



# **Poly Clariti Manager**

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## What's New in This Release

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**Note:** Clariti Manager 10.10 supports only single server configuration for Appliance, VMware, and Hyper-V. The next upcoming dot releases will support High Availability and Geo-redundancy as well as other distributions (Azure, AWS).

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Poly Clariti Manager 10.10 is a major release as it is now running on Oracle Linux 8. This release includes the features and functionality of previous releases and includes the following new features:

- 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

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**Note:** Poly Clariti Manager 10.10 can only license running systems with version 10.1 or earlier. For version 10.2 and later, you must license them using the Clariti Licensing Service in Poly Lens or Poly+.

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## ***Support for Oracle Linux 8***

Poly Clariti Manager 10.10 runs on Oracle Linux 8. Earlier versions run on CentOS. Before you restore your backup data to a 10.10 system, you must license the 10.10 system first.

For more information on the licensing, see the *Poly Clariti Manager Upgrade Guide* available at [Poly Support](#).

## ***Poly RealPresence Clariti Renamed to Poly Clariti***

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

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

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

## ***Enhancements on Real-Time Call Statistics Page***

This release provides feature enhancements to the **Endpoint Call Quality Statistics** page, including the following features:

- Users with any role can now access the **Real Time Call Statistics** page.
- Support for searching endpoint information.
- Support for saving, restoring, or deleting filter settings.
- Support for **Endpoint Groups** in statistics display and filtering.
- Support for coloring endpoint call quality statistics table rows per customized packet loss and jitter thresholds.

## ***Enhancements on Software Update Status Page***

This release provides **Failure Reason** and **Date/Time** information for dynamically provisioned endpoints (such as Poly RealPresence Group Series or Poly RealPresence Desktop) on the **Endpoint > Dynamic Management > Software Update Status** page.

You can also download the software update status as a .csv file.

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## Microsoft Azure Linux Agent for Azure Deployment

Poly Clariti Manager distribution for Azure now includes the Microsoft Azure Linux agent.

### Support for New Devices

This release adds support for Poly Studio X70 and Poly CCX 505 endpoints.

### Feature Enhancements on Territory

You can now leave a site unassociated with any territory using one of the following options:

- Selecting the territory option **Unassigned**.
- Removing it from all territories.
- Deleting all territories it's associated with.

### Feature Enhancements to Support Poly VideoOS Devices

This release provides the following enhancements to support Poly VideoOS devices (Poly G7500, Poly Studio X70, Poly OS Poly Studio X50, and Poly Studio X30):

- Support for **People Count** information in the Poly VideoOS device **Endpoint Usage Report**.
- Support for **Generate Report** and **Download All CDRs** in **Reports > Endpoint Usage > MORE**.
- Support for all status icons for Poly VideoOS devices in **Endpoint > Monitor View** under the **Status** column.
- Displaying a new **Operating Mode** column in **Endpoint > Monitor View**.
- Newly added configuration attributes are now present for search in lowercase and uppercase.
- Newly added configuration profile attributes are available in configuration profile searching and deployment.
- Displaying secondary or peripheral devices of Poly VideoOS and Poly Trio systems under **Endpoint > Monitor View** instead of under **Peripheral View**.

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**Note:** To display the secondary or peripheral devices of a Poly Studio X70, Poly Studio X50, or Studio X30 system, the latter must be physically connected to a peripheral. For example, a monitor or a microphone. You must pair a TC8 device with X560.

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### Log Enhancements

This release provides the following enhancements on logs:

- The system now creates *threaddump.log* files hourly or when the file size reaches 100 MB. This helps debugging system issues captured in threaddump logs.
- Jserver logs are configured to `debug` by default to help with system troubleshooting.

- The system now supports for LOG\_FILE\_DIRECTORY. The following configuration attributes are supported:
  - LOG\_FILE\_DIRECTORY
  - USER\_PROFILES\_DIRECTORY
  - LICENSE\_DIRECTORY
  - CONTACTS\_DIRECTORY
  - OVERRIDES\_DIRECTORY
  - MISC\_FILES
  - APP\_FILE\_PATH

## ***Endpoint Status Enhancements***

For Poly RealPresence Group Series and Poly RealPresence Desktop endpoints, you can now view the following information in the **Endpoint > Monitor View > Details** pane, under the **Device Summary** section:

- The last time endpoint was in a call.
- The last time endpoint had alerts.
- The last time endpoint was in service.

## **Security Updates**

You must license Poly Clariti Core and Poly Clariti Edge 10.2 and later from the Poly Lens portal. You can't license it from Poly Clariti Manager any longer.

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

## **Release History**

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

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	<ul style="list-style-type: none"> <li>• Support for Oracle Linux 8</li> <li>• Poly RealPresence Clariti Renamed to Poly Clariti</li> <li>• Enhancements on Real-Time Call Statistics Page</li> <li>• Enhancements on Software Update Status Page</li> <li>• Microsoft Azure Linux Agent for Azure Deployment</li> <li>• Support for New Devices</li> <li>• Feature Enhancements on Territory</li> <li>• Feature Enhancements to Support Poly VideoOS Devices</li> <li>• Log Enhancements</li> <li>• Endpoint Status Enhancements</li> </ul>
10.9.0.2	3.2.7	CentOS 6.10 Postgres 9.5.16 OpenJDK 1.8.0.201	March 2021	<ul style="list-style-type: none"> <li>• Support for UCS Endpoint Status Heartbeat Timer Configuration</li> <li>• Support for Filtering Endpoints in Monitor View by Status</li> <li>• Enhancements on Endpoint Call Quality Statistics Page</li> <li>• Improved Accuracy of Endpoint Online or Offline Status</li> <li>• Security Enhancements</li> <li>• Bug Fixes</li> </ul>
10.9.0.1	3.2.7	CentOS 6.10 Postgres 9.5.15 OpenJDK 1.8.0_191	December 2020	<ul style="list-style-type: none"> <li>• Bug Fixes</li> <li>• Support for Real-Time Call Statistics</li> <li>• Support for CUCM Version 12 and Later</li> <li>• Call Quality Statistics Log File</li> </ul>
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 R240</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 USB devices, and Polycom Pano</li> <li>• Support for Poly Trio Visual+ or Poly Trio VisualPro Disconnectivity Alert</li> </ul>

Release	API Release	System	Release Date	Features
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>
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>

Release	API Release	System	Release Date	Features
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>
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>



Release	API Release	System	Release Date	Features
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>

## Products Tested with This Release

Poly 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.

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.

Product	Tested Versions
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### Hypervisor Environments for Virtual Editions

<b>Product</b>	<b>Tested Versions</b>
VMware vSphere Platform	7.0.3
Microsoft Hyper-V	2016
<b>Poly Video Endpoints</b>	
Polycom HDX	3.1.13, 3.1.14
Polycom 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
<b>Poly UC Endpoints</b>	
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
Polycom VVX 501 Polycom VVX 601 Poly VVX 450	6.3.1, 6.4.2
Poly CCX 400, CCX 500, CCS 600, CCX 700	6.2.11
<b>Endpoint Peripherals</b>	
Poly TC8	3.9
<b>Poly Network Devices</b>	
Polycom RealPresence Collaboration Server, Virtual Edition	8.9.0, 8.9.2

## 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

Virtual Product
VMware vSphere Platform
Microsoft Hyper-V

### Poly Video Endpoints

Product
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

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Polycom RealPresence OTX Studio

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Polycom CX5100

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Polycom CX5500

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### **Poly Endpoint Peripherals**

<b>Product</b>
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**

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Polycom SoundPoint IP 300/450/560/650/670

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Polycom SoundStation IP 5000/6000/7000

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Polycom SoundStation Duo

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Polycom SoundStructure VoIP Interface (with VOIP card)

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Polycom VVX 400/401/410/411

Polycom VVX 500/501

Polycom VVX 600/601

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Poly VVX 150

Poly VVX 250

Poly VVX 350

Poly VVX 450

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Poly CCX 400

Poly CCX 500

Poly CCX 600

Poly CCX 700

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Poly Studio USB

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### **Poly Network Devices**

<b>Product</b>
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Polycom Collaboration Server, Virtual Edition
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Polycom Collaboration Server (RMX) 1500/2000/4000 with MPMx
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Polycom Collaboration Server (RMX) 1800/2000/4000 with MPMrx
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Poly Clariti Core and Poly Clariti Edge
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Polycom VBP 7301
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Polycom Web Suite
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### Third-Party Products

Product
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.

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**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	<p>Maximum number of licensed video endpoints (50,000)</p> <p>Maximum number of dynamically provisioned video endpoints (5000)</p> <p>Maximum number of managed audio phones (20,000)*</p> <p>Recommended audio devices and video endpoints (mixed deployment) is 10,000 audio/5,000 video</p>	<p>Maximum number of licensed video endpoints (400)</p> <p>Maximum number of dynamically provisioned video endpoints (200)</p> <p>Maximum number of managed audio phones (400)</p> <p>Recommended number of mix of audio devices and video endpoints (mixed deployment) is 200 audio/200 video</p>

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<b>Capability</b>	<b>Maximum for Polycom Rack Server 640 and 630</b>	<b>Maximum for Polycom Rack Server 240, 230, and 220</b>
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

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:

	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 Guidelines

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.

### 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	<p>Recommended maximum number of licensed video endpoints is 10,000</p> <p>Recommended maximum number of managed audio phones is 10,000</p> <p>Recommended maximum number of audio devices and video endpoints (mixed deployment) is 5000 audio/5000 video</p>

**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.

## 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
Oracle Linux	Oracle Linux 8, CentOS 6
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.

## Installation and Upgrade Notes

You can't upgrade to Clariti Manager 10.10 directly.

### To upgrade to Poly Clariti Manager 10.10:

- 1 Back up from RealPresence Resource Manager 10.9.x.
- 2 Do a fresh install of Clariti Manager 10.10.
- 3 Install the Clariti Manager license.
- 4 Restore the 10.9.x configurations on your Clariti Manager 10.10.
- 5 Re-install your certificate along with the private key or re-generate your certificate with a new CSR.
- 6 Install the new endpoint definition file 1.10.0.

See the *Poly Clariti Manager Getting Started Guide* for instructions on how to install and license your product.

See the *Poly Clariti Manager Upgrade Guide* for instructions on how to upgrade your product.

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

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.

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**Note:** You must upgrade Poly Clariti Core or Poly Clariti Edge to 10.0 before upgrading Poly Clariti Manager to 10.5. If you don't upgrade Poly Clariti Core or Poly Clariti Edge first, it causes the Poly Clariti Core or Poly Clariti Edge integration to fail.

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You can't upgrade from prior releases to Poly Clariti Manager 10.10 directly.

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Poly supports the following upgrade and migration paths for Poly Clariti 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

Current Version	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Intermediate Upgrade	Final Upgrade
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
10.8.0, 10.9.x						10.9.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.

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## General Note on Analytics

When you accept the **End User License Agreement** (EULA) for the Poly Clariti 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 Poly collection point (`customerusagedatacollection.polycom.com`). As this data is used to continually improve the product, Poly recommends that you keep the setting enabled. See the **Send Usage Data** section in the *Poly Clariti Manager Administrator Guide* for a description of the type of data your system sends.

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**Note:** If your local DNS server doesn't resolve `customerusagedatacollection.polycom.com`, the analytics service in the Poly Clariti Manager system queries the Google DNS server.

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## 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 system 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 Poly Clariti Manager system sends to Poly.

### To see the data your Poly Clariti Manager system sends to Poly:

- 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 Poly.

## Resolved Issues

The following table lists resolved issues in this release.

Issue Number	Description
EN-203181	Poly Clariti Manager AZURE HYPER V Azure deployment, doesn't support Microsoft Azure Linux Agent (waagent).
EN-7949	If you select the <b>Enable Fips-140</b> option (in <b>Admin &gt; Management and Security &gt; TLS Settings</b> ), this action disables TLS 1.2.
EN-214568	Sometimes, you can't access the Poly Clariti Manager local interface.
EN-213218	<p>You can't terminate point-to-point calls in the following cases:</p> <ul style="list-style-type: none"> <li>• Both endpoints' device type is <b>VVL</b>, <b>RPDesktop</b>, or <b>RPMobile</b>.</li> <li>• One of the endpoints is external and the other belongs to a device type mentioned above.</li> </ul>
EN-211645	Poly Clariti Manager adds spaces in the certificates instead of breaking the line when you export a <b>Configuration Profile</b> .
EN-210580	If you end a Poly RealPresence Desktop call from the Poly Clariti Manager <b>Monitor View</b> , the call is removed from the call list but isn't actually ended.
EN-209074	Poly Clariti Manager doesn't ignore CDRs from synchronized endpoints with a future time stamp as expected.
EN-208274	Active Directory credentials aren't visible in plain text in API requests.
EN-208118	You can't disable TLS 1.0 or TLS 1.1 in Poly Clariti Manager 10.9.0.2.
EN-205013	After upgraded to 10.9.0.2, Poly Clariti Manager shows an error message when you attempt to upload an endpoint CSV file: <b>File not found</b> .
EN-205003	CDR records from Poly Clariti Manager and endpoints don't match.
EN-204464	Poly Clariti Manager can't load services when a failover occurs. You can't access its local user interface through the VIP.
EN-204398	When importing CSV files for phones, <b>reg.1.auth.user</b> isn't populated as the <b>DigestAccountName</b> .
EN-204299	Poly Clariti Manager doesn't import all attributes from CSV files if there are spaces between attribute names.
EN-203779	Poly Clariti Manager shouldn't show pagination for rooms and machine accounts.
EN-202357	Adding an SBC fails with the error <b>Instance version can't be blank</b> .

Issue Number	Description
EN-202347	When upgrading from 10.8 to 10.9, changes to the secondary server user interface aren't synchronized to the primary server. You can't configure the redundancy between the two servers.
EN-201226	(Poly Clariti Manager 10.9.0.1) Poly Trio 8800 <b>Polycom Standard</b> configuration template for <b>Trio-Video-Camera-FlickerAvoidance</b> is configured with incorrect values.
EN-200580	(Poly Clariti Manager HA) After updated Poly Clariti Manager to 10.9.0.1, the system is slow and you can't log in.
EN-199346	If you upgrade Poly Clariti Manager from 10.4 to 10.9, the enterprise directory fails to integrate with Active Directory servers.
EN-198731	RCA requested for heartbeat time out in Poly Clariti Manager after Poly VVX phones upgrade from UC 5.9.5 to 6.3.1.
EN-198618	If many users have the Poly Clariti Manager dashboard open, Poly Clariti Manager 10.9 appears with CPU usage spike.
EN-197939	Trio Visual + devices are listed under the <b>other peripheral</b> category. This isn't correct. Poly Clariti Manager should exclude Poly Trio Visual+ from the peripheral device check.
EN-197294	Jserver logs to be configured to debug by default
EN-196402	When the system time format is 24 hours, the CPU statistics in Poly Clariti Manager dashboard doesn't reflect the actual memory consumption.
EN-195352	Poly X50 3.3.0-9927 fails to provision time zone from Poly Clariti Manager.
EN-193580	Poly Clariti Manager doesn't provision the correct H.323 settings for RealPresence Group Series systems.
EN-192826	Poly Clariti Manager Tomcat stops responding on the port 3443. Should implement log dump when there's an exception.
EN-192514	Poly Clariti Manager user interface isn't accessible. RCA is at risk because the Jserver is configured to 10 files by default. Should increase it to 30.
EN-190827	New deployment of Poly Clariti Manager AWS 10.9 shows SSH access disabled when it's actually enabled.
EN-190040	Poly Clariti Manager v10.8.0_6-251114 data import fails with this error: <b>The following records were loaded [local, temp2, RPDesktop, temp2, 110004] Error Reason [Invalid device type.]</b>

Issue Number	Description
EN-185650	Poly Studio X50 endpoint names change automatically to <b>Gseries+serial number</b> on the Poly Clariti Manager <b>Monitor View</b> after one or two days.
EN-185662	(v10.8 only) Poly Clariti Manager <b>Endpoint Monitor View</b> doesn't list Poly Studio X30 devices synchronized from Poly Clariti Core after H.323 registration.
EN-178413	Poly Clariti Manager doesn't show scheduled ongoing Teams calls.
EN-173102	Poly Clariti Manager fails to save the minute value in the <b>Start Time</b> field in the <b>Maintenance Window</b> .
EN-170928	After upgrading Poly Clariti Manager to 10.8 or later, some attributes may be filled with the value <code>\$AudioProvisionProfile.getProvisionAttributeValue(\$key)</code> .
EN-168072	Poly Clariti Manager fails to assign an H.323 ID in a language other than English via the endpoint naming function.
EN-162302	RealPresence Mobile transmits between 72 MB and 100 MB per second for Poly Clariti Manager over the heartbeat link (SSH traffic TCP port 22).
EN-154177	Poly Clariti Manager occasionally deletes all territories if it can't reach Poly Clariti Core or Poly Clariti Edge.
EN-153553	On the Poly Clariti Manager local interface, the warning message says that the maximum log stream size for Server is 3 GB.

## 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	<p>The Poly Clariti Manager system may fail to add the following instances by creating a new image with static IP:</p> <ul style="list-style-type: none"> <li>• Poly Access Director instance</li> <li>• Poly Clariti Core or Poly Clariti Edge instance</li> </ul> <p>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.</p>	<p>Deploy the Poly Access Director .ova on a virtual machine, and then add the existing instance to Poly Clariti Manager.</p>
EN-85432	<p>After disabling the CBC ciphers on the Poly Clariti Manager system, Poly Clariti Manager fails to communicate with Poly Access Director.</p>	None.
EN-59844	<p>The Poly Clariti Manager system fails to provision VVX 1500 after integrating with Enterprise Directory by SMB version 2.0.</p>	<p>VVX 1500 doesn't support SMB version 2.0. Use SMB version 1.0.</p>
EN-59501	<p>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.</p>	None.
EN-218152	<p>Sometimes, Poly Trio devices may fail to pull software updates from Poly Clariti Manager.</p>	<p>Set up a profile with below attributes and deploy it to the device:</p> <pre>device.set="1" device.prov.upgradeServer.set="1" device.prov.upgradeServer=""</pre>

## Known Issues

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


**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.

Category	Issue ID	Found in Release	Description	Workaround
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 <b>Conference &gt; Monitor View</b> 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 <b>Call Info</b> section may show incorrect SIP call status.	None.
Endpoint	EN-212503	10.10	Poly Clariti Manager can't restart Cisco DX endpoints.	None.
Endpoint	EN-218054	10.10	You can't delete configuration profiles from the <b>Edit Endpoint</b> page.	Clear your browser cache or use the browser incognito mode.

Category	Issue ID	Found in Release	Description	Workaround
Logs	EN-204158	10.9.0	Downloading all system Log files is interrupted after a while and the status shows <b>Failed</b> .	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 <b>Endpoint &gt; Monitor View</b> 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 thinshell using <code>polycom/polycom</code> and set the interface to static, reset it to DHCP and then reboot. Your machine then comes up using DHCP.
Report	EN-220092	10.10	People Count isn't always generated in Reports on Clariti Manager for Poly OS devices (Poly Studio X30, Poly Studio X50, Poly Studio X70).	None.
Restore	EN-217676	10.10	Entries for endpoint software packages from a backed-up Poly Clariti Manager are present on the restored 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.

Category	Issue ID	Found in Release	Description	Workaround
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 <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 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> .
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 <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-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.

Category	Issue ID	Found in Release	Description	Workaround
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 Interface	EN-8451	10.0.0	If you change <b>TLS Settings</b> in <b>Admin &gt; Maintenance and Security</b> , the <b>System Restart Needed</b> popup persists and you can't access the <b>Dashboard</b> 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 <b>Provider</b> on an endpoint's local interface after reprovision it from another Poly Clariti Manager system, the old <b>Provider</b> value still appears on the <b>Endpoint &gt; Monitor View</b> page (in the <b>Operating mode</b> column). It should be the new value.	Reboot the PolyOS device.
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: <ul style="list-style-type: none"> <li>• reboot</li> <li>• init 6</li> <li>• shutdown -r now</li> </ul>
User Interface	EN-217246	10.10	When a Poly RealPresence Group Series system is in a P2P call, after a few minutes, the <b>In a call</b>  icon disappears from its entry in <b>Endpoint &gt; Monitor View</b> and its connection status changes to <b>Disconnected</b> in the <b>Conference &gt; Monitor View</b> page.	None.
Upgrade	EN-216594	10.10	If you attempt to upgrade Poly Clariti Manager using a <b>.bin</b> file whose filename has special characters (for example, <b>()</b> ), the upgrade fails.	Remove the special characters from the file name.

Category	Issue ID	Found in Release	Description	Workaround
User Interface	EN-198650	10.9.0.2	In <b>Endpoint &gt; Monitor View</b> , the Poly Trio Visual+ paired to a Trio phone displays with the dial string of <b>Trio Visual+_serialnumber</b> .	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 <b>Integrated</b> icon for un Integrated 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 doesn't appear in the <b>Call Info</b> drop-down list in <b>Conference &gt; Monitor View</b> .	None.
User Interface	EN-EN-220022	10.10	After you restart or upgrade Clariti Manager, Poly VideoOS devices lost their <b>SIP/Gatekeep registered</b> status, and their peripheral device icons disappear.	None.

## GETTING HELP

For more information about installing, configuring, and administering Poly/Polycom products or services, go to Polycom Support

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## ***The Poly Community***

The [Poly Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Poly Community, create a Poly online account. When logged in, you can access Poly support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

## ***Related Poly and Partner Resources***

See the following sites for information related to this release.

- The Polycom Support Site is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, [Product-Related Legal Notices](#), and Documents & Software downloads.
- The [Polycom 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 [Polycom 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 [Polycom 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 [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.