



Poly Clariti Core 10.1, Poly Clariti Edge 10.1, and Poly Clariti Relay 1.0

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What’s New in This Release

This release includes the following new features:

- [New Product Naming](#)
- [Poly Clariti Core and Poly Clariti Edge](#)
- [Poly Clariti Relay](#)
- [Poly Clariti App and Poly Clariti Roster](#)
- [Calls From RealPresence Desktop and RealPresence Group Series Endpoints](#)
- [Calls From Poly OS Endpoints](#)

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- [VPN Tunnel Deprecation](#)

New Product Naming

The Polycom RealPresence DMA system and product documentation have been updated to reflect some video infrastructure product name changes. Poly Clariti Core and Poly Clariti Edge are the new names for RealPresence DMA.

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

Poly Clariti Core and Poly Clariti Edge

Poly Clariti Core and Poly Clariti Edge provide a highly-scalable platform with reliable call signaling (registrar and call server), conference control, and media firewall/NAT traversal. Poly Clariti functionality significantly enhances the platform to include new Poly EVO signaling, Poly Clariti Relay management, signaling gateways between SIP MRC and Poly EVO, roster control APIs, SVC cascading between Poly Clariti Relay and Poly Collaboration Server (RMX) MCUs, and many other features. Poly Clariti Core or Poly Clariti Edge also serves as the web server for the Poly Clariti App and Poly Clariti Roster applications.

Version 10.1 of Poly Clariti Core and Poly Clariti Edge includes the following new features:

Feature
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

Feature

Click-to-join support for Outlook plugin
--

Analytics for Poly Clariti Solution, including support for Poly Clariti Relay analytics

Call reporting enhancements for Poly EVO and SIP MRC calls
--

Poly EVO VMR dialing

Lobby support (chairperson passcode and participant passcode)

Poly Clariti Deployment Wizard Support
--

Poly Clariti Relay

Poly Clariti Relay is a new highly-scalable, super-efficient, SVC-capable MCU that relays media streams to endpoints in a conference. Poly Clariti Relay integrates with Poly Clariti Core and Poly Clariti Edge version 10.1. Poly Clariti Relay supports the new Poly EVO signaling as well as SVC cascading with existing Poly Collaboration Server MCUs for interoperability with Poly and third-party endpoints.

You must configure Poly Clariti Relay MCUs in the Poly Clariti Core system web interface or the Poly Clariti Deployment Wizard.

Version 1.0 of Poly Clariti Relay includes the following features:

Feature

Clariti Relay control signaling

Management of Poly Clariti Relay from Poly Clariti Core system web interface
--

Poly EVO media session

High capacity - target 1000 ports for large MCU size
--

H.264 video codec support

Content snatching, multiple content resolution rates
--

Audio codecs: Opus, Siren LPR, Siren LPR Scalable

Media encryption

Lobby support

Cascade support between Poly Collaboration Server and Poly Clariti Relay
--

Signaling support for Poly EVO and legacy SIP MRC

Virtual deployments: AWS, Azure, VMware, Hyper-V, KVM

Feature
Analytics
Poly Clariti Roster control support (including change participant permissions)
QoS support (tagging)
Poly Clariti Deployment Wizard Support

Poly Clariti App and Poly Clariti Roster

Poly Clariti App and Poly Clariti Roster are new, modern, browser-based collaboration clients (using WebRTC and the new Poly EVO signaling) that provide a feature-rich user experience. Poly Clariti App and Poly Clariti Roster deliver high-quality video, audio, and content sharing, roster control, chat, polling, hand raising, and many other features. Poly Clariti App and Poly Clariti Roster are packaged and deployed via Poly Clariti Core or Poly Clariti Edge.

Calls From RealPresence Desktop and RealPresence Group Series Endpoints

Video Calls

When RealPresence Desktop and RealPresence Group Series endpoints make SIP video calls to a VMR, Poly Clariti Core launches the calls on a Poly Clariti Relay MCU using SIP MRC (SVC).

Poly Clariti Core launches all calls from other endpoints, and all H.323 calls, on a Poly Collaboration Server.

If different endpoint models must be on the same call, both a Poly Collaboration Server and a Poly Clariti Relay MCU must be in the same MCU pool so that SVC cascading can occur. All conference participants see the active talker only video layout.

Audio-only Calls

When RealPresence Desktop endpoints make SIP audio-only calls to a VMR, Poly Clariti Core launches the calls on a Poly Clariti Relay MCU (if one is available).

When RealPresence Group Series endpoints make SIP audio-only calls to a VMR, Poly Clariti Core launches the calls on a Poly Collaboration Server. RealPresence Group Series audio calls aren't compatible with Poly Clariti Relay and must be managed by a Poly Collaboration Server. If a RealPresence Group Series audio call joins a conference being managed by a Poly Clariti Relay MCU and has a Poly Collaboration Server to support the audio, a cascade link is established to the Poly Clariti Relay MCU to provide a single call experience.

Calls From Poly OS Endpoints

Poly Clariti Core launches all SIP and H.323 calls from Poly OS endpoints with AVC on a Poly Collaboration Server.

Poly OS endpoints include the following:

- X50
- X30
- G7500

Poly OS endpoints will support Poly EVO signaling with the next Poly OS release.

VPN Tunnel Deprecation

Poly Clariti Edge 10.1 doesn't support VPN tunnel configurations for Poly EVO signaling calls. Also, the VPN tunnel configuration for SIP and H.323 calls will be deprecated in an upcoming release. Poly recommends that you discontinue the use of VPN tunnel configurations and migrate to other Poly Clariti Edge configurations.

Security Updates

This release includes the following security updates.

Security Updates

Description	CVE Number(s)
Updated Java, Standard Edition	CVE-2020-14556
	CVE-2020-14593
	CVE-2020-14577
	CVE-2020-14578
	CVE-2020-14579
	CVE-2020-14583
Implemented BIND security updates	CVE-2020-8617
	CVE-2020-8616

Please see the [Security Center](#) for the security advisories, bulletins, and related acknowledgments and recognition.

Release History

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

Release History

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 Bug fixes
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 Bug fixes
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 Bug fixes
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 Bug fixes
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 fix issues
10.0.0.1	3.6.0	CentOS 6.10 OpenJDK 1.8.0_171 PostgreSQL 10.4	December 2018	Maintenance release to fix 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	<ul style="list-style-type: none"> Access proxy Access Control Lists (ACLs) Integration with multiple Polycom® ContentConnect™ systems Support for ContentConnect High Availability and geo-redundancy Clariti VMR licensing and local burst Edge services High Availability (active-active) Immersive Telepresence (ITP) layout (new) Media traversal MCU conference thresholds NAT Registration sharing from edge to core Pooled conference name synchronizing from the RealPresence Resource Manager system to RMX TURN services TIP version 8 support VPN tunnel
9.0.1	3.5.2	CentOS 6.9 OpenJDK 1.8.0_151 PostgreSQL 9.6.6	January 2018	<ul style="list-style-type: none"> Load balancer to support multiple Polycom ContentConnect systems Security updates Bug fixes
9.0.0.3	3.5.1	CentOS 6.9 OpenJDK 1.8.0_131 PostgreSQL 9.6.3	November 2017	<ul style="list-style-type: none"> Maintenance release to fix issues
9.0.0.2	3.5.0	CentOS 6.9 OpenJDK 1.8.0_131 PostgreSQL 9.6.3	August 2017	<ul style="list-style-type: none"> 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 Bug fixes

Release	API Release	System	Release Date	Features
6.4.1.8	3.4.6	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	December 2017	Maintenance release to fix issues
6.4.1.7	3.4.5	CentOS 6.7 OpenJDK 1.8.0_77 PostgreSQL 9.5.2	September 2017	Maintenance release to fix 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 fix 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 fix issues
6.4.1.4	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	June 2017	Maintenance release to fix issues
6.4.1.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	December 2016	Maintenance release to fix issues
6.4.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	September 2016	Maintenance release to fix issues
6.4.0.1	3.4.0	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	September 2016	Maintenance release to fix 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

Release	API Release	System	Release Date	Features
6.3.2.4	3.1.3	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4		Maintenance release to fix issues
6.3.2.3	3.1.3	CentOS 6.7 OpenJDK 1.8.0 PostgreSQL 9.4.4	July 2016	Maintenance release to fix issues
6.3.2.2	3.1.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	May 2016	Maintenance release to fix issues
6.3.2.1	3.1.2	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	April 2016	Maintenance release to fix 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 fix issues
6.3.1.1	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	February 2016	Maintenance release to fix issues
6.3.1	3.1.0	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.4.4	December 2015	Maintenance release to fix issues
6.3.0.2	2.7.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	September 2015	Maintenance release to fix issues
6.3.0.1	2.7.3	CentOS 6.6 OpenJDK 1.8.0 PostgreSQL 9.3	August 2015	Maintenance release to fix issues

Release	API Release	System	Release Date	Features
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 fix issues
6.2.2.1	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	September 2015	Maintenance release to fix issues
6.2.2	2.6.3	CentOS 6.6 Java 8u5 PostgreSQL 9.3	August 2015	Maintenance release to fix issues

Products Tested with This Release

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

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

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

Poly and Polycom Devices

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

Products Tested

Product	Tested Versions
Poly Clariti Core and Poly Clariti Edge	10.1
Poly Clariti Relay	1.0
Poly Clariti App and Poly Clariti Roster	1.0
RealPresence Collaboration Server/RMX	8.9.2
Poly Studio X50	3.5.0
Poly Studio X30	3.5.0
Poly G7500	3.5.0
RealPresence Group Series	6.2.2.6
RealPresence Desktop	3.11.3
RealPresence Mobile	3.11.3

System Requirements

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

Hardware Requirements

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

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

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

Software Requirements

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

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

Network Performance Requirements

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

Network Performance Requirements

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

System Capabilities

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

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

- If you use the Virtual Edition, you need to create a new virtual machine (VM) with the required 16 GB of RAM and at least 146 GB of hard disk space.
- If you use the Appliance Edition, you must use a Polycom Rack Server R630 or R640, or a combination of two servers (see [Supported High Availability Cluster Configurations](#)). These servers come with 16 GB RAM.

Note: Poly supports this version of Poly Clariti Core and Poly Clariti Edge software when installed on a Polycom Rack Server R620 (with 16 GB RAM), but recommends that you upgrade your server to

a Polycom Rack Server R640. Support for the Polycom Rack Server R620 will end soon in a future software release. If you have a RealPresence Access Director R620 server, v2 or v3 (shipped from January 2013 through June 2014), you must perform a new installation of this version of Poly Clariti Edge software on the server. RealPresence Access Director R620 servers cannot be upgraded.

Supported High Availability Cluster Configurations

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

Supported Two-System Combinations for High Availability Configuration

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

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

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

Appliance Edition

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

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

- Polycom Rack Server 230 (R230) – deployments with 200 or fewer licensed concurrent calls
- Poly Rack Server 240 (R240) – deployments with 200 or fewer licensed concurrent calls

Maximum Capabilities of Servers – Poly Clariti Core

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

Maximum Capabilities for Servers – Poly Clariti Core

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

Maximum Capability	Polycom Rack Server 220/230, Poly Rack Server 240	Polycom Rack Server 630/640
Number of participants per VMR for each Poly Collaboration Server	180 (includes 10 ports reserved for cascading) ²	180 (includes 10 ports reserved for cascading) ²

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

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

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

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

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

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

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

Trial Licenses

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

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

Virtual Edition

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

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

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

Host Installation Guidelines

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

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

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

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

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

Component	Small Deployment	Medium-Large Deployment
Virtual Cores	6	12
Min. CPU Speed	2.4 GHz	2.4 GHz
Total Required GHz	14.4 GHz	28.8 GHz
Min. CPU Family	Haswell	Haswell
Memory	16 GB	16 GB
Storage	146 GB	146 GB
Random IOPS	110 total	210 total
Performance	200 concurrent calls	<p>Poly Clariti Core: 5000 concurrent calls</p> <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 <p>Poly Clariti Edge and combination systems: 1000 concurrent calls</p> <p>Poly Clariti Relay: 1000 concurrent calls</p>

Component	Small Deployment	Medium-Large Deployment
	<p>Note</p> <p>AWS deployment: Use instance type t2.2xlarge</p> <p>Azure deployment: Use instance type D8d v4</p>	<p>Note</p> <p>AWS deployment: Use instance type c4.4xlarge</p> <p>Azure deployment: Use instance type F16s v2</p>

Recommended VM Host Deployment Settings for Poly Clariti Workflow Suite Lite

Component	Small Deployment	Medium-Large Deployment
Virtual Cores	2	4
Min. CPU Speed	2.4 GHz	2.4 GHz
Total Required GHz	4.8 GHz	9.6 GHz
Min. CPU Family	Haswell	Haswell
Memory	8 GB	16 GB
Storage	146 GB	146 GB
Random IOPS	110 total	110 total
Performance	Up to 500 devices	Up to 1000 devices
	<p>Note</p> <p>AWS deployment: Use instance type t2.large</p> <p>Azure deployment: Use instance type D2d v4</p>	<p>Note</p> <p>AWS deployment: Use instance type t2.xlarge</p> <p>Azure deployment: Use instance type D4d v4</p>

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 RealPresence DMA system software to Poly Clariti Core or Poly Clariti Edge, version 10.1 (see [Supported Upgrade Paths – Poly Clariti Core and Poly Clariti Edge](#)). You can also upgrade the RealPresence Access Director system to Poly Clariti Edge, version 10.1 (see [Supported Upgrade Paths – RealPresence Access Director System](#)).

When you log into [Poly Clariti Support](#), you can download the 10.1 upgrade package and any interim upgrade packages you need for both the Appliance Edition and Virtual Edition.

Note: Starting in 10.0.0.8, users can't edit a default factory access control list (ACL). If you revised a factory ACL prior to version 10.0.0.8 and want to keep the changes, you must copy the factory

ACL to a new ACL before you upgrade to 10.0.0.8 or later. If you don't create a copy of the factory ACL prior to upgrading, you must add a new ACL with your changes after the upgrade.

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

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

Supported Upgrade Paths – Poly Clariti Core and Poly Clariti Edge

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

If you upgrade a superclustered high availability system, all nodes must be running version 10.0.0.8 or higher before upgrading one of the nodes to 10.1.

Do not perform a new installation of version 10.1 and then restore a backup of a non-supported version. You must upgrade a non-supported version to one of the supported versions before upgrading to 10.1.

Note: If you have a RealPresence DMA system running version 6.4.x that has two default territories and is integrated with a Poly Resource Manager system, you must delete one of the territories before you upgrade to version 10.1. If you upgrade without deleting one of the default territories, the Poly Clariti Core system displays an error when you attempt to change some user settings. To resolve the error, remove your integration with the Poly Resource Manager system, then reintegrate.

Your upgrade to version 9.0.1 or 10.0.0.x may be blocked if you are running one of the following versions of RealPresence DMA on a Polycom Rack Server 630 (R630). In this case, you must install `DELL-HW-Utility.bin` before upgrading to 9.0.1, 10.0.0.x, or 10.1. See **Software** at [Poly Clariti Support](#) to download the file.

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

The following table outlines the supported paths you can use to upgrade to version 10.1. 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

Current Version	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade	New License Required?
5.0.x 5.1.x 5.2.0	→ 5.2.1	→ 6.2.2.2	→ 6.4.1.1	→ 9.0.1	Yes
5.2.1 5.2.2.x 6.0.x		→ 6.2.2.2	→ 6.4.1.1	→ 9.0.1	Yes
6.1.x 6.2.x 6.3.x			→ 6.4.1.1	→ 9.0.1	Yes
6.4.0.x 6.4.1 6.4.1.1 6.4.1.2				→ 9.0.1	Yes
6.4.1.3 6.4.1.4 6.4.1.5 6.4.1.6 6.4.1.7			→ DELL-HW Utility (only if using Polycom R630 server)	→ 9.0.1	Yes
6.4.1.8				→ 9.0.1	Yes
9.0.0 9.0.0.1 9.0.0.2	→	DELL-HW Utility (only if using Polycom R630 server)	→ 10.0.0.8 or 10.0.0.9	→ 10.1	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

Supported Upgrade Paths – RealPresence Access Director System

The following table outlines the supported path you can use to upgrade RealPresence Access Director to Poly Clariti Edge version 10.1.

Supported Upgrade Paths: RealPresence Access Director to Poly Clariti Edge Version 10.1

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

Upgrading Poly Clariti Core and Poly Clariti Edge

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

If you upgrade a RealPresence DMA system from version 9.0.x to Poly Clariti Core or Poly Clariti Edge 10.1 and a RealPresence Access Director system from version 4.2.x to Poly Clariti Edge 10.1 at the same time, Poly recommends the following:

- First, upgrade your RealPresence DMA from version 9.0.x to version 10.0.0.8 with a core configuration. Then upgrade version 10.0.0.8 to Poly Clariti Core 10.1.
- Next, upgrade your RealPresence Access Director system from version 4.2.x to RealPresence DMA version 10.0.0.8 with an edge configuration. Then upgrade version 10.0.0.8 to Poly Clariti Edge 10.1.

Note the following:

- RealPresence Access Director, version 4.2.x, operates with Poly Clariti Core (version 10.0 or later).
- Poly Clariti Edge (version 10.0 or later) doesn't operate with any older versions of the RealPresence DMA system.
- In a Poly Clariti environment, install or upgrade to Poly Clariti Core or Poly Clariti Edge in a combination configuration, version 10.1 or later, before installing or upgrading to RealPresence Collaboration Server, version 8.9.2 or later.

Upgrading RealPresence Access Director to Poly Clariti Edge

You can upgrade version 4.2.x of RealPresence Access Director to Poly Clariti Edge version 10.1. A new license is required.

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

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

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

Media Traversal Dynamic Source Ports

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

Resolved Issues

The following table lists the issues resolved in this release.

Resolved Issues

Category	Issue ID	Found in Release	Description
Active Directory	EN-140064	9.0.1.5	The RealPresence DMA system reports that an Active Directory user's conference rooms exist but doesn't display the rooms on the User > Users page of the system web interface.
Access Control Lists	EN-128836	10.0.x	When using Internet Explorer to access the system web interface, a RealPresence DMA edge system doesn't save the custom variable values that can be added to ACL Variables.
Access Control Lists	EN-151600	10.0	An ACL export produces a 500 internal error when an ACL rule is created that's missing a sip user agent.
Alert	EN-206324	10.0.0.9	Alert shows the wrong MCU capacity.
API	EN-202012	10.0	In a cascade for size conference, when using the API command <code>mute-all-except-chair</code> , RealPresence DMA does not mute parties after cascading the VMR to another Poly Collaboration Server.
API	EN-154123	10.0.0.4	When using the RealPresence API to dial out with SIP, the terminal prompts for a PIN.

Category	Issue ID	Found in Release	Description
API	EN-130890	9.0.1	The RealPresence DMA system has replication delays caused by excessive API updates from the Workflow server.
Backup	EN-149790	10.0	Users can't create a full DMA backup if an IVR prompt set filename has a space in it.
Backup and Restore	EN-156465	10.0	The RealPresence DMA proximo service doesn't load if you restore a backup from another RealPresence DMA system without restoring the IP configuration.
Backup and Restore	EN-109539	9.0.1	The backup-restore.sh file fails to restore a configuration backup if the filename contains special characters such as parentheses. The system web interface doesn't prevent the file upload.
Call Details	EN-125424	10.0.0.2, 10.0.0.3	During RealConnect calls with the Polycom ContentConnect (PCC) system, the RealPresence DMA system's call details show the PCC IP address with the name of the RealPresence Collaboration server instead of the name of the PCC system.
Call Detail Records (CDRs)	EN-104927	9.0.1	A CDR exported from the RealPresence DMA system contains no data.
Conference Template	EN-107775	9.0.1	An error occurs when setting the line rate in Conference Templates back to 1920 Kbps: The customized content rate value '1920' is not valid for specified line rate value '1920' and H239 settings value 'HIREGRAPHICS.'
Content	EN-203209	10.0.0.9	When external RPDs that are provisioned and registered by RealPresence DMA edge place calls to a VMR, audio and video are established, but content fails.
Dashboard	EN-202901	10.0.0.8	The RealPresence DMA edge dashboard keeps refreshing and TURN status shows Unexpected Exception.
Dial Rule	EN-200413	10.0.0.8	After copying a dial rule, the system doesn't show the new rule until you move to something else and come back.
Disk Space	EN-108096	9.0.1	Some system logs become too large, causing the RealPresence DMA system to run out of disk space.
High Availability	EN-158408	10.0	High availability can't be enabled from a RealPresence DMA edge system.

Category	Issue ID	Found in Release	Description
H.323 Calls	EN-150673	10.0.0.3	An endpoint failed to make H.323 calls to a VMR because the DMA system was unable to allocate memory; an H.323 resource leak resulted from a temporary network condition with the endpoint.
H.323 Calls	EN-150407	10.0.0.4	H.323 calls through a DMA system to a WebEx VMR fail due to LRQ timeouts exceeding the call setup timeout interval.
H.323 Settings	EN-146819	10.0.0.3	After disabling and re-enabling H.323 from the RealPresence DMA system web interface, the H.323 Radvision stack crashes; rebooting the system is necessary.
H.323 Settings	EN-150409	10.0.0.3	The DMA setting Location request timeout (seconds) only applies to LRQs to neighbored gatekeepers, not to LRQs based on SRV responses.
Integrations – Active Directory	EN-118873	9.0.1 10.0.0.1	The Active Directory (AD) cache fails to update and AD users have no assigned roles.
IPv6	EN-196152	10.0.0.8	RealPresence DMA HA for Core and Edge is failing when IPv6 is Enabled.
License Sharing	EN-181174	10.0.0.6	When a WAN-to-WAN call connects, a RealPresence DMA edge system displays an alert that it has reached its call license limit, even when license sharing with a core system is configured.
Licensing	EN-183169	10.0.0.7	After upgrading, a RealPresence DMA edge system displays a licensing alert and doesn't permit calls or VMRs, even though licensing is configured on the core system.
Logs	EN-204802	10.0.0.9	Can't remove troubleshooting pcaps from logs.
Logs	EN-187933	10.0.0.7	In an environment that supports WebRTC calls, when RealPresence DMA rolls the logs every 12 hours, it doesn't filter out WebRTC media traffic and generates large archive files.
Logs	EN-148417	10.0.0.3	Log rolling or downloading active logs sometimes fails to work.
MongoDB Version	EN-199188	10.0.0.8	RealPresence DMA runs EOL (end of life) version of MongoDB.
Network Settings	EN-130185	10.0	You can't change the RealPresence DMA system's network settings after allocating the management service to a bonded interface.

Category	Issue ID	Found in Release	Description
Network Usage	EN-170805	10.0.0.5	Network usage reports include cluster names but not site names and display inconsistent values for Bitrate limit, Bandwidth limit, Bandwidth usage, and Bandwidth usage percent.
Network Usage	EN-164650	10.0	You can't open a network usage file exported from the system web interface (<code>networkUsageExport.zip</code>)
Ping	EN-203675	10.0.0.8	RealPresence DMA Edge does not capture ICMP ping requests, if a destination is not reachable.
RealPresence Access Director to RealPresence DMA Upgrade	EN-150437	10.0.0.4	A RealPresence Access Director upgrade to a RealPresence DMA edge system generates a port conflict detected alert. Restoring the defaults changes the ports to a different range and resolves the alert, but H.323 calls fail since the range changed and the firewall wasn't configured for the change.
RealPresence Collaboration Server	EN-91544	9.0.1	When you set a RealPresence Collaboration Server's Microsoft AVMCU cascade link to <code>autore-connect</code> , the cascade link autoreconnects even when there are no participants in the conference and a new Skype for Business client can't join the conference.
RealPresence DMA	EN-203203	10.0.0.8	RealPresence DMA stops responding intermittently, and cannot access it over System Web Interface during the issue.
RealPresence DMA	EN-197285	10.0.0.8	The call fails, because RealPresence DMA Core modifies a received H.323 RC CS: <i>Setup email-id alias to the url-id</i> ; the outer RealPresence DMA Edge (VPN tunnel schema) sends CS: <i>Setup to the RC Cloud as just an IP</i> .
RealPresence DMA Edge	EN-200925	10.0.0.6	RealPresence DMA Edge stops processing all external h.323 calls to DMA VMR till DMA Edge is shutdown.
RealPresence DMA edge	EN-199547	10.0.0.8	If MEA is configured to "Use Relay Candidates only", WebRTC calls fail.
RealPresence DMA edge	EN-199234	10.0.0.8	RealPresence DMA edge is not accepting any call.
RealPresence Resource Manager Integration	EN-148061	10.0	A RealPresence Resource Manager system fails to integrate with the RealPresence DMA system after two attempts but integrates after the third attempt.
SIP Calls	EN-201097	10.0.0.8	In a SIP dial-out call, RealPresence DMA Edge does not update / allocate proper port.

Category	Issue ID	Found in Release	Description
SIP Calls	EN-142038	9.0.1	Slow processing of SIP messages caused a RealPresence Group Series to drop a conference call into a Cisco Codian MCU.
SIP Calls	EN-145654	10.0.0.3	After a DMA system HA failover, SIP calls sometimes don't work.
Sites	EN-147536	10.0.0.3	Direct VMR calls from Microsoft Skype for Business clients fail from sites that don't have a site link to the internet site.
System Performance	EN-137275	9.0.1.5 10.0	The DMA system becomes inaccessible without SSH access after a reboot following a join to a supercluster action. Rebooting DMA resolved the issue.
System Web Interface	EN-202624	10.0	Can't use non-numerical field in conference room aliases.
System Web Interface	EN-178546	10.0	After restarting the system from the system web interface, the interface is unavailable.
System Web Interface	EN-179452	10.0	The system web interface doesn't allow use of the \ character in the Username field within the remote FTP backup configuration menu.
System Timestamp	EN-150506	9.0.1.2	The DMA system timestamp displays as minus 6 hours from the actual time after the DMA system reboots.
Template	EN-200839	10.0.0.8	While trying to save a template, gets error "The configuration has changed on the server. Please cancel the dialog, refresh the page and/or try making your change again".
VMR	EN-186258	10.0.0.7	All RealPresence DMA clusters in a supercluster have high CPU usage and VMR calls fail until the clusters are rebooted.
VMR	EN-155765	10.0	Calls to a VMR don't connect to the target room but instead are routed to the RealPresence Collaboration Server Default VEQ if RPCS is set to autoterminate conferences when only one participant is left.
Zoom Calls	EN-186889	10.0.0.7	Calls from a RealPresence DMA edge system to a Zoom conference fail.

Known Issues

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

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

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
Active Calls	EN-190992	10.0.0.5	The RealPresence DMA system web interface Active Calls page displays some previous H.323 calls that have ended as active calls.	
Alert History Page	EN-199151	10.1	Sorting by Start Time does not work on the Alert History page.	
Alert List Page	EN-205824	10.1	On the Alerts list page, help links don't work for some alerts.	
Alert Page	EN-201240	10.0.0.8	Sorting by Date & Time inside Alerts pane doesn't work.	
API	EN-208976	10.1	The Rest API does not list on-going Jam (SVC) conferences.	
Backup and Restore	EN-208697	10.1	After restoring a backup file on Poly Clariti Core, the license count is 0 and licensing must be reenabled and licenses re-allocated on Poly Resource Manager.	
Backup and Restore	EN-208699	10.1	Clariti Core doesn't back up and restore the system ephemeral ports.	
Call Details	EN-187538	10.0.0.7	A signaling diagram in a RealPresence DMA edge system displays incorrect signaling in the call details for an outgoing call.	
Call Detail Records (CDRs)	EN-208670	10.1	The userData fields (userData A, B & C) in the CDR report are empty for the Poly EVO and SIP MRC calls that land on a Poly Clariti Relay MCU.	
Call End Reason	EN-195957	10.1	Call events shows reason "Endpoint ended the call normally" for failed cascade call.	
Call History Page	EN-208231	10.1	The Call History page in Poly Clariti Core and Poly Clariti Edge displays an error in alpha numeric characters in multiple lines.	
Call Originator	EN-206048	10.0.0.8	The RealPresence DMA core system displays an incorrect call originator.	

Category	Issue ID	Found in Release	Description	Workaround
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.	
Clariti Relay Performance	EN-209076	1.0	Under certain heavy load conditions on Clariti Relay MCUs, higher call failure rate is sometimes experienced. Poly Clariti Core will continue to send calls to the Clariti Relay MCU with the call failures (typically, call disconnects aren't caused by reaching capacity limit).	In Poly Clariti Core, go to Monitoring > Active Calls or Reports > Call History . Search for failed calls to find the Poly Clariti Relay MCU that's experiencing call failures. Reboot the Poly Clariti Relay MCU.
Conference Management	EN-197441	10.1	If a call fails after a cascade connection has been established, RealPresence DMA retries once to reestablish the cascade connection.	
Display Names	EN-205858	10.1	When a user configures a display name different from a login name, a single EVO client on a legacy MCU and other EVO endpoints show a different display name.	
High Availability	EN-197417	10.1	An unexpected HA failover occurs on a RealPresence DMA core system.	
IST	EN-206850	10.1	RealPresence DMA doesn't send TIP information from the conference template to Poly Collaboration Server.	
Meeting Room Logging	EN-208123	10.1	After changing the logging on a meeting room, Poly Clariti Core starts to show Alertable: MCU_INVALID_CREDENTIALS { MCU_NAME=MRSVC_10.160.6.26 }.	
Mute	EN-209296	10.1	Non-Poly EVO clients (i.e., SIP MRC and AVC) can't unmute themselves once they're muted by a chairperson, or if the conference is set to mute on join.	To unmute, non-Poly EVO clients must drop the call and rejoin the conference.
Online Help	EN-208469	10.1	In the Poly Clariti Core and Poly Clariti Edge online help, the question mark links for Admin, Server, and Records Purge are broken.	

Category	Issue ID	Found in Release	Description	Workaround
SVC Cascade	EN-207480	10.1	Conference terminates on meeting room, when chairperson on meeting room leaves the conference even though other chairperson still exists on RMX side.	
SVC Cascade	EN-208692	10.1	The SVC cascade connection to a VMR fails if the address for Poly Clariti Relay is configured as an FQDN.	
TURN Allocations Page	EN-203178	10.0	Sorting of Age and Expired in TURN Allocations doesn't work properly.	

System Constraints and Limitations

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

Interoperability Limitations

Product	Description	Workaround
Poly Clariti Relay	Under certain heavy load conditions on Clariti Relay MCUs, higher call failure rate is sometimes experienced. Poly Clariti Core will continue to send calls to the Clariti Relay MCU with the call failures (typically, call disconnects aren't caused by reaching capacity limit).	<ul style="list-style-type: none"> In Poly Clariti Core, go to Monitoring > Active Calls or Reports > Call History. Search for failed calls to find the Poly Clariti Relay MCU that's experiencing call failures. Reboot the Poly Clariti Relay MCU.
Poly Clariti Core and Poly Clariti Edge	SIP calls to any SIP endpoint or Video as a Service (VaaS) don't connect if the far-end endpoint requests an increase in bandwidth.	<p>Possible solutions:</p> <ul style="list-style-type: none"> Use total bandwidth limits for sites and site links in Poly Clariti Core and Poly Clariti Edge instead of bandwidth limits per-call. Reconfigure endpoints/VaaS service bandwidth limits to values like the bandwidth values set in Poly Clariti Core and Poly Clariti Edge. Re-evaluate the use of bandwidth limitations in the network and in Poly Clariti Core and Poly Clariti Edge.

Product	Description	Workaround
Polycom RealPresence Group Series	When a RealPresence Group Series system is registered to Poly Clariti Core and Poly Clariti Edge and hosts an encrypted conference, Cisco C-series endpoints that are registered to Poly Clariti Core and Poly Clariti Edge and dial into the conference can't complete the SSL handshake with the RealPresence Group Series system's MCU.	Dial out from the RealPresence Group Series system to the Cisco endpoints.
Polycom HDX endpoints	A Polycom HDX endpoint using Poly Clariti Core or Poly Clariti Edge as its SIP registrar can't complete a point-to-point call to a Microsoft Lync or Skype for Business client.	In the Poly Clariti Core and Poly Clariti Edge systems, edit the Microsoft external SIP peer on the External SIP Peers page and enable the Postliminary feature.
Polycom HDX endpoints	You can use Polycom HDX endpoints with a Lync Server, but they don't support Skype for Business video conferencing.	
Polycom HDX endpoints, Poly Trio	Poly Clariti Core and Poly Clariti Edge don't support H.264 high profile (HP) for SIP to and from H.323 calls.	
Sony, Radvision, Avaya, and Polycom VVX endpoints	In Poly Clariti Core and Poly Clariti Edge, the Terminate calls based on failed responses to IRQs call server setting is enabled by default, causing some Sony, Radvision, Avaya, and Polycom VVX endpoints to disconnect during conferences.	In Poly Clariti Core, disable the Terminate calls based on failed responses to IRQs call server setting.
Various endpoints	Poly Clariti Core and Poly Clariti Edge 6.4 or later don't support certificates with an RSA key size less than 1024 bits in length. Manufacturers of some endpoints have not yet enhanced their software to support more secure encryption. As a result, TLS connections made from Poly Clariti Core and Poly Clariti Edge to some endpoints no longer work.	
Cisco SX endpoints	When Cisco SX devices running CE 8.X software are registered to Poly Clariti Core or Poly Clariti Edge using SIP/TLS, SSL handshake failures between the Cisco SX and Poly Clariti Core or Poly Clariti Edge during establishment of SIP/TLS connections can result in call failures.	Add a certificate to the Cisco SX device and enable the certificate for use with SIP. See the <i>Cisco SX CE 8.X Administrator Guide</i> for additional details.

Product	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/Polycom products or services, go to the [Poly Online Support Center](#).

Related Poly and Partner Resources

See the following sites for information related to this product.

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

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