

# Polycom RealPresence Resource Manager

Polycom announces the release of version 10.9 software for Polycom RealPresence Resource Manager. This document provides the latest information about Polycom RealPresence Resource Manager.

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## What's New in Release 10.9

RealPresence Resource Manager includes the features and functionality of previous releases and includes the following new features:

- [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, and Polycom Pano](#)
- [Set Alert Level for Poly Trio Visual+ or Poly Trio VisualPro Disconnection](#)
- [Other Changes in This Release](#)

### ***Support for Amazon Web Services (AWS) and Microsoft Azure Deployments***

You can now deploy RealPresence Resource Manager in the Amazon AWS or Microsoft Azure.

### ***Support for Poly Rack Server R240***

You can now install RealPresence Resource Manager on the Poly Rack Server R240. On the system **Dashboard**, the R240 servers display as **Rev I** in the **System Info** pane.

### ***Support for Poly Trio C60***

RealPresence Resource Manager can monitor, provision, and upgrade Poly Trio C60 in the following ways:

- Add, edit, delete, view, and search for Poly Trio C60 on the **Endpoint > Monitor** page.
- Import and export Poly Trio C60 systems via a CSV file.
- Provision and upgrade Poly Trio C60 on the **Endpoint > UC Management** menu.

### ***Support for Poly CCX 400 Business Media Phones***

RealPresence Resource Manager can monitor, provision, and upgrade CCX 400 business media phones in the following ways:

- Add, edit, delete, view, and search for these phones on the **Endpoint > Monitor** page.
- Import and export these phones via a CSV file.
- Provision and upgrade these phones on the **Endpoint > UC Management** menu.

## ***Audio Licenses Used for Poly EagleEye Cube USB Camera, Poly Studio, and Polycom Pano***

Poly EagleEye Cube USB Camera, Poly Studio, and Polycom Pano consume audio licenses instead of video licenses.

## ***Set Alert Level for Poly Trio Visual+ or Poly Trio VisualPro Disconnection***

RealPresence Resource Manager can report alerts when a paired Poly Trio Visual+ or Poly Trio VisualPro is disconnected from the RealPresence Resource Manager system.

You can set the alert level on the **Alert > Alert Level Settings** page.

### **To set the alert level for Poly Trio Visual+ or Poly Trio VisualPro disconnection:**

- 1 On the system web interface, go to **Alert > Alert Level Settings**.
- 2 Select the **Endpoints** tab.
- 3 Change the levels for the **Unprovisioned Paired Device Disconnected (Trio Visual+ or Trio VisualPro)** option as desired.
- 4 Select **Update**.

## ***Other Changes in This Release***

This release includes the following feature updates:

- (Dynamic Management) Support **Territory** as a new condition type. You can use territory name as the attribute to define the condition for your provisioning rules.
- Support for the **.7z** file type as an endpoint software image you can load to RealPresence Resource Manager.
- Support for adding G7500, Studio X50, and Studio X30 manually on the **Endpoint > Monitor View** page.
- Support for rebooting G7500, Studio X50, and Studio X30 remotely on the **Endpoint > Monitor View > More** page.
- Support for launching the RealPresence Resource Manager Web Admin Utility for G7500, Studio X50, and Studio X30 from the RealPresence Resource Manager system web interface.
- Support for **jcnd** in the RealPresence Resource Manager image, along with a script for taking heap dumps to help analyze heap memory and threading issues.



To view the latest Polycom product documentation, visit the [Poly Online Support Center](#).

# Release History

This following table lists the release history of RealPresence Resource Manager from 10.0.0.

## Release History

Release	API Release	System	Release Date	Features
10.9	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	October 2020	<ul style="list-style-type: none"> <li>Support for Amazon Web Services (AWS) and Microsoft Azure Deployments</li> <li>Support for Poly Rack Server 240.</li> <li>Support for Poly Trio C60</li> <li>Support for Poly CCX 400 Business Media Phones</li> <li>Audio Licenses Used for Poly EagleEye Cube USB Camera, Poly Studio, and Polycom Pano</li> <li>Support for Poly Trio Visual+ or Poly Trio VisualPro Disconnectivity Alert</li> </ul>
10.8	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	December 2019	<ul style="list-style-type: none"> <li>Support for Polycom RealPresence Poly Studio X30 and X50</li> <li>Support for Poly TC8</li> <li>Support for Poly Trio 8300</li> <li>Support for Poly CCX Business Media Phones</li> <li>Polycom Rack Server Shipments Updates</li> </ul>
10.7.0	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	July 2019	<ul style="list-style-type: none"> <li>Support for Polycom G7500 Provisioning, Monitoring, and Upgrading</li> <li>Support for Polycom EagleEye Cube USB Camera Monitoring, Provisioning, and Upgrading</li> <li>Support for Polycom RealPresence Video App SDK API Monitoring and License Control</li> <li>Support Polycom EagleEye Cube HDCI Camera as Peripheral</li> <li>Other Changes in This Release</li> </ul>
10.6.0	3.2.6	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	March 2019	<ul style="list-style-type: none"> <li>Support for Polycom Studio Monitoring, Provisioning, and Upgrading</li> <li>Authorizing Users with JSON Web Token</li> <li>Support for Additional Phone Configuration Profiles</li> <li>Other Changes in This Release</li> </ul>

**Release History**

Release	API Release	System	Release Date	Features
10.5.0	3.2.5	CentOS 6.10 Postgres 9.5.14 OpenJDK 1.8.0_181	December 2018	<ul style="list-style-type: none"> <li>• Support Polycom RealPresence DMA Edge Configuration</li> <li>• Support for Resetting Phones via REST API</li> <li>• Support for Getting or Setting Phone Parameters via REST API</li> <li>• Simple Certificate Enrollment Protocol (SCEP) Provisioning Support</li> <li>• Support for Sending Pooled Conference Name to RealPresence DMA via REST API</li> <li>• Support LDAP Channel Binding Token</li> <li>• Support for More Phone Configuration Profiles</li> <li>• Other Changes in This Release</li> </ul>
10.4.0	3.2.4	CentOS 6.9 Postgres 9.5.9 OpenJDK 1.8.0.151	July 2018	<ul style="list-style-type: none"> <li>• Support for New Polycom RealPresence Clariti Licenses</li> <li>• Support for Provisioning Polycom RealPresence Group Series Via Poly Trio</li> <li>• New Dynamic Provisioning Parameters Support for Polycom Pano and RealPresence Group Series</li> <li>• Enhancements to Phone Configuration Files</li> <li>• Enhancements to Ciphers Support</li> <li>• Support for More Phone Configuration Profiles</li> <li>• Support for New Devices</li> <li>• RealPresence Platform API Version Updates to 3.2.4 without API Changes</li> </ul>
10.3.0	3.2.3	CentOS 6.9 Postgres 9.5.9 OpenJDK 1.8.0.151	December 2017	<ul style="list-style-type: none"> <li>• Support for Polycom Pano</li> <li>• Support for Selecting SMB Versions</li> <li>• Support for Two New Log Streams</li> <li>• Support for More Phone Configuration Profiles</li> <li>• Dashboard Enhancements</li> <li>• Sites Enhancements</li> <li>• Adding Polycom VBP Automatically No Longer Supported</li> </ul>

**Release History**

Release	API Release	System	Release Date	Features
10.2.0	3.2.3	CentOS 6.9 Postgres 9.5.6 OpenJDK 1.8.0.121	October 2017	<ul style="list-style-type: none"> <li>• Video Endpoint and Audio Phones License Enhancement (Non-Polycom® RealPresence Clariti™)</li> <li>• Filter Enhancements</li> <li>• Support for User Defined Attributes in CSV File</li> <li>• Assign Auto-Added Phones to Default Endpoint Groups</li> <li>• Support for More Phone Configuration Profiles</li> <li>• Phone Software Updates Enhancements</li> <li>• Support for Uploading Phone Configuration Files</li> <li>• Support for Updating Endpoint Model Definition</li> <li>• Disk Space Usage Notice for Phone Software Updates and Resource Files</li> <li>• Support for New Devices</li> <li>• Polycom® Concierge No Longer Supported</li> </ul>
10.1.0	3.2.3	CentOS 6.9 Postgres 9.5.6 OpenJDK 1.8.0.121	April 2017	<ul style="list-style-type: none"> <li>• Enhanced Audio Phone Management</li> <li>• Pre-defined Domain and Password for Software Endpoints Control</li> <li>• Support for Guest Book Filter</li> <li>• Support for Manually Updating Endpoint Name</li> <li>• Support for Standalone RealPresence Platform Director Migration</li> <li>• Support for New Network Devices for Remote Alert Profile</li> <li>• Support for New Devices</li> </ul>
10.0.1	3.2.2	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	October 2016	<ul style="list-style-type: none"> <li>• Resolved some known issues.</li> <li>• Support for Polycom Rack Server 230.</li> </ul>
10.0.0	3.2.2	CentOS 6.6 Postgres 9.3 OpenJDK 1.8.0.45	August 2016	<ul style="list-style-type: none"> <li>• Unified Management of RealPresence Clariti Video Infrastructure</li> <li>• New HTML5 Look and Feel</li> <li>• Support for Selectable Provisioning for RealPresence Group Series</li> <li>• Improved Conference Scheduling and Monitoring Interface</li> <li>• Support for Security Baselines</li> <li>• Support for USB Deployment (Appliance Only)</li> <li>• API Change: the changed API is <code>*plcm_user_role*</code>. The length of the <code>*description*</code> parameter has been increased from 120 characters to 240 characters.</li> </ul>

## Security Updates

Security enhancements on TCP port 6000 to fix the Java Debug Wire Protocol Remote Code Execution vulnerability.

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

## Products Tested with This Release

Polycom products are tested extensively with a wide range of products. The table below lists the products that have been tested for compatibility with this release.

Polycom 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 is not 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	6.0, 6.5, 6.7
Microsoft Hyper-V	2012, 2016

### Polycom Video Endpoints

Product	Tested Versions
Polycom HDX	3.1.14
Polycom RealPresence Debut	1.3.3
Polycom RealPresence Group Series (300, 310, 500, 550, and 700)	6.2.1.2
Poly G7500	3.2.1
Poly Studio X30 Poly Studio X50	3.2.1
Polycom RealPresence Mobile	3.10
Polycom RealPresence Desktop	3.10
Polycom VVX 1500	5.9.3, 6.1.0

**Polycom UC Endpoints**

Product	Tested Versions
Poly Trio 8800	5.9.1
Poly Trio 8500	5.9.1
Poly Trio 8300	5.9.1
Poly Trio Visual+	5.9.1
Poly Trio C60	1.0
Poly Trio VisualPro	6.2.1
Polycom VVX 501 Polycom VVX 601 Polycom VVX 1500	5.9.3
Polycom VVX 450	5.9.3
Poly CCX 400	6.2.11
Poly CCX 500	6.2.11
Poly CCX 600	6.2.11
Poly CCX 700	6.2.11

**Endpoint Peripherals**

Product	Tested Versions
Poly TC8	1.0

**Polycom Network Devices**

Product	Tested Versions
Polycom RealPresence Collaboration Server, Virtual Edition	8.8.0, 8.8.1
Polycom RealPresence Collaboration Server (RMX) 1800	8.8.0, 8.8.1
Polycom RealPresence Collaboration Server (RMX) 2000/4000 with MPMrx	8.8.0, 8.8.1
Polycom RealPresence DMA 7000, Virtual Edition	10.0.0.4
Polycom RealPresence Media Suite	2.8.2



## Compatible Products

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

### Hypervisor Environments for Virtual Editions

Hypervisor Environments for Virtual Editions
VMware vSphere Platform
Microsoft Hyper-V

### Polycom Video Endpoints

Polycom Video Endpoints
Polycom HDX
Polycom RealPresence Debut
Polycom RealPresence Centro
Polycom RealPresence Group Series (300, 310, 500, 550, and 700)
Polycom G7500
Polycom RealPresence Mobile
Polycom RealPresence Desktop
Polycom RealPresence Immersive Studio
Polycom RealPresence OTX Studio
Polycom VVX 1500
Polycom CX5100
Polycom CX5500

### Endpoint Peripherals

Endpoint Peripherals
Polycom RealPresence Touch
Polycom Touch Control
Polycom EagleEye Producer
Polycom EagleEye Director
Polycom EagleEye Director II

**Endpoint Peripherals****Endpoint Peripherals**

Poly EagleEye Cube HDCI Camera

Poly EagleEye Cube USB Camera

Polycom Pano

**Polycom UC Endpoints****Polycom 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 101/201

Polycom VVX 300/301/310/311

Polycom VVX 400/401/410/411

Polycom VVX 500/501

Polycom VVX 600/601

Polycom VVX 1500

Polycom VVX 150/250/350/450

Poly CCX 400

Poly CCX 500

Poly CCX 600

Poly CCX 700

Poly Studio

### Polycom Network Devices

Polycom Network Devices
Polycom RealPresence Collaboration Server, Virtual Edition
Polycom RealPresence Collaboration Server (RMX) 1500/2000/4000 with MPMx
Polycom RealPresence Collaboration Server (RMX) 1800/2000/4000 with MPMrx
Polycom RealPresence DMA 7000
Polycom RealPresence Access Director
Polycom VBP 7301
Polycom RealPresence Web Suite
Polycom RealPresence Media Suite

### Third Party Products

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 RealPresence Resource Manager system is available in either an Appliance Edition or a Virtual Edition.

If your RealPresence Resource 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 are using an Appliance Edition, you can use an R240, R230 or R640 server. These servers come with 16 GB RAM and 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 RealPresence Resource Manager, Appliance Edition on the following Polycom 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.



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 Poly/Polycom Rack Server 240, 230, and 220
Users	250,000	2000
User groups	1000	10
Areas	No maximum	No maximum

<b>Capability</b>	<b>Maximum for Polycom Rack Server 640 and 630</b>	<b>Maximum for Poly/Polycom Rack Server 240, 230, and 220</b>
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
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 have more than 5 images or the total size is larger than 8 GB, delete unused images
Number of integrated RealPresence DMA systems (or RealPresence DMA 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

Capability	Maximum for Polycom Rack Server 640 and 630	Maximum for Poly/Polycom Rack Server 240, 230, and 220
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 Mobile and/or RealPresence Desktop applications.	10 RealPresence Group Series systems and 100 RealPresence Mobile and/or RealPresence Desktop applications.

## Supported Cluster Configurations

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:

### Supported Two-Server Local Cluster Combinations

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

## Virtual Edition

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

You can install RealPresence Resource Manager, Virtual Edition on the following VM-based environments:

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

Polycom supports mixed Hyper-V/VMware environments, but Polycom has not tested all configurations and combinations.

## Host Installation Guidelines

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

**RealPresence Resource 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



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

## Browser Requirements

Use one of the supported web browsers in the following table to administer a RealPresence Resource Manager system on Windows PC. Polycom 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 RealPresence Resource Manager Calendar Connector supports Microsoft Exchange Server 2013 15.0.516.032.

## Installation and Upgrade Notes

See the *Polycom RealPresence Resource Manager Getting Started Guide* for instructions on how to install and license your product.

See the *Polycom RealPresence Resource Manager Upgrade Guide* for instructions on how to upgrade your product.

If you are running a version prior to 8.0, you must sequentially apply every 8.x upgrade version until you get to 8.0.

Customers running 8.0 and later can directly upgrade to the next version. For example, you can upgrade directly from 8.2 > 8.3 or from 8.3 > 8.4.

If you want to update to a maintenance release of the next feature release, you must first upgrade to the next feature release and then update to the maintenance release. For example, if you want to upgrade 8.1.x to 8.2.1, you must upgrade to 8.2 first, then update to 8.2.1.

You must be running on either version 10.0.0 or 10.0.1 to upgrade to 10.1 and later.



You must upgrade RealPresence DMA to 10.0 before upgrading RealPresence Resource Manager to 10.5. If you don't upgrade RealPresence DMA first, it causes the RealPresence DMA integration to fail.

Polycom supports the following upgrade and migration paths for RealPresence Resource Manager system.

Current Version	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade
8.0.x	8.1	8.2	8.3	8.4	9.0	9.0.1
8.2.x	8.3	8.4			9.0	9.0.1
8.3.x	8.4				9.0	9.0.1
8.4.x					9.0	9.0.1
9.0.x					10.0.0	10.0.1
10.0.0						10.0.1
10.0.x						10.1
10.1						10.2
10.2						10.3
10.3						10.4
10.4						10.5
10.5						10.6
10.6						10.7
10.7						10.8
10.8						10.9

## System Licenses

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



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

## General Note on Analytics

When you accept the **End User License Agreement** (EULA) for the RealPresence Resource Manager system, you can select the **Automatically send usage data** check box. This option enables your system to send various types of usage data to a Polycom collection point ([customerusagedatacollection.polycom.com](http://customerusagedatacollection.polycom.com)). As this data is used to continually improve the product, Polycom recommends that you keep the setting enabled. See the **Send Usage Data** section in the *RealPresence Resource Manager Operations Guide* for a description of the type of data your system sends.



If your local DNS server doesn't resolve [customerusagedatacollection.polycom.com](http://customerusagedatacollection.polycom.com), the analytics service in the RealPresence Resource Manager system queries the Google DNS server.

## Enable or Disable the Automatically Send Usage Data Option

You can view or change your selection for the **Automatically send usage data** option.


### To view or change your selection for the Automatically send usage data option:

- 1 On the system web interface, go to **Admin > Server Settings > Licenses** in the web interface.
- 2 Select or clear the **Automatically send usage data** check box.
- 3 Select **Update**.

## View the Data

You can view the data your RealPresence Resource Manager system sends to Polycom.

### To see the data your RealPresence Resource Manager system sends to Polycom:

- 1 Go to **Admin > Maintenance > System Log Files**.
- 2 Select **Roll Logs**  to roll the logs.
- 3 Save the log archive to your local machine.
- 4 Unpack the log archive.

The `analytics.json` file in the `/var/log/polycom/cma` directory contains the data that your system sends to Polycom.

## Resolved Issues

The following table lists resolved issues in this release.

**Resolved Issues**

Category	Issue Number	Found in Release	Description
Application	EN-182262	10.8	The RealPresence Resource Manager backup file size is big. To reduce the size, purge the CDR participant and conference tables.
Application	EN-181102	10.7	After a RealPresence Resource Manager restart, the <code>reg.1.address</code> parameter reverts back to its value in an old CSV file, causing phones to unregister.
Application	EN-171554	10.8	If you assign the line URI to phones manually or by importing their CSV files, their <b>protocol_supported</b> flag setting is incorrect.
CPU	EN-164661	10.4	The RealPresence Resource Manager system web interface may not stable due to a memory leak.
CPU	EN-160037	10.7	After upgrading RealPresence Resource Manager from 10.4, the RealPresence Resource Manager server has intermittent high CPU usage.
CPU	EN-165869	10.7	RealPresence Resource Manager becomes slow and unresponsive on the endpoint configuration profile association page.
CPU	EN-132061	10.5	Sometimes, the RealPresence Resource Manager memory and CPU usage is up to 100%.
Endpoint	EN-170011	10.4	RealPresence Desktop can't log in to RealPresence Resource Manager.
Endpoint	EN-173963	10.8	RealPresence Resource Manager fails to provision Poly Studio X30 or Poly Studio X50 using attributes with names that contain capital letters. The attribute names are case insensitive in RealPresence Resource Manager.
Endpoint	EN-177413	10.7	When trying to export endpoints in <b>Endpoint &gt; Monitor View &gt; More &gt; Import/Export UC-Managed Endpoints</b> , RealPresence Resource Manager prompts <i>An error has occurred</i> .
Endpoint	EN-153783	10.7	(Dynamic Management Only) RealPresence Resource Manager may fail to provision RealPresence Group Series due to the changed source port number of RealPresence Group Series during the NTLM authentication.
Filter	En-166746	10.7	When using <b>Filter &gt; Connection Status</b> to search offline endpoints on the <b>Endpoint &gt; Monitor View</b> page, RealPresence Resource Manager shows some online endpoints.
License	EN-115517	10.4	RealPresence Resource Manager 10.9 should provide a more robust mechanism for validating licensing and service contracts for perpetual license owners and avoid upgrade failures for perpetual license owners.
Memory	EN-168807	10.7	Sometimes, RealPresence Resource Manager has a memory leak problem.
Provisioning	EN-173393	10.8	If you provision Poly Studio X30 with RealPresence Resource Manager 10.8, the endpoint doesn't provide a SIP dial string reservation in its CSV file, user account, or machine account.

**Resolved Issues**

Category	Issue Number	Found in Release	Description
User Interface	EN-181530	10.4	The RealPresence Resource Manager system web interface becomes unstable after changing the provisioning polling time from 30 minutes to 1 minute.
User Interface	EN-180673	10.8	You must log out and then log in to get certain options. For example, <b>Reboot Endpoint in Monitor View &gt; More</b> .

## Known Limitations

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

**Known Limitations**

Issue ID	Description	Workaround
EN-178918	The 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 Group Series systems that are registered to RealPresence Resource Manager Calendar Connector.	None.
EN-89957	The RealPresence Resource Manager system may fail to add the following instances by creating a new image with static IP: <ul style="list-style-type: none"> <li>RealPresence Access Director instance</li> <li>RealPresence DMA instance</li> </ul> Sometimes, you can add the instance, but the IP address of the instance in the RealPresence Resource Manager system is not same as the specified static IP.	Deploy the RealPresence Access Director OVA on a virtual machine, and then add the existing instance to RealPresence Resource Manager.
EN-88183	The RealPresence Resource Manager system fails to add a RealPresence Web Suite Experience Portal instance by creating a new image.	Deploy the RealPresence Web Suite Experience Portal OVA on a virtual machine, and then add the existing instance to RealPresence Resource Manager.
EN-85432	After disabling the CBC Ciphers on the RealPresence Resource Manager system, RealPresence Resource Manager fails to communicate with RealPresence Access Director.	None.
EN-59844	The RealPresence Resource 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 RealPresence Resource Manager indicates an update of a Pano system is in progress when it is not. This occurs when manually checking for updates from RealPresence Resource Manager in the Pano system web interface.	None.

## Known Issues

The following table lists known issues and suggested workarounds for RealPresence Resource Manager 10.9.



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.

### Known Issues

Category	Issue ID	Found in Release	Description	Workaround
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 RealPresence Resource Manager user interface if a database query is stuck.	None.
Application	EN-154177	10.4	RealPresence Resource Manager occasionally deletes all territories if it can't reach Polycom RealPresence RealPresence Distributed Media Application (DMA).	None.
Alert	EN-151647	10.4	RealPresence Resource Manager reports an unnecessary IDSDetected alert every few months.	None.
Alert	EN-150531	10.4	RealPresence Resource Manager may report a large number of LDAP failure alerts by mistake.	None.
Conference	EN-167409	10.7	Point-to-point calls show as connected on the RealPresence Resource Manager <b>Conference &gt; Monitor View</b> page even after the call is disconnected.	None.
Endpoint	EN-181087	10.8	After you import CSV files to create endpoints in RealPresence Resource Manager, the system doesn't clean up the CSV files from the /var/temp folder.	None.
Endpoint	EN-174804	10.8	RealPresence Resource Manager fails to provision Poly Studio X30 and Poly Studio X50 using <code>homeScreen.backgroundImage</code> .	None.
Endpoint	EN-153544	10.6	(Version 10.6 and later, Phone Only) The <b>Call Info</b> section may show incorrect SIP call status.	None.
Endpoint	EN-142624	10.3	Rebooting endpoints from their endpoint group may fail.	None.

**Known Issues**

Category	Issue ID	Found in Release	Description	Workaround
Localization	EN-168072	10.7	RealPresence Resource Manager fails to assign an H.323 ID in a language other than English via the endpoint naming function.	None.
Site Topology	EN-147025	10.6	On the <b>Edit Site-Link</b> page, the values of <b>From Site</b> and <b>To Site</b> show reversed.	None. This issue doesn't affect this feature.
Site Topology	EN-146794	10.6	RealPresence DMA fails to download site topology from RealPresence Resource Manager when you only specify the <b>ISDN Number Range</b> but don't set any values to the <b>Digits in Call Line Identifier</b> and <b>Digits in Short Phone Number</b> fields on the <b>ISDN Number Assignment</b> tab when editing a site.	Specify the fields on the <b>ISDN Number Assignment</b> tab correctly.
Starting up	EN-151397	10.3	After running RealPresence Resource Manager for a long time with the same version, RealPresence Resource Manager may fail to start up due to limit disk space.	Contact Poly PGS to clean up the server.
Upgrade	EN-170928	10.8	After upgrading RealPresence Resource Manager to 10.8 or later, some attributes may be filled with the value <code>\$AudioProvisionProfile.getProvisionAttributeValue(\$key)</code> .	Reset the attributes to the correct values.
Upgrade	EN-165993	10.7	RealPresence Resource 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. RealPresence Resource Manager doesn't support <code>apps.statePolling.responseMode = 1</code> .
User Interface	EN-170038	10.7	After you download Poly Trio phone logs from the RealPresence Resource Manager <b>Monitor View</b> , the log size doesn't show correctly in <b>Phone Files Rotation Settings</b> .	None.
User Interface	EN-181012	10.7	If a site name has trailing spaces, RealPresence Resource Manager doesn't upgrade territories in the RealPresence DMA super cluster.	None.
User Interface	EN-173102	10.8	RealPresence Resource Manager fails to save the minute value in the <b>Start Time</b> field in the <b>Maintenance Window</b> .	None.

**Known Issues**

Category	Issue ID	Found in Release	Description	Workaround
User Interface	EN-153553	10.7	On the RealPresence Resource Manager local interface, the warning message says that the maximum log stream size for Server is 3 GB.	This is a display issue. It should be 30 GB.
User Interface	EN-188741	10.9	Poly Trio Visual+ or Poly Trio VisualPro paired devices only appear in <b>Endpoint Monitor</b> view and not in <b>Peripheral</b> view.	None.
User Interface	EN-188740	10.9	Though daisy-chained Poly Trio devices appear on the <b>Endpoint &gt;Peripherals</b> view correctly, they always appear as offline in the <b>Endpoint &gt;Monitor</b> 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-181809	10.9	After you reboot RealPresence Resource Manager or reprovision Poly Trio Visual+ or Poly Trio VisualPro, RealPresence Resource Manager fails to display the disconnection status of Poly Trio Visual+ or Poly Trio VisualPro.	Reboot Poly Trio.
User Interface	EN-189083	10.9	In <b>Endpoint &gt; Monitor View</b> , the <b>Endpoint Name</b> of Poly Trio VisualPro displays correctly as <b>Trio VisualPro</b> , but its model type displays incorrectly as <b>Trio Visual+</b> .	None.
User Management	EN-175265	10.1	You may fail to search for new created user or user groups when there they're thousands of users in your RealPresence Resource Manager system.	None.

## Get Help

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