RELEASE NOTES 10.3.3 | August 2023 | 3725-76310-014

Poly Clariti Core and Poly Clariti Edge 10.3.3, Poly Clariti Relay 1.2.1

Contents

What's New

This release includes the following new features and provides important field fixes.

- Poly Clariti Relay Upgrade Option from Poly Clariti Core
- Support for Reestablishing Cascade Connections
- Support for Audio When Sharing Content in Poly Clariti App
- Poly Clariti Relay Placeholder Image for Muted SVC Meeting Participants

Poly Clariti Relay Upgrade Option from Poly Clariti Core

Poly Clariti Core 10.3.3 and Clarity Relay 1.2.1 versions support upgrading Poly Clariti Relay from the Poly Clariti Core system web interface. URL upgrades are available through HTTP, HTTPS, FTP, and SFTP. The URLs must be accessible from both Poly Clariti Core and Poly Clariti Relay. The upgrade option is visible in Poly Clariti Core 10.3.3 but disabled for Poly Clariti Relay versions prior to 1.2.1.

Support for Reestablishing Cascade Connections

In a conference template, if you select Cascade for the AVC/SVC cascade mode with AVC, SIP MRC and Poly SVC conferences, you can specify the number of times (0 to 5) Poly Clariti Core will attempt to reestablish a cascade link if it's disconnected.

Support for Audio When Sharing Content in Poly Clariti App

This version supports mic and content audio when content sharing in Poly Clariti App meetings.

Poly Clariti Relay Placeholder Image for Muted SVC Meeting Participants

In Poly Clariti App calls, a placeholder image for SVC meeting participants displays on AVC endpoints, enabling AVC participants to see when an SVC participant is video muted.

Other Changes in This Release

This release includes the following changes:

- Poly Clariti App no longer supports the feedback option.
- Analytic data collection is disabled by default.

Release History

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

Release History

Release	API Release	System	Release Date	Features
Poly Clariti Core and Edge 10.3.3 Clariti Relay 1.2.1	3.10.1	Oracle Linux 8.8 OpenJDK 11.0.19 PostgreSQL 12.11-2 Oracle 8.6-1.0.6	August 2023	Poly Clariti Relay upgrade option Support for reestablishing cascade connections Support for audio when sharing content in Poly Clariti App Poly Clariti Relay placeholder image for SVC participants
Poly Clariti Core and Edge 10.3.2 Clariti Relay 1.2	3.10.0	Oracle Linux 8.6 OpenJDK 11.0.17 PostgreSQL 12.11-2	April 2023	Fixed some known issues
Poly Clariti Core and Edge 10.3 Clariti Relay 1.2	3.10.0	Oracle Linux 8.6-1.0.6 OpenJDK 11.0.16.1.1-1 PostgreSQL 12.11-2	December 2022	Poly Clariti Workflow Lite configuration option Poly Clariti licensing enhancements FIPS-compliant certificates Microsoft Exchange deprecation Fixed some known issues
Poly Clariti Core and Edge 10.2.2.3 Clariti Relay 1.2	3.9.0	Oracle Linux 8.5-1 OpenJDK 11.0.14.0.9-2 PostgreSQL 12.9-1	August 2022	Fixed some known issues
Poly Clariti Core and Edge 10.2.2.2 Clariti Relay 1.2	3.9.0	Oracle Linux 8.5-1 OpenJDK 11.0.14.0.9-2 PostgreSQL 12.9-1	July 2022	Fixed some known issues
10.2.2.1	3.9.0	Oracle Linux 8.5-1 OpenJDK 11.0.14.0.9-2 PostgreSQL 12.9-1	June 2022	Includes Poly Clariti App 1.1.1
10.2.2	3.9.0	Oracle Linux 8.5-1 OpenJDK 11.0.14.0.9-2 PostgreSQL 12.9-1	June 2022	Fixed some known issues
10.2.1	3.9.0	Oracle Linux 8 OpenJDK 1.8.0.265 PostgreSQL 10.15-1	April 2022	Fixed some known issues

Release	API Release	System	Release Date	Features
10.2	3.9.0	Oracle Linux 8 OpenJDK 1.8.0.265 PostgreSQL 10.15-1	April 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

Release	API Release	System	Release Date	Features
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
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

Release	API Release	System	Release Date	Features
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

Release	API Release	System	Release Date	Features
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

Release	API Release	System	Release Date	Features
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

Security Updates

This release includes the following security-related changes.

Poly Clariti Core and Poly Clariti Edge

- Removed SHA1 algorithm for generation of certificate signing requests, certificate installation, and certificate restoration.

Poly Clariti Relay

- Disabled weak key exchange algorithms.
- Disabled weak hash-based message authentication codes.

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

Poly Clariti Core and Poly Clariti Edge System Network Connections	Network Performance
Between clusters of a Poly Clariti Core supercluster	• 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) **or** • 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	• 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	• Less than 200 ms round-trip latency • Less than 2 percent round-trip packet loss **Note:** Since this network carries only signaling traffic (the RTP stream goes directly from the endpoint to the MCU), bandwidth is not an issue.
Between a system and video endpoints – Poly Clariti Core, Poly Clariti Edge, and Poly Clariti Edge combination configurations	• 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	• 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

Product	Tested Versions
Poly Clariti Core and Poly Clariti Edge	10.3.3

Product	Tested Versions
Poly Clariti Relay	1.2.1
Poly Clariti App and Poly Clariti Roster	1.3
Poly Clariti Manager	10.11
RealPresence Collaboration Server (RMX)	8.10.2
Poly Studio X30	3.10
Poly G7500	3.10
RealPresence Group Series	6.2.2.9
RealPresence Desktop	3.11.8 (Windows) 3.11.8 (Mac)
RealPresence Mobile	3.11.8 (iOS) 3.11.8 (Android)

Third Party Systems and Endpoints

Hypervisor Environments for Virtual Edition

Product	Tested Versions
VMware® vSphere®	8.0.0
VMware vCenter® Server	6.7.0
Microsoft Hyper-V	Hyper-V host Windows version 8.0 (Windows Server 2012)
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

	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**
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]

	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
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

Install this release of Poly Clariti Core and Poly Clariti Edge, Appliance Edition, on the following Polycom or Poly 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 use. The following table lists the maximum capabilities of the Poly or Polycom Rack Servers running Poly Clariti Core.

Maximum Capabilities of 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

Maximum Capability	Polycom Rack Server 220/230, Poly Rack Server 240	Polycom Rack Server 630/640
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
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 RealPresence 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 10,800 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

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 of Servers – Poly Clariti Edge, Poly Clariti Edge Combination

Maximum Capability	Polycom Rack Server 220/230, Poly Rack Server 240	Polycom Rack Server 630/640
Registrations	2000	5000
Concurrent calls	200	1000
Throughput (Mbps)	700	700

Maximum Capabilities of Servers – Poly Clariti Relay

The maximum number of Poly EVO/SIP MRC participants in a single conference using Poly Clariti Relay is 900.

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, Poly Clariti Relay, and Poly Clariti Workflow Lite 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

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
Performance	200 concurrent calls **Note:** AWS deployment: Use instance type `t2.2xlarge` Azure deployment: Use instance type `F8s v2`	Poly Clariti Core: 5000 concurrent calls • 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: 900 concurrent calls **Note:** AWS deployment: Use instance type `c4.4xlarge` Azure deployment: Use instance type `F16s v2`

Recommended VM Host Deployment Settings for Poly Clariti Workflow 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

Component	Small Deployment	Medium-Large Deployment
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 `t2.large` Azure deployment: Use instance type `F2s v2`	Up to 1000 devices **Note:** AWS deployment: Use instance type `t2.xlarge` Azure deployment: Use instance type `F4s v2`

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 10.3.3 (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 10.3.3 (see Supported Upgrade Paths – RealPresence Access Director System).

CAUTION: Once you upgrade Poly Clariti Core or Poly Clariti Edge to 10.3.3, you can't roll back the software to 10.1.x.

Download Poly Clariti Core and Poly Clariti Edge Software

Log into your Poly Lens account to download the 10.3.3 software for a new installation or upgrade.

1. In Poly Lens, go to **Manage > Licensing > Clariti**.
2. Select **Product Catalog**.
3. Select **Clariti Core Edge**.
4. Select the software to download and save it on a local device.
   - Use the `*.full.bin` file to upgrade from 10.2.x or 10.3.x to 10.3.3.
   - Use the `*.convupg.bin` file to upgrade from 10.1.x to 10.3.3.

See Poly Clariti Support to download the following interim upgrade packages if needed:

- Version 10.1.x
- Versions prior to 10.1

See the *Poly Clariti Core and Poly Clariti Edge 10.3.3* and *Poly Clariti Relay 1.2.1 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 and Poly Clariti Edge 10.3.3* and *Poly Clariti Relay 1.2.1 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.

Note the following:

- The upgrade history isn't carried forward when upgrading from 10.1.x to 10.2.x. The upgrade history is carried forward when upgrading from 10.2.x and later to 10.3.3.
- 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 10.3.3 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.
- Starting in version 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.

If you upgrade a RealPresence DMA system from version 9.0.x to Poly Clariti Core or Poly Clariti Edge 10.3.3 and a RealPresence Access Director system from version 4.2.x to Poly Clariti Edge 10.3.3 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. Upgrade version 10.1 to 10.3.3 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 10.3.3 using the file that includes `*.convupg.bin` in the name.

Supported Upgrade Paths – Poly Clariti Core and Poly Clariti Edge

Upgrade to version 10.3.3 only from Poly Clariti Core or Poly Clariti Edge version 10.1 or 10.2.x. 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 10.3.3 of Poly Clariti Core or Poly Clariti Edge.

If you upgrade a superclustered high availability system, all nodes must be running version 10.1 or 10.2.x before upgrading one of the nodes to 10.3.3.

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.x, 10.1.x, 10.2.x, or 10.3.3. See **Software Releases Archive** 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 to upgrade to version 10.3.3. 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 10.3.3

Current Version	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade	New License Required?
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				→ 10.3.3	Yes
10.2.x				→ 10.3.3	Yes
10.3.x				→ 10.3.3	No

Upgrading RealPresence Access Director to Poly Clariti Edge

You can upgrade version 4.2.x of RealPresence Access Director to Poly Clariti Edge version 10.3.3. 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

Category	Issue ID	Found in Release	Description
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 10.3.3. Instead, perform a fresh install of Poly Clariti Edge 10.3.3 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 10.3.3.

Supported Upgrade Paths: RealPresence Access Director to Poly Clariti Edge Version 10.3.3

Current Version	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade	New License Required?
4.2.x		→ 10.0.0.8 or 10.0.0.9	→ 10.1	Yes
10.1			→ 10.3.3	Yes

Current Version	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade	New License Required?
10.2.x			→ 10.3.3	Yes
10.3.x			→ 10.3.3	No

Resolved Issues

This section identifies the issues resolved in this release.

Resolved Issues

Category	Issue ID	Found in Release	Description
Access Control Lists	EN-242970	10.1.0.2	An ACL import fails.
Access Control Lists	EN-233688	10.2.2.3	Unable to import ACL export.
Active Calls	EN-240506	10.3	Poly Clariti Core displays inaccurate registration status and originator registration name for an endpoint on the Active Calls page.
Alerts	EN-223001	10.3	License alert 3218 is generated every half hour and older alerts aren't deleted.
Alerts	EN-231479	10.3	Alert 5001 reports frequently.
APIs	EN-215997	10.2	After sending a REST request to delete an MCU pool order from Poly Clariti Core or Clariti Edge, a 408 time-out error displays, but the pool order is deleted.
APIs	EN-238258	10.3	Some APIs don't perform proper error handling.
APIs	EN-236566	10.2	After an API request for a participant list, Poly Clariti Core or Edge returns a list of VMR participants only when two of the supercluster nodes are queried.
Back Up and Restore	EN-241925	10.3	The Poly Clariti Core or Edge system web interface doesn't restart after restoring a configuration only backup.
Back Up and Restore	EN-208699	10.1	Poly Clariti Core doesn’t back up and restore the system ephemeral ports.
Back Up and Restore	EN-228571	10.3	When restoring a backup on Clariti Core/Edge, if the option to restore IP network, certificate and security is unchecked, the network service mappings are still restored.

Category	Issue ID	Found in Release	Description
Back Up and Restore	EN-242286	10.3.3	After selecting Backup Now on the Backup Settings Page, some field values are incorrect.
Call Detail Records	EN-208670	10.1	The userData fields (userData A, B and C) in the CDR report are empty for the Poly EVO and SIP MRC calls that land on Poly Clariti Relay.
Call Details	EN-228511	10.0.0.9	An error displays after selecting the Show Call Details check box.
Cascade Calls	EN-237808	10.2.2.3	Cascading for size fails due to not enough available video ports.
Call History	EN-226657	10.3	The Call History page displays an error in alpha numeric characters in multiple lines.
Certificates	EN-231804	10.3	Certificates with invalid extended key usage (EKU) shouldn’t be allowed to install.
Certificates	EN-228575	10.3	Clariti Core/Edge shouldn’t allow SHA1 generation of certificate signing requests and SHA1 installation of certificates.
Certificates	EN-241285	10.3	Unable to import a PFX certificate into Poly Clariti Edge.
Cisco Endpoints	EN-236817	10.2	Calls from Cisco devices are disconnected after 3 minutes and the response to an offerless INVITE from Cisco devices contains an incorrect media IP address in the session description protocol (SDP).
Conference	EN-202466	10.1	Point-to-point unregistered calls fail and the signaling diagrams don’t include all the relevant messages.
Conference	EN-199381	10.1	Poly Clariti Core or Clariti Edge sends a notification to all endpoints that each participant’s role is moderator.
Content Sharing	EN-239453	Clariti Relay 1.2	After an AVC endpoint snatches content from an SVC endpoint, then releases the content, the SVC-AVC cascade link is disconnected if other AVC or SVC endpoints try to share content.
Device Authentication	EN-241924	10.1.0.3	Poly Clariti Edge uses an incorrect IP address of an endpoint when H.323 device authentication is enabled.
Embedded DNS Service	EN-236850	10.2	Embedded DNS service isn't disabled after clearing the Enable Embedded DNS Service check box in the Poly Clariti Core and Edge system web interface.
FTP Backup	EN-238945	10.3	The Poly Clariti Core and Edge system web interface displays that an FTP backup was created and transferred but no backup is found on the FTP server.

Category	Issue ID	Found in Release	Description
FTP Backup	EN-238735	10.3	The Poly Clariti Core and Edge FTP backup configuration credentials don't accept the apostrophe (’) and backward slash (\) symbols.
FTP Backup	EN-239237	10.2.2.3	The Poly Clariti Core and Edge system web interface displays that an SFTP backup was created and transferred but no backup is found on the SFTP server.
H.323 Calls	EN-242246	10.3	Outbound H.323 content packets reach Poly Clariti Edge but the Edge doesn't forward the packets and a restart is required.
H.323 Calls	EN-242015	10.1.0.3	Endpoints lose H.323 registration and can't make H.323 calls.
High Availability	EN-242138	10.2.2.3	Poly Clariti Edge in an HA Active:Active configuration doesn't recover correctly after a network disconnect a manual restart is required.
High Availability	ECS-3903	10.3.2	Automatic log rolling for large logs causes a failover.
iOS Mobile Clients	EN-242201	Clariti Relay 1.2	The iOS client SDK can’t receive content and displays a black screen when two clients use different resolutions.
License	EN-232004	10.3	An unknown error displays on the Licensing page.
Log Files	EN-232805	Clariti Relay 1.1	Poly Clariti Relay doesn’t delete compressed downloaded log files that are more than three months old.
Login Sessions	EN-234400	10.3	The Login Sessions page in the system web interface displays incorrect values in the Age column.
MCUs	EN-241107	10.3	Poly Clariti Core doesn't reduce an MCU's score when calls to VEQ fail.
Poly Clariti App and Roster	EN-209256	Clariti App 1.1	Hand raises in a call aren't synchronized and an incorrect count of hand raises displays.
Poly Clariti App and Roster	EN-234074	10.3	A chairperson in a Clariti App call has muted audio and video after rejoining a Mute Lock conference.
Poly Clariti Relay	EN-231491	10.3	When adding a Clariti Relay without an IP address, an unclear error message displays.
Poly RealConnect	EN-240013	10.3	TLS calls to Poly RealConnect fail after upgrading Poly Clariti Core and Edge to 10.3.
Poly RealConnect	EN-242093	10.3.3	TLS calls to Poly RealConnect fail.

Category	Issue ID	Found in Release	Description
Poly RealPresence Collaboration Server	EN-237840	10.2.2.2	Poly Clariti Core doesn't create a cascade between Poly RealPresence Collaboration Server and Poly Clariti Relay.
Poly RealPresence Desktop	EN-243948	10.2.2.3	Poly RealPresence Desktop displays incorrect call participant counts.
Port Range Settings	EN-234447	10.3	Port range settings take 1-2 minutes to display after the pop-up window opens.
SIP Calls	EN-220711	10.3	A SIP call fails with incorrect call info status when mutual authentication is enabled in SIP settings and Skip validation of certificates for inbound connections or Allow port level configuration for mutual TLS authentication is unchecked.
SIP Calls	EN-243982	10.3.2	SIP calls fail on Poly Clariti Core and display a 503 service unavailable error.
SIP Calls	EN-243809	10.3.3	Intermittent encrypted SIP calls fail in Real Connect scenario on Poly Clariti Core and Edge and display a 502 bad gateway error.
SIP Calls	EN-237879	10.1.0.3	Poly Clariti Edge disconnects a SIP call and a subsequent update request fails.
Supercluster	EN-231359	10.3	When a node invites a different node to join a supercluster, the inviting node gets server internal error messages until the invited system restarts.
Syslog	EN-237552	10.2.2.3	Poly Clariti Core and Edge ignore a defined syslog port and instead use the default 514 port.
System Performance	EN-244041	10.3	High number of duplicate newlines exist in config-proximo.xml.
System Performance	EN-243332	10.3	Poly Clariti Core reports high heap memory usage and displays alert 3407.
System Performance	EN-243883	10.3	Poly Clariti Core systems still return their respective IP addresses to DNS queries when the proximo service is down.
System Performance	EN-243915	10.3.2	Poly Clariti Core reports high heap memory usage and displays alert 3407.
System Web Interface	EN-222526	10.3	The system web interface is missing two requirements for changing root and svcremoteuser passwords.
System Web Interface	ECS-1421	10.2.2.3	The Poly Clariti Core system web interface isn't accessible.

Category	Issue ID	Found in Release	Description
Upgrade	EN-228577	10.3	10.3 doesn't prevent downgrading using the 10.2 upgrade bin.
Upgrade	EN-239823	10.2.2.3	After upgrading a Poly Clariti Core or Edge system from 10.2.2.3 to 10.3, the system loses its previously assigned Lens license.
Upgrade	EN-243857	10.1	After upgrading to 10.3.2, the Clariti Core or Edge system web interface isn't accessible and the thin shell interface doesn't save the IP address configuration.

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

Category	Issue ID	Found in Release	Description	Workaround
Access Control Lists	EN-220045	10.1.0.3	On Poly Clariti Edge, use of the variables h323prov or sipprov to allow access to provisioned endpoints also allows anyone to register to the SIP server/H.323 gatekeeper as a guest if the registration originates from the same IP address.	
Access Control Lists	EN-227980	10.3	No alert displays when an ACL policy is configured, but the Clariti Core/Edge system can't build the policy.	
Access Control Lists	EN-227694	10.3	After upgrading, the order of two ACL rules in an ACL policy is switched, causing SIP/H.323 registrations to fail.	
Access Control Lists	EN-243289	10.3.3	Importing an ACL file on a freshly deployed Poly Clariti Edge server displays an error on the first attempt.	
Active Calls	EN-243892	10.3.3	The Active Calls page still displays an SVC cascade call, even after the SVC cascade link is disconnected.	

Category	Issue ID	Found in Release	Description	Workaround
APIs	EN-242294	10.3.3	A POST request in device API gets a 201 response with empty mandatory parameter.	
Appliance Edition Servers	EN-228574	10.3	The desktop management interface (DMI) table values are missing for some Dell PowerEdge servers.	
AVC-SVC Calls	EN-243753	10.2.2	Poly Clariti Core and Edge should continue to reject SVC calls after a conference is changed from AVC-only to AVC-SVC mixed mode.	
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 Clariti Relay doesn't connect to Clariti Core, use the thin shell to change the hostname in the FQDN to meet these requirements: • Must contain only valid characters: digits 0-9, upper and lowercase letters a-z, the dash "-" character • Must be 2-24 characters in length
Call Server Settings	EN-228572	10.3	The Destination Clariti Core hostname (SIP/H.323) field used for license and registration sharing doesn't include a last-resort DNS lookup to work with a DNS alias.	
Conference Management	EN-214544	10.2	When editing a conference template, system default values display instead of values saved in the database.	
Content Sharing	EN-240171	10.3.2	Content sharing and snatching fail between Poly endpoints and Skype for Business users in a Lync environment.	
DNS	EN-216748	10.2	On a supercluster, DNS lookups occur once or more per second for the other nodes of the supercluster.	
Gateway Devices	EN-228573	10.3	Clariti Core/Edge systems don't use link status to determine which NIC to set as the default gateway device.	

Category	Issue ID	Found in Release	Description	Workaround
High Availability	EN-228896	10.3	When multiple PTR DNS records point to a virtual address, Clariti Edge systems can't be configured for high availability.	
High Availability	EN-244796	10.3.2	When a new HA active-active system is deployed, the initial system starts with both virtual IP addresses attached to the one node.	
Hyper-V	EN-243991	10.3.3	After deploying a Windows 2016 Hyper-V system and configuring the Poly Clariti Core/Edge IP address from the console, pinging the IP address fails and the system web interface can’t be accessed.	
Password	EN-221924	Clariti Relay 1.2	Root and svcremoteuser password change fails when the console settings are off and error **Failed to change password** displays.	Configure Clariti Relay passwords before disabling the console or enabling FIPS mode.
Poly Clariti App and Roster	EN-213620	10.3	If a poll initiator drops out of a VMR and rejoins, no one, including the poll initiator, can end the poll.	
Poly Clariti App and Roster	EN-238215	10.3.3	In Poly Clariti App, a poll still displays after all participants have voted and the results are displayed to participants.	
Poly Clariti App and Roster	EN-213620	10.3.3	In Poly Clariti App, if a poll initiator leaves the call and rejoins, no one can end the poll, including the initiator.	
Presence Publishing for Skype	EN-238468	10.3.3	Enabling Presence Publishing for Skype displays an error while connecting with the domain controller, and endpoints receive a 404 (not found) error during a Lync call.	
Registration Sharing	EN-220362	10.3	Registrations are shared on Clariti Core from Clariti Edge even after the Clariti Edge's certificate is revoked and Skip Validation for inbound connections is unchecked.	
Role Permissions	EN-228570	10.3	In Clariti Edge, the auditor and provisioner roles lack permissions to access the default Access Proxy Usage dashboard pane.	
System Performance	EN-234075	Clariti Relay 1.2.1	A high memory usage alert (4051) occurs in VM-based deployments of Poly Clariti Relay.	

Category	Issue ID	Found in Release	Description	Workaround
System Web Interface	EN-217745	10.2	The edit ACL rule function in the Poly Clariti Edge system web interface doesn’t allow creation of an un-nested third condition.	
System Web Interface	EN-214313	10.0.0.5	Quarantining unregistered MCUs doesn’t work consistently but the system web interface doesn’t display feedback messages or errors to users.	
System Web Interface	EN-243258	10.3.3	In the system web interface, the DMA name displays instead of Poly Clariti Core or Edge in some places.	
System Web Interface	EN-243441	10.3.3	On a freshly deployed Poly Clariti Core or Edge using DHCP, the system web interface doesn't display the domain and DNS IP address in network settings.	
Upgrade	EN-217552	10.2	Unable to upgrade Poly Clariti Core or Clariti Edge when they are in non-FIPs mode.	
Upgrade	EN-243723	10.3.3	The default site is removed from Poly Clariti Core after upgrading.	
Video Layout	EN-225631	Clariti Relay 1.2	A black or frozen video cell for the active speaker displays for 2-3 seconds when a Group Series endpoint joins a conference with a Poly Clariti App participant as the active speaker.	

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).	• 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.	Possible solutions: • 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.

Category	Description	Workaround
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.
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	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 *Cisco SX CE 8.X Administrator Guide* for additional details.

Category	Description	Workaround
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 products or services, go to Poly Support.

Related Poly and Partner Resources

See the following sites for information related to this product.

- Poly Support is the entry point to online product, service, and solution support information. Find product-specific information such as Knowledge Base articles, Support Videos, Guide & Manuals, and Software Releases on the Products page, download software for desktop and mobile platforms from Downloads & Apps, and access additional services.
- The Poly Documentation 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.

- Poly Services help your business succeed and get the most out of your investment through the benefits of collaboration. Enhance collaboration for your employees by accessing Poly service solutions, including Support Services, Managed Services, Professional Services, and Training Services.
- With Poly+ you get exclusive premium features, insights and management tools necessary to keep employee devices up, running, and ready for action.
- Poly Lens enables better collaboration for every user in every workspace. It's designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.

Privacy Policy

Poly complies with applicable data privacy and protection laws and regulations. Poly products and services process customer data in a manner consistent with the Poly Privacy Policy. Please direct comments or questions to privacy@poly.com.

Open Source Software Used in This Product

This product contains open source software. You may receive the open source software from Poly up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Poly of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Poly by email at open.source@poly.com.

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