



Poly Clariti Core 10.2, Poly Clariti Edge 10.2, and Poly Clariti Relay 1.1

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What's New

This release includes the following new features:

- [New License Service](#)
- [Poly RealPresence Clariti Renamed to Poly Clariti](#)
- [JITC Certification Testing](#)
- [Support for Clariti Ensemble SDK and WeMeet Server Integration](#)
- [Conference Customizations](#)

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- [Multistream Cascading](#)
 - [Support for Oracle Linux 8 Operating System](#)
 - [Clariti Relay Features](#)

New Licensing Service

Starting with this release, Poly Clariti Core and Poly Clariti Edge systems don't support CFS and Polycom Licensing Center. Poly Clariti Manager can no longer be used to license Poly Clariti Core and Poly Clariti Edge. The new Poly Clariti Licensing service uses the Poly Lens/Poly+ portal, so you must license your Poly Clariti Core and Poly Clariti Edge systems through Poly Lens.

Poly RealPresence Clariti Renamed to Poly Clariti

Poly Clariti, the key to hosting Poly private video conferencing, is an evolution of RealPresence Clariti to a single-licensed video-conferencing solution. In the coming year, Poly will offer current RealPresence Clariti customers the opportunity to update and elevate their RealPresence components to the new Poly Clariti versions.

Polycom RealPresence Resource Manager is renamed to Poly Clariti Manager. The name change is implemented in both the software user interface and in the relevant documentation.

Poly RealPresence DMA (Distributed Media Application) and Poly RealPresence DMA Edge are renamed to Poly Clariti Core and Poly Clariti Edge, respectively. Poly Clariti Manager user documentation uses Poly Clariti Core or Poly Clariti Edge as a general reference to Poly Clariti Core and/or Poly Clariti Edge.

JITC Certification Testing

The Joint Interoperability Test Command (JITC) has completed Cyber Security and Interoperability testing of Poly Clariti Core, Poly Clariti Edge, and Poly Clariti Relay. Certification is coming soon.

JITC is the U.S. Department of Defense's (DoD) non-service test agency for Information Technology (IT) and National Security Systems (NSS). JITC's main responsibilities are to test and certify that IT tools and vendor products meet strict security requirements and are interoperable per the standards and requirements set by the DoD.

Support for Poly Clariti Ensemble SDK and WeMeet Server Integration

WeMeet is a Poly business application that started with the innovative application base on mobile phone integrate with WeChat. It gradually developed into a web-based professional conference management and control software.

This release includes Poly Clariti Core and Poly Clariti Edge support for the Poly Clariti Ensemble SDK and WeMeet server, so WeMeet customers can control and schedule conferences through the Poly Clariti solution.

Conference Customizations

You can customize the splash screen and logo on the Poly Clariti App through Poly Clariti Core and Poly Clariti Edge. This enables you to put your company logo and banner message for meetings that you host.

Multistream Cascading

AVC/SVC gateway cascading enhances video layout for conference participants by supporting two-way, multi-stream cascading between Poly Clariti Relay and Poly RealPresence Collaboration Server.

In Poly Clariti Core or Poly Clariti Edge combination systems, gateway cascade mode is the default setting in the conference template for all Poly Clariti Relay conferences. For every AVC call into a VMR associated with the template and to an MCU pool with RealPresence Collaboration Server 8.10 or later, Poly Clariti Core or Poly Clariti Edge creates a unique conference on RealPresence Collaboration Server. RealPresence Collaboration Server cascades the conferences to Poly Clariti Relay.

The video layout experience for participants in gateway cascade conferences varies based on AVC or SVC calls and the version of RealPresence Collaboration Server.

Support for Oracle Linux 8 Operating System

Starting with this release, Poly Clariti Core and Poly Clariti Edge run on Oracle Linux 8.

Poly Clariti Relay Features

This release supports the following features for Poly Clariti Relay:

- Support for certificates
- Support for multiple NIC interfaces
- Security enhancements

Unsupported Features

Starting with this release, VPN tunnel and WebRTC/TURN are no longer supported.

Release History

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

Release History

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
10.2	3.9.0	Oracle Linux 8 OpenJDK 1.8.0.265 PostgreSQL 10.15-1	March 2022	New License Service Poly RealPresence Clariti Renamed to Poly Clariti Support for Clariti Ensemble SDK and WeMeet Server Integration Conference Customizations Multistream Cascading Support for Oracle Linux 8 Operating System Clariti Relay Features
10.1.0.3	3.8.0	CentOS 6.10 OpenJDK 1.8.0.265 PostgreSQL 10.15-1	January 2022	Maintenance release to resolve known issues.
10.1.0.2	3.8.0	CentOS 6.10 OpenJDK 1.8.0.265 PostgreSQL 10.15-1	December 2021	Content Resolution and Line Rate Enhancements for Factory Default Conference Template Poly Clariti App Upgrade Enhancements Clarification – Endpoint Provisioning Status in the System Web Interface Resolved some known issues
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

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
10.1	3.8.0	CentOS 6.10 OpenJDK 1.8.0.265 PostgreSQL 10.15-1	August 2021	<p>RealPresence DMA product name change to Poly Clariti Core and Poly Clariti Edge</p> <p>Signaling support for Poly Clariti Relay (via Poly Clariti Relay Control API)</p> <p>Management of Poly Clariti Relay from Poly Clariti Core system web interface</p> <p>Content snatching, content resolution support for Poly Clariti Relay conferences</p> <p>Cascade support between Poly Collaboration Server and Poly Clariti Relay</p> <p>Signaling support for SIP MRC endpoints</p> <p>Enhancements to high availability and superclustering to support Poly EVO signaling</p> <p>Signaling support for Poly Clariti App and Poly Clariti Roster</p> <p>Poly Clariti Roster control support (roster, chat, mute/un-mute, voting, hand-raising)</p> <p>Poly Clariti App management</p> <p>Poly EVO endpoint provisioning support in Poly Clariti Edge</p> <p>Poly EVO registration sharing, Poly EVO peers for Poly Clariti Edge</p> <p>Click-to-join support for Outlook plugin</p>
10.0.0.9	3.6.7	CentOS 6.10 OpenJDK 1.8.0.265 PostgreSQL 10.14-1	April 2021	<p>Conference participant counts ACLs in log archives</p> <p>Alert history file in log archives</p>
10.0.0.8	3.6.7	CentOS 6.10 OpenJDK 1.8.0.265 PostgreSQL 10.14-1	October 2020	<p>Online RealPresence DMA Deployment Wizard accessible in system web interface</p> <p>Factory ACLs no longer editable Resolved some known issues</p>
10.0.0.7	3.6.5	CentOS 6.10 OpenJDK 1.8.0.252 PostgreSQL 10.13-1	July 2020	<p>Support for Zoom conferencing</p> <p>Enhancements to Call History and Active Calls on core systems</p>

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
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
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

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
10.0	3.6.0	CentOS 6.10 OpenJDK 1.8.0_171 PostgreSQL 10.4	October 2018	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	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
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

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
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
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

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
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
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

<i>Release</i>	<i>API Release</i>	<i>System</i>	<i>Release Date</i>	<i>Features</i>
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

Security Updates

This release includes the following security-related changes:

- Fix for CVE-2021-44228 - A critical remote command execution (RCE) vulnerability in Apache Log4j

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

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.

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

<i>Poly Clariti Core and Poly Clariti Edge System Network Connections</i>	<i>Network Performance</i>
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 style="text-align: center;">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

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. To view the latest software for your product, see the [Current Intraoperability Matrix](#) at Poly Support.

Poly and Polycom Devices

Products Tested with This Release

<i>Product</i>	<i>Tested Versions</i>
Poly Clariti Core and Poly Clariti Edge	10.2
Poly Clariti Relay	1.1
Poly Clariti App and Poly Clariti Roster	1.1
Poly Clariti Workflow Lite	2.2
RealPresence Collaboration Server (RMX)	8.10
Poly Studio X50	3.9
Poly Studio X30	3.9
Poly G7500	3.9
RealPresence Group Series	6.2.2.8
RealPresence Desktop	3.11.5 (Win) 3.11.3 (Mac)
RealPresence Mobile	3.11.3

Third Party Systems and Endpoints

Endpoints

<i>Product</i>	<i>Tested Versions</i>
Cisco Unified Communications Manager (CUCM)	12.5.1

<i>Product</i>	<i>Tested Versions</i>
Cisco TelePresence IX5000	9.1.0.4
Cisco TelePresence SX80	9.13.1
Cisco TelePresence SX20	9.13.1
Cisco TelePresence SX10	9.13.1
Cisco DX80	9.13.1
Cisco DX70	9.13.1
Cisco Telepresence EX90	7.3.21

Hypervisor Environments for Virtual Edition

<i>Product</i>	<i>Tested Versions</i>
VMware® vSphere®	6.5, 6.7, 7.0.1
VMware vCenter® Server	6.5, 6.7, 7.0.1
Microsoft Hyper-V	Hyper-V host Windows version 8.0 (Windows Server 2016)
Kernel-based Virtual Machine (KVM)	1.5.3

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

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

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

<i>Maximum Capability</i>	<i>Polycom Rack Server 220/230, Poly Rack Server 240</i>	<i>Polycom Rack Server 630/640</i>
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
Total point-to-point concurrent calls per cluster	200	5000

<i>Maximum Capability</i>	<i>Polycom Rack Server 220/230, Poly Rack Server 240</i>	<i>Polycom Rack Server 630/640</i>
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 Servers Capabilities – Poly Clariti Edge and Poly Clariti Edge Combination

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 Servers– Poly Clariti Edge, Poly Clariti Edge Combination

<i>Maximum Capability</i>	<i>Polycom Rack Server 220/230, Poly Rack Server 240</i>	<i>Polycom Rack Server 630/640</i>
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.

Maximum Capabilities of Servers – Poly Clarit Relay

Maximum Number of Poly EVO/SIP MRC participants in a single conference using Clariti Relay is 300.

Trial Licenses

All new Poly Clariti Core and Poly Clariti Edge systems include a trial license for two concurrent calls. After you install purchased licenses, the trial license for two 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 four 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 Clariti Core and Poly Clariti Edge support imports of Hyper-V host Windows version 8.0 (Windows Server 2016) or newer. If you use an older version, you must deploy a new virtual machine and attach the virtual hard disk included in the import package.

Poly supports mixed virtual 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, make sure the profile of the VM is 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

<i>Component</i>	<i>Small Deployment</i>	<i>Medium-Large Deployment</i>
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

<i>Component</i>	<i>Small Deployment</i>	<i>Medium-Large Deployment</i>
Performance	200 concurrent calls Note: AWS deployment: Use instance type <code>t2.2xlarge</code> Azure deployment: Use instance type <code>F8s v2</code>	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>c4.4xlarge</code> Azure deployment: Use instance type <code>F16s v2</code>

Recommended VM Host Deployment Settings for Poly Clariti Workflow Suite Lite

<i>Component</i>	<i>Small Deployment</i>	<i>Medium-Large Deployment</i>
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 Note: AWS deployment: Use instance type <code>t2.large</code> Azure deployment: Use instance type <code>F2s v2</code>	Up to 1000 devices 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 10.2 (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 10.2 (see [Supported Upgrade Paths – RealPresence Access Director System](#)).

When you log into [Poly Clariti Support](#), you can download the 10.2 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 10.2*, *Poly Clariti Edge 10.2*, and *Poly Clariti Relay 1.1 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 10.2*, *Poly Clariti Edge 10.2*, and *Poly Clariti Relay 1.1 Getting Started Guide* for instructions on how to install and license your product.

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 and a RealPresence Access Director system from version 4.2.x to Poly Clariti Edge 10.2 at the same time, Poly recommends the following:

- 1 Upgrade your RealPresence DMA from version 9.0.x to version 10.0.0.8 with a core configuration. Next, upgrade version 10.0.0.8 to Poly Clariti Core 10.1. Then upgrade version 10.1 to 10.2 using the file that includes `*.convupg.bin` in the name.
- 2 Upgrade your RealPresence Access Director system from version 4.2.x to RealPresence DMA version 10.0.0.8 with an edge configuration. Next, upgrade version 10.0.0.8 to Poly Clariti Edge 10.1. Upgrade version 10.1 to 10.2.

Note the following:

- The upgrade history from upgrades prior to 10.1 to 10.2 doesn't get carried forward to 10.2.
- 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 10.2 or later, before installing or upgrading to RealPresence Collaboration Server, version 8.9.2 or later. RealPresence Collaboration Server 8.10 or later is required for multistream cascading.

Supported Upgrade Paths – Poly Clariti Core and Poly Clariti Edge

You can upgrade to version 10.2 only from Poly Clariti Core or Poly Clariti Edge version 10.1. 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 of Poly Clariti Core or Poly Clariti Edge.

If you upgrade a superclustered high availability system, all nodes must be running version 10.1 before upgrading one of the nodes to 10.2.

Do not perform a new installation of version 10.2 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 10.2.

Note: If you have a RealPresence DMA system running version 6.4.x that has two default territories and is integrated with Poly Clariti Manager, you must delete one of the territories before you upgrade to version 10.2. 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 Clariti 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 10.2. 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 10.2. 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 10.1.0.2

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>	<i>New License Required?</i>
5.0.x	→ 5.2.1	→ 6.2.2.2	→ 6.4.1.1	→ 9.0.1	Yes
5.1.x					
5.2.0					

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>	<i>New License Required?</i>
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	Yes
9.0.0.3			→ 10.0.0.8 or 10.0.0.9	→ 10.1	Yes
9.0.1.x			→ 10.0.0.8 or 10.0.0.9	→ 10.1	Yes
10.0.x			→ 10.0.0.8 or 10.0.0.9	→ 10.1	No
10.0.0.8 or 10.0.0.9				→ 10.1	Yes
10.1				→ 10.2	Yes

Upgrading RealPresence Access Director to Poly Clariti Edge

You can upgrade version 4.2.x of RealPresence Access Director to Poly Clariti Edge version 10.2. 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

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
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

Supported Upgrade Paths – RealPresence Access Director System

CAUTION: If your system ever ran a version of RealPresence Access Director older than 4.2.x and you migrated to RealPresence DMA Edge 10.0.x or Poly Clariti Edge 10.1, you can't upgrade to version 10.2. Instead, perform a fresh install of Poly Clariti Edge 10.2 from the ISO file.

If your RealPresence Access Director has only run version 4.2.x, the following table outlines the paths to upgrade to Poly Clariti Edge version 10.2.

Supported Upgrade Paths: RealPresence Access Director to Poly Clariti Edge Version 10.2

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>	<i>New License Required?</i>
4.2.x		→ 10.0.0.8 or 10.0.0.9	→ 10.1	Yes

<i>Current Version</i>	<i>Intermediate Upgrade</i>	<i>Intermediate Upgrade</i>	<i>Final Upgrade</i>	<i>New License Required?</i>
10.1			10.2	Yes

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
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	EN-211424	10.1	Persistent alert regarding Media Relay does not reflect the current status.
AWS	EN-217188	10.2	After upgrading from 10.1 to 10.2, system reverted to self signed certificate.
AWS	EN-216097	10.2	Unable to restore a 10.1.0.x backup after deploying a fresh 10.2 build.
Call Originator	EN-206048	10.0.0.8	The RealPresence DMA core system displays an incorrect call originator.
Call Server	EN-205383	10.0.0.8	When the content rate is set 832kbps on a RealPresence DMA conference template, the content video replaces the people video of the content sender.
Conference	EN-217222	10.2	Unable to schedule a call using outlook plugin through the Clariti Edge access proxy to the workflow server.
Conference	EN-215006	10.0.0.9	Call fails with Internal error after Poly Clariti Core and Edge receiving ARQ.
Conference	EN-214944	10.1.0.1	SIP MRC, audio dial in and cascade calls are having problems connecting to Clariti meetings when a VMR has a passcode enabled.
Conference	EN-213585	10.0.0.7	A system "Internal Error" occurred while trying to access MCU pool page. VMR calls are impacted.
Conference	EN-213584	10.1	Recording link for conference template is not displaying correctly on the Poly Clariti Core and Edge.
Conference	EN-213259	10.1	Media relay issues with Cisco endpoints dialing from Internet to Poly Clariti Core/RMX.

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
Conference	EN-210700	10.0.0.9	Poly Clariti Core and Edge call cannot connect to Poly Clariti Core and Edge VMR.
Conference	EN-209784	10.0.0.9	Postliminary on SIP peer seems to only work on the first outbound INVITE and not the following INVITES.
Conference	EN-200840	10.0.0.8	RMX dials out a call. The call resolves the proper dial rule on the Poly Clariti Core, but the Poly Clariti Core does not forward the SETUP message.
Conference Management	EN-209379	10.0.0.9	Poly Clariti Core and Edge incorrect calculate the bandwidth demand for the SIP P2P call of video capability phone (CCX 700) calling to non-video capability phone (V VX 150)- RCA required.
DNS	EN-210998	10.1	Poly Clariti Core and Edge mistakenly reports unexpected results from DNS.
HA	EN-206225	10.0.0.9	Poly Clariti Edge HA in failover state if one of two HA links disconnected
License	EN-211172	10.1	Clariti Roster App appears to be consuming a call license in Clariti Core, based on Call Server Active Calls pane on the dashboard.
System Web Interface	EN-211608	10.0.0.9	Some SIP calls are stuck on active call page.
System Web Interface	EN-209053	10.1	In Clariti Core, under Conference Room settings pane, the audio/mute on join settings are under Poly EVO Endpoint pane.
System Web Interface	EN-206287	10.0.0.9	Poly Clariti Core and Edge Shows physical instead of virtual IP in the registrar under MCUs.
TURN Allocations Page	EN-203178	10.0	Sorting of Age and Expired in TURN Allocations doesn't work properly.
UI	EN-214894	10.1	When an ACL rule is disabled, the Disable ACL Rule box does not change from Disable ACL Rule to Enable ACL Rule .
Upgrade	EN-217116	10.1.0.2	After upgrading Clariti Core and Clariti Edge to 10.1.0.2 from 10.0.0.9, registration script is failing.
Upgrade	EN-217155	10.1.0.2	Unable to provision RealPresence Desktop through the Clariti Edge after upgrade to 10.1.0.2.
Upgrade	EN-217122	10.2	Clariti Core upgrade from 10.1 to 10.2 fails. Gets stuck in rpp-control menu.

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>
Upgrade	EN-204725	10.0.0.9	The Eth1 auto negotiation link down after upgrade to 10.0.0.9.

Known Issues

This section identifies the known issues in this release.

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

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Alert Page	EN-201240	10.0.0.8	Sorting by Date & Time inside Alerts pane doesn't work.	
API	EN-215997	10.2	To delete a pool order with REST request, send a delete request "https://localhost:8443/api/rest/mcu-pool-orders/{value}" with query parameter type=name. A 408 Time-out error will be displayed. But the Pool order gets deleted from the Poly Clariti Core and Edge.	
Audit DB	EN-216428	10.0.0.9	The Audit DB becomes very big when they is a big number of VMRs under one user.	
AWS	EN-206727	10.1	RMX trying to register to DMA Combo box in AWS is getting Rejected with message: "Reject registration, there was a problem running the registration policy".	

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Azure	EN-220164	Clariti Relay 1.1	A Poly Clariti Media Relay newly installed in an Azure environment fails to connect to Poly Clariti Core if the FQDN includes an invalid character in the hostname.	When deploying Clariti Relay 1.1 in an Azure environment, if the Clariti Relay doesn't connect to Clariti Core, complete these steps: <ol style="list-style-type: none"> 1. Use the thinshell to change the hostname portion of the FQDN. 2. Change the hostname to meet the following requirements: <ul style="list-style-type: none"> • Must contain only valid characters: digits 0-9, upper and lowercase letters a-z, the dash "-" character • Must be 2-24 characters in length
Backup and Restore	EN-210889	10.0.0.8	Clariti Core and Edge nodes in supercluster do not restore configuration after network outage. The status on the remote cluster show "In service, Unreachable."	
Backup and Restore	EN-208699	10.1	Clariti Core doesn't backup 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-208834	10.1	The "userDataA" & "userDataC" fields of Calls CDR Report are empty for the VMR calls that dialed out to a participant.	
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 History	EN-210383	10.1	Call History fails with error: operation was aborted.	
Certificate	EN-217017	10.1	Proximo doesn't start up if a ECDSA certificate is uploaded to the Poly Clariti Core and Edge.	Do not upload ECDSA certificate.

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Conference	EN-217135	10.1	The rppuser initial configuration contains a null/empty conference room configuration.	
Conference	EN-216651	10.2	App user raised hand, disconnect, and dial back to conference, and still saw self as raised hand.	
Conference	EN-213619	10.1	Polls are sent to Roster parts, but they can't answer.	
Conference	EN-212776	10.0.0.8 10.0.0.9	Calls to CUCM via Clariti Edge are dropped with "481 - Call Leg/transaction does not Exist"	
Conference	EN-212723	10.2	Chat messages are missing.	
Conference	EN-210417	10.0.0.8 10.1	The Poly Clariti Core and Edge, while dialing out to a SIP peer (as an edge), doesn't handle the SIP 302 redirect correctly.	
Conference	EN-209679	10.1	The Poly Clariti Core and Edge shouldn't assess a penalty to a bridge when the reason for failed calls is "Max. Capacity".	
Conference	EN-202466	10.1	P2P unregistered calls fails and signaling diagram doesn't display all the messages that is required to debug the issue on failure.	
Conference	EN-199381	10.1	Poly Clariti Core and Edge is sending the notify with the endpoint role info set as *moderator* for each participant.	
Conference	EN-188998	10.0	RAS information messages are being sent from the private interface of the Edge to the Internet instead of public interface.	
Conference	EN-186029	10.1	H.323 Shared registration became Shared Inactive after changing the Clariti edge interface.	
Conference Content	EN-215294	Clariti Relay 1.1	In conferences with 40-50 active callers, AVC to SVC content degrades within 90 seconds. The issue is most visible when using RealPresence Desktop.	
Conference Management	EN-213472	10.1	User gets prompted for the chairperson passcode in a VMR, which is configured only with conference passcode.	

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
Conference Management	EN-214544	10.2	Editing a conference template should show what is saved in the database, rather than appropriate defaults for specific selections.	
Conference Management	EN-213504	10.1	Clariti App is able to join scheduled calls before the actual start time.	
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.	
Console	EN-217172	10.2	Console config save prompt does not appear when needed and appears when not needed.	
Console	EN-217069	10.2	After logging into console config, the default gateway was changed from ens160 to ens192. After reboot, ens160 was displayed on the GUI as the default gateway despite ens192 being the default gateway in the underlying configuration.	
CSR	EN-218542	10.2	Failed to generate certificate signing request (CSR) on MR if extension type <code>email</code> is added to SAN value.	
DHCP	EN-217167	10.2	DHCP overrides file is being used when the system is not configured for DHCP.	
DNS	EN-216748	10.2	On a supercluster, DNS lookups are being once or more per second for the other nodes of the supercluster.	
HA	EN-217714	10.2	The <code>config-proximo.xml</code> file gets wiped during Edge HA manipulation.	
HA	EN-217425	10.1.0.1	The <code>rppMonitor</code> aborts.	
HA	EN-215803	10.2	Hyper-V HA Edge node spontaneously rebooted.	
Heap	EN-216567	10.1.0.2	Active Alert : Server is operating in an impaired state due to Application error : Detected Full Garbage Collection pause longer than 5 seconds.	
Logs	EN-218983	Clariti Relay 1.1	Downloading logs succeeds only after multiple attempts.	

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
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.
Mute	EN-219288	Clariti Core and Edge 10.2 Clariti Relay 1.1	Bulk mute requests return a response exceeding max msg size of 64K.	
Network	EN-217201	10.2	802.1x authentication in OL8.	
Poly EVO Conferences	EN-213597	10.1	When Chairperson in Clariti App ends a call for all participants, AVC endpoints remain connected to RMX.	
Skype for Business	EN-216970	10.2	"Cannot connect to domain controller" alert observed whenever Poly conference contact is enabled in the presence publishing section of Clariti Core and Edge.	
System Web Interface	EN-217745	10.2	Using the EditRule UI does not allow you to create a third condition un-nested.	
System Web Interface	EN-217557	10.2	System allows two invalid chairperson configurations to be saved.	
System Web Interface	EN-217328	10.2	Active calls page removes call from the page even though call is still active.	
System Web Interface	EN-217212	10.2	Under SIP settings for a 10.2 edge, the fields for UDP/TCP in the chart are offset by one, beginning under the Certificate Authentication. Instead of saying "Not Required", these rows shift every input in the columns to the left by one column.	
System Web Interface	EN-217156	10.2	Formatting issue on pages throughout System Web Interface	
System Web Interface	EN-214313	10.0.0.5	MCU UI page Quarantine/Unquarantine usability issues.	
System Web Interface	EN-210659	10.1	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.	

<i>Category</i>	<i>Issue ID</i>	<i>Found in Release</i>	<i>Description</i>	<i>Workaround</i>
TIP	EN-206850	10.1	Poly Clariti Core doesn't send TIP information from the conference template to Poly Clariti Collaboration Server.	
Upgrade	EN-218416	10.2	Clariti App Custom Images need to be reloaded after Poly Clariti Core and Edge is upgrade.	
Upgrade	EN-217555	10.2	Unknown Alert 9999 shows up after upgrade to 10.2.0.0-465233.	
Upgrade	EN-217552	10.2	Unable to upgrade Poly Clariti Core and Edge when it is in non-FIPs mode.	
Upgrade	EN-217447	10.2	The <code>custom_background.webp</code> is overwritten after upgrade.	
Upgrade	EN-216774	10.1	MR config data does not sync up in Poly Clariti Core and Edge after loading a new build.	
Upgrade	EN-216605	10.2	Clariti Edge became unreachable after upgrade to 10.2.0.0-448965.	
Upgrade	EN-212556	10.1 10.2	After upgrade APP/Roster build, the Upgrade button should be hidden.	

System Constraints and Limitations

This section identifies the limitations and constraints when using this product.

Constraints

The following features are unsupported in this release:

- Any dialout (API and UI) of Poly EVO and SIP MRC calls
- Any dialout (API and UI) of SIP and H.323 endpoints from a conference initiated on a Poly Clariti Relay MCU.
- Point-to-point (direct dialing) Poly EVO calls
- Cascade between Poly Clariti Relay MCUs
- Cascade between Poly Clariti Relay to Poly RealConnect Teams Gateway
- Poly EVO/SIP MRC calls to Zoom or any other VaaS provider
- Bandwidth Limitation/Class of Service for Poly EVO and SIP MRC calls
- IVR (DTMF) for Poly EVO and SIP MRC calls
- ACLs for Poly EVO

- IPV6, NIC bonding, 802.1x with Clariti Relay MCU
- VPN tunnel configuration for Poly EVO and SIP MRC calls
- Multiple standalone Poly Clariti Core/Combination systems connecting to the same Poly Clariti Relay MCU

Limitations

Interoperability Limitations

Category	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.
Poly 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.
Poly RealPresence Group Series	When a RealPresence Group Series meeting participant connects through SIP MRC to a Clariti conference hosted on Poly Clariti Relay, the participant sees a black screen when a Poly Clariti App or Poly Clariti Roster meeting participant shares content. RealPresence Group Series doesn't decode 1080p content received from Poly Clariti Relay if the Advanced Video 1080P license isn't activated.	Enable the Advanced Video 1080P license for RealPresence Group Series.

<i>Category</i>	<i>Description</i>	<i>Workaround</i>
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.	
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	<p>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.</p> <p>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.</p>	
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	<p>When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a point-to-point call, the call doesn't include video media.</p> <p>When Microsoft Skype for Business and Polycom RealPresence Desktop are connected in a VMR call, the call does include video.</p>	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.	

Category	Description	Workaround
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.

- [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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