



# Polycom RealPresence Collaboration Server

## 1800/2000/4000/Virtual Edition

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### What's New

Polycom RealPresence Collaboration Server (RMX) 8.10 includes new features and important field fixes.

#### ***Multistream for SVC Cascading***

This release supports multiple SVC video streams over an SVC-cascaded link from the Poly Clariti server with one or more participants.

You can enable or disable content transcoding for content sharing between the Poly Clariti Relay server and RealPresence Collaboration Server. When you enable content transcoding, RealPresence Collaboration Server allocates two additional ports that remain occupied until the conference ends, even if content sharing stops earlier or the SVC cascading link disconnects. Disabling content transcoding frees port resources on RealPresence Collaboration Server and enables more AVC endpoints to connect. However, only AVC endpoints configured with the H.264 High Profile can receive content.

Note the following limitations:

- The maximum number of video streams from Poly Clarity Relay server is predefined to 5.
- The SVC-cascaded primary party can't mute or unmute audio or video from the RMX Manager.
- SVC-cascaded secondary parties are decoder-only and don't support RMX Manager controls.

#### Port Utilization by Bandwidth Speed for SVC-Cascaded Links with Multiple Content Resolutions

System	1920 Kbps or Higher	Between 1920 Kbps and 768 Kbps	Below 768 Kbps
RealPresence Collaboration Server, Virtual Edition	6 *6.5 with 1080p content	5 *5.5 with 1080p content	4.5
RMX 1800	5 *6.5 with 1080p content	4 *5.5 with 1080p content	3.5
RMX 2000/4000	5 *6.5 with 1080p content	4 *5.5 with 1080p content	3.5

\*1080p content is only available with bandwidth higher than 1024 Kbps.

#### Port Utilization by Bandwidth Speed for SVC-Cascaded Links without Multiple Content Resolutions

System	1920 Kbps or Higher	Between 1920 Kbps and 768 Kbps	Below 768 Kbps
RealPresence Collaboration Server, Virtual Edition	3.5	2.5	2
RMX 1800	3.5	2.5	2
RMX 2000/4000	3.5	2.5	2

## ***Enhancement to Site Name Display***

When the video layout changes during a meeting, the site names displayed in the video cells also refresh, which causes the site names to flicker briefly. RealPresence Collaboration Server (RMX) 8.10 improves the stability of the site name display, so the names don't flash when the video layout changes.

## ***Other Changes***

This release includes the following updates and changes to Poly/Polycom products.

## **End of Life Notice of Polycom RealPresence Web Suite**

Poly has discontinued support of Polycom RealPresence Web Suite starting December 31, 2021. The product documentation has been updated to remove the relevant information.

## Product Name Updates

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

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

## Security Updates

Polycom RealPresence Collaboration Server 8.10 upgrades the OpenSSL library to version 1.0.2zb and uses an associated FIPS module provided by SafeLogic: the CryptoComply for Server package.

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

## Products Tested with This Release

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

Poly recommends that you upgrade all of your Polycom/Poly systems with the latest software versions. Any compatibility issues may already have been addressed by software updates. To view the latest software for your product, see the [Current Intraoperability Matrix](#) at Poly Support.

### Poly Gatekeepers, Gateways, SIP Servers and MCUs

Product	Tested Versions
Poly Clariti Manager	10.9.0-253372
Poly Clariti Core and Poly Clariti Edge	10.1.0_Build_13892 (for Microsoft Skype for Business testing) 10.2.0.0_Build_442602
Polycom ISDN Gateway	2.0.0-39
RealPresence Collaboration Server 1800	8.10.0.4521
RealPresence Collaboration Server 2000/4000 MPMRX	8.10.0.4521
RealPresence Collaboration Server, Virtual Edition	8.10.0.4521
RealPresence Collaboration Server SoftBlade	8.10.0.4521
Polycom ContentConnect	1.6.2.433
HARMAN Media Suite	3.9.1.0_2574

## Other Unified Communications Systems

Product	Tested Versions
Microsoft Skype for Business AVMCU (2015)	6.0.9319.559
Microsoft Skype for Business 2015 Edge Server/Pool	6.0.9319.559
Microsoft Exchange 2016 server	15.1.845.34
Microsoft Exchange Online	15.1.1531.3

## Virtual Machines

Product	Tested Versions
KVM	Centos 7.8
VMware vCenter Server	6.7.0.42100 Build 15505668
Poly Clariti Core and Poly Clariti Edge	10.1.0_Build_13892 (for Microsoft Skype for Business testing) 10.2.0.0_Build_442602
Hyper-V Server (2016)	6.3.9600.16384

## Endpoints

Product	Tested Versions
RealPresence Group Series 300/500/550/700	6.2.2.7-660023
HDX 4500/7000/8000	3.1.14.56008
Polycom VVX Series (VVX 1500)	5.1.3.1675
Poly Trio 8800/8500	5.9.5.2830
RealPresence Debut	1.3.2-69919
Polycom RealPresence OTX Studio	6.1.3.390050
RealPresence Mobile for Android Smartphone	3.10.1.71327
RealPresence Mobile for Android Tablet	3.11.2-291837
RealPresence Desktop for Mac	3.10.3.72504
RealPresence Desktop for Windows	3.11.3.73575
Polycom Content App	1.3.3.72974
Microsoft Skype for Business Desktop Client Windows (SfB 2016)	16.0.13127.21452
Microsoft Skype for Business Desktop Client Windows (Lync 2013)	15.0.5159.1000

Product	Tested Versions
Microsoft Skype for Business Desktop Client Windows (SfB 2015)	15.0.5137.1000
Skype for Business Desktop Client Mac (2016)	16.29.42
Skype for Business Mobile Client Android (2016)	6.27.0.18
Skype for Business Desktop Web App-Client Windows	2020.0813.1001
Skype for Business Desktop Web App-Client Mac	2011.14.4.3(170308)

## System Capabilities and Constraints

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

### *Licensing Models*

The RealPresence Collaboration Server has two licensing models:

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

### *Supported Conferencing Options*

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

#### Supported Features by Conferencing Mode

Features	CP Only	Mixed CP & SVC	SVC Only
Reservations	yes	yes	yes
Operator Conferences	yes	no	no
Entry Queues	yes*	yes*	yes*
Dial Out	yes	no	no
Cascading	yes **	yes***	yes
IVR	yes	yes	yes Reduced IVR set for SVC endpoints
Permanent Conferences	yes	yes	yes
LPR	yes	yes****	yes****

Features	CP Only	Mixed CP & SVC	SVC Only
Auto Redial	yes	yes	no
Content	yes All Content Settings, All Content Protocols	yes Graphics Only, H.264 Cascade & SVC Optimized	yes Graphics Only, H.264 Cascade & SVC Optimized
Presentation Mode	yes	no	no
Lecture Mode	yes	no	no
Same Layout	yes	yes	no
Layout Selection	yes	yes AVC endpoints only	Layout set to Auto Layout and defined on the endpoint
Skins	yes	yes AVC endpoints only	no
Encryption	yes	yes	yes
Recording	yes	yes AVC recording only	no
Site Names	yes	yes AVC endpoints only	Managed by the endpoint (not via MCU)
Message Overlay	yes	no	no

### Legend

\* Entry Queue and Destination Conference must have the same profile (for example, CP Only to CP Only, SVC Only to SVC Only, or Mixed CP & SVC to Mixed CP & SVC)

\*\* If you configure Poly Clariti Core in **AVC, SIP MRC and Poly SVC** mode, then RealPresence Collaboration Server can support SVC cascading to a Poly Media Relay server in CP conferences.

\*\*\* In a Mixed CP & SVC conference, the cascade link is always AVC.

\*\*\*\* The system uses the Lost Packet Recovery (LPR) error resiliency mechanism for AVC endpoints; however, it uses new error resiliency methods for SVC endpoints.

## ***RealPresence Collaboration Server, Virtual Edition Host Server Platform Profile***

This section provides information on the minimal Virtual Machine (VM) host settings and configuration required for deploying RealPresence Collaboration Server, Virtual Edition.

To maximize audio and video quality, Poly strongly recommends a dedicated VM server per each RealPresence Collaboration Server instance. Depending on the environment, the VM might need a Network Interface Card (NIC) from the host dedicated for the virtual machine. For more information, refer to your VMware administrator.

Due to differences between hardware and VM environments, the following performance information is provided for guidance purposes only and does not represent a guarantee. The described configuration is not mandatory; however, failing to follow it may result in degraded video and audio performance. For example, a recommended deployment is a 32 logical-cores machine at 2.9 GHz.

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**Note:** When you enable hyperthreading for Intel CPUs, the numbers refer to logical cores (vCores) and not physical ones.

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### Minimum and Recommended Deployment Settings

Component	Minimum Deployment Settings	Recommended Deployment Settings
vCPU	25,000 MHz Reservation	90,000 MHz Reservation
Memory	16 GB Reservation	32 GB Reservation
Network Adapter (NIC)	2 x 1 Gbit	2 x 1 Gbit
Hard Disk (Thin/Thick Provisioning)	30 GB	30 GB
Performance	14 SD ports or 7 HD ports	60 SD ports or 30 HD ports

## CPU Reservations for Licenses Purchased

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

The following table demonstrates the more common or likely machines. For example, a typical deployment is a 32 logical cores at 2.9 GHz. Other systems might require some experimentation.

These numbers assume that hyperthreading is enabled in the physical server's BIOS. If hyperthreading is disabled, the numbers are approximately halved.

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**Important:** Do not over-allocate cores.

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### Estimated Number of Cores Required for Licenses Purchased by CPU Configuration

Number of Licenses Purchased	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.

# Conferencing Capacities

The following table provides benchmark system capacity information for RealPresence Collaboration Server, Virtual Edition.

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**Note:** Numbers in square brackets denote the increased capacity when you enable the `RPCSVE_ENHANCE_CAPACITY` flag.

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## Conferencing Feature Capacities

System Functions	Benchmark System Capacity
Maximum number of video participants per conference	32 [42]
Maximum number of video participants per SVC only conference	200
Maximum number of voice participants per conference	360 [504]
System maximum number of VOIP participants	360 [504]
Maximum number of audio calls per second	5
Maximum number of video calls per second	2
Maximum number of conferences	200
Maximum number of meeting rooms	1000
Maximum number of entry queues	40
Maximum number of profiles	80
Maximum number of conference templates	100
Maximum number of SIP factories	40
Maximum number of IVR services	40
Maximum number of recording links	100
Maximum number of IVR video slides	40
Maximum number of log files (1 MB maximum)	4000
Maximum number of CDR files	2000
Maximum number of fault files	1000
Number of participant alerts	Unlimited
Maximum number of concurrent RMX Web Client connections to the MCU	20
Maximum number address book entries	4000
Maximum number of users	100
Maximum number of reservations (internal scheduler)	4000
Maximum number of concurrent reservations	80



System Functions	Benchmark System Capacity
Maximum number of participants in a template	200
Maximum number of users concurrently logged into MCU	20

## Resource Capacities

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

### Resource Capacity in Different Modes

The following two tables list the resource capacity in different modes. Base License Ratio refers to the ratio between the purchased licenses and their consumption by the various resource types; Maximum Capacity refers to the maximum capacity per resource type for a Benchmark System. When RealPresence Collaboration Server, Virtual Edition approaches the maximum capacity, the license ratio degrades instead of changing linearly.

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

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

#### Resource Capacity in Mixed Modes by Base License Ratio and Maximum Capacity

Resource Type	Maximum Line Rate (Mbps)	Base License Ratio	Maximum Capacity
License			32

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

## ***RealPresence Collaboration Server, Virtual Edition Capacities on Different Platforms***

The following tables list the capacities of RealPresence Collaboration Server, Virtual Edition with Dual E5-2690 @2.9 GHz on different reference platforms:

### **Resource Capacity with Dual E5-2690 @2.9 GHz in Non-Mixed Modes by Platform and License Mode (Poly Clariti)**

Port Type	48 cores 64 GB	32 cores 32 GB	24 cores 24 GB	32 cores 16 GB	8 cores 8 GB
AVC 1080p60	14	10	8	10	2
AVC 1080p30	21	16	12	16	2
AVC 720p30	42	32	24	32	5
AVC SDp30	84	64	48	64	10
AVC CIFp30	84	64	48	64	10
Audio	504	384	288	384	60
SVC (& SAC) 720p30	600	600	480	600	100
1080p SVC	210	160	120	160	25

### **Resource Capacity with Dual E5-2690 @2.9 GHz in Mixed Modes by Platform and License Mode (Poly Clariti)**

Port Type	48 cores 64 GB	32 cores 32 GB	24 cores 24 GB	8 cores 8 GB
AVC 1080p60	14	10	8	2
AVC 1080p30	21	15	12	2

Port Type	48 cores 64 GB	32 cores 32 GB	24 cores 24 GB	8 cores 8 GB
AVC 720p30	42	32	24	5
AVC SDp30	84	64	48	10
AVC CIFp30	84	64	48	10
Audio	300	228	172	35
SVC (& SAC) 720p30	210	160	120	25
1080p SVC	210	160	120	25

**Resource Capacity with Dual E5-2690 @2.9 GHz in Non-Mixed Mode by Platform and License Mode (Poly Clarity/[a-la-carte]) - With RPCSVE\_ENHANCE\_CAPACITY Flag Set to YES**

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

## ***RMX Hardware Platform Resource Capacities***

The following tables list the capacities of RMX hardware platforms in different modes:

### **Resource Capacity in Mixed Modes by RMX Hardware Platform**

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

Port Type	Single MPMRx-S	Single MPMRx-D	1800-0(10)	1800-1(35)	1800-3(100)
720p SVC (& SAC)	150	300	30	175	300
1080p SVC (& SAC)	150	150	30	175	150

#### Resource Capacity in Non-Mixed Modes by RMX Hardware Platform

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

## RealPresence Collaboration Server Soft Blade Capacities

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

#### Soft Blade Resource Capacity by Platform

Port Type	Dual E5-2690v3 @ 2.6 GHz 8 Cores	Dual E5 -2620 @ 2.0 GHz 16 Cores	Dual E5-2620 @2.0 GHz 8 Cores
Microsoft Remote Desktop Protocol (RDP)	21	33	16

## Upgrading RealPresence Collaboration Server

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

### Upgrade Package Contents

The RealPresence Collaboration Server 8.10 software upgrade package includes the following files:

- RealPresence Collaboration Server (RMX) 8.10 software (\*.bin)
- RealPresence Collaboration Server, Virtual Edition 8.10 software
  - The \*.upg file for upgrading RealPresence Collaboration Server, Virtual Edition on VMware
  - The \*.ova file for deploying RealPresence Collaboration Server, Virtual Edition on VMware
  - The \*.vhd file for deploying RealPresence Collaboration Server, Virtual Edition on Hyper-V
- RealPresence Collaboration Server (RMX) 1800/2000/4000/Virtual Edition 8.10 SoftBlade
  - The \*.ova file is for deploying Soft Blades on VMware
  - SoftBlade upgrade along with the MCU upgrade via the MCU upgrade software
    - \*.bin for RMX 1800/2000/4000
    - \*.upg for Virtual Edition
- RealPresence Collaboration Server Local Web Client (RMX Manager)
- *RealPresence Collaboration Server 8.10 Release Notes*
- RMX API Kit Version 8.10 includes:
  - *RealPresence Collaboration Server API Version 8.10 Release Notes*
  - RealPresence Collaboration Server XML API Overview
  - RealPresence Collaboration Server XML API Schema Reference Guide
  - XML Schemas

## ***Supported Upgrade Paths***

You can only upgrade the following RealPresence Collaboration Server software versions directly to version 8.10:

- 8.9.1.3
- 8.9.2.1

For any other version, you must first upgrade to version 8.9.1.3 or 8.9.2.1 and then upgrade to 8.10.

## ***Important Upgrade Notes***

Please carefully review the following important upgrade notes.

- In a Poly Clariti environment, install Poly Clariti Core and/or Poly Clariti Edge or upgrade your RealPresence DMA system to version 10.1 or later before installing or upgrading to RealPresence Collaboration Server, version 8.10.
- To enable the MMCU function, Poly recommends that you upgrade the system to version 8.10.
- This release doesn't support MPM, MPM+ or MPMx cards. DO NOT upgrade to this release if MPM, MPM+ or MPMx cards are installed in the RealPresence Collaboration Server (RMX). Poly recommends trained people to do the upgrade as mentioned in the [Prepare for the Upgrade](#) part.

- Customers currently using the RealPresence Collaboration Server Soft Blade solution for supporting Microsoft Remote Desktop Protocol (RDP) content can choose to continue using the same solution. However, if you have deployed or plan to deploy the Poly RealConnect solution, Poly recommends that you migrate to Polycom ContentConnect for sharing content as it's more fully featured. Customers who are currently using Polycom ContentConnect should continue to use it.

## Upgrade RealPresence Collaboration Server 1800/2000/4000

The following sections provide important information about upgrading RealPresence Collaboration Server 1800/2000/4000 models.

For information on deploying RealPresence Collaboration Server, see the *RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Getting Started Guide*. For information on installing the hardware, see the guide that applies to your system:

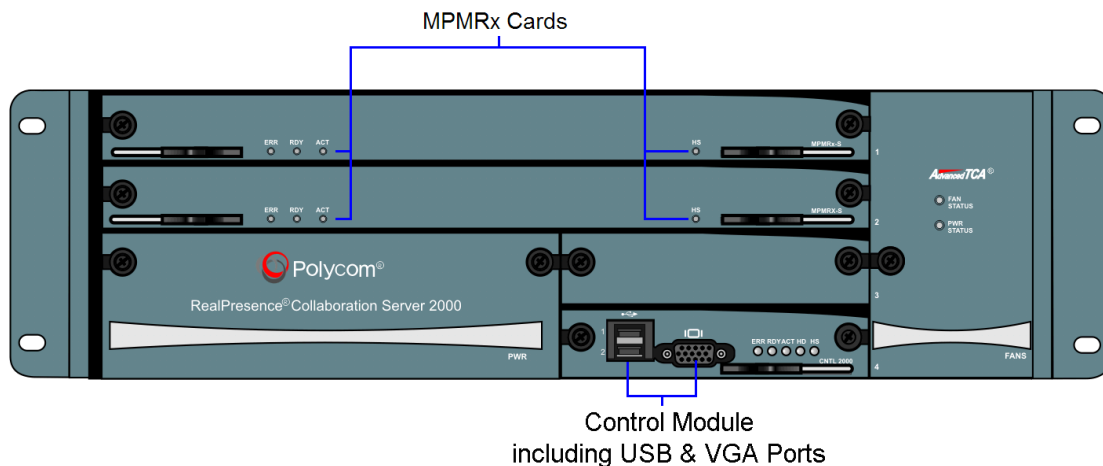
- *RealPresence Collaboration Server (RMX) 1800 Hardware Guide*
- *RealPresence Collaboration Server (RMX) 2000 Hardware Guide*
- *RealPresence Collaboration Server (RMX) 4000 Hardware Guide*

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

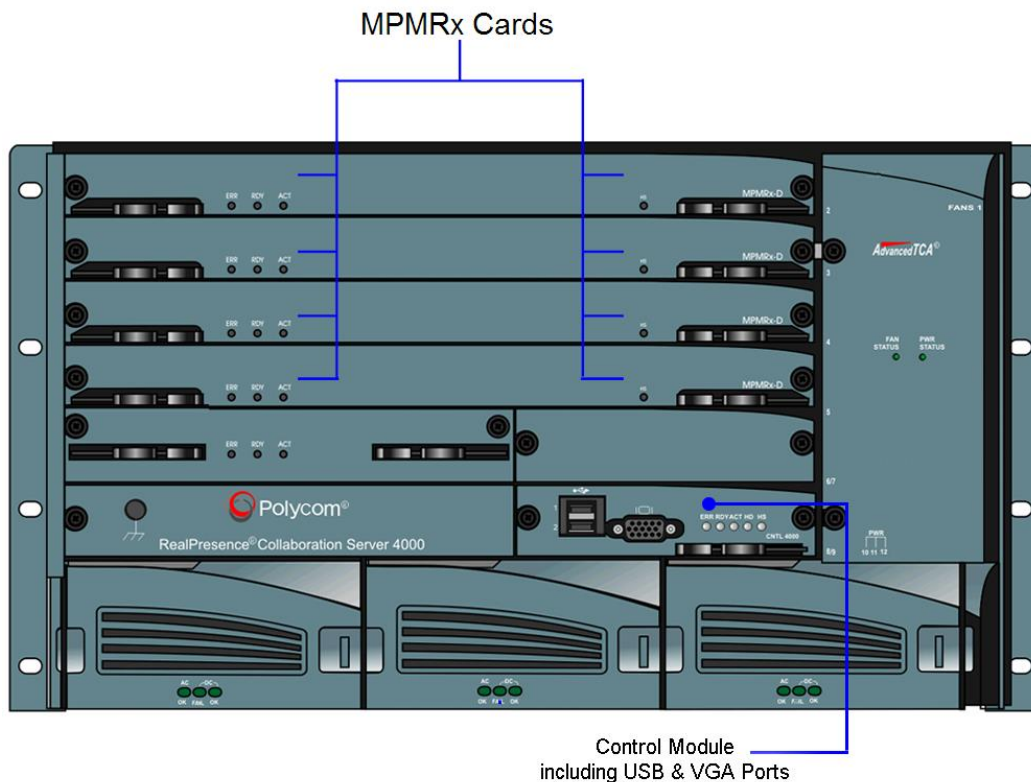
Because of hardware constraints, RealPresence Collaboration Server (RMX) 2000/4000 is only compatible with specific software versions.

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

**RMX 2000 system with CNTL 2000 module BRD2534B-L0**



## RMX 4000 system with CNTL 4000 module BRD2535B-L0



## Prepare for the Upgrade

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

### To prepare for the upgrade:

- 1 Back up the RealPresence Collaboration Server.
  - a In RMX Manager, go to **Administration > Software Management > Backup Configuration**.
  - b In the **Backup Configuration** pane, select **Browse** to choose a backup directory.
  - c Select **Backup**.
- 2 Verify that all MCU cards are compatible with version 8.10 software.

RealPresence Collaboration Server 2000/4000 with MPMx media cards are not supported by this release. If the MCU contains MPM, MPM+, or MPMx media cards, see DOC 2754A *RMX 2000/4000 MPMRx Migration Procedure* at [Poly Support](#).

## Upgrade the System

Once you have prepared the system, upgrade to software version 8.10.

RealPresence Collaboration Server 1800/2000/4000 can't host conferences during the upgrade.

In a Poly Clariti environment, make sure to install Poly Clariti Core or/and Poly Clariti Edge or upgrade your RealPresence DMA system to version 10.1 or later before installing or upgrading to RealPresence Collaboration Server, version 8.10.

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

- 1 Download the *.bin* file from Poly Support.
- 2 (Optional) If the RealPresence Collaboration Server is integrated with a Poly Clariti Core system, disable the connection.
  - a On the Poly Clariti Core system, go to **Integrations > MCUs** and select the MCU.
  - b Choose one of the following:
    - ◆ **Stop Using**
    - ◆ **Busy Out**
- 3 On the RealPresence Collaboration Server and Poly Clariti Core system, verify that all conferences (including permanent and recurrent conferences) targeted to the MCU are terminated.
- 4 In RMX Manager, select **Administration > Software Management > Software Download**.
- 5 Browse to the location where you saved the *.bin* file and select **Install**.
- 6 When the files have copied successfully, select **OK**.

The upgrade procedure takes approximately 20 minutes.

Once you select **OK**, 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 then indicates that IPMC burning is in progress. A further series of active alarms display, indicating the progress of the upgrade process.
- 7 (Optional) If a system message alert displays, select **Next/Cancel**.

At the end of the process, connection to the RealPresence Collaboration Server terminates.
- 8 When the **Please wait for system reboot** message alert appears, select **Next**.

Connection to the RealPresence Collaboration Server terminates, and you are prompted to reopen the browser.

**Note:** Don't open the browser yet.
- 9 Close any open browser windows and wait approximately 10 minutes.
- 10 After 10 minutes, reconnect to the RealPresence Collaboration Server by entering its IP address into the browser address bar.
- 11 Enter your **User Name** and **Password**, then select **Login**.

When the progress indicator shows **Complete**, the RealPresence Collaboration Server is ready.
- 12 (Optional) If the RealPresence Collaboration Server was integrated with a Poly Clariti Core system, re-establish the connection.
  - a On the Poly Clariti Core system, go to **Integrations > MCUs** and select the MCU.
  - b Choose **Start Using**.



# Upgrade RealPresence Collaboration Server, Virtual Edition

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

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

## Soft Blade Requirements

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

### Minimum Deployment Settings

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

For more information, see the Modular MCU section in the *RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Administrator Guide*.

## Prepare for the Upgrade

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

### To prepare for the upgrade:

- » Back up the RealPresence Collaboration Server.
  - a In RMX Manager, go to **Administration > Software Management > Backup Configuration**.
  - b In the **Backup Configuration** pane, select **Browse** to select a backup directory.
  - c Select **Backup**.

## Upgrade the System

Once you have prepared the system, upgrade to software version 8.10.

RealPresence Collaboration Server, Virtual Edition can't host conferences during the upgrade.

### To upgrade a RealPresence Collaboration Server, Virtual Edition:

- 1 Download the *.upg* file from Poly Support.
- 2 (Optional) If the RealPresence Collaboration Server is integrated with a Poly Clariti Core system, disable the connection.

- a On the Poly Clariti Core system, go to **Integrations > MCUs** and select the MCU.
- b Choose one of the following:
  - ♦ **Stop Using**
  - ♦ **Busy Out**
- 3 On the RealPresence Collaboration Server and Poly Clariti Core system, verify that all conferences (including permanent and recurrent conferences) targeted to the MCU are terminated.
- 4 In RMX Manager, select **Administration > Software Management > Software Download**.
- 5 Browse to the location where you saved the *.upg* file and select **Install**.
- 6 When the files have copied successfully, select **OK**.  
The upgrade procedure takes approximately 20 minutes.  
Once you select **OK**, 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.
- 7 Restart the MCU.
- 8 (Optional) If the RealPresence Collaboration Server was integrated with a Poly Clariti Core system, re-establish the connection.
  - a On the Poly Clariti Core system, go to **Integrations > MCUs** and select the MCU.
  - b Choose **Start Using**.

## ***Verify the Configuration After Upgrading***

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

### **To verify the configuration after the upgrading:**

- 1 Verify that the version number on the **Welcome** page is updated, signifying that the upgrade is complete.
- 2 Install the RMX Manager version 8.10.
- 3 Reschedule any permanent conferences that were terminated before the upgrade.
- 4 Check **IVR Services** to ensure that changed or additional DTMF codes don't conflict with previously defined DTMF codes.
- 5 After an upgrade, the **Enable Gathering** check box is selected by default for pre-existing profiles. To disable it for those profiles, go to **Profile Properties > Gathering Settings**.
- 6 Verify the following configurations to ensure the upgraded system works properly with the new software version:
  - a **SIP Proxy Registration** is configured in the **Conference Profile > Network Services** dialog beginning with version 7.1.
  - b **Media Encryption** is enabled by a Conference Profile setting from version 7.6.1, replacing the **ALLOW\_NON\_ENCRYPT\_PARTY\_IN\_ENCRYPT\_CONF** system flag. Modified the profile to meet your environment's encryption requirements.

- c **Automatic Muting of Noisy AVC-based Endpoints** is not automatically enabled in existing **Profiles** and must be manually enabled, if required. In new **Profiles** that are created after the upgrade, auto mute of noisy endpoints option is enabled by default.

## Known Issues

This section identifies the known issues in this release.

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**IMPORTANT:** These release notes do not provide a complete listing of all known issues for 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.

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### Known Issues

Issue ID	Description	Workaround
EN-191188	When AVC endpoints disconnect from an SVC-cascaded conference, the SVC endpoints hear popping noise when all participants are muted.	None.
EN-197227	Video teleconferencing endpoints see cropped Teams video in 512 Kbps conferences.	None.
EN-203204	RealPresence Collaboration Server (RMX) fails to synchronize more than one freshly deployed Soft Blades.	None.
EN-204380	Sometimes RealPresence Collaboration Server (RMX) can only display up to 80 Chinese characters instead of 120 for participants with high bandwidth (1920 Kbps or higher).	Lower the bandwidth. Poly recommends 1024 Kbps.
EN-205037	The Microsoft Skype for Business clients disconnect with MIP error in a conference of mixed mode upon escalation or de-escalation.	None.
EN-207325	Audio from cascaded participants on RealPresence Collaboration Server (RMX) is significantly lower than other participants connected to Poly Clariti Relay.	None.
EN-215486	In an encrypted call, the participant dialing via SIP from Zoom gets an alert in the RMX Manager application that the device is connected with a problem.	Switch to non-encrypted call.
EN-216809	In RealPresence Collaboration Server, Virtual Edition with FIPS flag enabled in ICE module, ICE manager core is observed when Lync participant connects from a direct VMR call.	None.
EN-216844	In a Poly Clariti Core VMR video call escalated from an audio call, participant count and custom logo disappear from a Skype for Business client.	Hang up and redial as a video call.

Issue ID	Description	Workaround
EN-216860	When password expiration flags are enabled, a Soft MCU and Ninja may become unresponsive.	For Ninja, create new user credentials through the command line. For a Soft MCU, deploy a new .ova.
EN-216874	In TIP Poly RealConnect conference calls, the site name may stick on one endpoint and doesn't move when the active speaker changes.	None.
EN-217848	If Poly Clariti App shares and stops content multiple times when someone else is sharing, the site names may disappear for the AVC RealPresence Desktop clients.	Site names recover when the layout changes.

### Known Limitations

Description	Workaround
For the RMX hardware, only RMX 2000/4000 supports IPv6 configuration, RMX 1800 doesn't support IPv6 for now.	None.
If a conference exceeds 180 participants and H.264 content is shared, the MCU may appear unresponsive as it renegotiates the rate for all users. The Poly Clariti Core system interprets this unresponsiveness as an MCU outage and begins a fail over sequence.	Poly recommends selecting <b>Use Cascading for Size</b> for large conferences.
When using Poly Trio version 5.4.4 and RealPresence Collaboration Server 1800 version 8.7.3, you may experience the following video connection issue:  When Poly Trio dials in/out to an AVC conference on RealPresence Collaboration Server 1800, no video is seen on Poly Trio, if it is set to use 1080p resolution. Instead only splash screen is observed.	None.
When using Skype for Business 2015 client on a Microsoft Surface (x86) to join a meeting and receive content, your Skype for Business 2015 client may crash.	To fix the issue, install the <a href="#">February 7, 2017, update (KB3141501)</a> for Skype for Business 2016. For more information, see <a href="#">The long-term fix for Skype for Business 2016 crashes when you receive a content from a third-party RDP.</a>
When you set the system configuration flag <b>LAN_REDNDANCY</b> to <b>YES</b> for RealPresence Collaboration Server 1800, every time the interface reaches more than 10 Mbps, an alarm is raised on RealPresence Platform Director informing that <i>40% of the network capacity has reached</i> even if the maximum speed of the interface is 100 Mbps.	None.

Description	Workaround
RealPresence Collaboration Server doesn't support multicast packets.	Configure your network to avoid sending any multicast traffic to RealPresence Collaboration Server.

## Resolved Issues

This section identifies the issues resolved in this release.

### Resolved Issues

Category	Issue ID	Found in Release	Description
API	EN-215465	8.9.1.1	When there are invalid characters in the display name, RealPresence Collaboration Server system reboots while parsing in the conference API.
Call Management	EN-209810	8.8.1.7	RealPresence Collaboration Server rejects calls from Cisco endpoints because the Cisco Open Logical Channel request isn't encrypted.
Call Management	EN-209874	8.8.1.4	RealPresence Collaboration Server, Virtual Edition doesn't allow calls, reporting a false Poly Clariti license issue.
Calling	EN-210886	8.9.1.2	A SIP endpoint drops the call after dialing into a VMR, reporting a network error.
Calling	EN-212922	8.9.1	RealPresence Collaboration Server doesn't send outbound DTMF RTP events.
Calling	EN-213390	8.9.1.1	RealPresence Collaboration Server can't make calls if the FROM header only contains FQDN.
Calling	EN-214635	8.9.1	When Skype for Business participants shares content, others may not be able to join the call due to resource issue.
Conference Management	EN-209566	8.8.1	<b>PRESERVE_PARTY_CELL_ON_FORCE_LAYOUT</b> doesn't work when set in the participant properties.
Content	EN-209298	8.9.1.1	When content sharing stops, the content token doesn't get released and subsequent content sharing fails.
General	EN-209638	8.9.1	An endpoint may disconnect from an active conference due to content streaming issue.
General	EN-213546	8.9.2	An MPMRx-D card needs a long time to boot into normal status after a RealPresence Collaboration Server upgrade or downgrade.
General	EN-214708	8.9.2	RMX 1800 displays an <i>insufficient resource</i> message during RTM ISDN card rescue.
General	EN-215049	8.9.2	The <b>SESSION_TIMEOUT_IN_MINUTES</b> system flag doesn't terminate the RMX Manager session as expected.

Category	Issue ID	Found in Release	Description
Interoperability	EN-208247	8.7.5.10	When a participant using BlueJeans shares content in a VMR for the third time, other participants can't receive the content.
User Interface	EN-204855	8.8.1.7	When you log in as an Operator, the audio mute initiator type isn't missing from the audio status.
User Interface	EN-213040	8.9.1	The site names disappear during the conference.
User Interface	EN-213043	8.9.1	Some Chinese characters in site names may overlap and you can't distinguish the site name.
User Interface	EN-214026	8.9.1.2	RealPresence Collaboration Server doesn't indicate the active speakers in ISDN outgoing calls.
Video	EN-199486	8.9.0.4	Two conference participants of one VMR appear in another VMR.
Video	EN-210625	8.9.1.1	RealPresence Collaboration Server doesn't send video streams to endpoints with <b>Background Transparency</b> set as 100% in the Poly Clariti Core conference template.

## Get Help

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

## Related Poly and Partner Resources

See the following sites for information related to this product.

- [Poly Support](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Poly Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) is a program where resellers, distributors, solutions providers, and unified communications providers deliver high-value business solutions that meet critical customer needs, making it easy for you to communicate face-to-face using the applications and devices you use every day.
- The [Poly Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

- [Poly Lens](#) enables better collaboration for every user in every workspace. It is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.
- With [Poly+](#) you get exclusive premium features, insights and management tools necessary to keep employee devices up, running and ready for action.

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Poly  
345 Encinal Street  
Santa Cruz, California  
95060