

Poly Clariti Manager

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What's New in This Release

Poly Clariti Manager 10.10.2.1 is a maintenance release that includes bug fixes only.

Note: Release 10.10.2.1 includes only an upgrade file. To upgrade to 10.10.2.1, your system must be at 10.10.2.

Security Updates

Please refer to the Poly Security Center for information about known and resolved security vulnerabilities.

Release History

The following table lists the release history of Poly Clariti Manager from version 10.0.0.

Release History

Release	API Release	System	Release Date	Features
10.10.2.1	3.2.7	Oracle Linux 8.5 Postgres 12.9-1 OpendJDK 11.0.13	July 2022	Bug fixes
10.10.2	3.2.7	Oracle Linux 8.5 Postgres 12.9-1 OpendJDK 11.0.13	June 2022	Amazon AWS distribution Bug fixes
10.10.1	3.2.7	Oracle Linux 8.5 Postgres 12.9-1 OpendJDK 11.0.13	April 2022	High Availability Geo-redundancy Azure distribution

Release	API Release	System	Release Date	Features
10.10	3.2.7	Oracle Linux 8.5 Postgres 12.9-1 OpendJDK 11.0.13	March 2022	Support for Oracle Linux 8 Poly RealPresence Clariti Renamed to Poly Clariti Enhancements on Real-Time Call Statistics Page Enhancements on Software Update Status Page Microsoft Azure Linux Agent for Azure Deployment Support for New Devices Feature Enhancements on Territory Feature Enhancements to Support Poly VideoOS Devices Log Enhancements Endpoint Status Enhancements
10.9.0.2	3.2.7	CentOS 6.10 Postgres 9.5.16 OpenJDK 1.8.0.201	March 2021	Support for UCS Endpoint Status Heartbeat Timer Configuration Support for Filtering Endpoints in Monitor View by Status Enhancements on Endpoint Call Quality Statistics Page Improved Accuracy of Endpoint Online or Offline Status Security Enhancements Bug Fixes
10.9.0.1	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	December 2020	Bug Fixes Support for Real-Time Call Statistics Support for CUCM Version 12 and Later Call Quality Statistics Log File
10.9	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	October 2020	Support for Amazon Web Services (AWS) and Microsoft Azure Deployments Support for Poly Rack Server R240 Support for Poly Trio C60 Support for Poly CCX 400 Business Media Phones Audio Licenses Used for Poly EagleEye Cube USB Camera, Poly Studio USB devices, and Polycom Pano Support for Poly Trio Visual+ or Poly Trio VisualPro Disconnectivity Alert
10.8	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	December 2019	Support for Polycom RealPresence Poly Studio X30 and X50 Support for Poly TC8 Support for Poly Trio 8300 Support for Poly CCX Business Media Phones Polycom Rack Server Shipments Updates

Products Tested with This Release

Poly products are tested extensively with a wide range of products. The following tables list the products that have been tested for compatibility with this release.

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

Note that the following list isn't a complete inventory of compatible equipment, but the products that have been tested with this release.

Hypervisor Environments for Virtual Editions

Product	Tested Versions
VMware vSphere Platform	7.0.3
Microsoft Hyper-V	2016

Poly Video Endpoints

Product	Tested Versions
Poly HDX	3.1.13, 3.1.14
Poly RealPresence Group Series (300, 310, 500, 550, and 700)	6.2.2.1, 6.2.2.7
Poly G7500	3.8, 3.9
Poly Studio X30 Poly Studio X50 Poly Studio X70	3.9

Poly UC Endpoints

Product	Tested Versions
Poly Trio 8800	7.2.0
Poly Trio 8500	7.2.0
Poly Trio 8300	7.0.1, 7.2.0

Poly Trio VisualPro	6.2.2.6
Poly VVX 501, VVX 601, VVX 450	6.3.1, 6.4.2
Poly CCX 400CCX 500, CCS 600, CCX 700	6.2.11

Endpoint Peripherals

Product	Tested Versions
Poly TC8	3.9

Poly Network Devices

Product	Tested Versions
Poly RealPresence Collaboration Server, Virtual Edition	8.9.0, 8.9.2
Poly Clariti Core and Poly Clariti Edge	10.0, 10.1, 10.2

Compatible Products

The following table lists Poly products and the third-party products that use standard, open protocols and Poly expects these products to be compatible with this release. The list isn't exhaustive but includes many products tested with previous versions of the Poly Clariti Manager system.

Virtual Environments for Virtual Editions

- VMware vSphere Platform
- Microsoft Hyper-V

Poly Network Devices

- Polycom Collaboration Server, Virtual Edition
- Polycom Collaboration Server (RMX) 1500/2000/4000 with MPMx
- Polycom Collaboration Server (RMX) 1800/2000/4000 with MPMrx
- Poly Clariti Core and Poly Clariti Edge
- Polycom VBP 7301

Poly Video Endpoints

- Polycom HDX
- Polycom RealPresence Debut
- Polycom RealPresence Centro
- Polycom RealPresence Group Series (300, 310, 500, 550, and 700)

- Poly G7500
- Poly Studio X30
- Poly Studio X50
- Poly Studio X70
- Polycom RealPresence Mobile

- Polycom RealPresence Desktop
- Polycom RealPresence Immersive Studio
- Polycom RealPresence OTX Studio
- Polycom CX5100
- Polycom CX5500

Poly Endpoint Peripherals

- Polycom RealPresence Touch
- Polycom Touch Control
- Polycom EagleEye Producer
- Polycom EagleEye Director
- Polycom EagleEye Director II
- Poly EagleEye Cube HDCI Camera

- Poly EagleEye Cube USB Camera
- Polycom Pano

Poly UC Endpoints

- Poly Trio 8800
- Poly Trio 8500
- Poly Trio 8300
- Poly Trio Visual+
- Poly Trio C60
- Poly Trio VisualPro
- Polycom SoundPoint IP 300/450/560/650/670
- Polycom SoundStation IP 5000/6000/7000
- Polycom SoundStation Duo
- Polycom SoundStructure VoIP Interface (with VOIP card)
- Polycom VVX 400/401/410/411
- Polycom VVX 500/501
- Polycom VVX 600/601
- Poly VVX 150
- Poly VVX 250
- Poly VVX 350
- Poly VVX 450
- Poly CCX 400
- Poly CCX 500
- Poly CCX 600
- Poly CCX 700
- Poly Studio USB

Third-Party Products

- Acme Packet Net-Net Enterprise Session Director
- Cisco Unified Communications Manager
- Lifesize Express 200
- Lifesize Team 200
- Lifesize Express 220
- Lifesize Team 220
- LifeSize Room 220
- Cisco TelePresence System SX80, SX20, SX10
- Cisco TelePresence System 1700 MXP
- Cisco TelePresence System Quick Set C90, C40, C20
- Cisco 150 MXP
- Cisco TelePresence System EX90
- Cisco TelePresence System SX20
- Cisco TelePresence MX200/MX300

System Constraints and Limitations

The Poly Clariti Manager system is available in either an Appliance Edition or a Virtual Edition.

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

- If you are using a Virtual Edition, verify that the system has enough RAM. You must create a new virtual machine with the required 16 GB of RAM and at least 160 GB of hard disk space.
- If you're using an Appliance Edition, you can use an R230, R240, or R640 server. These servers come with 16 GB RAM. The R220 server can support a maximum of 400 endpoints. See the [Polycom Server Replacement Migration Guide](#) on how to change servers.

Appliance Edition

You can install this version of Poly Clariti Manager, Appliance Edition on the following Poly servers:

- Polycom Rack Server 640 (R640)
- Polycom Rack Server 630 (R630)
- Polycom Rack Server 240 (R240) — deployments with 400 endpoints or less
- Polycom Rack Server 230 (R230) — deployments with 400 endpoints or less
- Polycom Rack Server 220 (R220) — deployments with 400 endpoints or less

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

Note: The maximum capacities depends on a variety of factors including but not limited to:

- SIP registration refresh timer
 - Call Statistics posting interval
 - Provisioning heartbeat
 - Line status updates
 - Directory lookups
 - Multiple address book usage
 - Software update requests
 - System API usage
-

Capability	Maximum for Polycom Rack Server 640 and 630	Maximum for Polycom Rack Server 240, 230, and 220
Users	250,000	2000
User groups	1000	10
Areas	No maximum	No maximum
Video and audio endpoints	Maximum number of licensed video endpoints (50,000) Maximum number of dynamically provisioned video endpoints (5000) Maximum number of managed audio phones (20,000)* Recommended audio devices and video endpoints (mixed deployment) is 10,000 audio/5,000 video	Maximum number of licensed video endpoints (400) Maximum number of dynamically provisioned video endpoints (200) Maximum number of managed audio phones (400) Recommended number of mix of audio devices and video endpoints (mixed deployment) is 200 audio/200 video

Capability	Maximum for Polycom Rack Server 640 and 630	Maximum for Polycom Rack Server 240, 230, and 220
Room entries	No limit, but if the system has more than 1000 room entries, it could experience user interface performance issues	No limit, but if the system has more than 400 room entries, it could experience user interface performance issues
Site entries	500	500
Number of supported instances/servers	50	20
Maximum number of images	5 The total size is under 8 GB If you have more than 5 images or the total size is larger than 8 GB, delete unused images	5 The total size is under 8 GB If you've more than 5 images or the total size is larger than 8 GB, delete unused images
Number of integrated Poly Clariti Core and Poly Clariti Edge systems or superclusters	1	1
Number of integrated MCUs	No maximum	No maximum
Maximum text message length that can be sent to a hard endpoint	100 characters	100 characters
Number of provisioning profiles	2000	20
Number of provisioning rules	1200	20
Number of displayed users in the Users page	500	500
Number of tiers in Address book	5	5
Number of Guest book entries	500	500
Number of User GUI login sessions per system and sessions per user	50 with 10 sessions per user	10 with 10 sessions per user
Calendar Connector proxy connections	200 RealPresence Group Series systems and 1000 RealPresence	10 RealPresence Group Series systems and 100 RealPresence

Capability	Maximum for Polycom Rack Server 640 and 630	Maximum for Polycom Rack Server 240, 230, and 220
	Mobile and/or RealPresence Desktop applications.	Mobile and/or RealPresence Desktop applications.

*This requires Polycom VVX phone software (version UCS 6.3.1.12010 rts56 P or later). You can provision 20,000 phones within an hour.

Supported Cluster Configurations for Appliance Edition

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

Two-server Redundant Configuration

	Polycom Rack Server 630 (R630)	Polycom Rack Server 640 (R640)	Polycom Rack Server 220 (R220)	Polycom Rack Server 240, 230, 220 (R240, R230, R220)
Polycom Rack Server 630 (R630)	Supported	Not Supported	Not Supported	Not Supported
Polycom Rack Server 640 (R640)	Not Supported	Supported	Not Supported	Not Supported
Polycom Rack Server 220 (R220)	Not Supported	Not Supported	Supported	Supported
Polycom Rack Server 230 (R230)	Not Supported	Not Supported	Supported	Supported

Virtual Edition

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

You can install Poly Clariti Manager, Virtual Edition on the following virtual environments:

- VMware: 6.0, 6.5, 6.7
- Microsoft Hyper-V: 2012 R2, 2016

Poly supports mixed Hyper-V/VMware environments, but Poly hasn't tested all configurations and combinations.

Host Installation Recommendations for Virtual Edition

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

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

Poly Clariti Manager Recommended Deployment Settings in a Virtual Environment

Component	Deployment Settings
Virtual Cores	8
CPU	16,000 MHz
Memory	16 GB
Storage	160 GB
Performance	Recommended maximum number of licensed video endpoints is 10,000 Recommended maximum number of managed audio phones is 10,000 Recommended maximum number of audio devices and video endpoints (mixed deployment) is 5000 audio/5000 video

Browser Requirements

Use one of the supported web browsers in the following table to administer a Poly Clariti Manager system on Windows PC. Poly recommends that you use Google Chrome for a better user experience.

Browser Requirement

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

Supported Microsoft Exchange

The Poly Clariti Manager Calendar Connector supports Microsoft Exchange Server 2013 15.0.516.032.

Install a Poly Clariti Manager 10.10.x System

See the *Poly Clariti Manager System Getting Started Guide* for instructions on how to install and license a Poly Clariti Manager 10.10.x system.

Migrate RealPresence Resource Manager to Poly Clariti Manager 10.10.x

Your RealPresence Resource Manager system must be at 10.9.x to get migrated to a Poly Clariti Manager 10.10.x system. In this case, migrate means backup, reimage, restore, and relicense.

If your RealPresence Resource Manager system is at an earlier version than 10.9.x, you must first upgrade it to 10.9.x (see [Upgrading an HA or non-HA System to 10.9.x](#)) before returning to this section to migrate it to 10.10.x.

To migrate, you have two options:

- [Migrating a Non-HA System from 10.9.x to 10.10.x](#)
- [Migrating an HA System from 10.9.x to 10.10.x](#)

Migrating a Non-HA System from 10.9.x to 10.10.x

You cannot upgrade from a RealPresence Resource Manager 10.9.x system to Poly Clariti Manager 10.10.x directly. You must migrate it by doing a backup, reimage, restore, and relicense of the system.

To migrate to Poly Clariti Manager 10.10.x:

- 1 Go to **Admin > Maintenance > Backup/Restore System Settings** and back up your system.
- 2 Install Poly Clariti Manager 10.10.x using the relevant image file for your platform (for example, use the .ova file in VMware environments). DO NOT USE the upgrade .bin file.
- 3 Install the Poly Clariti Manager license.
- 4 Go to **Admin > Maintenance > Backup/Restore System Settings** and restore the 10.9.x configurations on your Poly Clariti Manager 10.10.x.
- 5 Reinstall your certificate along with the private key, or regenerate your certificate with a new Certificate Signing Request (CSR).
- 6 Install the new endpoint definition file 1.10.0.

Migrating an HA System from 10.9.x to 10.10.x

You cannot upgrade from a High Availability (HA) RealPresence Resource Manager 10.9.x system to a Poly Clariti Manager 10.10.x system directly. You must migrate it by doing a backup, reimage, restore, and relicense of the system.

If you have a RealPresence Resource Manager system at an earlier version than 10.9.x, it must be upgraded to 10.9.x before it can be migrated to Poly Clariti Manager 10.10.x.

To migrate your HA from 10.9.x to 10.10.x:

- 1 Go to **Admin > Maintenance > Backup/Restore System Settings** and manually back up your primary node.
- 2 Install Poly Clariti Manager 10.10.x on your primary and secondary nodes using the relevant image file for your platform (for example, use the .ova file in VMware environments). DO NOT USE the upgrade .bin file.
- 3 Go to **Admin > Server Settings > Network** and configure the network settings (such as **Service Interface, Redundant Interface, Gateway, and DNS**) on both nodes.
- 4 Go to **Admin > Server Settings > System Time** and set the same system time for both nodes.
- 5 Go to **Admin > Management and Security > Certificate Management** and set up the certificates.
- 6 License Poly Clariti Manager on the primary node.
- 7 Go to **Admin > Maintenance > Backup/Restore System Settings** and restore the backup file on the primary node.
- 8 Go to **Admin > Management and Security > System Hardening** and enable **SSH Access** on both nodes.
- 9 After restoring from 10.9.x or earlier, go to **Admin > Maintenance > Update Endpoint Model**. Update the **Definition Endpoint Definition** file to 1.10.0.
- 10 Go to **Admin > Server Settings > Redundant Configuration** and configure the redundant options.

For more information, see the *Poly Clariti Manager Administrator Guide* at Poly Support.

Upgrade a Poly Clariti 10.10 System to 10.10.x

You can upgrade a Poly Clariti Manager system from 10.10 to 10.10.x directly. However, you must relicense your system. See the *Poly Clariti Manager Upgrade Guide* for instructions on how to upgrade your system. Contact Poly Support for relicensing information.

Note: Release 10.10.2.1 includes only an upgrade file. To upgrade to 10.10.2.1, your system must be at 10.10.2.

Upgrade an HA or non-HA System to 10.9.x

Poly Clariti Manager is a new product evolved from the RealPresence Resource Manager system product. You must upgrade a RealPresence Resource Manager system to 10.9.x before it can be migrated to Poly Clariti Manager 10.10.x.

IMPORTANT NOTES

- In this [Upgrading an HA or non-HA System to 10.9.x](#) section, we expect that your RealPresence Resource Manager system is at version 10.5 or above. Contact Poly Support for upgrade instructions if your Resource Manager system is at version 10.4 or below.

- To get your RealPresence Resource Manager system to version 10.9.x, you must do a series of incremental upgrades. Each upgrade version is required.

	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade
10.5 →	10.6 →	10.7 →	10.8 →	10.9.x

See the *Poly Clariti Manager Upgrade Guide* for instructions on how to perform these upgrades.

Once you've upgraded your RealPresence Resource Manager system to 10.9.x, you can now migrate your RealPresence Resource Manager system. Return to [Migrate to Poly Clariti Manager 10.10.x](#).

System Licenses

You must activate and validate licenses for the Poly Clariti Manager system before you can use the Poly Clariti Manager to manage your products.

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

Resolved Issues

The following table lists resolved issues in this release.

Issue Number	Description
EN-231245	Poly Clariti Manager can't get Threaddump or Heapdump.
EN-230328	You can't access Poly Clariti Manager local interface after running the system for a while.
EN-228567	Poly Clariti Manager can't provision the endpoints after a while.

Known Limitations

The following table lists known limitations that may be experienced when the Poly Clariti Manager system interoperates with other Poly products.

Known Limitations

Issue ID	Description	Workaround
EN-178918	RealPresence Group Series systems continue to display a meeting reminder on the screen every minute until the actual start time passes, even if you've already joined the meeting. This only affects RealPresence Group Series systems that are registered to the Poly Clariti Manager Calendar Connector.	None.
EN-89957	The Poly Clariti Manager system may fail to add the following instances by creating a new image with static IP: Poly Access Director instance Poly Clariti Core or Poly Clariti Edge instance Sometimes, you can add the instance, but the IP address of the instance in the Poly Clariti Manager system isn't same as the specified static IP.	Deploy the Poly Access Director .ova on a virtual machine, and then add the existing instance to Poly Clariti Manager.
EN-85432	After disabling the CBC ciphers on the Poly Clariti Manager system, Poly Clariti Manager fails to communicate with Poly Access Director.	None.
EN-59844	The Poly Clariti Manager system fails to provision VVX 1500 after integrating with Enterprise Directory by SMB version 2.0.	VVX 1500 doesn't support SMB version 2.0. Use SMB version 1.0.
EN-59501	Sometimes the software update status on the Poly Clariti Manager indicates that an update of a Pano system is in progress when it is not. This occurs when manually checking for updates from Poly Clariti Manager in the Pano system web interface.	None.
EN-218152	Sometimes, Poly Trio devices may fail to pull software updates from Poly Clariti Manager.	Set up a profile with below attributes and deploy it to the device: <code>device.set="1"</code> <code>device.prov.upgradeServer.set="1"</code> <code>device.prov.upgradeServer=""</code>

Known Issues

The following table lists known issues and suggested workarounds for Poly Clariti Manager 10.10.x.


Note: These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Category	Issue ID	Found in Release	Description	Workaround
Alert	EN-150531	10.4	Poly Clariti Manager may report a large number of LDAP failure alerts by mistake.	None.
Alert	EN-151647	10.4	Poly Clariti Manager reports an unnecessary IDSDetected alert every few months.	None.
Alert	EN-190040	10.8	Poly Clariti Manager data import fails with the prompt <i>The following records weren't loaded [local, temp2, RPDesktop, temp2, 110004] Error Reason [Invalid device type.]</i>	None.
Application	EN-135775	10.5	If you log in with your Active Directory account, you don't get an accurate display of failed login attempts.	None.
Application	EN-138778	10.4	Occasionally, you can't access the Poly Clariti Manager user interface if a database query is stuck.	None.
Conference	EN-167409	10.7	Point-to-point calls show as connected on the Poly Clariti Manager Conference > Monitor View page even after the call disconnects.	None.
Endpoint	EN-174804	10.8	Poly Clariti Manager fails to provision Poly Studio X30 and Poly Studio X50 using <code>homeScreen.backgroundImage</code> .	None.
Endpoint	EN-142624	10.3	Rebooting endpoints from their endpoint group may fail.	None.
Endpoint	EN-153544	10.6	(Version 10.6 and later, Phone Only) The Call Info section may show incorrect SIP call status.	None.
Endpoint	EN-212503	10.10	Poly Clariti Manager can't restart Cisco DX endpoints.	None.

Category	Issue ID	Found in Release	Description	Workaround
Endpoint	EN-218054	10.10	You can't delete configuration profiles from the Edit Endpoint page.	Clear your browser cache or use the browser incognito mode.
HA	EN-222528	10.10	When resetting redundant configuration, the error Could not reset redundancy appears even though the redundant configuration is reset correctly.	None.
HA	EN-222583	10.10	Sometimes, it takes up to 30 minutes to back up and reboot an HA node.	None.
Logs	EN-204158	10.9.0	Downloading all system Log files is interrupted after a while and the status shows Failed .	None.
Monitoring	EN-138833	10.5	Alerts aren't deleted from <i>readimanager.systemalerts</i> when you delete the alerts from the Poly Clariti Manager local interface. The alerts are only deleted from the <i>ca_core.alarm</i> table.	Delete the unwanted records in <i>readimanager.systemalerts</i> manually.
Monitoring	EN-199534	10.9.0.2	When a Poly Trio 8500 phone is paired with a Poly Trio Visual+ device, Poly Clariti Manager always shows the Trio Visual+ device status as offline on the Endpoint > Monitor View page, even when it's actually powered up.	None.
Network	EN-220182	10.10	Newly deployed Hyper-V machines can't obtain IP addresses via DHCP.	If you use DHCP for your Hyper-V installation, then you must log in to the thin shell using polycom/polycom and set the interface to static, reset it to DHCP and then reboot. Your machine then comes up using DHCP.

Category	Issue ID	Found in Release	Description	Workaround
Report	EN-220092	10.10	People Count isn't always generated in Reports on Poly Clariti Manager for Poly OS devices (Poly Studio X30, Poly Studio X50, Poly Studio X70).	None.
Restore	EN-217435	10.10	If you back up and restore an unlicensed Poly Clariti Manager, the restored data is incomplete.	Restart the VM with one of the following commands: reboot init 6 shutdown -r now
Restore	EN-217676	10.10	Entries for endpoint software packages from a backed-up Poly Clariti Manager are present on the restored Poly Clariti Manager local interface.	After the restore, delete the old software package entries manually from the Poly Clariti Manager local interface.
Security	EN-182302	10.6	Poly Clariti Manager version 10.6.0.2 has a vulnerability for denial of service.	None.
Site Topology	EN-146794	10.6	Poly Clariti Core or Poly Clariti Edge fails to download site topology from Poly Clariti Manager when you only specify the ISDN Number Range but don't set any values to the Digits in Call Line Identifier and Digits in Short Phone Number fields on the ISDN Number Assignment tab when editing a site.	Specify the fields on the ISDN Number Assignment tab correctly.
Starting up	EN-151397	10.3	After running Poly Clariti Manager for a long time with the same version, Poly Clariti Manager may fail to start up due to limited disk space.	Contact Poly PGS to clean up the server.
Upgrade	EN-165993	10.7	Poly Clariti Manager shows status for the phone as offline after the heartbeat times out while the phone is online.	Set <code>apps.statePolling.responseMode</code> to 0. Poly Clariti Manager doesn't support <code>apps.statePolling.responseMode = 1</code> .

Category	Issue ID	Found in Release	Description	Workaround
User Interface	EN-181809	10.9	After you reboot Poly Clariti Manager or reprovision Poly Trio Visual+ or Poly Trio VisualPro, Poly Clariti Manager fails to display the disconnection status of Poly Trio Visual+ or Poly Trio VisualPro.	Reboot Poly Trio.
User Interface	EN-188740	10.9	Though daisy-chained Poly Trio devices appear on the Endpoint >Peripherals view correctly, they always appear as offline in the Endpoint >Monitor view. They don't appear as a component of the primary device but as an additional primary device. Daisy-chained Trio 8500, Trio 8800, or Trio C60 systems may consume additional licenses.	None.
User Interface	EN-188741	10.9	Poly Trio Visual+ or Poly Trio VisualPro paired devices only appear in Endpoint Monitor view and not in Peripheral view.	None.
User Interface	EN-189083	10.9	In Endpoint > Monitor View , the Endpoint Name of Poly Trio VisualPro displays correctly as Trio VisualPro , but its model type displays incorrectly as Trio Visual+ .	None.
User Interface	EN-8451	10.0.0	If you change TLS Settings in Admin > Maintenance and Security , the System Restart Needed popup persists and you can't access the Dashboard page.	Reload the page (CTR + R) to access the Poly Clariti Manager login page. Then log into the local interface again.
User Interface	EN-218415	10.10	If you change the Provider on an endpoint's local interface after reprovision it from another Poly Clariti Manager system, the old Provider value still appears on the Endpoint > Monitor View page (in the Operating mode column). It should be the new value.	Reboot the PolyOS device.

Category	Issue ID	Found in Release	Description	Workaround
User Interface	EN-225884	10.10	If you change the Poly Clariti Manager hostname, the system requires you to generate a new certificate with the new hostname, then reboot the system. However, after the reboot, the hostname reverts back to localhost .	After changing network settings including the hostname, reboot the system first. Then go to Admin > Management and Security > Certificate Management to regenerate the certificate with the new hostname.
User Interface	EN-225539	10.10	Poly Clariti Manager 10.10 local interface doesn't display network settings details.	If you are doing a fresh installation of Poly Clariti Manager, use the thinshell to set a static IP address for it.
User Interface	EN-217246	10.10	When a Poly RealPresence Group Series system is in a P2P call, after a few minutes, the In a call  icon disappears from its entry in Endpoint > Monitor View and its connection status changes to Disconnected in the Conference > Monitor View page.	None.
Upgrade	EN-216594	10.10	If you attempt to upgrade Poly Clariti Manager using a .bin file whose filename has special characters (for example, ()), the upgrade fails.	Remove the special characters from the file name.
User Interface	EN-198650	10.9.0.2	In Endpoint > Monitor View , the Poly Trio Visual+ paired to a Trio phone displays with the dial string of Trio Visual+_serialnumber .	None.
User Interface	EN-196615	10.9.0	The statuses of unavailable or unplugged peripheral devices are shown incorrectly.	None.
User Interface	EN-220087	10.10	Clariti Manager shows Integrated icon for unintegrated Poly Clariti Core or Poly Edge systems.	None.
User Interface	EN-220175	10.10	Though you are connected to a Poly RealPresence Desktop application, it	None.

Category	Issue ID	Found in Release	Description	Workaround
			doesn't appear in the Call Info drop-down list in Conference > Monitor View .	
User Interface	EN-220022	10.10	After you restart or upgrade Clariti Manager, Poly VideoOS devices lost their SIP/Gatekeep registered status, and their peripheral device icons disappear.	None.

Get Help

For more information about installing, configuring, and administering Poly/Polycom products or services, go to the [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 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 Program](#) is an ecosystem 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 is designed to spotlight the health and efficiency of your spaces and devices by providing actionable insights and simplifying device management.