limitations

The RealPresence Resource Manager system is available in either an Appliance Edition or a Virtual Edition.

If your RealPresence Resource Manager system is licensed for more than 400 endpoints or over 20 network devices, the server you use must have 16 GB of RAM.

- If you are using a Virtual Edition, verify that the system has enough RAM. You must create a new virtual machine with the required 16 GB of RAM and at least 160 GB of hard disk space.
- If you are using an Appliance Edition, you can use an R230 or R630 server. These servers come with 16 GB RAM. The R220 server can support a maximum of 400 endpoints. See the [Polycom Server Replacement Migration Guide](#) on how to change servers.

Appliance Edition

This version of RealPresence Resource Manager, Appliance Edition can be installed on the following Polycom servers:

- Polycom Rack Server 630 (R630)
- Polycom Rack Server 620 (R620)
- Polycom Rack Server 230 (R230) — deployments with 400 endpoints or less
- Polycom Rack Server 220 (R220) — deployments with 400 endpoints or less

The maximum capabilities of the system differ according to which server you are using.

Capability	Maximum for Polycom Rack Server 630 and 620	Maximum for Polycom Rack Server 230 and 220
Users	250,000	2000
User Groups	1000	10
Areas	No maximum	No maximum
Video and Audio Endpoints	<p>Maximum number of licensed video endpoints (50,000).</p> <p>Maximum number of managed audio phones is 20000.</p> <p>Recommended audio devices and video endpoints (mixed deployment) is 10000 audio/10000 video.</p>	<p>Maximum number of licensed video endpoints (400).</p> <p>Maximum number of managed audio phones is 400.</p> <p>Recommended number of mix of audio devices and video endpoints (mixed deployment) is 200 audio/ 200 video.</p>

Capability	Maximum for Polycom Rack Server 630 and 620	Maximum for Polycom Rack Server 230 and 220
Room entries	No limit, but if the system has more than 1000 room entries, it could experience user interface performance issues.	No limit, but if the system has more than 400 room entries, it could experience user interface performance issues.
Site entries	500	500
Number of supported instances/servers	50	20
Maximum number of images	5 The total size is under 8 GB. If the image number is more than 5 or the total size is larger than 8 GB, you need to delete unused images.	5 The total size is under 8 GB. If the image number is more than 5 or the total size is larger than 8 GB, you need to delete unused images.
Number of integrated RealPresence DMA systems (or RealPresence DMA superclusters)	1	1
Room entries	No limit, but if the system has more than 1000 room entries, it could experience user interface performance issues.	No limit, but if the system has more than 400 room entries, it could experience user interface performance issues.
Site entries	500	500
Number of supported instances/servers	50	20
Maximum number of images	5 The total size is under 8 GB. If the image number is more than 5 or the total size is larger than 8 GB, you need to delete unused images.	5 The total size is under 8 GB. If the image number is more than 5 or the total size is larger than 8 GB, you need to delete unused images.
Number of integrated RealPresence DMA systems (or RealPresence DMA superclusters)	1	1
Number of integrated MCUs	No maximum	No maximum
Maximum text message length that can be sent to a hard endpoint	100 characters	100 characters
Number of provisioning profiles	2000	20
Number of provisioning rules	1200	20
Number of displayed users in the Users page	500	500

Capability	Maximum for Polycom Rack Server 630 and 620	Maximum for Polycom Rack Server 230 and 220
Number of tiers in Address book	5	5
Number of Guest book entries	500	500
Number of User GUI login sessions per system and sessions per user	50 with 10 sessions per user	10 with 10 sessions per user
Calendar Connector proxy connections	200 RealPresence Group Series systems and 1000 RealPresence Mobile and/or RealPresence Desktop applications.	10 RealPresence Group Series systems and 100 RealPresence Mobile and/or RealPresence Desktop applications.

Supported Cluster Configurations

The Appliance Edition supports a two-server redundant configuration only with certain server combinations. The following table details which two-server local cluster configurations are supported:

Supported Two-Server Local Cluster Combinations

	Polycom Rack Server 620 (R620)	Polycom Rack Server 630 (R630)	Polycom Rack Server 220 (R220)	Polycom Rack Server 230 (R230)
Polycom Rack Server 620 (R620)	Supported	Not Supported	Not Supported	Not Supported
Polycom Rack Server 630 (R630)	Not Supported	Supported	Not Supported	Not Supported
Polycom Rack Server 220 (R220)	Not Supported	Not Supported	Supported	Supported
Polycom Rack Server 230 (R230)	Not Supported	Not Supported	Supported	Supported

Virtual Edition

The RealPresence Resource Manager system is also available in an edition packaged for VM-based deployment.

You can install RealPresence Resource Manager, Virtual Edition on the following VM-based environments:

- VMware: 5.5, 6.0, 6.5
- Microsoft Hyper-V: 2012 R2, 2016

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

Host Installation Guidelines

The following table describes the VM host recommended deployment settings for an instance of the RealPresence Resource Manager, Virtual Edition system. It also shows the typical performance capacities of that deployment.

RealPresence Resource Manager Recommended Deployment Settings in a Virtual Environment

Component	Deployment Settings
Virtual Cores	8
CPU	16000 MHz
Memory	16GB
Storage	160GB
Performance	Recommended maximum number of licensed video endpoints is 10000. Recommended maximum number of managed audio phones is 10000. Recommended maximum number of audio devices and video endpoints (mixed deployment) is 5000 audio/5000 video.



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.

Browser Requirements

Using one of the web browsers in the following table to administer a RealPresence Resource Manager system on Windows PC is officially supported. Polycom recommends you to use Google Chrome™ for better user experience.

Browser Requirement

Browser	Supported Versions
Microsoft Internet Explorer®	11.0
Google Chrome™	45.0 or later

Supported Microsoft Exchange

The RealPresence Resource Manager Calendar Connector supports Microsoft Exchange Server 2013 15.0.516.032.

Installation and Upgrade Notes

See the *Polycom RealPresence Resource Manager Getting Started Guide* for instructions on how to install and license your product.

See the *Polycom RealPresence Resource Manager Upgrade Guide* for instructions on how to upgrade your product.

Polycom delivers RealPresence Resource Manager system upgrades within major (for example, 10.0), minor releases (for example, 10.x) and updates with maintenance releases (for example, 10.x.x).

If you are running a version prior to 8.0, you must sequentially apply every minor upgrade version until you get to 8.0.

Customers running 8.0 and later can directly upgrade to the next minor version without worrying about the maintenance updates in between. For example, you can upgrade directly from 8.2 > 8.3 or from 8.3 > 8.4.

If you want to update to a maintenance release of the next minor release, you must first upgrade to the next minor release and then update to the maintenance release. For example, if you want to upgrade 8.1.x to 8.2.1, you must upgrade to 8.2 first, then update to 8.2.1.

You must be running on either version 10.0.0 or 10.0.1 to upgrade to 10.1 and later.

Polycom supports the following upgrade and migration paths for RealPresence Resource Manager system.

Current Version	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade
8.0.x	8.1	8.2	8.3	8.4	9.0	9.0.1
8.2.x	8.3	8.4			9.0	9.0.1
8.3.x	8.4				9.0	9.0.1
8.4.x					9.0	9.0.1
9.0.x					10.0.0	10.0.1
10.0.0						10.0.1
10.0.x						10.1
10.1						10.2
10.2						10.3
10.3						10.4

System Licenses

Licenses for the RealPresence Resource Manager system must be activated and validated before you can use RealPresence Resource Manager to manage your RealPresence products.

When products are connected to the RealPresence Resource Manager system, licensing remains active. If the RealPresence Resource Manager system goes offline for any reason, licensing remains active for up to 14 days.

General Note on Analytics

When you accept the **End User License Agreement (EULA)** for the RealPresence Resource Manager system, you can select the **Automatically send usage data** check box. This option 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 **Send Usage Data** section in the *RealPresence Resource Manager Operations Guide* for a description of the type of data your system sends.




If your local DNS server doesn't resolve `customerusagedatacollection.polycom.com`, the analytics service in the RealPresence Resource Manager system will query the Google DNS server.

To view or change your selection for the Automatically send usage data option:

- 1 Go to **Admin > Server Settings > Licenses** in the web user interface.
- 2 Select or clear the **Automatically send usage data** check box.
- 3 Click **Update**.

To see the data your RealPresence Resource Manager system sends to Polycom:

- 1 Go to **Admin > Maintenance > System Log Files**.
- 2 Click  to roll the logs.
- 3 Save the log archive to your local machine.
- 4 Unpack the log archive.
- 5 The `analytics.json` file in the `/var/log/polycom/cma` directory contains the data that your system sends to Polycom.

Resolved Issues

The following table lists resolved issues in RealPresence Resource Manager 10.4.

Resolved Issues

Category	Issue Number	Description
Authority	EN-82361	After you log in to RealPresence Resource Manager with a valid domain and password and then log out, you can log in to RealPresence Resource Manager with any domain next time.
API	EN-65949	RealPresence Resource Manager API <code>plcm-machine-account.xml</code> doesn't work.
Conference	EN-67861	When adding a participant while editing a scheduled conference, the calendaring function doesn't show overlapping conferences.
Conference	EN-7943	In a conference with more than 20 participants that all use a dial-in password to join, the RealPresence Resource Manager system briefly displays internal multipoint conferences incorrectly on the monitoring screen.

Resolved Issues

Category	Issue Number	Description
Conference	EN-19486	A user with the scheduler role with default permissions fails to save conference notes for an ongoing conference.
Conference	EN-65640	In the Conference monitor view for an ongoing conference, Immersive Room shows as disconnected but shows as connected when looking at a RealPresence Collaboration Server (RMX).
Endpoint Management	EN-91943	RealPresence Resource Manager doesn't display provisioned SoundStructure status correctly.
Endpoint Management	EN-94003	RealPresence Resource Manager shows Signaling Unregistered status for RealPresence Group Series registered to Skype® for Business Online.
Endpoint Management	EN-77100	When you select 50 , 100 , or 200 from the Items per page drop down list on the Reports > Endpoint Usage Report page, you can't view the Endpoint Usage Report .
Endpoint Management	EN-63871	(Dynamic Management Only) When a provisioning profile is associated with a user ID containing upper case characters, it does not take effect.
Endpoint Management	EN-42496	Fail to associate a large number of non-dynamic endpoints (for example, 20,000 endpoints) with an address book.
Interop	EN-8015	RealPresence Resource Manager doesn't support scheduling embedded MCU conferences with third-party endpoints.
Interop	EN-58635	RealPresence Desktop MAC and RealPresence Mobile can't perform an LDAP search after the RealPresence Resource Manager system integrates with Enterprise Directory by SMB version 2.0.
License	EN-90153	RealPresence Resource Manager FQDN can't be parsed. This causes RealPresence Resource Manager to become unlicensed.
License	EN-81966	After RealPresence Resource Manager failover, RealPresence DMA licensed call count drops to 0.
License	EN-59544	I/O leak causes RealPresence Resource Manager to become unlicensed.
License	EN-20087	The License > Allocation page on the RealPresence Resource Manager GUI cannot immediately reflect the license allocation changes on Polycom License Center.
Localization	EN-63855	(German UI Only) The Content Settings tab is missing on the Endpoint > Dynamic Management > Provisioning Profiles > Default Network Provisioning Profile page.
Network	EN-81322	During RealPresence Resource Manager reboot, RealPresence Resource Manager sends BPDU packets to the switch. This deactivates the network interface of the switch.
Report	EN-80590	RealPresence Resource Manager strips CDR statistical data from internally placed RealPresence Desktop calls.

Resolved Issues

Category	Issue Number	Description
Report	EN-18741	The Today's Conference Statistics and Today's Adhoc Conferences on the dashboard do not show the anytime conference number changes.
Report	EN-19805	(Operator Role Only) The network device information is missing in the Network Usage Report .
Scheduling	EN-8130	H.323 conferences scheduled with the API display the connection type as H323_E164 instead of H323.
Scheduling	EN-8081	You cannot schedule an ISDN participant using a multi-string dial string.
UI	EN-8090	If you use the RealPresence Resource Manager to reboot an H.323 endpoint that has been synchronized from a RealPresence DMA system, RealPresence Resource Manager incorrectly displays that the endpoint is still online.
UI	EN-19912	(Spanish Only) The Dashboard cannot display the full Hardware Usage pane.

Known Limitations

The following table lists known limitations that may be experienced when the RealPresence Resource Manager system interoperates with other Polycom products.

Known Limitations

Issue ID	Description	Workaround
EN-89957	The RealPresence Resource Manager system may fail to add the following instances by creating a new image with static IP: <ul style="list-style-type: none"> RealPresence Access Director instance RealPresence DMA instance Sometimes, you can add the instance, but the IP address of the instance in the RealPresence Resource Manager system is not same as the specified static IP.	Deploy the RealPresence Access Director OVA on a virtual machine, and then add the existing instance to RealPresence Resource Manager.
EN-88704	After RealPresence Resource Manager integrates with Enterprise Directory Server by SMB version 2.0 and a user signs in to RealPresence Desktop using network login credential, XMPP registration fails.	RealPresence Desktop 3.9.1 has fixed the bug. Contact Polycom Global Support for information on obtaining this software.
EN-88183	The RealPresence Resource Manager system fails to add a RealPresence Web Suite Experience Portal instance by creating a new image.	Deploy the RealPresence Web Suite Experience Portal OVA on a virtual machine, and then add the existing instance to RealPresence Resource Manager.
EN-85432	After disabling the CBC Ciphers on the RealPresence Resource Manager system, RealPresence Resource Manager fails to communicate with RealPresence Access Director.	None.

Known Limitations

Issue ID	Description	Workaround
EN-59844	The RealPresence Resource Manager system fails to provision VVX 1500 after integrating with Enterprise Directory by SMB version 2.0.	VVX 1500 does not support SMB version 2.0. Use SMB version 1.0.
EN-59501	Sometimes the software update status on RealPresence Resource Manager indicates an update of a Pano system is in progress when it is not. This occurs when manually checking for updates from RealPresence Resource Manager in the Pano system web interface.	None.

Known Issues

The following table lists known issues and suggested workarounds for RealPresence Resource Manager.



These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and 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.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Active Directory	EN-104367	10.4	Active Directory user names used to log in to the RealPresence Resource Manager GUI are case sensitive.	None.
Alert	EN-104368	10.4	The RealPresence Resource Manager dashboard shows memory usage correctly. The MemoryUsageThresholdExceeded alert reports a higher memory usage, which is wrong.	None.
Backup and Restore	EN-93157	10.4	After you back up your RealPresence Resource Manager system, if you change the system password and then restore the system from the backup archive, you can restore the system successfully, but your endpoint license may not be available.	Reinstall the system and restore the data from the backup archive.
HA	EN-91836	10.4	Changing the network MTU default value may cause HA disconnection.	Use the MTU default value.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Interop	EN-95093	10.4	If you enable the Account Inactivity option and the specified account hits the inactivity threshold (days), the user account is disabled. This may cause RealPresence DMA integration and license allocation failure.	None. Contact Polycom Global Service for support.
Security	EN-92624	10.4	After enabling SSLv3 on the Admin > Management and Security > TLS Settings page, the RealPresence Resource Manager GUI is not accessible.	None.

Get Help

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

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

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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