



Poly Clariti Core 10.1.0.1, Poly Clariti Edge 10.1.0.1, and Poly Clariti Relay 1.0.1

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What’s New in This Release

This release includes the following new features:

- [Content Resolution and Line Rate Enhancements for the Default Factory Conference Template](#)
- [Poly Clariti App Upgrade Enhancements](#)

Content Resolution and Line Rate Enhancements for the Default Factory Conference Template

This version of Poly Clariti Core and Poly Clariti Edge includes changes to the line rate and content resolution settings in the default factory template. The changes apply to fresh installations and upgrades from 10.0.x to 10.1.0.1 or 10.1 to 10.1.0.1.

To view or change the line rate and content resolution settings, complete the following steps:

- 1** Go to **Service Config > Conference Manager Settings > Conference Templates**.
- 2** Choose **Factory Template** and select **Edit**.
- 3** Select **Polycom MCU General Settings**.
- 4** In **Conference mode**, select one of the following:
 - **Poly SVC and SIP MRC only**.
The default **Line rate** is **4096 kbps**.
 - **AVC, SIP MRC and Poly SVC**.
The default **Line rate** is **4096 kbps (MPMx or newer)**.
- 5** Select **Clariti Relay Content**.
The default **Content resolution for AVC and SIP MRC endpoints (Resolution – Frames per second)** is **Enhanced HD Slides - 1080p 15fps**.

Poly Clariti App Upgrade Enhancements

The Poly Clariti Core and Poly Clariti Edge system web interfaces include the following updates to Poly Clariti App and Poly Clariti Roster information:

- In **Help > About**, the Poly Clariti App and Poly Clariti Roster versions display.
- In **Admin > Software Upgrade > Operation History**, the **From Version** and **To Version** fields display Poly Clariti App and Poly Clariti Roster versions in addition to Poly Clariti Core and Poly Clariti Edge versions.
- In **Admin > Software Upgrade**, you can roll back to the previous version of Poly Clariti App and Poly Clariti Roster.

Clarification – Endpoint Provisioning Status in the System Web Interface

In the system web interface for Poly Clariti Core and Poly Clariti Edge, you can view details about endpoints, including whether an endpoint is provisioned. In Poly Clariti Edge and Poly Clariti Edge in a combination configuration, the value of the **Provisioned** field indicates if Poly Clariti Resource Manager provisions the endpoint:

- True** – Poly Clariti Resource Manager provisions the endpoint and sends and receives provisioning messages through the access proxy service.

False – Poly Clariti Manager doesn't provision the endpoint.

Note: The provisioned value for an endpoint always displays as **False** in Poly Clariti Core. Poly Clariti Resource Manager provisions endpoints only through Poly Clariti Edge and Poly Clariti Edge in a combination configuration, not Poly Clariti Core.

Release History

The following table lists the release history of Poly Clariti Core, Poly Clariti Edge, and RealPresence DMA.

Release History

Release	API Release	System	Release Date	Features
10.1.0.1	3.8.0	CentOS 6.10 OpenJDK 1.8.0.265 PostgreSQL 10.15-1	October 2021	Content Resolution and Line Rate Enhancements for Factory Default Conference Template Poly Clariti App Upgrade Enhancements Resolved some known issues
10.1	3.8.0	CentOS 6.10 OpenJDK 1.8.0.265 PostgreSQL 10.15-1	August 2021	RealPresence DMA product name change to Poly Clariti Core and Poly Clariti Edge Signaling support for Poly Clariti Relay (via Poly Clariti Relay Control API) Management of Poly Clariti Relay from Poly Clariti Core system web interface Content snatching, content resolution support for Poly Clariti Relay conferences Cascade support between Poly Collaboration Server and Poly Clariti Relay Signaling support for SIP MRC endpoints Enhancements to high availability and superclustering to support Poly EVO signaling Signaling support for Poly Clariti App and Poly Clariti Roster Poly Clariti Roster control support (roster, chat, mute/un-mute, voting, hand-raising) Poly Clariti App management Poly EVO endpoint provisioning support in Poly Clariti Edge Poly EVO registration sharing, Poly EVO peers for Poly Clariti Edge Click-to-join support for Outlook plugin

Release	API Release	System	Release Date	Features
10.0.0.9	3.6.7	CentOS 6.10 OpenJDK 1.8.0.265 PostgreSQL 10.14-1	April 2021	Conference participant counts ACLs in log archives Alert history file in log archives
10.0.0.8	3.6.7	CentOS 6.10 OpenJDK 1.8.0.265 PostgreSQL 10.14-1	October 2020	Online RealPresence DMA Deployment Wizard accessible in system web interface Factory ACLs no longer editable Resolved some known issues
10.0.0.7	3.6.5	CentOS 6.10 OpenJDK 1.8.0.252 PostgreSQL 10.13-1	July 2020	Support for Zoom conferencing Enhancements to Call History and Active Calls on core systems
10.0.0.6	3.6.5	CentOS 6.10 OpenJDK 1.8.0.232 PostgreSQL 10.11-1	March 2020	SIP transport override for outbound calls DNS timeout configuration Alerts for unlicensed systems Interface stability time for high availability systems KVM distribution Support for Microsoft LDAP channel binding
10.0.0.5	3.6.4	CentOS 6.10 OpenJDK 1.8.0.232 PostgreSQL 10.10-1	November 2019	Licensed VMRs dashboard pane in system web interface ACL rule to block SIP bot calls Support for 5x5 layout in conference templates Media relay support of unidirectional media streams Call routing loop detection Advanced diagnostics for troubleshooting Resolved some known issues
10.0.0.4	3.6.3	CentOS 6.10 OpenJDK 1.8.0.222 PostgreSQL 10.9-1	August 2019	License sharing and direct call routing Resolved some known issues
10.0.0.3	3.6.0	CentOS 6.10 OpenJDK 1.8.0.181-3 PostgreSQL 10.4-1	May 2019	Auto dial-out cascading to cloud service-based conferences Resolved some known issues
10.0.0.2	3.6.0	CentOS 6.10 OpenJDK 1.8.0.181-3 PostgreSQL 10.4-1	February 2019	Maintenance release to resolve some known issues

Release	API Release	System	Release Date	Features
10.0.0.1	3.6.0	CentOS 6.10 OpenJDK 1.8.0_171 PostgreSQL 10.4	December 2018	Maintenance release to resolve some known issues
10.0	3.6.0	CentOS 6.10 OpenJDK 1.8.0_171 PostgreSQL 10.4	October 2018	<ul style="list-style-type: none"> Access proxy Access Control Lists (ACLs) Integration with multiple Polycom® ContentConnect™ systems Support for ContentConnect High Availability and geo-redundancy Clariti VMR licensing and local burst Edge services High Availability (active-active) Immersive Telepresence (ITP) layout (new) Media traversal MCU conference thresholds NAT Registration sharing from edge to core Pooled conference name synchronizing from the RealPresence Resource Manager system to RMX TURN services TIP version 8 support VPN tunnel
9.0.1	3.5.2	CentOS 6.9 OpenJDK 1.8.0_151 PostgreSQL 9.6.6	January 2018	<ul style="list-style-type: none"> Load balancer to support multiple Polycom ContentConnect systems Security updates Resolved some known issues
9.0.0.3	3.5.1	CentOS 6.9 OpenJDK 1.8.0_131 PostgreSQL 9.6.3	November 2017	Maintenance release to resolve some known issues

Release	API Release	System	Release Date	Features
9.0.0.2	3.5.0	CentOS 6.9 OpenJDK 1.8.0_131 PostgreSQL 9.6.3	August 2017	New system web interface Multiple dial plans Enhanced High Availability Peer-to-Peer to MCU Escalation Two-system installation with the USB Configuration Utility Network packet capture troubleshooting utility Single log file downloads Enhanced network settings Revised security settings Licensing changes Revised superclustering Enhanced security features Resolved some known issues
6.4.1.8	3.4.6	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	December 2017	Maintenance release to resolve some known issues
6.4.1.7	3.4.5	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	September 2017	Maintenance release to resolve some known issues
6.4.1.6	3.4.4	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	July 2017	Maintenance release to resolve some known issues
6.4.1.5	3.4.3	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	July 2017	Maintenance release to resolve some known issues
6.4.1.4	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	June 2017	Maintenance release to resolve some known issues
6.4.1.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	December 2016	Maintenance release to resolve some known issues
6.4.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	September 2016	Maintenance release to resolve some known issues
6.4.0.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	September 2016	Maintenance release to resolve some known issues

Release	API Release	System	Release Date	Features
6.4.0	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	August 2016	Microsoft Skype for Business MCU Affinity Integration with the Polycom RealPresence Collaboration Server MMCU and RDP content translator Scheduled conference support for Microsoft Office 365 Panoramic layout support for Microsoft Skype for Business Cleared SNMP traps API additions and changes Resolved some known issues
6.3.2.4	3.1.3	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4		Maintenance release to resolve some known issues
6.3.2.3	3.1.3	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	July 2016	Maintenance release to resolve some known issues
6.3.2.2	3.1.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	May 2016	Maintenance release to resolve some known issues
6.3.2.1	3.1.2	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	April 2016	Maintenance release to resolve some known issues
6.3.2	3.1.2	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	March 2016	Support for RealPresence Clariti Resolved some known issues
6.3.1.2	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	February 2016	Maintenance release to resolve some known issues
6.3.1.1	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	February 2016	Maintenance release to resolve some known issues
6.3.1	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	December 2015	Maintenance release to resolve some known issues

Release	API Release	System	Release Date	Features
6.3.0.2	2.7.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	September 2015	Maintenance release to resolve some known issues
6.3.0.1	2.7.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	August 2015	Maintenance release to resolve some known issues
6.3.0	2.7.2	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	June 2015	Enhanced CSR dialog Enhanced chairperson functionality for cascaded conferences External Microsoft Lync system integration Lobby support for Polycom RealConnect conferences Scheduled backups Signaling diagram SIP 302 redirect support Support for Polycom Rack Server 630 (R630) VEQ support for RealConnect conferences WebRTC conferencing
6.2.2.2	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	October 2015	Maintenance release to resolve some known issues
6.2.2.1	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	September 2015	Maintenance release to resolve some known issues
6.2.2	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	August 2015	Maintenance release to resolve some known issues

Products Tested with This Release

Poly tests Poly Clariti Core, Poly Clariti Edge, and Poly Clariti Relay with other products. The following table lists the products tested for compatibility with this release but doesn't include a complete inventory of compatible equipment.

Poly strives to support any system that is standards-compliant and investigates reports of Poly systems that don't interoperate with other standards-compliant vendor systems.

Note: Poly recommends that you upgrade your Poly devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Polycom Interoperability Matrix](#) to match product and software versions.

Poly and Polycom Devices

Poly tested the following Poly and Polycom devices with this release.

Products Tested

Product	Tested Versions
Poly Clariti Core and Poly Clariti Edge	10.1.0.1
Poly Clariti Relay	1.0.1
Poly Clariti App and Poly Clariti Roster	1.0.1
Poly Clariti Workflow Lite	2.1.0.1
RealPresence Collaboration Server/RMX	8.9.2
Poly Studio X50	3.5.0
Poly Studio X30	3.5.0
Poly G7500	3.5.0
RealPresence Group Series	6.2.2.6
RealPresence Desktop	3.11.3
RealPresence Mobile	3.11.3

System Requirements

Your client system and network performance must meet the following requirements before you install or upgrade to this release.

Hardware Requirements

Poly determined the following hardware requirements based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

To access the system web interface, use a client system running Microsoft Windows with the following hardware:

- 1280 × 1024 (SXGA) minimum display resolution; 1680 × 1050 (WSXGA+) or greater recommended
- USB and Ethernet ports
- DVD-RW drive or an external DVD burner (Appliance Edition only)

Software Requirements

The client system used to access the Poly Clariti Core and Poly Clariti Edge system web interface requires a web browser that supports HTML5.

Poly Clariti App and Poly Clariti Roster require Google Chrome web browser.

Network Performance Requirements

The following table describes Poly Clariti Core and Poly Clariti Edge system network connections and the related network performance requirements.

Network Performance Requirements

Poly Clariti Core and Poly Clariti Edge System Network Connections	Network Performance
Between clusters of a Poly Clariti Core supercluster	<ul style="list-style-type: none">• Bandwidth above 10 Mbps, regardless of packet loss or latency• Less than 1% packet loss if network latency is 300 ms or less (one-way) <p>or</p> <ul style="list-style-type: none">• No packet loss if network latency is below 350 ms (one-way)
Between two systems configured for high availability – Poly Clariti and Poly Clariti Edge	<ul style="list-style-type: none">• 100 Mbps link• Less than 200 ms round-trip latency
Between a system and all MCUs – Poly Clariti Core and Poly Clariti Edge combination configurations	<ul style="list-style-type: none">• Less than 200 ms round-trip latency• Less than 2 percent round-trip packet loss <p>Note: Since this network carries only signaling traffic (the RTP stream goes directly from the endpoint to the MCU), bandwidth is not an issue.</p>
Between a system and video endpoints – Poly Clariti Core, Poly Clariti Edge, and Poly Clariti Edge combination configurations	<ul style="list-style-type: none">• Less than 200 ms round-trip latency• Less than 6 percent round-trip packet loss
Between a system and Microsoft Active Directory (if integrated) – Poly Clariti Core, Poly Clariti Edge, and Poly Clariti Edge combination configurations	<ul style="list-style-type: none">• Less than 200 ms round-trip latency• Less than 4 percent round-trip packet loss

System Capabilities

Poly Clariti Core and Poly Clariti Edge are available in an Appliance Edition and a Virtual Edition.

If your Poly Clariti Core is licensed for more than 200 concurrent calls, the server you use must have 16 GB of RAM.

- If you use the Virtual Edition, you need to create a new virtual machine (VM) with the required 16 GB of RAM and at least 146 GB of hard disk space.

- If you use the Appliance Edition, you must use a Polycom Rack Server R630 or R640, or a combination of two servers (see [Supported High Availability Cluster Configurations](#)). These servers come with 16 GB RAM.

Note: Poly supports this version of Poly Clariti Core and Poly Clariti Edge software when installed on a Polycom Rack Server R620 (with 16 GB RAM), but recommends that you upgrade your server to a Polycom Rack Server R640. Support for the Polycom Rack Server R620 will end soon in a future software release. If you have a RealPresence Access Director R620 server, v2 or v3 (shipped from January 2013 through June 2014), you must perform a new installation of this version of Poly Clariti Edge software on the server. RealPresence Access Director R620 servers cannot be upgraded.

Supported High Availability Cluster Configurations

Poly Clariti Core and Poly Clariti Edge support two-system clusters configured for high availability (HA) only with certain server and virtual instance combinations. The following table details the combinations of server models and Virtual Edition instances that can be configured for HA.

Supported Two-System Combinations for High Availability Configuration

	Polycom Rack Server 630 (R630)	Polycom Rack Server 640 (R640)	Polycom Rack Server 220 (R220)	Polycom Rack Server 230 (R230)	Poly Rack Server 240 (R240)	Poly Clariti Core or Poly Clariti Edge Virtual Edition
<i>Polycom Rack Server 630 (R630)</i>	Supported	Supported	Not Supported	Not Supported	Not Supported	Supported ¹
<i>Polycom Rack Server 640 (R640)</i>	Supported	Supported	Not Supported	Not Supported	Not Supported	Supported ¹
<i>Polycom Rack Server 220 (R220)</i>	Not Supported	Not Supported	Supported	Supported	Supported	Supported ²
<i>Polycom Rack Server 230 (R230)</i>	Not Supported	Not Supported	Supported	Supported	Supported	Supported ²
<i>Poly Rack Server 240 (R240)</i>	Not Supported	Not Supported	Supported	Supported	Supported	Supported ²
<i>Poly Clariti Core or Poly Clariti Edge Virtual Edition</i>	Supported ¹	Supported ¹	Supported ²	Supported ²	Supported ²	Supported

¹ The default .OVA settings for the VM match the specifications of the R630 and R640 servers.

² The default .OVA settings for the VM must be adjusted to match the specifications of the R220, R230, and R240 servers.

Appliance Edition

You can install this version of Poly Clariti Core and Poly Clariti Edge, Appliance Edition, on the following Polycom servers:

- Polycom Rack Server 630 (R630)
- Polycom Rack Server 640 (R640)
- Polycom Rack Server 220 (R220) – deployments with 200 or fewer licensed concurrent calls
- Polycom Rack Server 230 (R230) – deployments with 200 or fewer licensed concurrent calls
- Poly Rack Server 240 (R240) – deployments with 200 or fewer licensed concurrent calls

Maximum Capabilities of Servers – Poly Clariti Core

The maximum capabilities of the system differ with the server you are using. The following table lists the maximum capabilities of the Poly or Polycom Rack Servers running Poly Clariti Core.

Maximum Capabilities for Servers – Poly Clariti Core

Maximum Capability	Polycom Rack Server 220/230, Poly Rack Server 240	Polycom Rack Server 630/640
Number of sites	100	500
Number of subnets	1000	5000
Number of Poly Clariti Core clusters in a supercluster	3	10
Number of clusters enabled for conference rooms	3	3
Number of MCUs enabled for conference rooms	5	64
Number of concurrent SIP<->H.323 gateway calls	200	500
Size of Active Directory supported	1,000,000 users and 1,000,000 groups (up to 10,000 groups maybe imported)	1,000,000 users and 1,000,000 groups (up to 10,000 groups maybe imported)
Number of contacts registered to a Skype for Business server per cluster	25000	25000
Number of network usage data points retained per cluster	8,000,000	8,000,000
Concurrent registrations per cluster	1600	15000
Total concurrent conference room (VMR) calls per cluster	200	1200 H.323 only 3600 SIP only

Maximum Capability	Polycom Rack Server 220/230, Poly Rack Server 240	Polycom Rack Server 630/640
Total point-to-point concurrent calls per cluster	200	5000
Total concurrent VMR calls for a supercluster ¹	600	3600 H.323 only 10800 SIP only ¹
Total point-to-point concurrent calls for a supercluster	600	50000
Number of participants per VMR for each Poly Collaboration Server	180 (includes 10 ports reserved for cascading) ²	180 (includes 10 ports reserved for cascading) ²

¹ To support 3600 H.323 or 10800 SIP calls, the supercluster must contain at least three clusters.

² You must enable **Cascade for size** in the Poly Clariti Core system.

Maximum Capabilities of Servers – Poly Clariti Edge and Poly Clariti Edge Combination Configuration

The following table lists the maximum capabilities of Poly or Polycom Rack Servers with Poly Clariti Edge and Poly Clariti Edge combination configuration.

Maximum Capabilities for Polycom Rack Servers 220/230 and 630/640 – Poly Clariti Edge, Poly Clariti Edge Combination Configuration

Maximum Capability	Polycom Rack Server 220/230, Poly Rack Server 240	Polycom Rack Server 630/640
Registrations	2000	5000
Concurrent calls ¹	200	1000
HTTPS tunnel calls (RealPresence Web Suite SIP guest calls only)	200	200
Throughput (Mbps)	700	700

¹ In a VPN tunnel configuration, the maximum concurrent call capacities are reduced.

Trial Licenses

Appliance Editions of all new Poly Clariti Core and Poly Clariti Edge systems include a trial license for five concurrent calls. After you install purchased licenses, the trial license for five concurrent calls is no longer available.

If you deploy two appliance edition systems as an HA pair, the two systems combined include a trial license for five concurrent calls.

Virtual Edition

The Virtual Edition is packaged for virtual-based deployment. Poly supports Poly Clariti Core, Poly Clariti Edge, and Poly Clariti Relay, Virtual Edition, in VMware, Microsoft Hyper-V, Microsoft Azure, Kernel-based Virtual Machine (KVM), and Amazon Web Services (AWS) environments.,

Poly supports mixed environments but hasn't tested all configurations and combinations.

Poly Clariti Core and Poly Clariti Edge, Virtual Edition, don't include a trial license for calls.

Host Installation Guidelines

Software packages for new Poly Clariti Core and Poly Clariti Edge, Virtual Edition, systems require 146 GB hard disk capacity for standard installations.

Note: The benefit to having greater hard disk capacity is the ability to store more log files.

If you deploy two systems as a high availability pair, one of which is a virtual instance and the other is a Polycom or Poly server, the profile of the VM should be consistent with the server's profile.

The following table describes the recommended VM host deployment settings for each instance of the Poly Clariti Core, Poly Clariti Edge, and Poly Clariti Relay. The table also shows the typical performance capacities of small and large deployments.

Recommended VM Host Deployment Settings for Poly Clariti Core, Poly Clariti Edge, and Poly Clariti Relay

Component	Small Deployment	Medium-Large Deployment
Virtual Cores	6	12
Min. CPU Speed	2.4 GHz	2.4 GHz
Total Required GHz	14.4 GHz	28.8 GHz
Min. CPU Family	Haswell	Haswell
Memory	16 GB	16 GB
Storage	146 GB	146 GB
Random IOPS	110 total	210 total

Component	Small Deployment	Medium-Large Deployment
Performance	200 concurrent calls	Poly Clariti Core: 5000 concurrent calls <ul style="list-style-type: none"> Up to 1200 H.323 calls, not to exceed 5000 total calls Up to 3600 SIP calls (encrypted or unencrypted), not to exceed 5000 total calls Up to 5000 Poly EVO calls Up to 5000 point-to-point calls, not to exceed 5000 total calls Poly Clariti Edge and combination systems: 1000 concurrent calls Poly Clariti Relay: 1000 concurrent calls
	Note AWS deployment: Use instance type <code>t2.2xlarge</code> Azure deployment: Use instance type <code>F8s v2</code>	Note AWS deployment: Use instance type <code>c4.4xlarge</code> Azure deployment: Use instance type <code>F16s v2</code>

Recommended VM Host Deployment Settings for Poly Clariti Workflow Suite Lite

Component	Small Deployment	Medium-Large Deployment
Virtual Cores	2	4
Min. CPU Speed	2.4 GHz	2.4 GHz
Total Required GHz	4.8 GHz	9.6 GHz
Min. CPU Family	Haswell	Haswell
Memory	8 GB	16 GB
Storage	146 GB	146 GB
Random IOPS	110 total	110 total
Performance	Up to 500 devices	Up to 1000 devices
	Note AWS deployment: Use instance type <code>t2.large</code> Azure deployment: Use instance type <code>F2s v2</code>	Note AWS deployment: Use instance type <code>t2.xlarge</code> Azure deployment: Use instance type <code>F4s v2</code>

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

Installation and Upgrade Notes

You can upgrade previous versions of the Poly Clariti Core and Poly Clariti Edge system software to version 10.1.0.1 (see [Supported Upgrade Paths – Poly Clariti Core and Poly Clariti Edge](#)). You can also upgrade the RealPresence Access Director system to Poly Clariti Edge, version 10.1.0.1 (see [Supported Upgrade Paths – RealPresence Access Director System](#)).

When you log into [Poly Clariti Support](#), you can download the 10.1.0.1 upgrade package and any interim upgrade packages you need for both the Appliance Edition and Virtual Edition.

Note: Starting in 10.0.0.8, you can't edit a default factory access control list (ACL). If you revised a factory ACL prior to version 10.0.0.8 and want to keep the changes, you must copy the factory ACL to a new ACL before you upgrade to 10.0.0.8 or later. If you don't create a copy of the factory ACL prior to upgrading, you must add a new ACL with your changes after the upgrade.

See the *Poly Clariti Core 10.1*, *Poly Clariti Edge 10.1*, and *Poly Clariti Relay 1.0 Administrator Guide* for instructions on how to upgrade RealPresence DMA, Poly Clariti Core, Poly Clariti Edge, or RealPresence Access Director.

See the *Poly Clariti Core 10.1*, *Poly Clariti Edge 10.1*, and *Poly Clariti Relay 1.0 Getting Started Guide* for instructions on how to install and license your product.

Supported Upgrade Paths – Poly Clariti Core and Poly Clariti Edge

You can upgrade to version 10.1.0.1 from Poly Clariti Core or Poly Clariti Edge version 10.1 and from RealPresence DMA version 10.0.0.8 or 10.0.0.9. If your RealPresence DMA is running a version prior to 10.0.0.8, you must perform interim upgrades before you can upgrade to version 10.1.0.1 of Poly Clariti Core or Poly Clariti Edge.

If you upgrade a superclustered high availability system, all nodes must be running version 10.0.0.8 or higher before upgrading one of the nodes to 10.1.0.1.

Do not perform a new installation of version 10.1.0.1 and then restore a backup of a non-supported version. You must upgrade a non-supported version to one of the supported versions before upgrading to 10.1.0.1.

Note: If you have a RealPresence DMA system running version 6.4.x that has two default territories and is integrated with a Poly Resource Manager system, you must delete one of the territories before you upgrade to version 10.1.0.1. If you upgrade without deleting one of the default territories, Poly Clariti Core displays an error when you attempt to change some user settings. To resolve the error, remove your integration with Poly Resource Manager system, then reintegrate.

Your upgrade to version 9.0.1 or 10.0.0.x may be blocked if you are running one of the following versions of RealPresence DMA on a Polycom Rack Server 630 (R630). In this case, you must install `DELL-HW-Utility.bin` before upgrading to 9.0.1, 10.0.0.x, or 10.1.0.1. See **Software** at [Poly Clariti Support](#) to download the file.

- 6.4.1.3
- 6.4.1.4
- 6.4.1.5
- 6.4.1.6
- 6.4.1.7
- 9.0.0
- 9.0.0.1
- 9.0.0.2

The following table outlines the supported paths you can use to upgrade to version 10.1.0.1. Read the release notes for each version in your upgrade path to review any upgrade notes.

Supported Upgrade Paths: Poly Clariti Core and Poly Clariti Edge to Version 10.1.0.1

Current Version	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade	New License Required?
5.0.x 5.1.x 5.2.0	→ 5.2.1	→ 6.2.2.2	→ 6.4.1.1	→ 9.0.1	Yes
5.2.1 5.2.2.x 6.0.x		→ 6.2.2.2	→ 6.4.1.1	→ 9.0.1	Yes
6.1.x 6.2.x 6.3.x			→ 6.4.1.1	→ 9.0.1	Yes
6.4.0.x 6.4.1 6.4.1.1 6.4.1.2				→ 9.0.1	Yes
6.4.1.3 6.4.1.4 6.4.1.5 6.4.1.6 6.4.1.7			→ DELL-HW Utility (only if using Polycom R630 server)	→ 9.0.1	Yes
6.4.1.8				→ 9.0.1	Yes
9.0.0 9.0.0.1 9.0.0.2	→	DELL-HW Utility (only if using Polycom R630 server)	→ 10.0.0.8 or 10.0.0.9	→ 10.1.0.1	Yes
9.0.0.3			→ 10.0.0.8 or 10.0.0.9	→ 10.1.0.1	Yes

Current Version	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade	New License Required?
9.0.1.x		→	10.0.0.8 or 10.0.0.9	→ 10.1.0.1	Yes
10.0.x		→	10.0.0.8 or 10.0.0.9	→ 10.1.0.1	No
10.0.0.8 or 10.0.0.9				→ 10.1.0.1	Yes
10.1				10.1.0.1	No

Supported Upgrade Paths – RealPresence Access Director System

The following table outlines the supported path you can use to upgrade RealPresence Access Director to Poly Clariti Edge version 10.1.0.1.

Supported Upgrade Paths: RealPresence Access Director to Poly Clariti Edge Version 10.1.0.1

Current Version	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade	New License Required?
4.1.x or earlier	→ 4.2.x	→ 10.0.0.8 or 10.0.0.9	→ 10.1.0.1	Yes

Upgrading Poly Clariti Core and Poly Clariti Edge

Upgrading Poly Clariti Core or Poly Clariti Edge typically takes approximately 30 to 60 minutes but can sometimes take longer. Once you start the upgrade process, don't reboot the server.

If you upgrade a RealPresence DMA system from version 9.0.x to Poly Clariti Core or Poly Clariti Edge 10.1.0.1 and a RealPresence Access Director system from version 4.2.x to Poly Clariti Edge 10.1.0.1 at the same time, Poly recommends the following:

- First, upgrade your RealPresence DMA from version 9.0.x to version 10.0.0.8 with a core configuration. Then upgrade version 10.0.0.8 to Poly Clariti Core 10.1.0.1.
- Next, upgrade your RealPresence Access Director system from version 4.2.x to RealPresence DMA version 10.0.0.8 with an edge configuration. Then upgrade version 10.0.0.8 to Poly Clariti Edge 10.1.0.1.

Note the following:

- RealPresence Access Director, version 4.2.x, operates with Poly Clariti Core (version 10.0 or later).

- Poly Clariti Edge (version 10.0 or later) doesn't operate with any older versions of the RealPresence DMA system.
- In a Poly Clariti environment, install or upgrade to Poly Clariti Core or Poly Clariti Edge-combination configuration, version 10.1.0.1 or later, before installing or upgrading to RealPresence Collaboration Server, version 8.9.2 or later.

Upgrading RealPresence Access Director to Poly Clariti Edge

You can upgrade version 4.2.x of RealPresence Access Director to Poly Clariti Edge version 10.1.0.1. A new license is required.

Upgrading a RealPresence Access Director system to Poly Clariti Edge is a major upgrade. You must make configuration changes after upgrading to ensure that Poly Clariti Edge functions like your RealPresence Access Director system did.

Poly Clariti Edge or Poly Clariti Edge-combination system configured with a single NIC uses the combined range of private and public dynamic ports for media relay. Before you upgrade a RealPresence Access Director system with a single-NIC configuration to Poly Clariti Edge or Poly Clariti Edge-combination system, make sure your external and internal firewalls allow the combined private and public port range for media traversal.

Poly Clariti Edge or Poly Clariti Edge-combination system uses the following dynamic source ports for media traversal services.

Media Traversal Dynamic Source Ports

Service	First Port	Last Port	Interfaces
Private media traversal dynamic source ports	40002	50998	The network interfaces on the private side with media traversal services assigned
Public media traversal dynamic source ports	23002	33998	The network interfaces on the public side with media traversal services assigned

Resolved Issues

The following table lists the issues resolved in this release.

Resolved Issues

Category	Issue ID	Found in Clariti Component/Release	Description
Call Failure	EN-211311	Clariti Core and Clariti Edge 10.1	All calls failed to join a conference through Clariti Edge.

Category	Issue ID	Found in Clariti Component/ Release	Description
Call Failure	EN-211846	Clariti Core and Clariti Edge 10.1	Clariti Core and Clariti Edge drop calls due to a missing heartbeat from Clariti App.
Call Failure	EN-212873	Clariti Edge 10.1	All calls failed to join a conference through Clariti Edge.
Call Failure	EN-212989	Clariti Core and Clariti Edge 10.1	Clariti Core and Clariti Edge drop calls due to a missing heartbeat from Clariti App.
Call Failure	EN-213068	Clariti Core and Clariti Edge 10.1	An AVC endpoint that uses a chairperson code on a RealPresence Collaboration Server/RMX conference causes a passcode prompt on Clariti App when it joins the same conference.
Call Failure	EN-213262	Clariti Edge 10.1	Unable to join call with Clariti App through Clariti Edge to a passcode-protected VMR.
Call Failure	EN-213383	Clariti Core and Clariti Edge 10.1	Clariti Core and Clariti Edge drop calls due to a missing heartbeat from Clariti App.
Chrome Browser	EN-212071	Clariti Core and Clariti Edge 10.1	Unable to dial into Poly EVO meeting from Clariti App using Chrome browser that has numerous stored cookies.
Clariti Relay Integration	EN-210687	Clariti Relay 1.0	Clariti Relay integration with Clariti Core failed when Clariti Relay bound the application service to IPv6 on port 8443 instead of IPv4.
Conference Layout	EN-210765	Clariti Core and Clariti Edge 10.1	Two cells for the same user displayed in a video conference.
Content Sharing	EN-210865	Clariti Core and Clariti Edge 10.1	Roster exception seen during content sharing from Clariti App coming from Clariti Edge
Content Sharing	EN-211812	Clariti Core and Clariti Edge 10.1	Multiple content sharing attempts failed and none of the other parties in the conference had any indication that content was being shared.
Content Sharing	EN-212505	Clariti Relay 1.0, Clariti App 1.0	When sharing content in a Clariti App conference, content displays intermittingly to some participants.
Management and Interface IP Addresses	EN-212308	Clariti Core and Clariti Edge 10.1	Deadlock occurs after changing Clarity Relay's management and interface IP addresses.
Network Interfaces	EN-210137	Clariti Edge 10.1	Ethernet interfaces are switched after upgrading Azure Clariti Edge with three configured NICs.
Roster Voting	EN-211103	Clariti Core and Clariti Edge 10.1	Roster exceptions occurred during voting.

Category	Issue ID	Found in Clariti Component/ Release	Description
Security Settings	EN-212268	Clariti Core and Clariti Edge 10.1	Management ciphers can't be disabled from the Clariti Core or Clariti Edge system web interface.
SIP Settings	EN-205562	RealPresence DMA 10.0.0.8, 10.0.0.9	RealPresence DMA stopped listening on SIP/TCP port after SIP stack restarted due to SIP config change. SIP/TLS and SIP/UDP were unaffected.
System Performance	EN-210923	Clariti Core and Clariti Edge 10.1	After running for extended time period, Clariti Core and Edge become unresponsive and run slowly.
System Performance	EN-210552	Clariti Core and Clariti Edge 10.1	Clariti Core and Clariti Edge drop calls due to a missing heartbeat from Clariti App.
Video Conference Layout	EN-212075	Clariti Relay 1.0, Clariti App 1.0	Some participants can't see other participants in a conference with more than 16 participants.
Video Conference Layout	EN-212780	Clariti Relay 1.0.1, Clariti App 1.0.1	In the video layout of a Clariti App conference, the video cells of some participants display a loading video message.

Known Issues

The following table lists the known issues in this release of Poly Clariti Core, Poly Clariti Edge, and Poly Clariti Relay.

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.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Active Calls	EN-190992	10.0.0.5	The RealPresence DMA system web interface Active Calls page displays some previous H.323 calls that have ended as active calls.	
Alert History Page	EN-199151	10.1	Sorting by Start Time does not work on the Alert History page.	
Alert List Page	EN-205824	10.1	On the Alerts list page, help links don't work for some alerts.	
Alert Page	EN-201240	10.0.0.8	Sorting by Date & Time inside Alerts pane doesn't work.	

Category	Issue ID	Found in Release	Description	Workaround
API	EN-208976	10.1	The Rest API does not list on-going Jam (SVC) conferences.	
Backup and Restore	EN-208697	10.1	After restoring a backup file on Poly Clariti Core, the license count is 0 and licensing must be reenabled and licenses re-allocated on Poly Resource Manager.	
Backup and Restore	EN-208699	10.1	Clariti Core doesn't back up and restore the system ephemeral ports.	
Call Details	EN-187538	10.0.0.7	A signaling diagram in a RealPresence DMA edge system displays incorrect signaling in the call details for an outgoing call.	
Call Detail Records (CDRs)	EN-208670	10.1	The userData fields (userData A, B & C) in the CDR report are empty for the Poly EVO and SIP MRC calls that land on a Poly Clariti Relay MCU.	
Call End Reason	EN-195957	10.1	Call events shows reason Endpoint ended the call normally for failed cascade call.	
Call History Page	EN-208231	10.1	The Call History page in Poly Clariti Core and Poly Clariti Edge displays an error in alpha numeric characters in multiple lines.	
Call Originator	EN-206048	10.0.0.8	The RealPresence DMA core system displays an incorrect call originator.	
Clariti Relay Performance	EN-209076	1.0	Under certain heavy load conditions on Clariti Relay MCUs, higher call failure rate is sometimes experienced. Poly Clariti Core will continue to send calls to the Clariti Relay MCU with the call failures (typically, call disconnects aren't caused by reaching capacity limit).	In Poly Clariti Core, go to Monitoring > Active Calls or Reports > Call History . Search for failed calls to find the Poly Clariti Relay MCU that's experiencing call failures. Reboot the Poly Clariti Relay MCU.
Conference Management	EN-197441	10.1	If a call fails after a cascade connection has been established, Poly Clariti Core or Poly Clariti Edge retries once to reestablish the cascade connection.	

Category	Issue ID	Found in Release	Description	Workaround
Conference Template	EN-205383	10.0.0.8	When the content rate is set at 832kbps on a conference template, the content video replaces the people video of the content sender.	
Display Names	EN-205858	10.1	When a user configures a display name different from a login name, a single EVO client on a legacy MCU and other EVO endpoints shows different display names.	
High Availability	EN-197417	10.1	An unexpected HA failover occurs on a Poly Clariti Core system.	
Meeting Room Logging	EN-208123	10.1	After changing the logging on a Poly Clariti Relay MCU, Poly Clariti Core shows alert MCU_INVALID_CREDENTIALS {MCU_NAME=MRSVC_IPADDRESS}.	Delete the Poly Clariti Relay MCU from Poly Clariti Core.
Poly EVO Conferences	EN-209296	10.1	Non-Poly EVO clients (i.e., SIP MRC and AVC) can't unmute themselves once they're muted by a chairperson, or if the conference is set to mute on join.	To unmute, non-Poly EVO clients must drop the call and rejoin the conference.
Online Help	EN-208469	10.1	In the Poly Clariti Core and Poly Clariti Edge online help, the question mark link for Records Purge is broken.	
SVC Cascade	EN-207480	10.1	A conference terminates on a Poly Clariti Relay MCU when a chairperson leaves the conference, even though another chairperson still exists on the RMX side.	
SVC Cascade	EN-208692	10.1	The SVC cascade connection to a VMR fails if the address for Poly Clariti Relay is configured as an FQDN.	
System Web Interface	EN-210659		The Poly Clariti Core system web interface doesn't launch if the Poly EVO port is changed to 8080 or any other port between 1024 to 65535.	
TIP	EN-206850	10.1	Poly Clariti Core doesn't send TIP information from the conference template to Poly Clariti Collaboration Server.	
TURN Allocations Page	EN-203178	10.0	Sorting of Age and Expired in TURN Allocations doesn't work properly.	

System Constraints and Limitations

The following table lists limitations of Poly Clariti Core, Poly Clariti Edge, and Poly Clariti Relay, or other products, that may cause interoperability issues.

Interoperability Limitations

Product	Description	Workaround
Poly Clariti Relay	Under certain heavy load conditions on Clariti Relay MCUs, higher call failure rate is sometimes experienced. Poly Clariti Core will continue to send calls to the Clariti Relay MCU with the call failures (typically, call disconnects aren't caused by reaching capacity limit).	<ul style="list-style-type: none"> In Poly Clariti Core, go to Monitoring > Active Calls or Reports > Call History. Search for failed calls to find the Poly Clariti Relay MCU that's experiencing call failures. Reboot the Poly Clariti Relay MCU.
Poly Clariti Core and Poly Clariti Edge	SIP calls to any SIP endpoint or Video as a Service (VaaS) don't connect if the far-end endpoint requests an increase in bandwidth.	<p>Possible solutions:</p> <ul style="list-style-type: none"> Use total bandwidth limits for sites and site links in Poly Clariti Core and Poly Clariti Edge instead of bandwidth limits per-call. Reconfigure endpoints/VaaS service bandwidth limits to values like the bandwidth values set in Poly Clariti Core and Poly Clariti Edge. Re-evaluate the use of bandwidth limitations in the network and in Poly Clariti Core and Poly Clariti Edge.
Polycom RealPresence Group Series	When a RealPresence Group Series system is registered to Poly Clariti Core and Poly Clariti Edge and hosts an encrypted conference, Cisco C-series endpoints that are registered to Poly Clariti Core and Poly Clariti Edge and dial into the conference can't complete the SSL handshake with the RealPresence Group Series system's MCU.	Dial out from the RealPresence Group Series system to the Cisco endpoints.
Polycom HDX endpoints	A Polycom HDX endpoint using Poly Clariti Core or Poly Clariti Edge as its SIP registrar can't complete a point-to-point call to a Microsoft Lync or Skype for Business client.	In the Poly Clariti Core and Poly Clariti Edge systems, edit the Microsoft external SIP peer on the External SIP Peers page and enable the Postliminary feature.
Polycom HDX endpoints	You can use Polycom HDX endpoints with a Lync Server, but they don't support Skype for Business video conferencing.	

Product	Description	Workaround
Polycom HDX endpoints, Poly Trio	Poly Clariti Core and Poly Clariti Edge don't support H.264 high profile (HP) for SIP to and from H.323 calls.	
Sony, Radvision, Avaya, and Polycom VVX endpoints	In Poly Clariti Core and Poly Clariti Edge, the Terminate calls based on failed responses to IRQs call server setting is enabled by default, causing some Sony, Radvision, Avaya, and Polycom VVX endpoints to disconnect during conferences.	In Poly Clariti Core, disable the Terminate calls based on failed responses to IRQs call server setting.
Various endpoints	Poly Clariti Core and Poly Clariti Edge 6.4 or later don't support certificates with an RSA key size less than 1024 bits in length. Manufacturers of some endpoints have not yet enhanced their software to support more secure encryption. As a result, TLS connections made from Poly Clariti Core and Poly Clariti Edge to some endpoints no longer work.	
Cisco SX endpoints	When Cisco SX devices running CE 8.X software are registered to Poly Clariti Core or Poly Clariti Edge using SIP/TLS, SSL handshake failures between the Cisco SX and Poly Clariti Core or Poly Clariti Edge during establishment of SIP/TLS connections can result in call failures.	Add a certificate to the Cisco SX device and enable the certificate for use with SIP. See the <i>Cisco SX CE 8.X Administrator Guide</i> for additional details.
Microsoft Skype for Business and Polycom RealPresence Desktop	When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a point-to-point call, the call doesn't include video media. When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a VMR call, the call does include video.	As an alternative to a point-to-point call, if Skype for Business joins a VMR or RealConnect conference with RealPresence Desktop, the conference includes video.
Microsoft Skype for Business and virtual entry queues	On Poly Clariti Core and Poly Clariti Edge, virtual entry queues (VEQs) don't support direct dialing from Skype for Business clients into the RealPresence Platform.	
Microsoft Skype for Business and presence publishing	After editing a VMR in Poly Clariti Core, Skype for Business clients experience a delay in updating presence information.	

Get Help

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

Related Poly and Partner Resources

See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Poly Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Poly Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
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