POLYCOM®

Polycom®
RMX 1500/2000/4000
Release Notes

Version 7.2.2 | September 2011 | DOC2610C

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Version 7.2.2 - Changes to Existing Features

Version 7.2.x does not support MPM cards. Do not upgrade to version 7.2.x if MPM cards are installed in the RMX and contact Support.

The following table lists changes to existing features in Version 7.2.2.

Table 1 *Version 7.2.2 changes*

	Category	Feature Name	Card Configuration Mode	Description
1	IVR	Entry and Exit Tones	MPM+, MPMx	Roll Call announcements played upon participants connection or disconnection from a conference (Entry and Exit announcements) can be replaced by tones. The system is shipped with two default tones: Entry Tone and Exit tone. This option replaces the system flag IVR_ROLL_CALL_USE_TONES_INSTEAD_OF_VOICE which was removed from the System Configuration list of flags.
2	General	Play Tone Upon Cascading Link Connection	MPM+, MPMx	The RMX can be configured to play a tone when a cascading link between conferences is established.
3	General	Adjust Reservations Time	MPM+, MPMx	The start time of all reservations can be manually adjusted in one operation following a change to the MCU's GMT offset. For recurring reservations [for physical moves or Daylight Saving Time (DST) events] an adjustment has been added to MCU Time.
4	General	CDR	MPM+, MPMx	A new event was added (33) to indicate that a connected participant was designated as a Chairperson.

Version 7.2.1 - Changes to Existing Features

Version 7.2.x does not support MPM cards. Do not upgrade to version 7.2.x if MPM cards are installed in the RMX and contact Support.

The following table lists changes to existing features in Version 7.2.1.

Table 2 *Version 7.2.1 changes*

	Category	Feature Name	Card Configuration Mode	Description
1	Video	High Profile	MPMx	High Profile Video is supported in ISDN calls.
2	General	System configuration/ GW - DTMF forwarding	MPM+, MPMx	The flag ALWAYS_FORWARD_DTMF_IN_GW _SESSION_TO_PSTN was added to the system configuration. Default Value: NO Possible values: YES / NO When set to YES, all DTMF codes sent by participants in the GW session will be forwarded to all PSTN and ISDN participants in the same GW session.
3	General	Conference Profile	MPM+, MPMx	When defining a new conference Profile, Encryption is no longer enabled by default and must be manually enabled when required.
4	General	System configuration/ G.728	MPM+, MPMx	The flag G728 was replaced by two new flags: G728_IP and G728_ISDN to allow you to enable/disable the G.728 audio algorithm in IP calls and/or ISDN calls independently. Default value for both flags: NO Possible values: YES/NO
5	General	System configuration/ *SIP_AUTO_SUFFIX_ EXTENSION*	MPM+, MPMx	This flag is used to automatically add a suffix to a SIP address (To Address) instead of adding it manually in the RMX Web Client (SIP address) when the SIP call is direct-dial and not through a Proxy. **Example:** Participant Name = john.smith Company Domain = maincorp.com SIP_AUTO_SUFFIX_EXTENSION flag value = @maincorp.com Entering john.smith will generate a SIP URI = john.smith@maincorp.com

Version 7.2 - New Features List

The following table lists the new features in Version 7.2.

Table 3 *Version 7.2 New Features List*

	Category	Feature Name	Card Configuration Mode	Description
1	Video	Content at HD1080p Resolution	MPMx	Content is supported at HD1080p resolution.
2	Video/ Microsoft	RTV Video Protocol Support	MPMx	Microsoft RTV Video protocol is supported.
3	Microsoft	Conferencing Entities Presence in Microsoft Office Communications Server Client or Lync Server Client	MPMx	Registration & Presence enables the OCS or LYNC client users to see the availability status (Available or Offline) of Meeting Rooms, Entry Queues and SIP Factories and connect to them directly from the buddy list.
4	Microsoft	Click-to-Conference	MPMx	Lync clients can be configured to start multipoint audio and video conferences directly from the Lync Client running on the RMX.
5	General	Hot Backup	MPM+, MPMx	Hot Backup implements a high availability and rapid recovery solution. In the event of failure of the Master MCU, the Slave MCU transparently becomes active and assumes the activities and functions with the backed up settings of the failed Master MCU.
6	General	Request to Speak	MPM+, MPMx	Participants that were muted by the conference organizer/system operator can indicate that they want to be unmuted by entering the appropriate DTMF code. An icon is displayed in the *Role* column of the *Participants* list for 30 seconds.
7	General	Multilingual Support	MPM+, MPMx	Turkish has been added to the list of languages supported by the RMX Web Client and RMX Manager.
8	IP	LAN Redundancy	MPM+, MPMx	LAN Redundancy enables a redundant LAN port connection to automatically replace a failed port by using another physical connection and NIC (Network Interface Card) averting disconnections and IP network traffic failure.
9	SIP	People+Content	MPM+, MPMx	A new System Flag: ENABLE_SIP_PPC _FOR_ALL_USER_AGENT ensures that SIP People+Content and BFCP capabilities are declared in all environments.

Version 7.2 - Changes to Existing Features

The following table lists changes to existing features in Version 7.2.

Table 4 *Version 7.2 changes*

	Category	Feature Name	Card Configuration Mode	Description
1	Audio	G.728	MPM+, MPMx	The Audio Algorithm G.728 is supported with both MPM+ and MPMx cards and in H.323, SIP and ISDN environments. The feature is always enabled for ISDN calls but can be disabled for IP calls.
2	General	Change Video Display in Cascade	MPM+, MPMx	A new System Flag: AVOID_VIDEO _LOOP_BACK_IN_CASCADE controls whether or not the current speaker's image is sent back through the participant link in cascaded conferences.
3	General	Recording indication	MPM+, MPMx	The Recording indication is supported with both MPM+ and MPMx cards. It can be displayed to all conference participants informing them that the conference is being recorded.
4	IP	SIP Registration	MPM+, MPMx	Registration of conferencing entities with the SIP server was moved from the IP Network Service to the *Conference Profile - Network Services* tab (new tab). This allows the registration of specific conferencing entities with the SIP server instead of automatically registering all selected conferencing entities.
5	Security	SNMPv3 Support	MPM+, MPMx	SNMPv3 is supported to enhance security during RMX monitoring operations.
6	Video	Content Resolution - Legacy Endpoints	MPM+, MPMx	The highest resolution when sending Content to Legacy Endpoints has been increased to: • HD720p30 with MPMx • HD720p5/6 with MPM+

Version 7.2.2 - Interoperability Tables

Devices

The following table lists the devices with which Version 7.2.2 was tested.

Table 5 *Version 7.2.2 Device Interoperability Table*

Device	Version
Gatekeepers/Proxies	
Polycom CMA	5.5.0
Polycom PathNavigator	7.0.14
Polycom SE200	3.0.7
Cisco Gatekeeper	12.3
Radvision ECS gatekeeper	7.1.2.12
Tandberg VCS	X6.1
Microsoft OCS Server	2007 R2 3.5.6907
Microsoft Lync Server	4.0.7457.0
Broadsoft Proxy	BroadWorks release R17 SP2
IPtel Proxy	1.0.2
Recorder	
Polycom RSS 2000	5.2.6
Polycom RSS 4000	6.4
MCUs, Call Managers Network Devices and Add ins	
Polycom MGC 25/50/100 and MGC+50/100	9.0.4
Polycom RMX 1000	2.1.2
Polycom DMA 7000	3.0
Polycom VBP 5300LF-S25	11.2.3
Polycom VBP - E	11.2.3
Polycom Conferencing Add in for Microsoft Outlook	1.0.3
Polycom Conferencing Add in for IBM Sametime	V2.0.3_09072011
IBM Sametime Server	8.5.2_20110517
Avaya Communication MGR	R5.2.1
Avaya Communication Manager as Evolution Server	R6.0.1

Table 5 *Version 7.2.2 Device Interoperability Table (Continued)*

Device	Version
Avaya Aura Session Manager	R6.1
Avaya IP Softphone	R6.0 SP1
Cisco Call Manager	8.0.5
Radvision S4 Gateway	5.7.2.7.27
Siemens Server	V5.00.01.ALL.11_PS0017
Cisco (Tandberg) MCU	4.2
Cisco (Tandberg) MPS	J4.6
Endpoints	
Polycom HDX Family	3.0.2
Polycom Telepresence (ITP) Systems	3.0.2
Polycom VSX and V-Series Family	9.0.6
Polycom Viewstation Family	7.5.4
Polycom CMA Desktop	5.1.0
Polycom QDX6000	4.0.1.1
Polycom VVX1500	3.3.2
Polycom SoundPointIP 650	3.3.2
Polycom PVX	8.0.16
Polycom VS Family	7.5.4
Polycom VS FX Family (EX, FX, 4000)	6.0.5
Polycom iPower 9000	6.2
Polycom Soundstation IP3000	3.3.2
Polycom DST B5	2.0
Polycom DST K60	2.0.1
Polycom DST K80	4.0
Aethra X3	12.1.19
Aethra X7	12.1.7
Avaya one-X Communicator	R6.0.1
Avaya 1XC Communicator	R1.020-SP2-1696
Avaya 1000 series	R1.1
Avaya ADVD	R1.1
LifeSize 200	4.7.18
LifeSize Room and Express	4.8.3
LifeSize Desktop Client	2.0.2

Table 5 *Version 7.2.2 Device Interoperability Table (Continued)*

Device	Version
Sony PCS -XG80	2.3
Sony PCS -1	3.4
Sony PCS -G family	2.7
Sony PCS -TL50	2.4
Cisco (Tandberg) 150 MXP	L6.1
Cisco (Tandberg) MXP F-Series Family	F9.0.2
Cisco (Tandberg) 6000 B	B10.3
Cisco (Tandberg) Classic E Family	E5.3, TE2.2.1.224666
Cisco (Tandberg) EX90	3.1.3
Cisco (Tandberg) C Family	4.0.0.246968
Cisco (Tandberg) E20	4.0.0
RadVision SCOPIA XT1000 endpoint	2.0
RadVision SCOPIA endpoint	2.5
Microsoft OC client R2	R2 3.5.6907.196
Microsoft Lync client	v4.0.7577.0
IBM Sametime Client	ST8.5.2_20110516
Siemens Desktop Client	B3.2R2.1.11 (32.2.1.0011)
Siemens OpenStage Desktop Voice	V2_R2_37_0
Vidyo Desktop Client	2.0.4

For more information about partner product interoperability, refer to the partner deployment guides.

Polycom RMX and Avaya Interoperability

For questions and support on the Polycom - Avaya integrated solution, please contact your Avaya Authorized Service Provider.

The Polycom RMX 2000/4000 series of MCUs running software version 7.0.1.16 register to current generally available versions of Avaya Aura Session Manager R6.0 to provide multipoint video calls.

Polycom RMX 4000, RMX 2000 and RMX 1500 can call and receive calls with current generally available versions of Avaya one-X Communicator H.323 video soft clients (R5.2) on Aura Communication Manager R5.2.1, R6.0, and R6.1.

RMX Web Client

The following table lists the environments (Web Browsers and Operating Systems) with which the *RMX Web Client* was tested.

Table 6 *Version 7.0 Environment Interoperability Table*

Web Browser	Operating System
Internet Explorer 6	Windows XP™
Internet Explorer 7	Windows XP™
	Windows Vista™
	Windows 7
Internet Explorer 8	Windows 7

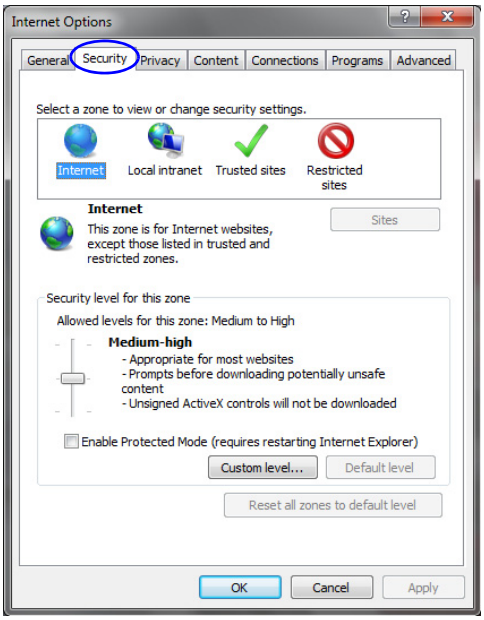
Windows 7™ Security Settings

If *Windows 7* is installed on the workstation, *Protected Mode* must be disabled before downloading the Version 7.0 software to the workstation.

To disable Protected Mode:

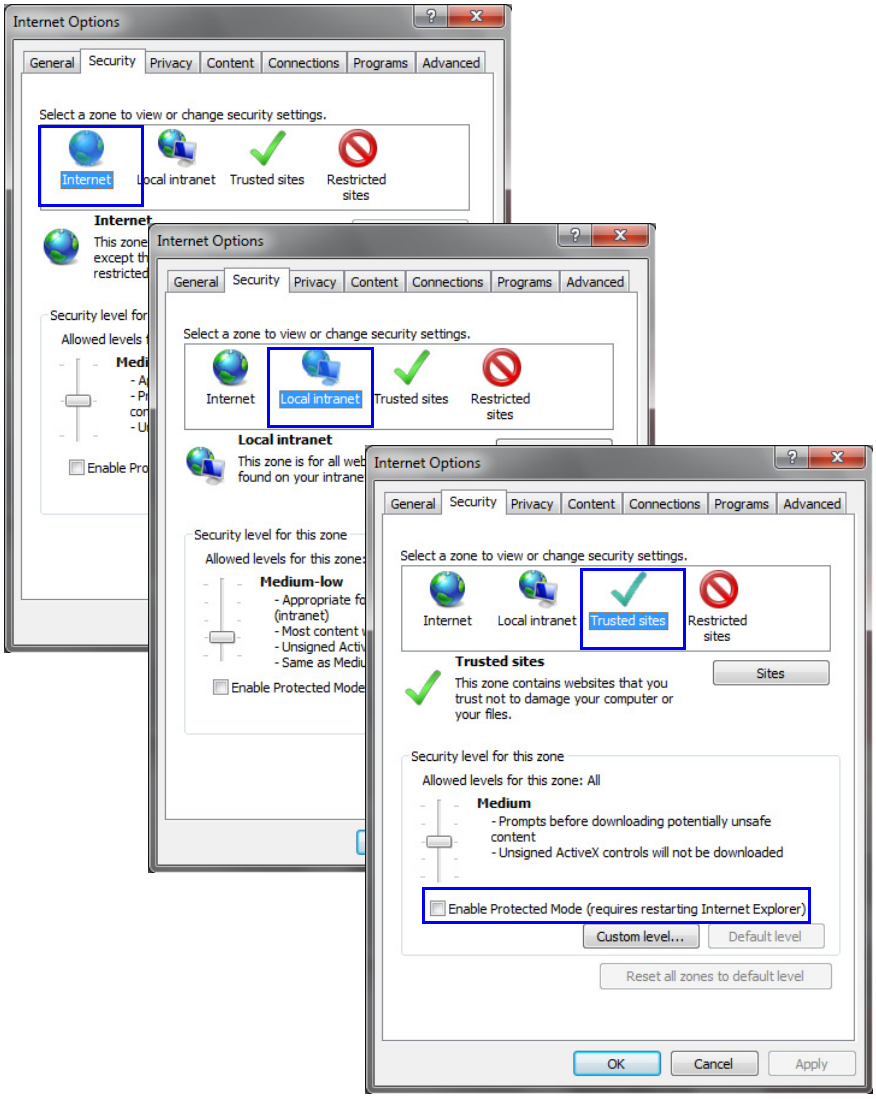
1 In the *Internet Options* dialog box, click the **Security** tab.

The **Security** tab is displayed.



2 Clear the *Enable Protected Mode* check box for each of the following tabs:

— *Internet*
— *Local intranet*
— *Trusted sites*



3 After successful connection to *RMX*, the *Enable Protected Mode* check boxes can be selected to enable *Protected Mode* for the following tabs:

— *Internet*
— *Local intranet*

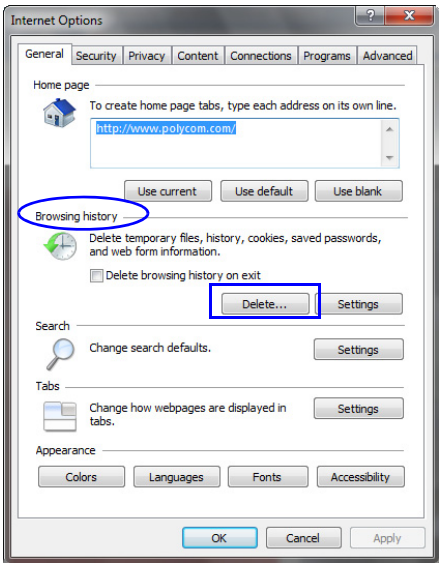
Internet Explorer 8 Configuration

When using *Internet Explorer 8* to run the *RMX Web Client* or *RMX Manager* applications, it is important to configure the browser according to the following procedure.

To configure Internet Explorer 8:

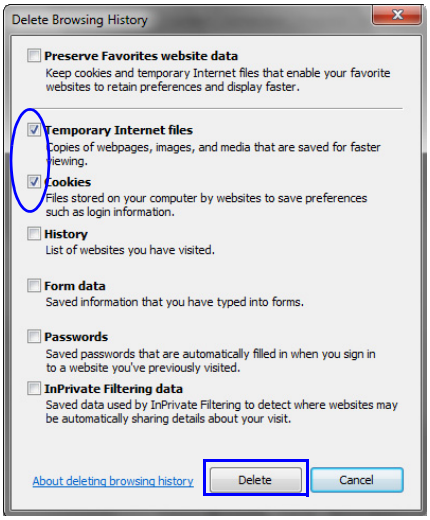
1. Close **all** browsers running on the workstation.
2. Use the *Windows Task Manager* to verify that no *iexplore.exe* processes are running on the workstation. If any processes are found, use the **End Task** button to end them.
3. Open *Internet Explorer* but do **not** connect to the *RMX*.
4. In the *Internet Explorer* menu bar select **Tools >> Internet Options**.

   The *Internet Options* dialog box is displayed with *General* tab open.



5. In the *Browsing history* section, click the **Delete** button.

   The *Delete Browsing History* dialog box is displayed.

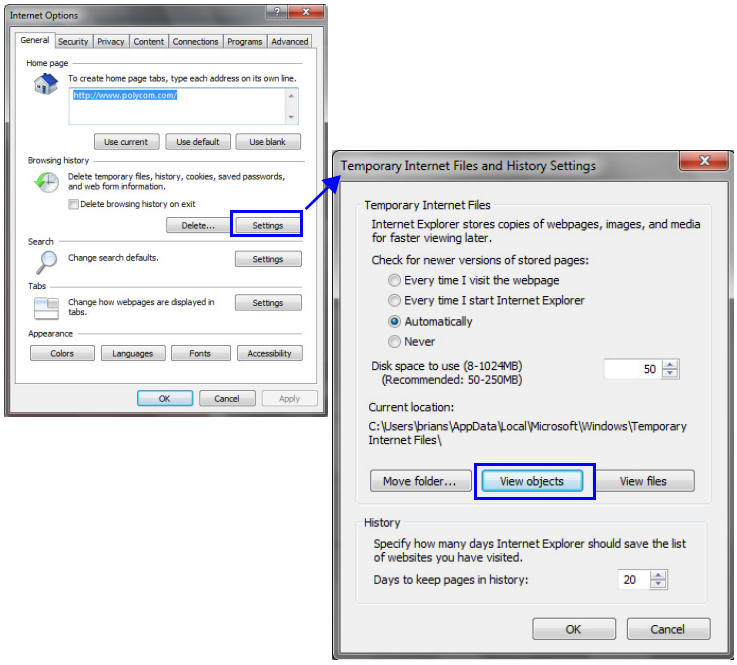


6. Select the **Temporary Internet** files and **Cookies** check boxes.
7. Click the **Delete** button.

8 The *Delete Browsing History* dialog box closes and the files are deleted.

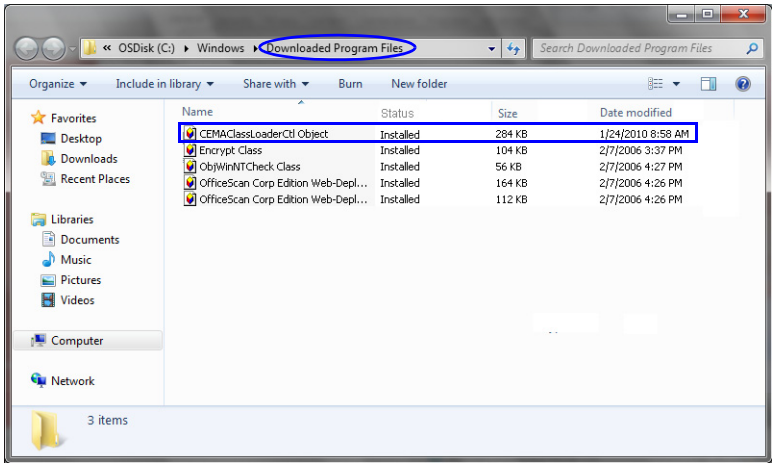
9 In the *Internet Options* dialog box, click the **Settings** button.

The *Temporary Internet Files and History Settings* dialog box is displayed.



10 Click the **View objects** button.

The *Downloaded Program Files* folder containing the installed *Program Files* is displayed.



11 Select the *CEMAClassLoaderCntl Object* file

12 Press the **Delete** key on the workstation.

13 Close the *Downloaded Program Files* folder and the *Temporary Internet Files and History Settings* dialog box.

14 In the *Internet Options* dialog box, click the **OK** button to save the changes and close the dialog box.

Polycom Solution Support

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services will help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments.

Professional Services for Microsoft Integration is mandatory for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server integrations. For additional information and details please see http://www.polycom.com/services/professional_services/index.html or contact your local Polycom representative.

Version 7.2.2- Upgrade Package Contents

The Version 7.2.2 upgrade package must be downloaded from the *Polycom Resource Center* and includes the following items:

- lan.cfg file
- LanConfigUtility.exe
- RMX Documentation
  - RMX 1500/2000/4000 Version 7.2.2 Release Notes
  - RMX 1500/2000/4000 Getting Started Guide
  - RMX 1500/2000/4000 Administrator's Guide
  - RMX 1500/2000/4000 Hardware Guide
  - RMX 1500/2000/4000 Quick Installation Booklet
  - Installation Quick Start Guide for RMX 1500/2000/4000
  - RMX Third Party Licenses
- External DB Tools
  - RMX 1500/2000/4000 External Database API Programmer's Guide
  - Sample Scripts
- RMX XML API Kit Version 7.2.2
  - RMX 1500/2000/4000 XML API Version 7.2 Release Notes
  - RMX 1500/2000/4000 XML API Overview
  - RMX 1500/2000/4000 XML API Schema Reference Guide (version 3.0)
  - MGC to RMX XML API Conferencing Comparison
  - Polycom XML Tracer User's Guide
  - XML Schemas
  - Polycom XML Tracer application
- Translations of RMX 1500/2000/4000 Version 7.0 Documentation:
  - Getting Started Guide:
    French, German, Japanese, Russian, Simplified Chinese, Hebrew and Portuguese
  - Hardware Guide:
    French, German, Japanese, Korean, Russian, Simplified Chinese, Spanish

Where to Get the Latest Product Information

To view the latest Polycom product documentation, visit the **Support** section of the Polycom website at http://support.polycom.com

Upgrade Procedures

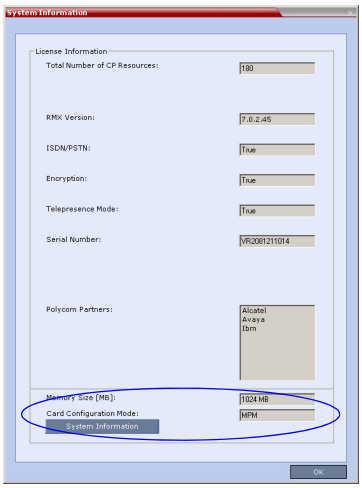
Guidelines

- **Version 7.2.2 does not support MPM cards**.
  DO NOT upgrade to *Version* 7.2.2 if *MPM* cards are installed in the *RMX*.
  Contact *Polycom Support*.
- If the upgrade process includes upgrading the *Media* cards refer to the *RMX 2000/4000 MPMx Migration Procedure* documentation.

General

- Ensure that the *Control Unit* memory size is at least 1024MB. If memory size is 512MB, **DO NOT** perform the upgrade procedure. Contact *Polycom Support*.

  To check the MCU's Memory size: In the RMX Web Client/RMX Manager go to **Administration > System Information.**



- If *Windows7™* is installed on the workstation, *Protected Mode* must be disabled before downloading the *RMX* software to the workstation. For more information see "*Windows 7™ Security Settings*" on page 8.
- To maximize conferencing performance, especially in high bit rate call environments, a 1 Gb connection is recommended for each *LAN* connection.
- If the default **POLYCOM** user is defined in the *RMX Web Client*, an *Active Alarm* is created and the *MCU* status changes to **MAJOR** until a new Administrator user is created and the default user is deleted.
- If an upgrade procedure fails contact *Polycom Support*.
- To use the new features such as *Operator Assistance* and *Gateway Sessions* the *IVR Services* must be updated. For more details, see "*Additional/Optional System Updates After Upgrading*" on page 29.
- To enable the *Gathering Phase* in the existing Profiles, you must modify the Profiles assigned to the conferencing entities. For more details, see "*Gathering Settings*" on page 30.
- To keep the conferencing entities registered with the SIP Server defined in the IP Network Service, registration must be enabled in the Profiles assigned to these entities. For more details, see "*SIP Registration*" on page 30.

Upgrade Paths to Version 7.2.2

The upgrade options from previous versions to Version 7.2.2 are summarized in Table 7. When upgrading from *Versions 2.x* and *3.x*, three intermediate version upgrades must be performed.

Table 7 *Upgrade Paths to Version 7.2.2*

Current Version	First Intermediate Upgrade		Second Intermediate Upgrade		Third Intermediate Upgrade		New Version	
	Version	Key	Version	Key	Version	Key	Version	Key
7.2 / 7.2.1	N/A		N/A		N/A		**7.2.2**	No
7.0.1 / 7.0.2 / 7.0.3 / 7.1	N/A		N/A		N/A		**7.2.2**	Yes
7.0	7.0.3	No	N/A		N/A		**7.2.2**	Yes
6.0.2	7.0.3	Yes	N/A		N/A		**7.2.2**	Yes
6.0 / 6.0.1	6.0.2	No	7.0.3	Yes	N/A		**7.2.2**	Yes
5.0.2	7.0.3	Yes	N/A		N/A		**7.2.2**	Yes
5.0 / 5.0.1	5.0.2	No	7.0.3	Yes	N/A		**7.2.2**	Yes
4.x	5.0.2	Yes	7.0.3	Yes	N/A		**7.2.2**	Yes
2.x / 3.x	4.1.1	Yes	5.0.2	Yes	7.0.3	Yes	**7.2.2**	Yes

Upgrading from Version 7.2 to Version 7.2.2

1. Download the required software *Version 7.2.2* from the *Polycom Resource Center* web site
2. Backup the configuration file. For more information, see the *RMX 1500/2000/4000 Administrator's Guide*, *"Software Management"* on page **19-108**.
3. Install *MCU* Software *Version 7.2.2*.
   On the *RMX* menu, click **Administration> Software Management > Software Download**.
4. Browse to the *Install Path*, selecting the **Version 7.2.2.x.bin** file in the folder where *Version 7.2.2* is saved and click **Install**.

   At the end of the installation process the system displays an indication that the software was successfully downloaded and that a new activation key is required.
5. Click **Close** to close the *Install Software* dialog box.
6. When prompted whether to reset the *MCU*, click **Yes** to reset the *MCU*.

   At the end of the installation process the system displays an indication that the software was successfully downloaded.

   The upgrade procedure takes about **30** minutes during which time an *Active Alarm - System Upgrade* is displayed.

The RMX resets itself during the upgrade process and connection to the *RMX Web Client* may be lost. If the workstation is logged in to the *RMX Web Client* during the resets, the *MCU State* indicator at the bottom right corner of the *RMX Web Client* screen indicates *STARTUP*.

7 After about **30** minutes, **close and reopen the browser** and connect to the RMX. If the browser was not closed and reopened, the following error message is displayed: *Browser environment error. Please reopen the browser*.

The version number in the *Welcome* screen has changed to *7.2.2*.

8 In the *RMX Web Client – Welcome* screen, enter your *User Name* and *Password* and click **Login**.

In the *Main Screen* an *MCU State* indicator displays a progress indicator Starting up (15:25) showing the time remaining until the system start-up is complete.

Upgrading from Version 7.0.1 / 7.0.2 / 7.0.3 / 7.1 to Version 7.2.2

1 Download the *Version 7.2.2* software from the *Polycom Resource Center* web site

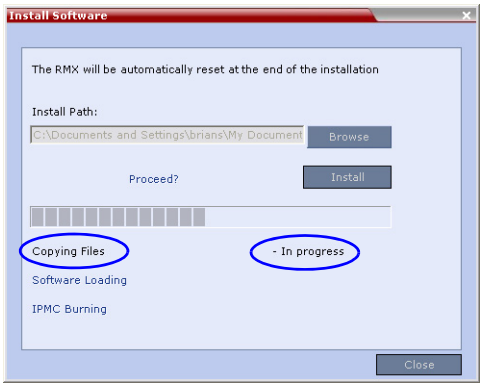
2 Obtain the Version 7.2.2 *Product Activation Key* from the *Polycom Resource Center* web site. For more information, see the *RMX 1500/2000/4000 Getting Stated Guide*, *"Obtaining the Activation Key"* on page **2-23**.

3 Backup the configuration file. For more information, see the *RMX 1500/2000/4000 Administrator's Guide*, *"Software Management"* on page **19-108**.

4 Install *MCU* Software *Version 7.2.2*.
On the *RMX* menu, click **Administration> Software Management > Software Download**.

5 Browse to the *Install Path*, selecting the **Version 7.2.2.x.x.bin** file in the folder where *Version 7.2.2* is saved and click **Install**.

The *Install Software* information box indicates that *Copying Files* is *In progress*.

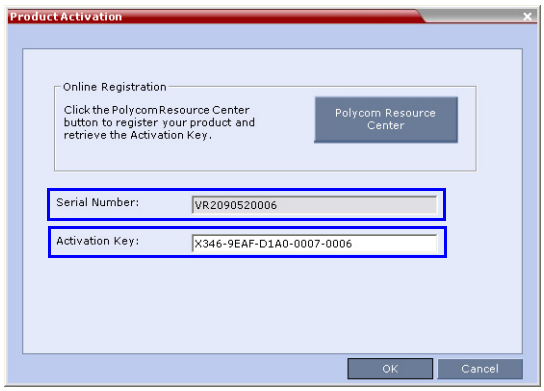


At the end of the installation process the system displays an indication that the software copying procedure is *Completed* and that a new *Activation Key* is required.

6 Click the **OK** button.

7 On the *RMX* menu, click **Setup > Product Activation**.

The *Product Activation* dialog box is displayed with the *Serial Number* field completed.

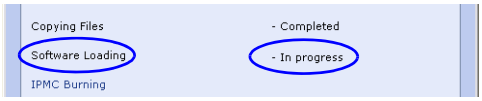


8 In the *Activation Key* field, enter or paste the *Product Activation Key* obtained earlier and click the **OK** button.

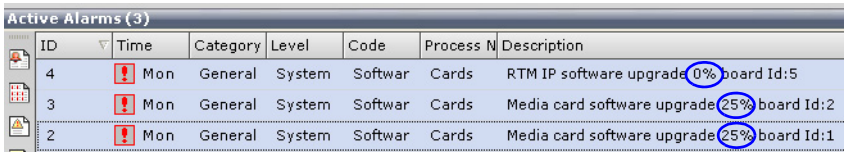
At the end of the *Product Activation* process the system displays an indication that the *Product Activation Key* was successfully installed.

9 Click the **OK** button.

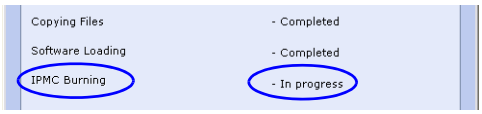
The *Install Software* information box indicates that *Software Loading* is *In progress*.



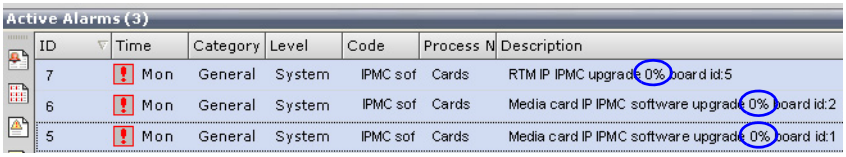
A series of *Active Alarms* are displayed indicating the progress of the upgrade process.



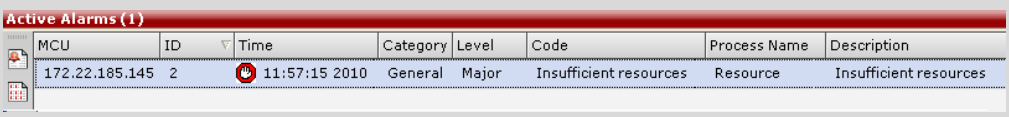
The *Install Software* information box indicates that *IPMC Burning* is *In progress*.



A further series of *Active Alarms* are displayed indicating the progress of the upgrade process.



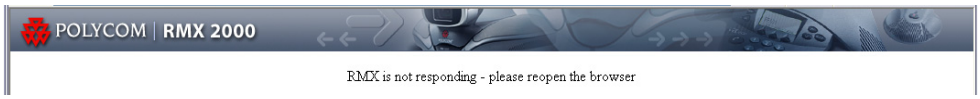
Sometimes, when updating the *Version 7.x* license key, the system displays the following active alarm:



Ignore this Active Alarm and complete this installation procedure.

The upgrade procedure takes approximately **20** minutes.

Connection to the *RMX* is terminated and you are prompted to reopen the browser.

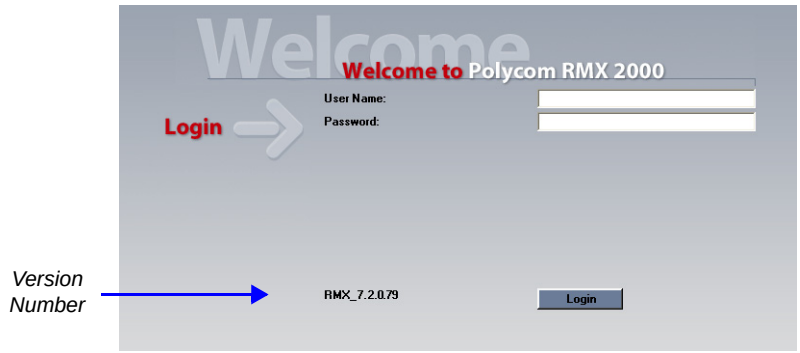


10 Approximately 5 minutes after receiving this message, close and reopen the browser.

11 Enter the IP address of the *RMX Control Unit* in the browser's address line and press **Enter** to reconnect to *RMX*.

If the browser displays a message indicating that it cannot display the requested page close and re-open the browser and connect to the *RMX*.

The version number in the *Welcome* screen has changed to *7.2.2*.



12 In the *RMX Web Client – Welcome* screen, enter your *User Name* and *Password* and click **Login**.

In the *Main Screen* an *MCU State* indicator displays a progress indicator 

showing the time remaining until the system start-up is complete.

Upgrading from Version 7.0 to Version 7.2.2

This upgrade requires an intermediate upgrade from *Version 7.0* to *Version 7.0.3* followed by an upgrade to *version 7.2.2*.

Upgrading from Version 7.0 to Version 7.0.3

1. Download the *Version 7.0.3* software from the *Polycom Resource Center* web site
2. Backup the configuration file. For more information, see the *RMX 1500/2000/4000 Administrator's Guide, "Software Management"* on page **19-108**.
3. Install *MCU* Software *Version 7.0.3*.
   On the *RMX* menu, click **Administration> Software Management > Software Download**.
4. Browse to the *Install Path,* selecting the **Version 7.0.3.x.bin** file in the folder where *Version 7.0.3* is saved and click **Install**.

   The Install Software information box indicates that *Copying Files* is *In progress*.

   The *Install Software* information box indicates that *Software Loading* is *In progress*.

   A series of *Active Alarms* are displayed indicating the progress of the upgrade process.

   The *Install Software* information box indicates that *IPMC Burning* is *In progress*.

   A further series of *Active Alarms* are displayed indicating the progress of the upgrade process.

   The upgrade procedure takes approximately **20** minutes.

   Connection to the *RMX* is terminated and you are prompted to reopen the browser.
5. Approximately 5 minutes after receiving this message, close and reopen the browser.
6. Enter the IP address of the *RMX Control Unit* in the browser's address line and press **Enter** to reconnect to *RMX*.

   If the browser displays a message indicating that it cannot display the requested page close and re-open the browser and connect to the *RMX*.

   The version number in the *Welcome* screen has changed to *7.0.3*.
7. In the *RMX Web Client – Welcome* screen, enter your *User Name* and *Password* and click **Login**.

   In the *Main Screen* an *MCU State* indicator displays a progress indicator 

showing the time remaining until the system start-up is complete.

Upgrade from Version 7.0.3 to Version 7.2.2

>> Continue with the upgrade from *Version 7.0.1/7.0.2/7.0.3/7.1* to *Version 7.2.2* as described starting on page **16**.

Upgrading from Version 6.0.2 to Version 7.2.2

This upgrade requires an intermediate upgrade from *Version 6.0.2* to *Version 7.0.3* followed by an upgrade to *version 7.2.2*.

Intermediate Upgrade from Version 6.0.2 to Version 7.0.3

1. Download the *Version 7.0.3* software from the *Polycom Resource Center* web site.
2. Obtain the Version 7.0.3 *Product Activation Key* from the *Polycom Resource Center* web site. For more information, see the *RMX Getting Stated Guide*, "*Modifying the Factory Default Management Network Settings on the USB Key*" on page **2-9**.
3. Backup the configuration file. For more information, see the *RMX 1500/2000/4000 Administrator's Guide*, "*Software Management*" on page **19-108**.
4. Install *MCU* Software Version 7.0.3.
   On the *RMX* menu, click **Administration > Software Management > Software Download**.
5. Browse to the *Install Path,* selecting the **Version 7.0.3.x.bin** file in the folder where *Version 7.0.3* is saved and click **Install**.

   The *Install Software* information box that *Copying Files* is *In progress*.

   At the end of the installation process the system displays an indication that the software copying procedure is *Completed* and that a new *Activation Key* is required.
6. Click the **OK** button.
7. On the *RMX* menu, click **Setup > Product Activation**.

   The *Product Activation* dialog box is displayed with the *Serial Number* field completed.
8. In the *Activation Key* field, enter or paste the *Product Activation Key* obtained earlier and click the **OK** button.

   At the end of the *Product Activation* process the system displays an indication that the *Product Activation Key* was successfully installed.
9. Click the **OK** button.

   The *Install Software* information box indicates that *Software Loading* is *In progress*.

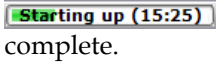
   A series of *Active Alarms* are displayed indicating the progress of the upgrade process.

   The *Install Software* information box indicates that *IPMC Burning* is *In progress*.

   A further series of *Active Alarms* are displayed indicating the progress of the upgrade process.

   After about **30** minutes, **close and reopen the browser** and connect to the *RMX*. If the browser was not closed and reopened, the following error message is displayed: *Browser environment error. Please reopen the browser*. If this occurs, close and re-open the browser and connect to the *RMX*.

   The version number in the *Welcome* screen has changed to *7.0.3*.
10. In the *RMX Web Client – Welcome* screen, enter your *User Name* and *Password* and click **Login**.

    In the *Main Screen* an *MCU State* indicator displays a progress indicator 

showing the time remaining until the system start-up is complete.

Upgrade from Version 7.0.3 to Version 7.2.2

>> Continue with the upgrade from *Version 7.0.1/7.0.2/7.0.3/7.1* to *Version 7.2.2* as described starting on page **16**.

Upgrading from Versions 6.0/6.0.1 to Version 7.2.2

This upgrade requires the following intermediate upgrade procedures:

1 Upgrade from *Version 6.0./6.0.1* to *Version 6.0.2*

2 Upgrade from *Version 6.0.2* to *Version 7.0.3*

Followed by an upgrade to *version 7.2.2.*

Intermediate Upgrade from Version 6.0/6.0.1 to Version 6.0.2

1 Download the Version *6.0.2* software from the *Polycom Resource Center* web site

2 Backup the configuration file. For more information, see the *RMX 1500/2000/4000 Administrator's Guide, "Software Management"* on page **19-108**.

3 Install *MCU* Software Version 6.0.2.
On the *RMX* menu, click **Administration > Software Management > Software Download**.

4 Browse to the *Install Path,* selecting the Version 6.0.2**.x.bin** file in the folder where Version 6.0.2 is saved and click **Install**.

The *Install Software* information box that *Copying Files* is *In progress*.

The *Install Software* information box indicates that *Software Loading* is *In progress*.

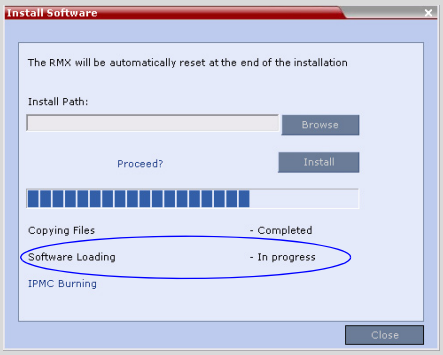
A series of *Active Alarms* are displayed indicating the progress of the upgrade process.

The *Install Software* information box indicates that *IPMC Burning* is *In progress*.

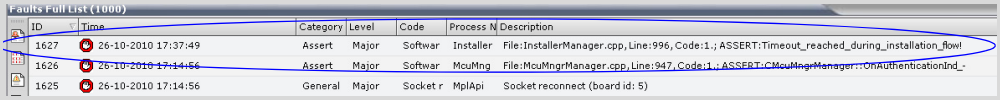
A further series of *Active Alarms* are displayed indicating the progress of the upgrade process.

The upgrade procedure takes approximately **20** minutes.

When upgrading from version 6.0.1, if after 20 minutes the system remains in the *Loading Software* stage:



and sometimes the following Active Alarm is displayed:



Close the Install Software window, access the **Hardware Monitor** and **Reset** the RMX. After reset, the upgrade process continues as described below.

Connection to the *RMX* is terminated and you are prompted to reopen the browser.

5 After approximately 5 minutes close and reopen the browser.

6 Enter the IP address of the *RMX Control Unit* in the browser's address line and press **Enter** to reconnect to *RMX*.

If the browser displays a message indicating that it cannot display the requested page close and re-open the browser and connect to the *RMX*.

The *Login* screen is displayed. The version number has changed to *6.0.2*.

7 In the *RMX Web Client – Welcome* screen, enter your *User Name* and *Password* and click **Login**.

In the *Main Screen* an *MCU State* indicator displays a progress indicator 

showing the time remaining until the system start-up is complete.

Intermediate Upgrade from Version 6.0.2 to Version 7.0.3

>> Continue with the upgrade from *Version 6.0.2* to *Version 7.0.3* as described starting on page **20**.

Upgrade from Version 7.0.3 to Version 7.2.2

>> Continue with the upgrade from *Version 7.0.3* to *Version 7.2.2* as described starting on page **16**.

Upgrading from Version 5.0.2 to Version 7.2.2

This upgrade requires an intermediate upgrade from *Version 5.0.2* to *Version 7.0.3* followed by an upgrade to *version 7.2.2*.

Intermediate Upgrade from Version 5.0.2 to Version 7.0.3

1. Download the software Version 7.0.3 software from the *Polycom Resource Center* web site.
2. Obtain the Version 7.0.3 *Product Activation Key* from the *Polycom Resource Center* web site. For more information, see the *RMX Getting Stated Guide*, *"Procedure 1: First-time Power-up"* on page **2-22**.
3. Backup the configuration file. For more information, see the *RMX 1500/2000/4000 Administrator's Guide, "Software Management"* on page **19-108**.
4. Install *MCU* Software Version 7.0.3.
   On the *RMX* menu, click **Administration > Software Management > Software Download**.
5. Browse to the *Install Path,* selecting the **Version 7.0.3.x.bin** file in the folder where **Version 7.0.3**. is saved and click **Install**.

   At the end of the installation process the *Install Software* dialog box indicates that the installed software is being checked. The system then displays an indication that the software was successfully downloaded and that a new activation key is required.
6. On the *RMX 2000/4000* menu, click **Setup > Product Activation**.

   The *Product Activation* dialog box is displayed with the *Serial Number* field completed.
7. In the *Activation Key* field, enter or paste the *Product Activation Key* obtained earlier and click the **OK** button.

   At the end of the *Product Activation* process the system displays an indication that the *Product Activation Key* was successfully installed.
8. When prompted whether to reset the *RMX*, click **Yes** to reset the *RMX*
9. When prompted to wait while the *RMX* resets, click **OK**.

   The upgrade procedure takes approximately 30 minutes.

   Connection to the *RMX* is terminated and you are prompted to reopen the browser.
10. After approximately 30 minutes close and reopen the browser.
11. Enter the IP address of the *RMX Control Unit* in the browser's address line and press **Enter** to reconnect to *RMX*.

    If the browser displays a message indicating that it cannot display the requested page, refresh the browser periodically until connection to the *RMX* is established and the *Login* screen is displayed.

    You may receive a message stating *Browser environment error. Please reopen the browser.* If this occurs, close and re-open the browser and connect to the *RMX*.
12. **Optional.** Close and reopen the browser.
13. Enter the IP address of the *RMX Control Unit* in the browser's address line and press **Enter** to reconnect to *RMX*.

The *Login* screen is displayed. The version number has changed to *7.0.3*.

14 In the *RMX Web Client – Welcome* screen, enter your *User Name* and *Password* and click **Login**.

In the *Main Screen* an *MCU State* indicator displays a progress indicator 

showing the time remaining until the system start-up is complete.

Upgrade from Version 7.0.3 to Version 7.2.2

>> Continue with the upgrade from *Version 7.0.1/7.0.2/7.0.3/7.1* to *Version 7.2.2* as described starting on page **16**.

Upgrading from Versions 5.0/5.0.1 to Version 7.2.2

This upgrade requires the following intermediate upgrade procedures:

1 Upgrade from *Version 5.0./5.0.1* to *Version 5.0.2*

2 Upgrade from *Version 5.0.2* to *Version 7.0.3*

Followed by an upgrade to *version 7.2.2*.

Intermediate Upgrade from Version 5.0/5.0.1 to Version 5.0.2

1 Download the required software *Version 5.0.2* from the *Polycom Resource Center* web site

2 Backup the configuration file. For more information, see the *RMX 1500/2000/4000 Administrator's Guide, "Software Management"* on page **19-108**.

3 Install *MCU* Software *Version 5.0.2*.
On the *RMX* menu, click **Administration> Software Management > Software Download**.

4 Browse to the *Install Path*, selecting the **Version 5.0.2.x.bin** file in the folder where *Version 5.0.2* is saved and click **Install**.

At the end of the installation process the system displays an indication that the software was successfully downloaded and that a new activation key is required.

5 Click **Close** to close the *Install Software* dialog box.

6 When prompted whether to reset the *MCU*, click **Yes** to reset the *MCU*.

At the end of the installation process the system displays an indication that the software was successfully downloaded.

The upgrade procedure takes about **30** minutes during which time an *Active Alarm - System Upgrade* is displayed.

The RMX resets itself during the upgrade process and connection to the *RMX Web Client* may be lost. If the workstation is logged in to the *RMX Web Client* during the resets, the *MCU State* indicator at the bottom right corner of the *RMX Web Client* screen indicates *STARTUP*.

7 After about **30** minutes, **close and reopen the browser** and connect to the RMX. If the browser was not closed and reopened, the following error message is displayed: *Browser environment error. Please reopen the browser*.

The version number in the *Welcome* screen has changed to *5.0.2*.

8 In the *RMX Web Client – Welcome* screen, enter your *User Name* and *Password* and click **Login**.

In the *Main Screen* an *MCU State* indicator displays a progress indicator 

showing the time remaining until the system start-up is complete.

Intermediate Upgrade from Version 5.0.2 to Version 7.0.3

1. Download the software Version 7.0.3 software from the *Polycom Resource Center* web site.
2. Obtain the Version 7.03 *Product Activation Key* from the *Polycom Resource Center* web site. For more information, see the *RMX Getting Stated Guide*, "*Obtaining the Activation Key*" on page **2-23**.
3. Backup the configuration file. For more information, see the *RMX 1500/2000/4000 Administrator's Guide*, "*Software Management*" on page **19-108**.
4. Install *MCU* Software Version 7.0.3.
   On the *RMX* menu, click **Administration > Software Management > Software Download**.
5. Browse to the *Install Path*, selecting the **Version 7.0.3.x.bin** file in the folder where **Version 7.0.3**. is saved and click **Install**.

   At the end of the installation process the *Install Software* dialog box indicates that the installed software is being checked. The system then displays an indication that the software was successfully downloaded and that a new activation key is required.
6. On the *RMX 2000/4000* menu, click **Setup > Product Activation**.

   The *Product Activation* dialog box is displayed with the *Serial Number* field completed.
7. In the *Activation Key* field, enter or paste the *Product Activation Key* obtained earlier and click the **OK** button.

   At the end of the *Product Activation* process the system displays an indication that the *Product Activation Key* was successfully installed.
8. When prompted whether to reset the *RMX*, click **Yes** to reset the *RMX*..



Sometimes when upgrading from version 5.0.2 to version 7.0.x the reset process fails. In such a case, you can try to connect to the *MCU* via the Shelf Management and reset the *MCU* from the Hardware Monitor or you can "hard" reset the *MCU* by turning the Power off and on again.

9. When prompted to wait while the *RMX* resets, click **OK**.

   The upgrade procedure takes approximately 30 minutes.

   Connection to the *RMX* is terminated and you are prompted to reopen the browser.
10. After approximately 30 minutes close and reopen the browser.
11. Enter the IP address of the *RMX Control Unit* in the browser's address line and press **Enter** to reconnect to *RMX*.

    The browser displays a message indicating that it cannot display the requested page.
12. Refresh the browser periodically until connection to the *RMX* is established and the *Login* screen is displayed.

    You may receive a message stating *Browser environment error. Please reopen the browser.*
13. **Optional.** Close and reopen the browser.

14 Enter the IP address of the *RMX Control Unit* in the browser's address line and press **Enter** to reconnect to *RMX*.

The *Login* screen is displayed. The version number has changed to *7.0.3*.

15 In the *RMX Web Client – Welcome* screen, enter your *User Name* and *Password* and click **Login**.

In the *Main Screen* an *MCU State* indicator displays a progress indicator 

showing the time remaining until the system start-up is complete.

Upgrade from Version 7.0.3 to Version 7.2.2

>> Continue with the upgrade from *Version 7.0.1/7.0.2/7.0.3/7.1* to *Version 7.2.2* as described starting on page **16**.

Upgrading from Version 4.x to Version 7.2.2

This upgrade requires the following intermediate upgrade procedures:

1 Upgrade from *Version 4.x* to *Version 5.0.2*

2 Upgrade from *Version 5.0.2* to *Version 7.0.3*

Followed by an upgrade to *version 7.2.2*.

Intermediate Upgrade from Version 4.x to Version 5.0.2

1 Download the *Version 5.0.2* software from the *Polycom Resource Center* web site.

2 Obtain the *Version 5.0.2 Product Activation Key* from the *Polycom Resource Center* web site. For more information, see the *RMX Getting Stated Guide*, "*Obtaining the Activation Key*" on page **2-23**.

3 Backup the configuration file. For more information, see the *RMX 1500/2000/4000 Administrator's Guide*, "*Software Management*" on page **19-108**.

4 Install *MCU* Software *Version 5.0.2*
On the *RMX* menu, click **Administration> Software Management > Software Download**.

5 Browse to the *Install Path*, selecting the **Version 5.0.2.x.bin** file in the folder where the downloaded version is saved and click **Install**.

At the end of the installation process the system displays an indication that the software was successfully downloaded and that a new activation key is required.

6 On the *RMX* menu, click **Setup > Product Activation**.

The *Product Activation* dialog box is displayed with the *Serial Number* field completed.

7 In the *Activation Key* field, enter or paste the *Product Activation Key* obtained earlier and click the **OK** button.

At the end of the *Product Activation* process the system displays an indication that the *Product Activation Key* was successfully installed.

8 Click the **OK** button.

9 When prompted whether to reset the MCU, click **Yes** to reset the MCU.

At the end of the installation process the system displays an indication that the software was successfully downloaded.

The upgrade procedure takes about **30** minutes during which time an *Active Alarm - System Upgrade* is displayed.

The RMX resets itself during the upgrade process and connection to the *RMX Web Client* may be lost. If the workstation is logged in to the *RMX Web Client* during the resets, the *MCU State* indicator at the bottom right corner of the *RMX Web Client* screen indicates *STARTUP.*

Sometimes when upgrading from version 4.x to version 5.0.2 the reset process fails. In such a case, you can try to connect to the MCU via the Shelf Management and reset the MCU from the Hardware Monitor or you can "hard" reset the MCU by turning the Power off and on again.

After about **30** minutes, **close and reopen the browser** and connect to the RMX. If the browser was not closed and reopened, the following error message is displayed: *Browser environment error. Please reopen the browser*. If this occurs, close and re-open the browser and connect to the *RMX*.

The version number in the *Welcome* screen has changed to *5.0.2*.

10 In the *RMX Web Client – Welcome* screen, enter your *User Name* and *Password* and click **Login**.

In the *Main Screen* an *MCU State* indicator displays a progress indicator 

showing the time remaining until the system start-up is complete

Intermediate Upgrade from Version 5.0.2 to Version 7.0.3

>> Continue with the upgrade from *Version 5.0.2* to *Version 7.0.3* as described starting on page **23**.

Upgrade from Version 7.0.3 to Version 7.2.2

>> Continue with the upgrade from *Version 7.0.1/7.0.2/7.0.3/7.1* to *Version 7.2.2* as described starting on page **16**.

Upgrading from Versions 2.x/3.x to Version 7.2.2

From *Versions 2.x/3.x*, the upgrade to *Version 7.2.2* requires three intermediate upgrades:

1 Intermediate upgrade to *Version 4.1.1*.

2 Intermediate upgrade from *Version 4.1.1* to *Version 5.0.2*.

3 Intermediate upgrade from *Version 5.0.2* to *Version 7.0.3*.

Followed by an upgrade to *version 7.2.2*.

Intermediate Upgrade From Version 2.x/3.x to Version 4.1.1

1 Download the *Version 4.1.1* software from the *Polycom Resource Center* web site.

2 Obtain the *Version 4.1.1 Product Activation Key* from the *Polycom Resource Center* web site. For more information, see the *RMX Getting Stated Guide*, "*Obtaining the Activation Key*" on page **2-23**.

3 Backup the configuration file. For more information, see the *RMX 1500/2000/4000 Administrator's Guide*, "*Software Management*" on page **19-108**.

4 Install *MCU* Software *Version 4.1.1*
On the *RMX* menu, click **Administration> Software Management > Software Download**.

5 Browse to the *Install Path,* selecting the **Version 4.1.1.x.bin** file in the folder where *Version 4.1.1* is saved and click **Install**.

At the end of the installation process the system displays an indication that the software was successfully downloaded and that a new activation key is required.

6 On the *RMX* menu, click **Setup > Product Activation**.

The *Product Activation* dialog box is displayed with the serial number field completed.

7 In the *Activation Key* field, enter or paste the *Product Activation Key* obtained earlier and click the **OK** button.

At the end of the *Product Activation* process the system displays an indication that the *Product Activation Key* was successfully installed.

8 Click the **OK** button.

9 When prompted whether to reset the *MCU*, click **Yes** to reset the *MCU*.

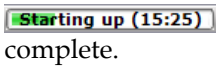
The upgrade procedure may take up to 30 minutes during which time an *Active Alarm - System Upgrade* is displayed.

The *RMX* resets itself during the upgrade process and connection to the *RMX Web Client* may be lost. If the workstation is logged in to the *RMX Web Client* during the resets, the *MCU State* indicator at the bottom right corner of the *RMX Web Client* screen indicates *STARTUP.*

10 After 30 minutes, close and re-open the browser and connect to the *RMX*.

The version number in the *Welcome* screen has changed to *4.1.1*

11 In the *RMX Web Client – Welcome* screen, enter your *User Name* and *Password* and click **Login**.

In the *Main Screen* an *MCU State* indicator displays a progress indicator 

showing the time remaining until the system start-up is complete.

Intermediate Upgrade from Version 4.1.1 to Version 5.0.2

>> Continue with the upgrade from *Version 4.x* to *Version 5.0.2* as described starting on page 26.

Intermediate Upgrade from Version 5.0.2 to Version 7.0.3

>> Continue with the upgrade from *Version 5.0.2* to *Version 7.0.3* as described starting on page 23.

Upgrade from Version 7.0.3 to Version 7.2.2

>> Continue with the upgrade from *Version 7.0.1/7.0.2/7.0.3/7.1* to *Version 7.2.2* as described starting on page 16.

Additional/Optional System Updates After Upgrading

IVR Services Update

When upgrading from version 4.0 and earlier, *Operator Assistance* and the *Gateway calls* options require that the IVR Services include specific (new) DTMF Codes and voice messages. These additions are not automatically added to existing IVR Services in order to avoid conflicts with existing DTMF codes. Therefore, to use these options, new Conference and Entry Queue IVR Services must be created.

In Version 6.0, recording can be controlled from the HDX remote control using the designated recording buttons. This is enabled by changing the existing definitions of the DTMF codes of the Roll Call and Recording actions in the Conference IVR Services already defined in the RMX.

In Version 7.x, PCM for ISDN participants is enabled by a DTMF code. The code must be added to the *DTMF Codes* tab to enable the PCM for ISDN participants. Default value is 1.

To modify the Conference IVR Service:

1. In the IVR Services list, double-click the service to modify or right click the service and select Properties.
2. To add the gateway voice messages and dial tones, click the **General** tab and select the appropriate *.wav files.
3. To modify the DTMF codes, click the **DTMF Codes** tab.
4. Modify the DTMF codes as follows:

Table 8 *DTMF Code Changes*

Action	Existing DTMF Code	New DTMF Code
Enable Roll Call	*32	*42
Disable Roll Call	#32	#42
Roll Call Review Names	*33	*43
Roll Call Stop Review	#33	#43
Start/Resume Recording	*73	*3
Stop Recording	*74	*2
Pause Recording	*75	*1
Request Private Assistance		*0
Request Assistance for the conference		00
PCM (for ISDN participants only)		##

5. To add the Operator Assistance Options, click the **Operator Assistance** tab and select the appropriate options and messages.

For details on modifying the IVR Services, see *RMX 2000 Administrator's Guide*, *"Defining a New Conference IVR Service"* on page **15-9**.

Gathering Settings

When upgrading from earlier versions, the *Enable Gathering* check box in the *Profile Properties - Gathering Settings* dialog box is not selected by default for existing *Profiles*.

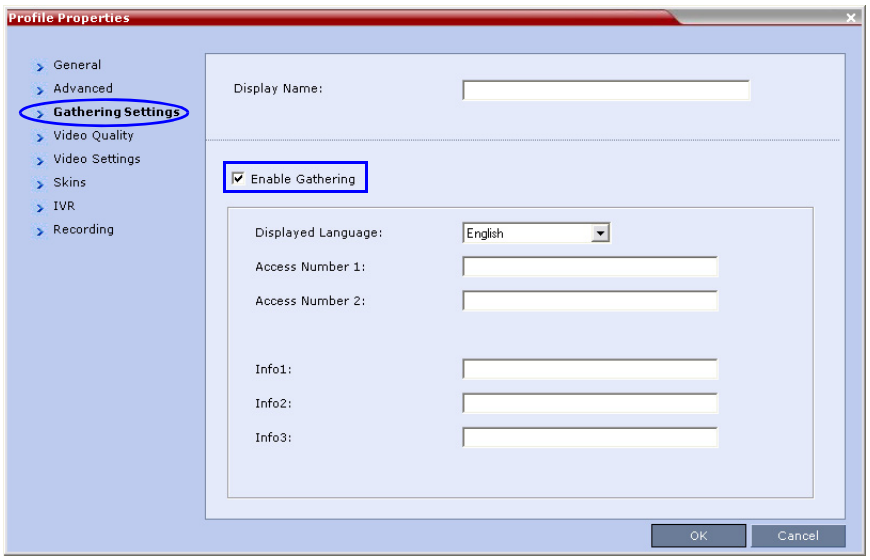
To set Enable Gathering as default:

1 In the *RMX Management* pane, click *Conference Profiles*.

2 In the *Conference Profiles* pane, double-click the **Profile** or right-click the *Profile*, and then click **Profile Properties**.

The *Profile Properties – General* dialog box opens.

3 Click **Gathering Settings**.



4 Select the **Enable Gathering** check box.

5 Click the **OK** Button.

For more information, see the RMX 1500/2000/4000 Administrator's Guide, *"Gathering Phase"* on page **2-50**.

SIP Registration

Starting with Version 7.1, enabling the registration of the conferencing entities with the SIP proxy is moved from the *IP Network Service* to the *Conference Profile - Network Services*. To ensure that conferencing entities that were registered with the SIP Server remain registered after upgrading to Version 7.2.2, the appropriate conference *Profile* must be updated accordingly.

To enable the registration with the SIP Server:

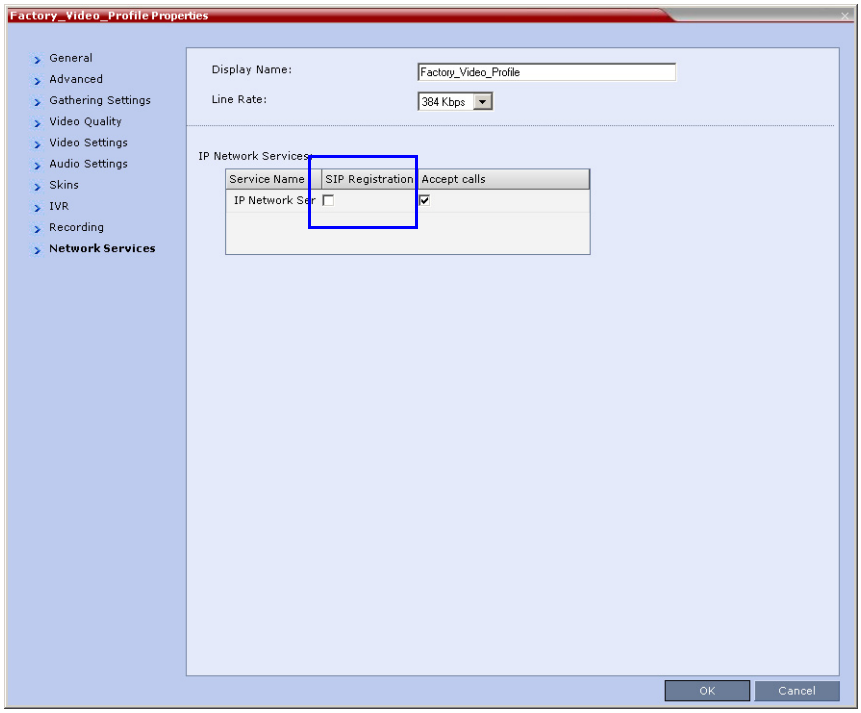
1 Verify which Profile is used by conferencing entities you wish to register with the SIP Server.

2 List the **Conference Profiles**.

3 Display the *Profile Properties* by double-clicking it or right-clicking the Profile and then selecting **Properties**.
The Profile Properties - General dialog box opens.

4 Click the **Network Services** tab.

The *Profile - Network Services* dialog box is displayed.



The system lists the *IP Network Services* currently defined in the RMX system depending on the system configuration (single Network or Multiple Networks).

5 In the *SIP Registration* column, click the check box of the *Network Service* to enable the registration of the conferencing entity to which this profile is assigned with the SIP Server defined in that Network Service.

6 To prevent dial in participants from connecting to a conferencing entity when connecting via a certain Network Service, clear the *Accept Calls* check box of that Network Service.

7 Click OK.

Upgrading the RMX Manager Application

The RMX Manager application can be downloaded from one of the RMX systems installed in your site or from Polycom web site at http://www.polycom.com/support.

To install RMX Manager (downloading the application from the RMX):

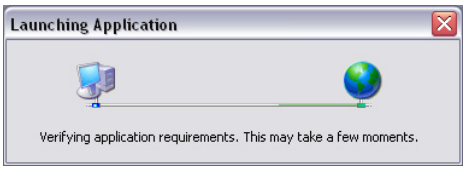
- When upgrading the RMX Manager application, it is recommended to backup the MCU list using the **Export RMX Manager Configuration** option. For more details, see *RMX 1500/2000/4000 Administrator's Guide, "Software Management"* on page **19-108**.
- When upgrading the RMX Manager from a major version (for example, version 7.0) to a maintenance version of that version (for example, 7.x), the installation must be performed from the same MCU (IP address) from which the major version (for example, version 7.0) was installed.
  If you are upgrading from another MCU (different IP address), you must first uninstall the RMX Manager application using **Control Panel > Add or Remove Programs**.

1 Start Internet Explorer and connect to the RMX unit from which the current version was installed.

The *Login* screen is displayed.

2 Click the **Install RMX Manager** link on the upper right corner of the *Login* screen.

The installer verifies the application's requirements on the workstation.



If the following error message is displayed, you are upgrading from an MCU that other than the one used for the installed version (different IP address). In such a case, first uninstall the RMX Manager application using **Control Panel > Add or Remove Programs**.

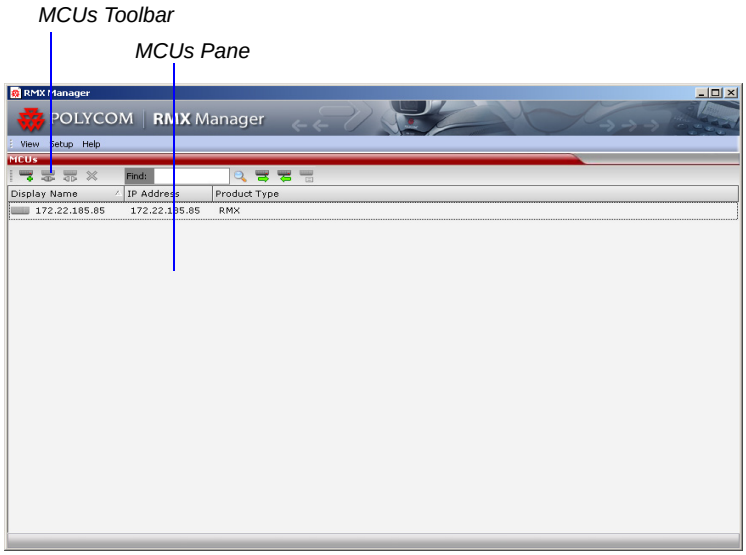


The *Install* dialog box is displayed.

3 Click the **Install** button.

The installation proceeds.

The installation completes, the application loads and the RMX *Manager - MCUs* screen is displayed.



The list includes the previously defined MCUs.

If the MCUs list is empty, import the backed up list using the **Import RMX Manager Configuration** option. For more details, see *RMX 1500/2000/4000 Administrator's Guide* "*Import/Export RMX Manager Configuration"* on page **18-30**.

Version 7.2.2 Detailed Description - Changes to Existing Features

IVR Tone Notifications

Roll Call announcements played upon a participant's connection or disconnection from a conference (Entry and Exit announcements) can be replaced by tones. These tones can be used as notification when participants join or leave the conference but the identification of the participant is not required. The system is shipped with two default tones: Entry Tone and Exit tone.

When the Tone Notifications option is enabled, all Roll Call options are disabled. No recording of the participant names will occur and the conference chairperson will not be able to ask for a name review during the conference.

Tone Notifications option replaces the system flag IVR_ROLL_CALL_USE_TONES_INSTEAD_OF_VOICE which was removed from the System Configuration list of flags.

Using Tone Notifications

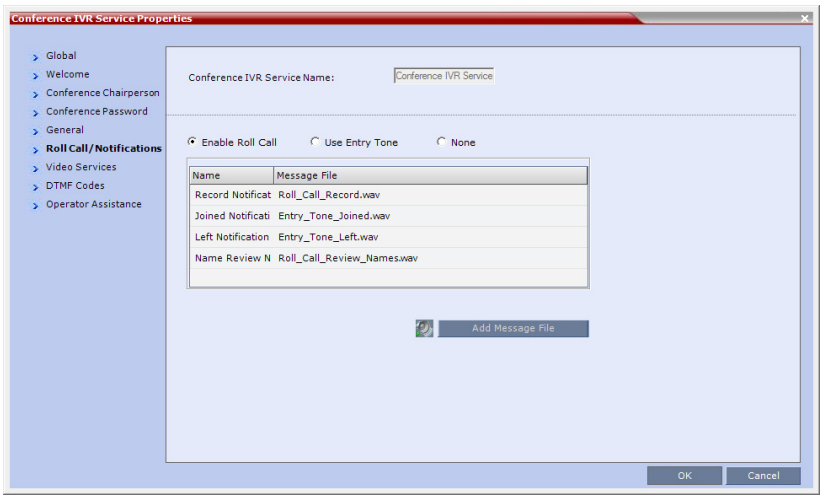
The Notification Tones are defined in the *Conference IVR Service - Roll Call/Notifications* tab.

To define the Notification Tones:

1 In the IVR Services list pane, double-click an existing IVR Service to modify its properties, or click the **New Conference IVR Service** ( ) button on the toolbar. The *Conference IVR Service - Global* dialog box opens.

2 Click the **Roll Call/Notifications** tab.

The *Conference IVR Service Properties - Roll Call/Notifications* dialog box opens.

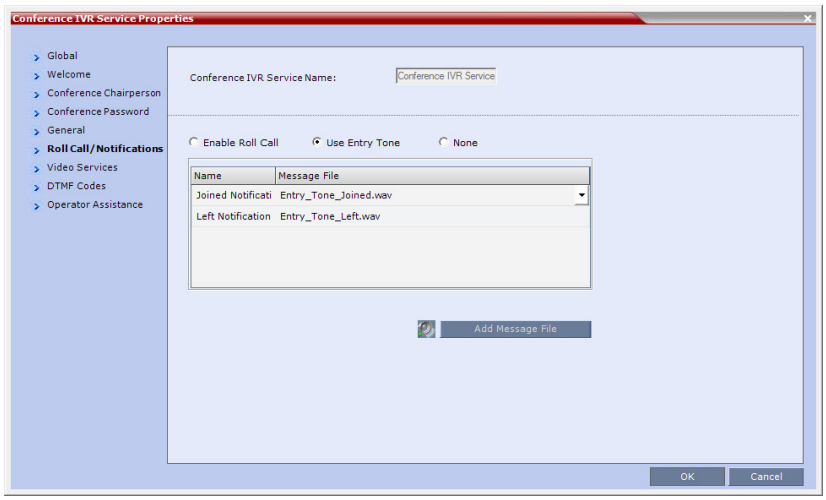


When the **Enable Roll Call** option is selected, the Roll call option behaves as in previous versions.

3 Select **Enable Tones**, or select **None** to disable the *Roll Call* and *Notification* options.

If *None* is selected, all Roll Call and Tone Notification options are disabled.

If *Enable Tones* is selected, the dialog box changes to display the tone notification options.



4 To select the Entry Tone or Exit tone:

a Click the appropriate table entry in the *Message File* column. A drop-down list is enabled.

b From the list, select the audio file to be assigned to the event/indication.

If the Tones option is enabled, you must assign the appropriate audio files to all notification types. The RMX system is shipped with two default tones: Entry_tone.wav and Exit_tone.wav.
If required, you can upload customized audio files that will be played when participants join or leave the conference.

If the option to play a tone when a cascading link connection is established, make sure that the tone selected for Entry or Exit notification differ from the cascading link tone as the latter one cannot be customized.

Play Tone Upon Cascading Link Connection

The *RMX* can be configured to play a tone when a cascading link between conferences is established. The tone is played in both conferences.

This tone is not played when the cascading link disconnects from the conferences.

The tone used to notify that the cascading link connection has been established cannot be customized.

The option to play a tone when the cascading link is established is enabled by setting the *System Flag*: **CASCADE_LINK_PLAY_TONE_ON_CONNECTION** to **YES**.

Default value: **NO**.

The tone volume is controlled by the same flag as the IVR messages and tones: **IVR_MESSAGE_VOLUME**.

Adjust Reservations Start Time

When utilizing GMT offset (for example, *Daylight Saving Time* change), the start time of the reoccurring reservations scheduled before the RMX time change are not updated accordingly (although their start times appear correctly in the *Reservations* list, but when checking the reservation properties the start time is incorrect).

Adjustment of *Reservation Time* should only be performed after adjustment of *RMX Time* is completed as a separate procedure.

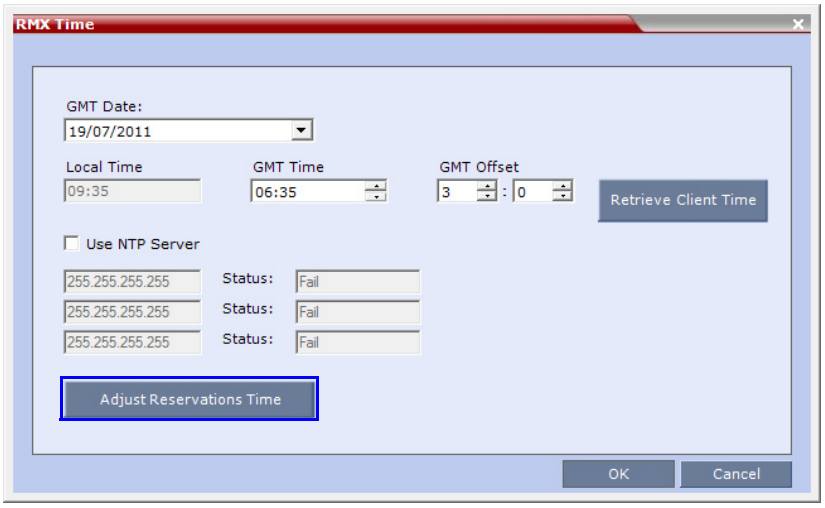
Following the RMX time change, the start time of all reoccurring reservations must be manually adjusted in one operation.

Using this option, the start times of **all** reservations currently scheduled on the RMX are adjusted with the same offset.

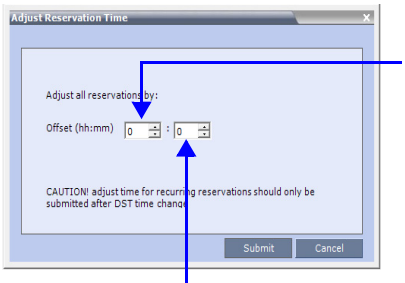
To adjust the reoccurring reservations start time after the GMT Offset has been changed for Daylight Saving Time (DST) or a physical move.:

1 On the RMX menu, click **Setup > MCU Time**.
The *MCU Time* dialog box opens.

2 Click the **Adjust Reservations Time** button.



The *Adjust Reservations Time* dialog box opens.



Click the arrows to adjust the start time by hours.
Range is between 12 hours and -12 hours
A positive value indicates adding to the start time
(-) indicates subtracting from the start time

Click the arrows to adjust the start time by minutes.
Range is between 45 minutes and -45 minutes.
A positive value indicates adding to the start time
(-) indicates subtracting from the start time

3 Click the arrows of the *Offset - Hours* box to indicate the number of hours to add or subtract from the current start time; a positive value indicates adding time, while minus (-) indicates subtracting time.

4 Click the arrows of the *Offset - minutes* box to indicate the number of minutes to add or subtract from the current start time of the reservations. Increments or decrements are by 15 minutes.

For example, to subtract 30 minutes from the start time of all the reservation, enter 0 in the *hours* box, and -30 in the *minutes* box.
To add one hour and 30 minutes to the start time, enter 1 in the hours box and 30 in the minutes box.

5 Click the **Adjust** button to apply the change to all the reoccurring reservations currently scheduled on the RMX.

When adjusting the start time of 1000 - 2000 reservations, an “Internal communication error” message may appear. Ignore this message as the process completes successfully.

CDR Additions

Participants connect to the conferences as standard participants and they are designated as chairpersons either by entering the chairperson password during the IVR session upon connection, or while participating in the conference using the appropriate DTM code. The RMX user can also designate participants as chairpersons in the RMX Web Client or RMX Manager applications.

The change in the participant’s role will now be reflected in the CDR file by a new event (in previous versions the participant role as chairperson was not reflected and was always false):

- Event ID=33
- Event Title: PARTY CHAIR UPDATE
- Event Fields:
  - Participant name
  - Participant ID
  - Chairperson
    Possible values:
    - True - participant is a chairperson
    - False - Participant is not a chairperson participant (is a standard participant)

```
PARTY CHAIR UPDATE
Participant Name: DAVE
Participant ID: 0
Chairperson: True
```

Version 7.2 Detailed Description - New Features

Content at HD1080p Resolution

Endpoints that support *H.264* can now receive H.239 *Content* at the following resolutions:

- *HD720p* at 30fps
- *HD1080p* at 15fps

These resolutions are in addition to the existing *HD720p* at 5fps *Content* resolution.

Guidelines

- *Content* at *HD1080p* resolution is supported at conference and call rates of 768 kbps or higher.
- The initial *Content* rate is determined by the conference *Profile - Line Rate* and *Content Settings*.
- The *Content* rate is lowered if endpoints connect at lower call rates.
- All connected endpoints must support the minimum required conference *Line Rate* and be capable of receiving *HD1080p* content.
- The *Content Protocol* setting in the conference *Profile* must be set to *Up to H.264*.
- All endpoints will receive *Content* at the highest resolution common to all connected endpoints.
- During a *H.264 Content* session, changes to resolution or frame rate do not interrupt *Content* transmission.
- *Table 9* summarizes the *Maximum Resolution* of *Content* and *Frames per Second (fps)* for *Bit Rate Allocations* to the *Content Channel*.

Table 9 *Content - Maximum Resolution, Frames/Second per Bit Rate Allocation*

Bit Rate Allocated to Content Channel (kbps)	Content	
	Maximum Resolution	Frames/Second
*From **64** and less than **512***	H.264 HD720p	5
*From **512** and less than **768***	H.264 HD720p	30
*From **768** and up to **1536***	H.264 HD1080p	15

- The *Profile - Content Settings*: *Graphics, Hi Resolution Graphics* and *Live Video* increasing affect the amount of bandwidth allocated to *Content* and the probability of *HD1080p* being supported.

Table 10 summarizes the bit rate allocation to the *Content* channel for each of the three *Content Settings*.

***Table 10** Bit Rate Allocation to Content Channel per Conference Line Rate*

Content Settings	Bit Rate Allocation per Conference Line Rate (kbps)										
	64/ 96	128	256	384	512	768 823	1024 1152	1472 1728 1920	2048	4096	6144
Graphics	*0*	64	64	128	128	256	256	256	512	1152	1536
Hi Resolution Graphics	*0*	64	128	192	256	384	384	512	768	1536	1536
Live Video	*0*	64	128	256	384	512	768	768	1152	1536	1536

- If a *Legacy Endpoint* connects, the highest *Content* resolution for the conference is:
  - *HD720p* at 30 fps with *MPMx*
  - *HD720p* at 5 or 6 fps with *MPM+*
    (This is true even if HD1080p is selected in the conference *Profile)*
- Content is shared across *Cascaded Links* using *H.263* irrespective of whether either or both the cascade-enabled *Entry Queue* and the *Cascaded Link* have *Up to H.264 Content* sharing defined in their profiles.

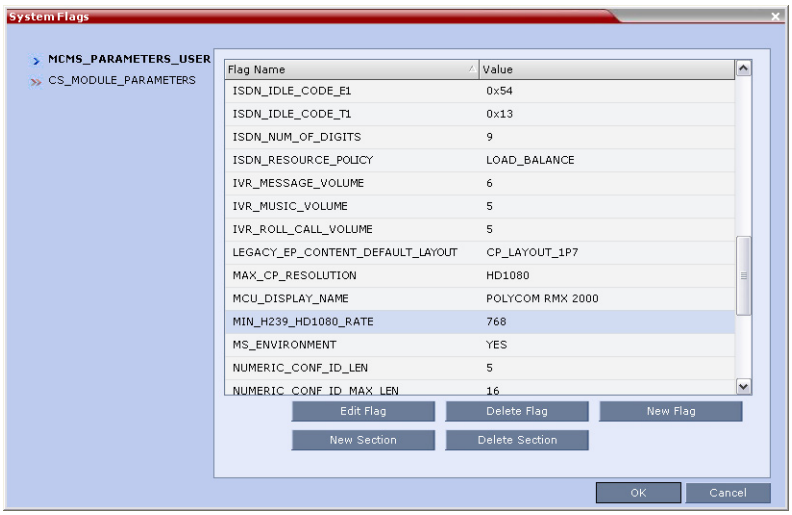
Modifying the Threshold Line Rate for HD Resolution Content

The threshold line rate for *HD Resolution Content* is the line rate at which the *RMX* will send *Content* at *HD1080 Resolution*. The default is 768 kbps.

To modify the HD Resolution Content threshold line rate:

1 On the *RMX* menu, click **Setup > System Configuration**.

The *System Flags* dialog box opens.



2 In the *MCMS_PARAMETERS* tab, double-click the **MIN_H239_HD1080_RATE** entry.

The *Update Flag* dialog box is displayed.

3 In the *Value* field, enter the minimum threshold line rate at which *HD1080 Resolution Conten*t will be enabled.

4 Click **OK** to exit the **Update Flag** and then again to exit the **System Flags** dialog box.

Disabling HD Resolution Content

To disable HD720p/ HD1080p resolution content:

1 On the *RMX* menu, click **Setup > System Configuration**.

2 In the *System Flags - MCMS_PARAMETERS* tab, double-click the **MIN_H239_HD1080_RATE** entry.

3 In the *Update Flag - Value* field, enter **0**.

4 Click **OK** to exit the **Update Flag** and then again to exit the **System Flags** dialog box.

Microsoft RTV Video Protocol Support

Microsoft RTV (*Real Time Video*) protocol provides high quality video conferencing capability to *Microsoft OC* (*Office Communicator*) Client endpoints at resolutions up to *HD720p30*. Interoperability between *Polycom HDX* and *OCS* endpoints is improved.

Guidelines

- The *RTV* protocol is supported:
  - On *RMX 1500/2000/4000*
  - With *MPMx* cards
  - In *SIP* networking environments only
  - In CP mode only
- *OCS (Wave 13)* and *Lync Server (Wave 14)* clients are supported.
- *RTV* is supported in *Basic Cascade* mode.
- *RTV* is the default protocol for *OCS* endpoints and *Lync Server* clients connecting to a conference.
- *RTV* participants are supported in recorded conferences.
- *RTV* participant encryption is supported using the *SRTP* protocol.
- *Video Preview* is not supported for *RTV* endpoints.
- *Custom Slides* in *IVR Services* are not supported for *RTV* endpoints.
- *HD720p30* resolution is supported at bit rates greater than 600 kbps. The following table summarizes the resolutions supported at the various bit rates.

Table 11 *RTV - Resolution by Bit Rate*

Resolution	Bitrate
QCIF	**Bitrate** <180kbps
CIF30	180kbps < **Bitrate** < 250kbps
VGA (SD30)	250kbps < **Bitrate** < 600kbps *
HD720p30	600kbps < **Bitrate** *

* Dependant on the PC's capability

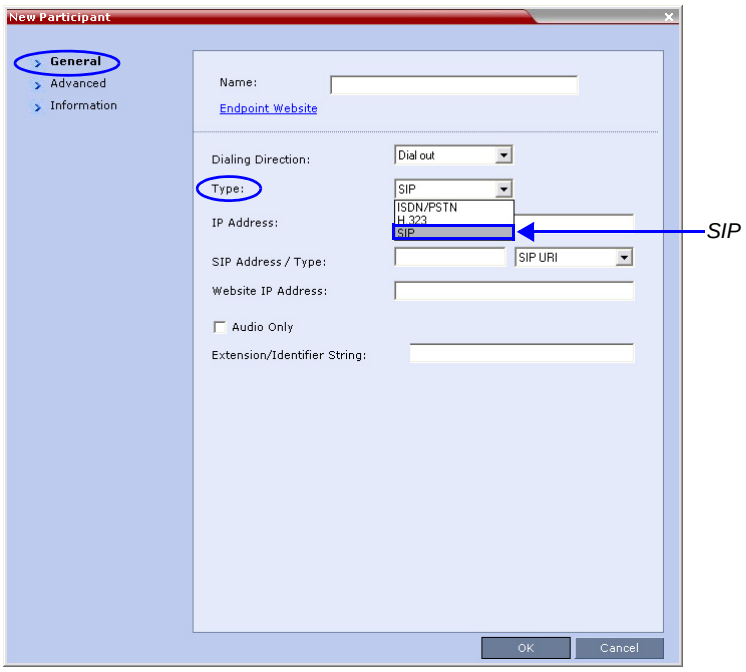
- *System Resource* usage is the same as for the *H.264* protocol. Table 12 summarizes *System Resource* usage for each of the supported resolutions.

Table 12 *RTV - Resources by Resolution*

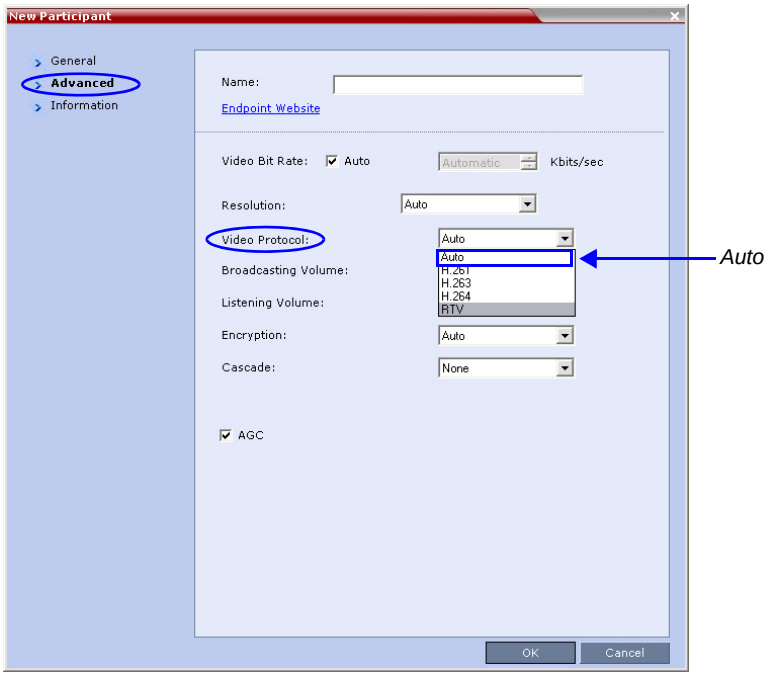
Resolution	Video Resources Used
QCIF / CIF30	1
VGA (SD30) / W4CIF	1.5
HD720p30	3

Participant Settings

When defining a new participant or modifying an existing participant, select **SIP** as the participant's networking environment *Type* in the *New Participant* or *Participant Properties - General* tab.



The participants *Video Protocol* in the *New Participant* or *Participant Properties - Advanced* tab should be left at (or set to) its default value: **Auto**.



The **Auto** setting allows the video protocol to be negotiated according to the endpoint's capabilities:

- *OCS* endpoints and *Lync Server* clients connect to the conference using the *RTV* protocol.

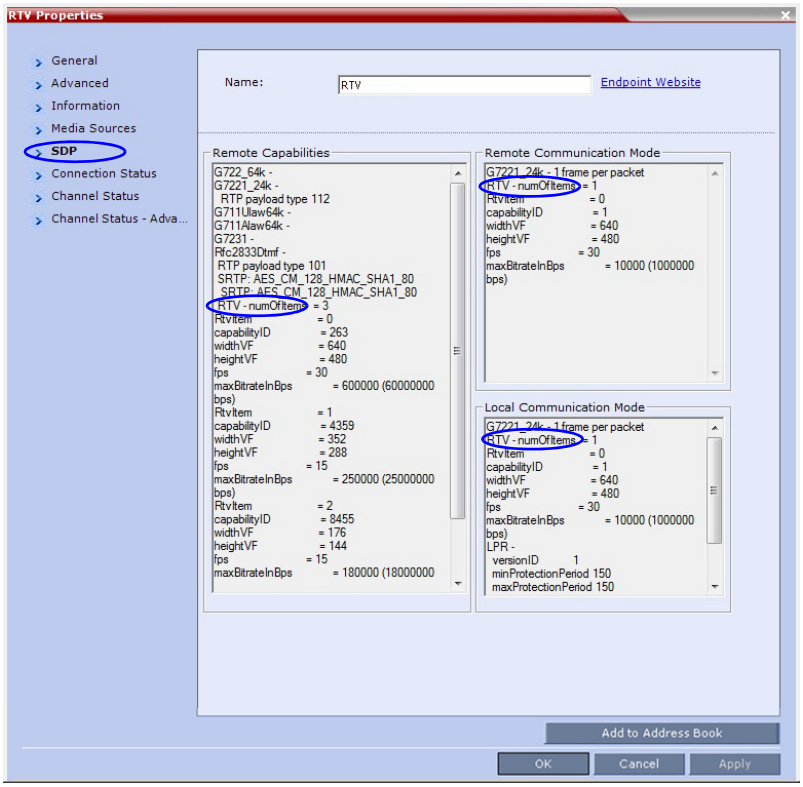
- Other endpoints negotiate the video protocol in the following sequence: *H.264*, followed by *RTV*, followed by *H.263* and finally *H.261*.

Protocol Forcing

Selecting *H.264*, *RTV*, *H.263* or *H.261* as the *Video Protocol* results in endpoints that do not support the selected *Video Protocol* connecting as *Secondary* (audio only).

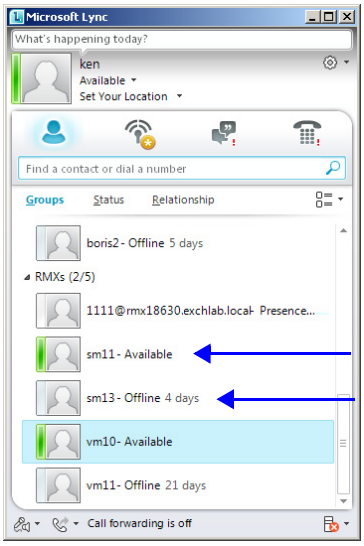
RTV Monitoring

RTV information appears in all three panes of the *Participant Properties* - SDP tab.

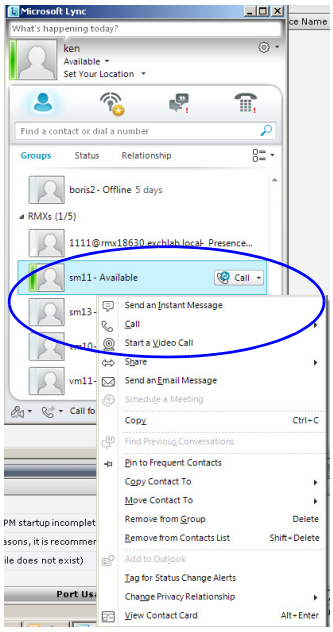


Conferencing Entities Presence in Microsoft Office Communications Server Client or Lync Server Client

Registration of conferencing entities (Meeting Rooms, Entry Queues and SIP Factories) with the SIP server adds these conferencing entities to the buddy list with their presence. It enables the Office Communication Server client or LYNC Server client users to see the availability status (Available or Offline) of these conferencing entities and connect to them directly from the buddy list.



conferencing entity status: **Available** or **Offline**



Right-click the conferencing entity and then select **Call** or **Start a Video Call**

Guidelines

- Registration with Presence of up to 10 (RMX 2000) or 20 (RMX 4000) conferencing entities to a single SIP Server is supported. When this number is exceeded, the additional conferencing entity will fail to register and an appropriate error message will be displayed.
- The Conferencing Entity (Meeting Room or Entry Queue or SIP Factory) has to be added to the Active Directory as a User.

  Make sure that a unique name is assigned to the conferencing entity and it is not already used for another user account in the Active Directory.
- The conferencing entity name must not include any upper case letters.
- From Version 7.1, registration of the conferencing entity is defined in the Conference Profile (and not in the IP Network Service), enabling you to choose the conferencing entity to register.
- In *Multiple Networks* configuration, an IP Network Service that is enabled for registration in a Conference Profile cannot be deleted.
- Upgrading from previous versions to version 7.1 and later requires manual update of the registration in the Conference Profiles that are assigned to the conferencing entities.

Enabling the Registration of the Conferencing Entities

Registration with presence of conferencing entities with the SIP Server is enabled by performing the following processes:

- Creating an Active Directory Account for the Conferencing Entity.
- Enabling the Conferencing Entity User Account for Office Communication Server or Lync Server
- Defining the Microsoft SIP Server in the IP Network Service
- Enabling Registration in the Conference Profile

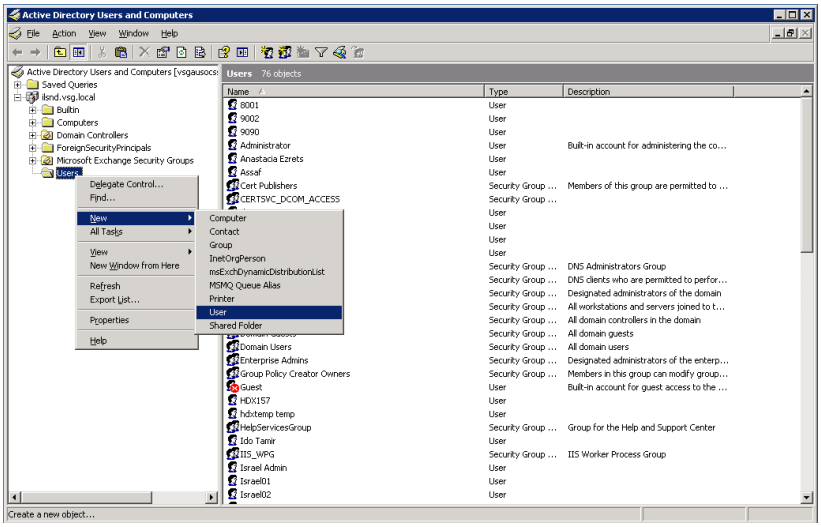
Creating an Active Directory Account for the Conferencing Entity

The User account created for the Conferencing entity is used for registration in the Office Communication Server or Lync server and to automatically synchronize with the STUN and relay (Edge) servers.

To add the conferencing entity user to the Active Directory:

1 Go to **Start > Run** and enter **dsa.msc** to open the *Active Directory Users and Computers* console

2 In the console tree, select **Users > New > User**.



3 In the *New User* wizard, define the following parameters:

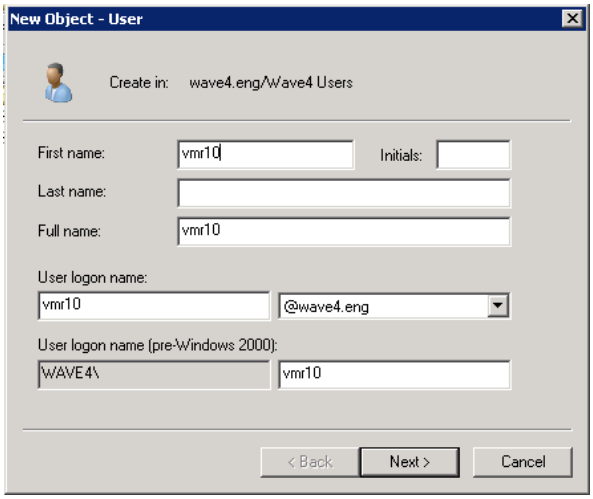


Table 1-1 Active Directory - New User Parameters for the RMX

Field	Description
First Name	Enter the name of the conferencing entity user. This name will appear in the buddy list of the Office Communication Server or Lync server. For example, vmr10. **Notes:** • This name must be the identical to the **Routing Name** assigned to the conferencing entity in the RMX system. It must also be the *User Login Name* in the Active Directory. • The name can include only lower case characters and/or numbers.
Full Name	Enter the same name as entered in the *First Name* field.
User Login Name	Enter the same name as entered in the *First Name* field and select from the drop down list the domain name for this user. It is the domain name defined for the Office Communication Server or Lync server.

4 Click **Next**.

5 Enter the password that complies with the Active Directory conventions and confirm the password.

6 Select the options: **User cannot change password** and **Password never expires**. Clear the other options.

7 Click **Next**.
The system displays summary information.

8 Click **Finish**.

The new User is added to the Active Directory *Users* list.

9 Repeat for each RMX conferencing entity.

Enabling the Conferencing Entity User Account for Office Communication Server or Lync Server

The new *Conferencing Entity* user must be enabled for registration with the Office Communications Server or Lync Server.

To enable the Conferencing Entity User Account for Office Communication Server:

1 In the *Active Directory Users and Computers* window, right-click the conferencing entity user and then click **Properties**.

2 In the *Properties* dialog box, click the **Communications** tab.

3 In the *Sign in name* field, enter the conferencing entity user name in the format **SIP:conferencing entity user name** (for example sip:vm10) and select the domain name (for example, lab.vsg.local) as entered in the *New User* dialog box.

4 Select the *Server or Pool* from the list.

5 Click **Apply** and then **OK**.

To enable the Conferencing Entity User Account for Lync Server:

1 On the computer running the Lync Server 2010, go to **Start->All Programs->Microsoft Lync Server 2010>Lync Server Control Panel**.

Windows Security window opens.

2 Enter your User name and Password as configured in the Lync Server and click OK.
The *Microsoft Lync Server 2010 Control Panel* window opens.

3 Click the **Users** tab.

4 In the *User Search* pane, click the **Enable Users** heading.

The *New Lync Server User* pane opens.

5 Click the **Add** button.

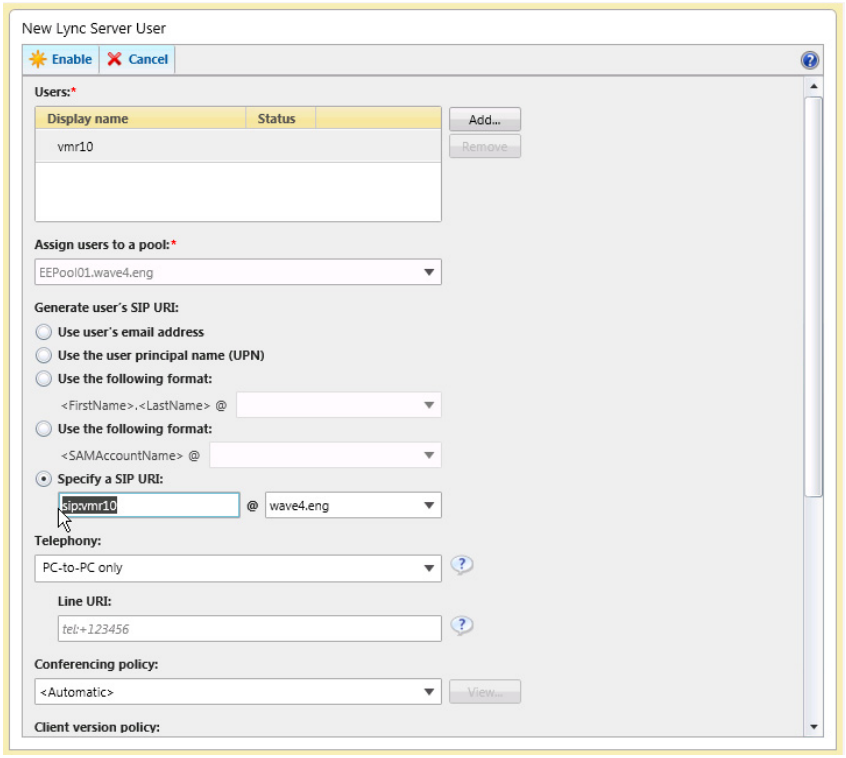
The *Select from Active Directory* dialog box opens.

6 Enter the conferencing entity user name as defined in the Active Directory, and then click the **Find** button.

The requested user is listed in the *Select From Active Directory* dialog box.

7 Select the listed user (conferencing entity user) and click **OK**.
The selected user appears in the *New Lync Server User* pane.

8 Select the following parameters:



— In *Assign users to a pool* field, select the required pool.

— In the *Generate user SIP URI*, define the SIP URI of the conferencing entity using one of the following methods:

- Select the **Specify a SIP URI** option and enter the conferencing entity user portion of SIP URI defined in the active directory. This SIP URI must match the conferencing entity Routing Name configured in RMX. For example, for the meeting room account **sip:vmr10@wave4.eng**, use only the **vmr10** portion of the address.

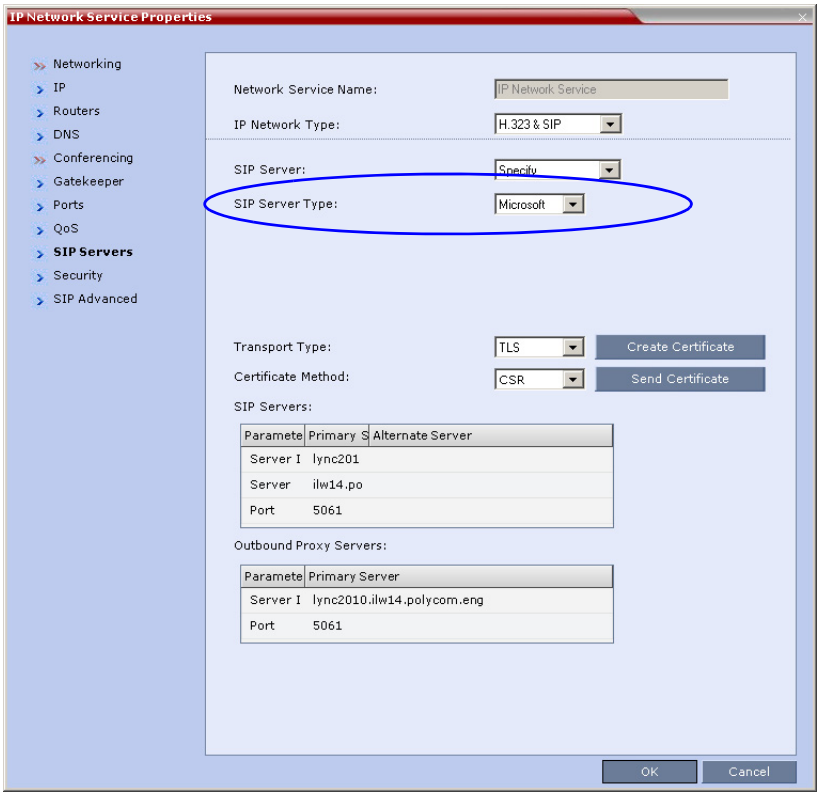
or

- Select the **Use the user principal name (UPN)** option.

9 Click the **Enable** button.
The selected user appears as enabled in the *User Search* pane.

Defining the Microsoft SIP Server in the IP Network Service

To enable the registration of the conferencing entities the *SIP Server Type* must be set to **Microsoft** in the *IP Network Service - SIP Servers* dialog box.



In addition, the Office Communication Server or Lync Server properties must be defined in the *IP Network Service - SIP Servers* dialog box. For details, see the RMX 1500/2000/4000 Administrator's Guide, "*Modifying the Default IP Network Service*" on page **14-13**.

Enabling Registration in the Conference Profile

Registration of conferencing entities such as ongoing conferences, *Meeting Rooms, Entry Queues, SIP Factories* and *Gateway Sessions* with *SIP* servers is done per conferencing entity. This allows better control on the number of entities that register with each *SIP* server.

Selective registration is enabled by assigning a conference Profile in which registration is enabled to the conferencing entities that require registration. Assigning a conference Profile in which registration is disabled (registration check box is cleared) to conferencing entities will prevent them from registering. By default, Registration is disabled in the Conference Profile, and must be enabled in Profiles assigned to conferencing entities that require registration.

Registration can be enabled in the *New Profile - Network Services* dialog box:

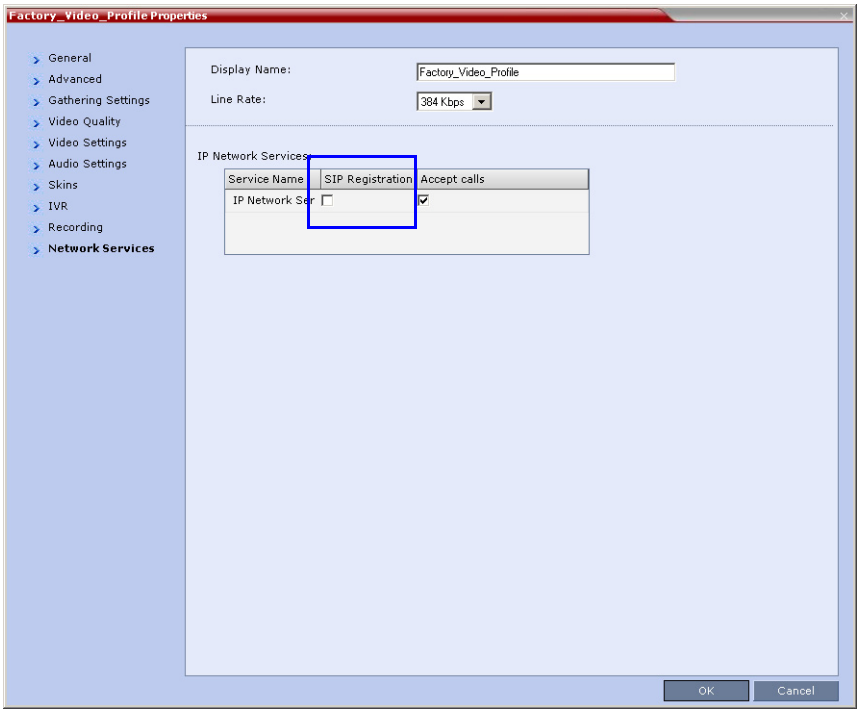


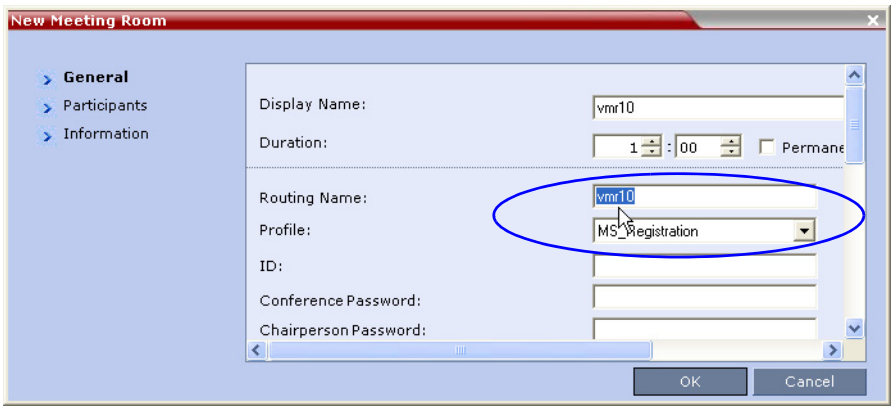
Table 2 *Profile Properties - Network Services*

Parameter	Description
IP Network Services:	
Service Name	This column lists all the defined *Network Services,* one or several depending on the system configuration (single Network or Multiple Networks).
SIP Registration	To register the conferencing entity to which this profile is assigned, with the SIP Server defined for that *Network Service*, click the *SIP Registration* check box of that *Network Service*.
Accept Calls	To prevent dial in participants from connecting to a conferencing entity when connecting via a certain *Network Service*, clear the *Accept Calls* check box of that *Network Service*.

Verifying the RMX Conferencing Entity Routing Name and Profile

RMX conferencing entity can be dialed directly from the buddy list of the Office Communications client or the Lync client if its routing name matches the user name of Active Directory account you created and Registration is enabled in the Conference Profile assigned to it.

- To ensure that the RMX meeting room or conferencing entity is properly configured for registration the following parameters must be defined:
  - The user name on the conferencing entity in Active Directory account must be identical to its **Routing Name** on the RMX.
    For example, if the SIP URI in the Active Directory is **`sip:vmr10@wave4.eng`**, it must be defined as **`vmr10`** in the *Routing Name* field of that RMX conferencing entity.



  - In the *Profile* field, make sure that a conference Profile that has been enabled for SIP registration is selected.

Monitoring the Registration Status of a Conferencing Entity in the RMX Web Client or RMX Manager Application

The Status of the SIP registration can be viewed in the appropriate conferencing Entity list or when displaying its properties.

Conferencing Entity List

The list of conferencing entity includes an additional column - *SIP Registration,* which indicates the status of its registration with the SIP server. The following statuses are displayed:

- **Not configured** - Registration with the SIP Server was not enabled in the Conference Profile assigned to this conferencing Entity. In Multiple Networks configuration, If one service is not configured while others are configured and registered, the status reflects the registration with the configured Network Services. The registration status with each SIP Server can be viewed in the *Properties - Network Services* dialog box of each conferencing entity.
- **Failed** - Registration with the SIP Server failed.
  This may be due to incorrect definition of the SIP server in the IP Network Service, or the SIP server may be down, or any other reason the affects the connection between the RMX or the SIP Server to the network.
- **Registered** - the conferencing entity is registered with the SIP Server.
- **Partially Registered** - This status is available only in Multiple Networks configuration, when the conferencing entity failed to register to all the required Network Services (if more than one Network Service was selected for

Registration). The registration status with each SIP Server can be viewed in the *Properties - Network Services* dialog box of each conferencing entity.

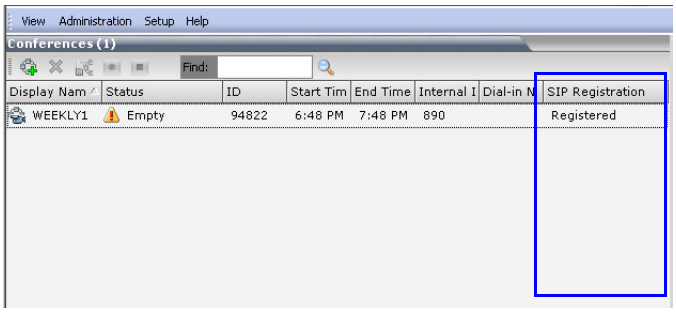


Figure 1 *Ongoing Conferences list - SIP Registration*

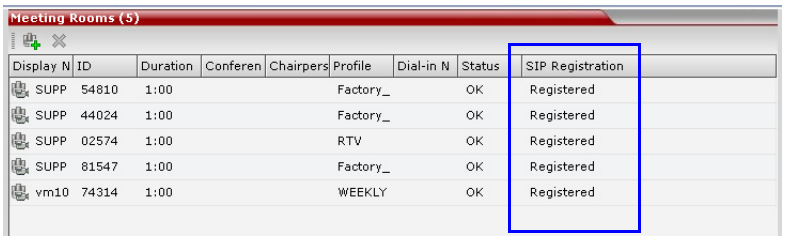


Figure 2 *Meeting Rooms list - SIP Registration*



Figure 3 *Entry Queues list - SIP Registration*



Figure 4 *SIP Factories list - SIP Registration*

Conferencing Entity Properties

Registration status is reflected in the *Properties - Network Services* dialog box:

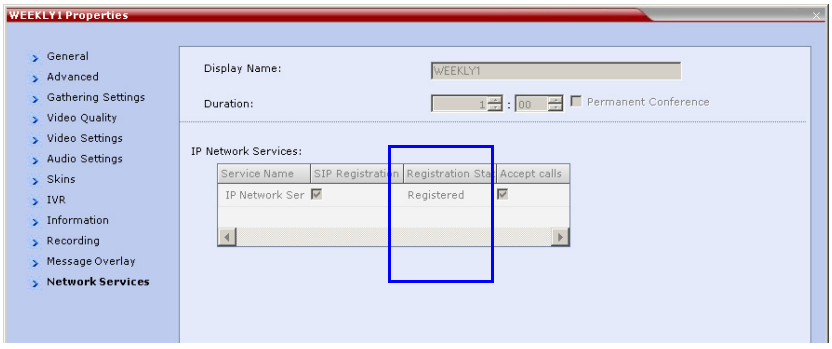


Figure 5 *Ongoing conference Properties - Network Services - SIP Registration*

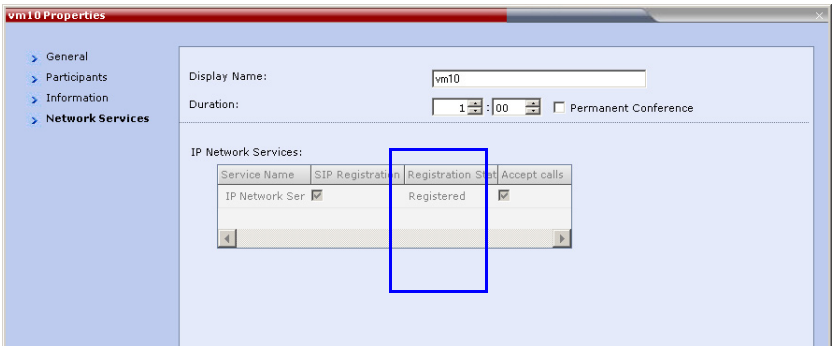


Figure 6 *Meeting Room Properties - Network Services - SIP Registration*

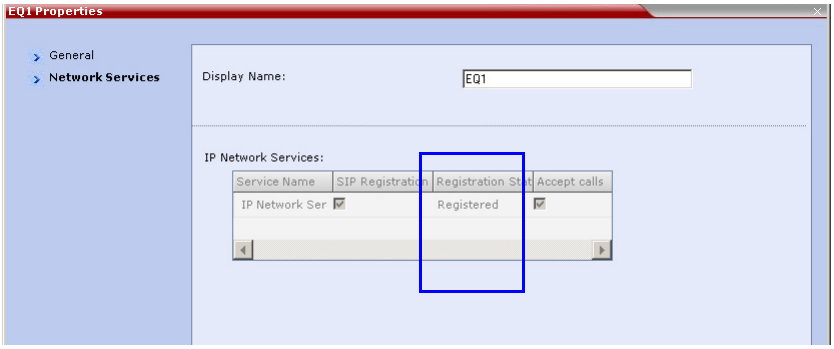


Figure 7 *Entry Queue Properties - Network Services - SIP Registration*

Click-to-Conference

The Office Communications Server and Lync Server clients can be configured to start multipoint audio and video conferences directly from the Office Communications Client or Lync Client window that will run on the RMX MCU in the same way point-to-point calls are started. In this mode, several contacts are selected and then you select to start an audio or video conference. The ad-hoc conference is started on the RMX instead of the Microsoft A/V MCU, offering better, higher quality video, many video layouts and connection to many types of endpoints, via various networks (H.323, ISDN, PSTN and non-MS SIP).

Guidelines

- Click-to-Conference mode is enabled by running the **PolycomOCSConfigurator.exe** utility that can be downloaded from the Polycom Service site.
- Click-to-Conference mode is supported with Microsoft Office Communications Server (Wave 13) and Lync Server (Wave 14).
- An Ad-hoc conference is created on the RMX based on the default SIP Factory. Any changes to the conference Profile assigned to the SIP Factory will apply to the Ad-hoc conference.
- The name of the conference that is running on the RMX is derived from the default SIP Factory name and a sequential number in the format: `default SIP Factory_nnn`.
- Click-to-Conference mode is supported with HDX in wave 14 only
- Point-to-point calls that were started on the Microsoft A/V MCU cannot be escalated to multipoint calls on the RMX.
- IM sessions can be escalated to video calls.
- Desktop sharing is supported in Click-to-Conference conference only with Office Communications Client.

Enabling the Click-to-Conference Mode in the Microsoft Office Communications Server and Lync Server

Enabling the Click-to-Conference Mode in the Office Communications Server and Microsoft Lync Server requires the following processes:

- Running the PolycomOCSConfigurator.exe to create the configuration files. This can be done either on any PC or directly on the Office Communications Server/ Lync server.
- Running the configuration files on the Office Communications Server /Lync server

Running the PolycomOCSConfigurator.exe to create the Configuration Files

The Polycom configuration utility can be downloaded to a workstation or Office Communications Server /Lync Server.

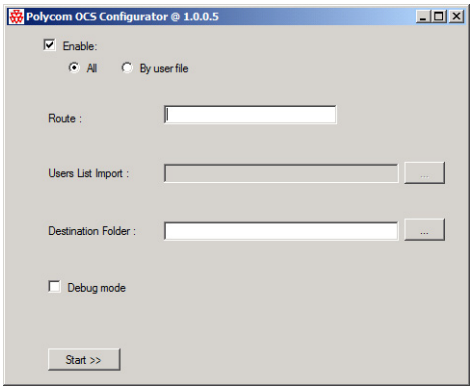
Downloading it the Lync Server directly provides one smooth process. If the utility is downloaded to a PC, you will have first to run the configuration utility on the PC to create the configuration files and then copy these files to the Lync server and run them there.

To create the configuration files:

1 In the Polycom Support site, where you download the RMX version (http://support.polycom.com/PolycomService/home/home.htm), download the **PolycomOCSConfigurator.exe** utility to your local workstation or the Lync server.

2 Double-click the **PolycomOCSConfigurator.exe** utility.

The *PolycomOCSConfigurator@1.0.0.5* window opens.



— The **Enable** option is selected by default. It indicates that any of the users that will be configured by this utility can start an Ad-hoc conference. When cleared, no user can start an Ad Hoc conference on the RMX and the Click-to-Conference feature is disabled.

— The **All** option is automatically selected, indicating that all Office Communications Server/Lync Client users can start an Ad-hoc conference on the RMX.

3 **Optional.** To restrict the option to start an Ad Hoc conference to selected users, select the **By User File** option.
In such a case, you must create and upload a text file named **AllowedUsers.txt**. This file contains the list of users that can start an Ad Hoc conference, as defined in the Active Directory, in the format: **`user name,1`** (or 0) where 1 - means that the user can start an Ad hoc conference. Each user must be listed in a separate line. For example:

```
sm10,1
sm11,1
sm12,1
```

4 In the *Route* field, enter the FQDN name of the RMX where the conferences will be hosted, in the format [**`RMX FQDN name`**].[**`domain name`**]. For example, `rmx18630.polycom.com`

If Polycom configuration utility is run on the Office Communications Server or Lync Server and an incorrect FQDN was entered for the RMX, the system will not be able to resolve its name and the process will fail.

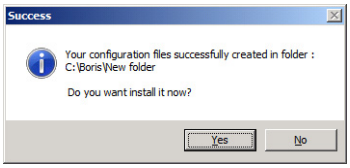
5 If you have selected the *By User File* option, the *Users List Import* field is enabled. Enter/select the path to the **AllowedUsers.txt** file.

6 In the *Destination folder* field, select the folder where the created configuration files will be stored.

7 **Optional for Polycom Support.** Select the **Debug Mode** option to create the files with additional diagnostic information.

8 Click the **Start>>** button.

The system informs you that configuration files are created and prompts you whether to install these files now, on the current computer (Yes) or to stop the installation procedure (No).

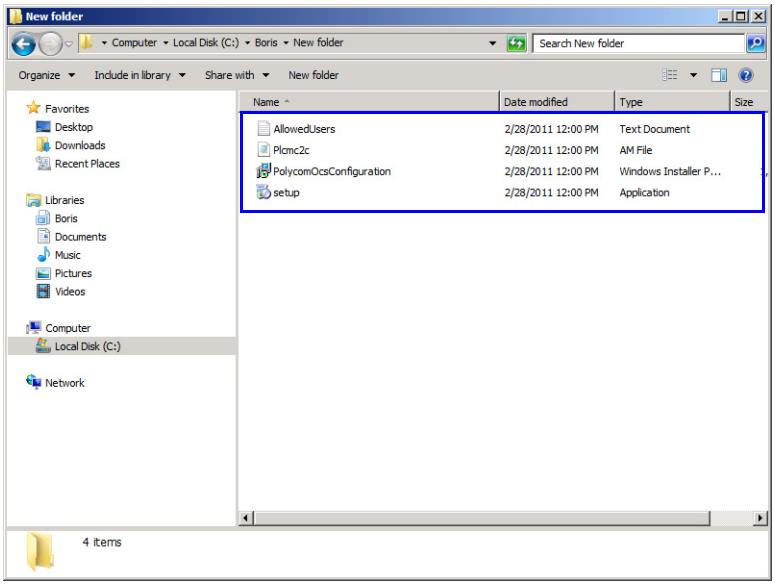


When Polycom configuration utility is run on the Office Communications Server or Lync Server and an incorrect FQDN was entered for the RMX, the system cannot resolve its name. In such a case, the process fails and an appropriate warning is displayed.

Running the Configuration Files on the Office Communications Server/ Lync Server

9 If you have selected to create the configuration files on a PC and not on the Office Communications Server/Lync Server, select **No** to stop the installation process.

a In such a case, copy the resulting files stored in the destination folder from the PC to the Office Communications Server/Lync Server.

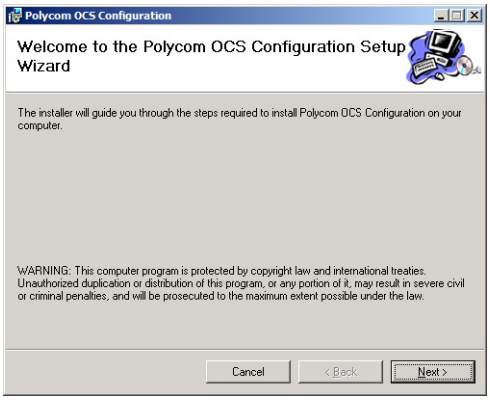


b Double-click the **Setup** file.
The *Polycom OCS Configuration Setup* Wizard opens.

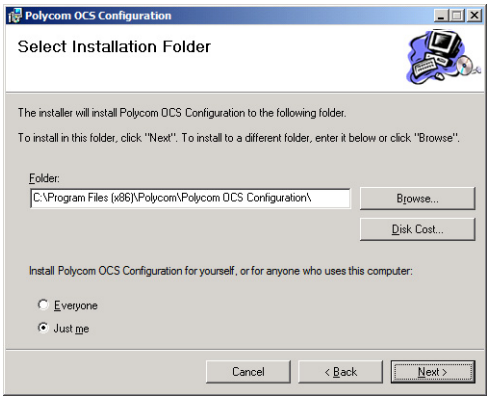
c Skip to step 11.

10 If the configuration files are created on the Office Communications Server/Lync server click **Yes**.

The *Polycom OCS Configuration Setup Wizard* Opens.



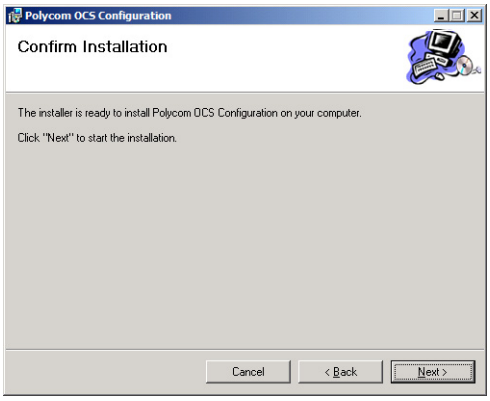
11 Click **Next**.
The *Select Installation Folder* window opens.



12 Select the installation folder.

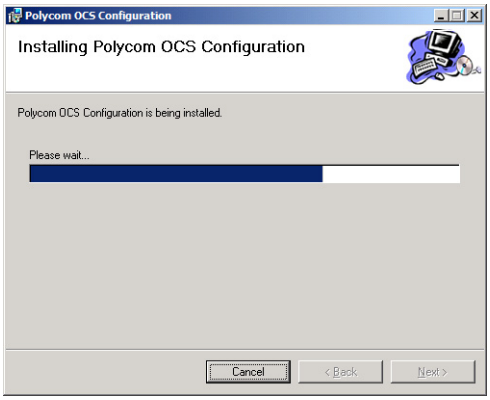
13 Select whether the installation will apply only to the logged in user (**Just me**) or to all registered users of this server (**Everyone**).

14 Click **Next**.
The *Confirm Installation* window is displayed.



15 Click **Next** to start the installation.

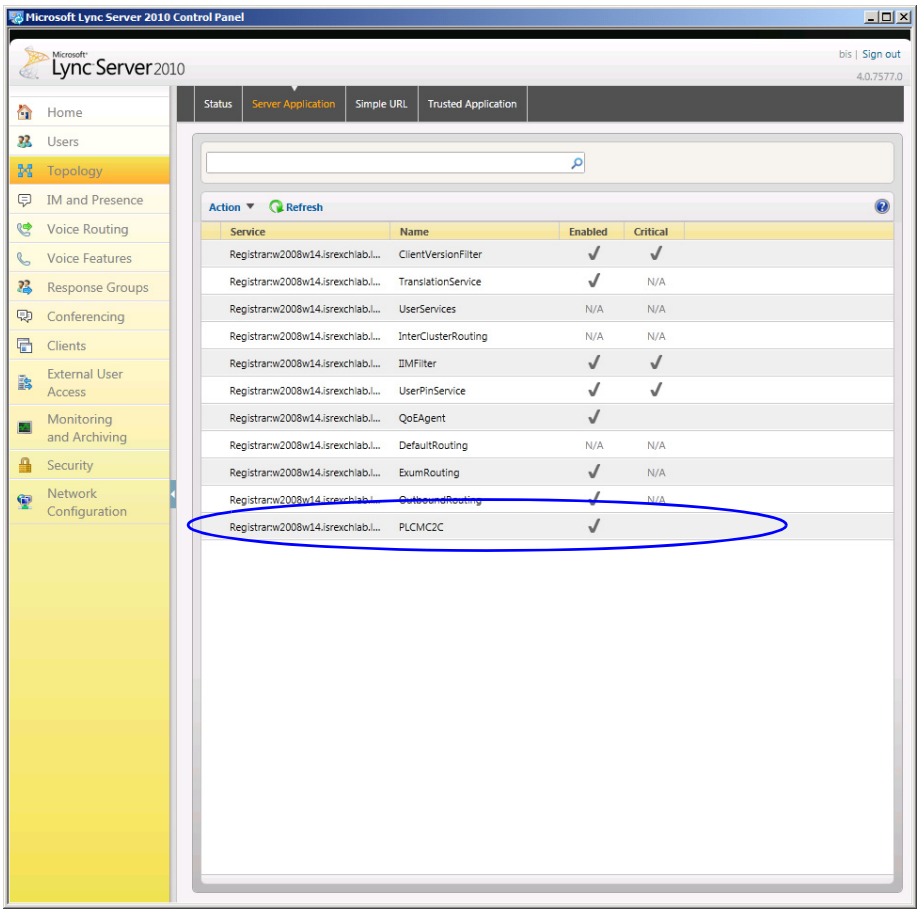
A progress indicator is displayed.



16 At the end of the installation process, click **Close**.

Checking the Installation on the Lync Server

1 On the computer running the Lync Server 2010, go to **Start->All Programs->Microsoft Lync Server 2010>Server Application >Topology**.

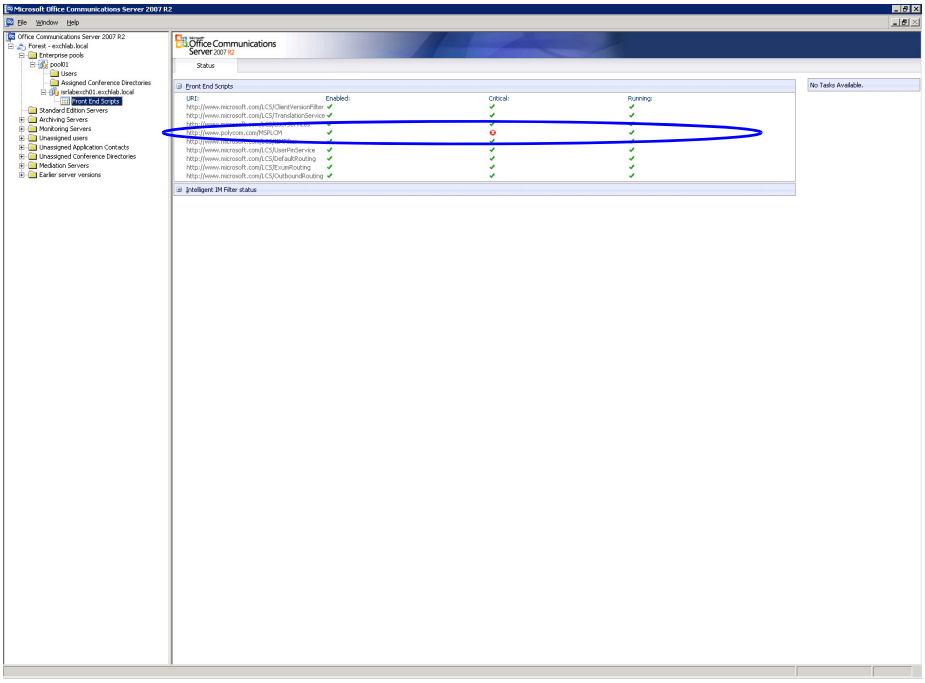


2 Ensure that the script **PLCM2C** script is listed as **Enabled**.

Checking the Installation on the Office Communications Server

1 On the computer running the Office Communications Server, go to **Start->All Programs->Microsoft Office Communications Server 2007**.

2 Expand the *Forest* tree until the **Front End Scripts** entry is listed. Click it.



3 Ensure that the script **MSPLCM** script is listed as **Enabled**.

Hot Backup

Hot Backup implements a high availability and rapid recovery solution.

Two *RMX's* are configured in a *Master/Slave* relationship: the *Master MCU* is active while the *Slave* acts as a passive, fully redundant *Hot Backup* of the *Master MCU*.

All conferencing activities and configuration changes that do not require a *System Reset* are mirrored on the *Slave MCU* five seconds after they occur on the *Master MCU*.

In the event of failure of the *Master MCU*, the *Slave MCU* transparently becomes active and assumes the activities and functions with the backed up settings of the failed *Master MCU*.

Both dial-in and dial-out participants are automatically dialed out and reconnected to their conferences. However, the *Hot Backup* solution is optimized for dial-out participants as all the dial-out numbers are defined in the system and are available for redialing.

The following entities are automatically backed up and updated on the *Slave MCU*:

- Ongoing Conferences
  - Layout
  - Video Force
  - Participant Status (Muted, Blocked, Suspended)
- Reservations
- Meeting Rooms
- Entry Queues
- SIP Factories
- Gateway Profiles
- IVR services (excluding .wav files)
- Recording Link
- Profiles
- IP Network Settings:
  - H.323 settings
  - SIP settings
  - DNS settings
  - Fix Ports (TCP, UDP) settings
  - QoS settings

Guidelines

- Both *Master* and *Slave MCUs* must have the same software version installed.
- The *Users* list and *Passwords* must be the same on both the *Master* and *Slave MCUs*.
- There must be connectivity between the *Master* and *Slave* MCUs, either on the same network or on different networks connected through routers.
- In the event of failure of the *Master MCU* the *Slave MCU* assumes the role of the *Master MCU*. The *Master/Slave* relationship is reversed: the *Slave*, now active, remains the *Master* and the previous *Master MCU*, when restarted, assumes the role of *Slave MCU*.
- No changes to the *Slave MCU* are permitted while it is functioning as the *Hot Backup*. Therefore no ongoing conferences or reservations can be added manually to the *Slave* MCU.

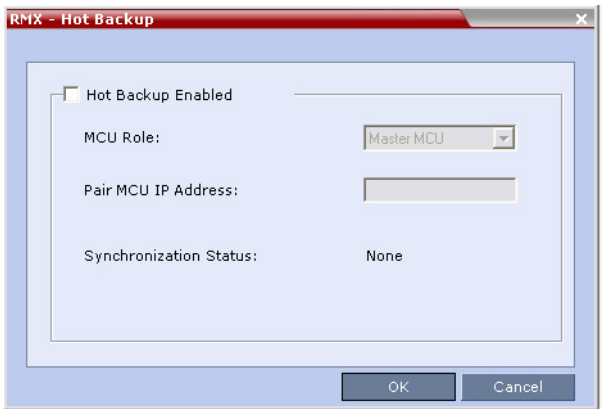
- If *Hot Backup* is disabled, all ongoing conferences and *Reservations* backed up on the *Slave MCU* are automatically deleted.
- *Master* and *Slave* initial roles can be reversed only after all ongoing conferences and *Reservations* are deleted.
- Changes to the *Master MCU* that require a *System Reset* can only be made after *Hot Backup* is disabled.

Enabling Hot Backup

To enable Hot Backup:

1 On the *RMX* menu, click **Setup > Hot Backup**.

The *RMX Hot Backup* dialog box is displayed.



2 Complete or modify the following fields:

Table 3 *Hot Backup*

Field	Description
Hot Backup Enabled	Select this check box to enable *Hot Backup*.
MCU Role:	This setting determines the role of the MCU in the *Hot Backup* configuration. Select either **Master MCU** or **Slave MCU** from the drop-down menu.
Paired MCU IP Address	Enter the *Control Unit IP Address* of the: • *Slave MCU* (if this MCU is the *Master*) • *Master MCU* (if this MCU is the *Slave*)
Synchronization Status	The status of the synchronization between the Master and Slave MCUs in the *Hot Backup* configuration is indicated as: • **OK** - Hot Backup is functioning normally, and the Master and Slave MCUs are synchronized. • **Attempting** - *Hot Backup* is attempting to synchronize the Master and Slave MCUs. • **Fail** - A failure occurred while trying to synchronize the paired MCUs. • **None** - *Hot Backup* has not been enabled.

3 Click **OK**.

Modifications to the Master MCU Requiring System Reset

Modifications to the configuration of the *Master MCU* that require a *System Reset* cannot be performed while *Hot Backup* is enabled.

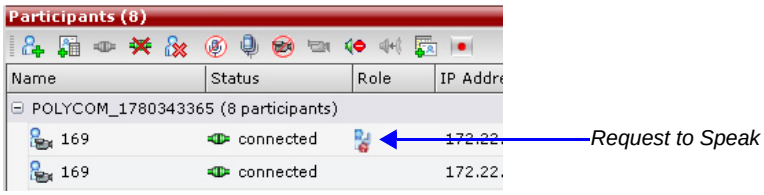
To modify the Master MCU configuration:

1. Disable the *Hot Backup* on the *Master* and *Slave* MCUs.
2. Modify the *Master MCUs* configuration.
3. Reset the *Master MCU.*
4. When the reset is complete, enable *Hot Backup* on the *Master* and *Slave MCUs*.
5. If required, reset the *Slave MCU.*

Request to Speak

Participants that were muted by the conference organizer/system operator can indicate that they want to be unmuted by entering the appropriate DTMF code.

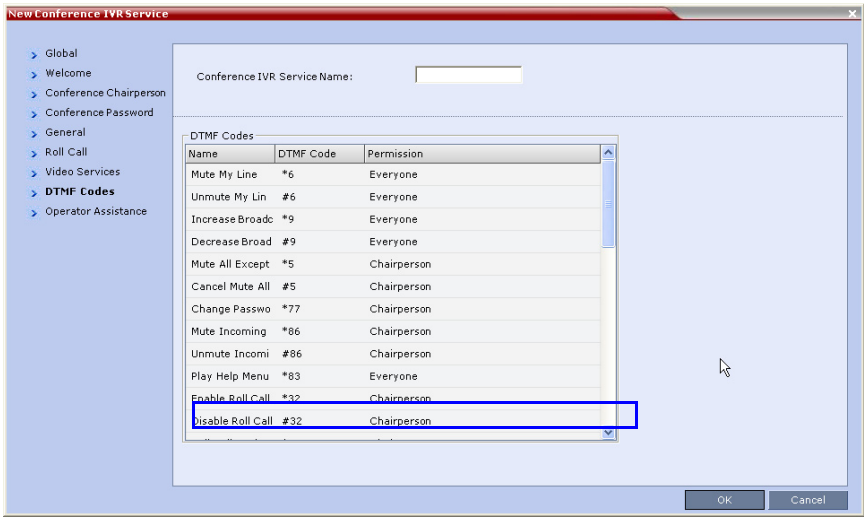
An icon is displayed in the *Role* column of the *Participants* list for 30 seconds.



Request to Speak is:

- Activated when the participant enters the appropriate DTMF code (default: **99)**.

  The DTMF code can be modified in the conference *IVR Service Properties - DTMF Codes* dialog box.



- Available for dial-in and dial-out participants.
- A participant can request to speak more than once during the conference.
- Supported in *all* conference types.
- Supported in H.323 and SIP environments.
- The duration of the icon display cannot be modified.

LAN Redundancy

LAN Port Redundancy is available on the RMX 1500/2000/4000. LAN Redundancy enables the redundant LAN port connection to automatically replace the failed port by using another physical connection and NIC (Network Interface Card). When a LAN port fails, IP network traffic failure is averted and network or endpoints disconnections do not occur. For example, on RMX 1500 should the LAN 2 port fail on the RTM IP, then LAN 1 is available as a backup.
On RMX 2000/4000 should the LAN 2 port fail on the RTM LAN card, then LAN1 is available as a backup.

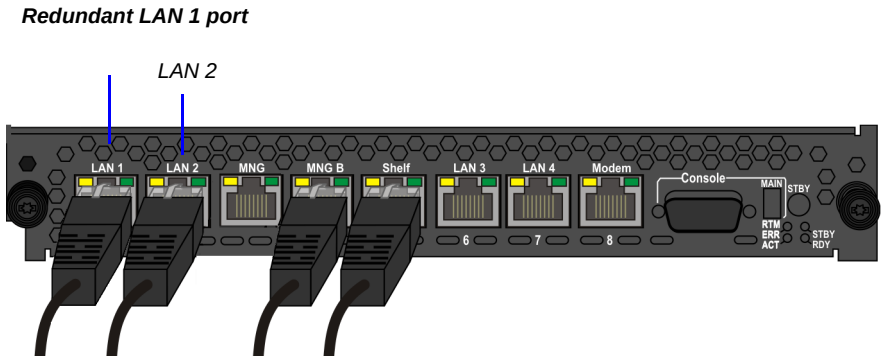


Figure 8 *RMX 1500 - RTM IP 1500 Rear Panel*



Figure 9 *RMX 2000/4000 RTM LAN Card*

The LAN redundancy feature is enable (YES by default) or disabled by the flag LAN_REDUNDANCY.

Guidelines

- On the RMX 1500, LAN redundancy cannot be enabled in parallel to Multiple Networks.
- On RMX 2000/4000, when Multiple Networks option is enabled and the RTM LAN ports are not assigned to any network, then the LAN 1 port is redundant by default.
- On RMX 2000/4000 the redundant default port is **LAN 1** on the RTM LAN.
- On the RMX 1500, LAN ports can used as follows:
  - LAN 2 port is used for standard communications
  - LAN 1 port can be used to define a second Network Service or used for LAN Redundancy

Configuration Requirements

LAN Redundancy is available by default. However, it is enabled by connecting the appropriate LAN cables to the LAN ports on the RMX:

1. **On the RMX 2000**, install the RTM LAN card if one is not installed. For more information see the Polycom R*MX 2000 Hardware Guide, "Installing the RTM LAN"* on page 1-43.
2. On **RMX 1500**, connect the LAN cable to **LAN 1** port on the RTM IP. On the **RMX 2000/4000** connect the LAN cable to **LAN 1** port on the RTM LAN.
3. **On the RMX 2000**, in the **Setup> System Configuration >** *System Flags* dialog box, add the flag **RMX2000_RTM_LAN** and set it to **YES** to activate the installed RTM LAN card
   - On RMX 2000/4000, LAN Redundancy can be enabled in parallel to the Multiple Networks. To enable the Multiple Networks option, set the MULTIPLE_SERVICES flag to YES

On **RMX 1500,** when the **MULTIPLE_SERVICES** flag is set to YES (Multiple Networks option is enabled), the LAN_REDUNDANCY flag must be set to **NO**.

4. **If required**, reset the RMX. On RMX 2000 reset is required when adding the RMX2000_RTM_LAN flag.

Hardware Monitor Indications

When LAN Redundancy is enabled on the RMX, LAN 2 port is *Active* and LED indications may appear.

The redundant LAN port is shown as *Inactive* and the LED indications on the port are switched off.

When the *Active* LAN port fails and the redundant (*Inactive)* port takes over, the LED indications appear.

In the *Hardware Monitor* pane the *Lan List* displays the RMX LAN ports together with their *Status* indication.

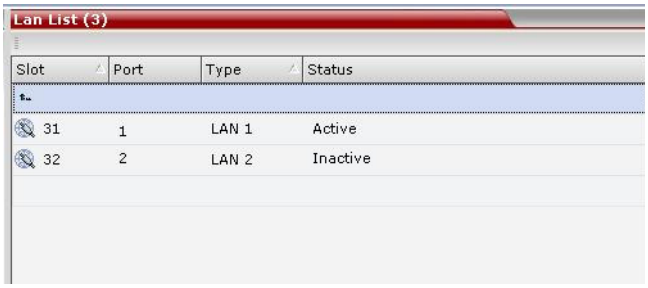


Table 4 RMX 1500/2000 /4000 RTM LAN LED Indications

Status	Description
Active	The LAN port is active
Inactive	The LAN port is inactive
Standby	The LAN Redundancy option is enabled and this LAN port is the redundant and in standby mode. In case of failure, this port becomes active.

SIP People+Content BFCP

SIP People+Content and *BFCP* capabilities are by default only declared to *Polycom* and *Avaya* endpoints. If, however, the endpoint identity is hidden by a proxy server, these capabilities will not be declared by the RMX.

Beginning with this version, this capabilities declaration is controlled by a new *System Flag:* **ENABLE_SIP_PPC_FOR_ALL_USER_AGENT**.

The default value of this *System Flag* is **NO**. When set to **YES**, the flag ensures that the *RMX* declares *SIP People+ Content* and *BFCP* capabilities in all environments.

Version 7.2 Detailed Description - Changes to Existing Features

Change Video Display in Cascade

In version 7.2, there is a change in the behavior of cascaded conferences that affects video forcing and private video layout. In cascaded conferences with conference layouts other than 1x1, the speaker image is sent back through the participant link from the cascaded conference. For example, take the situation where one conference does not have a video participant and the cascaded conference has more than one video participant. In this scenario, the speaker sees his own video image in his/her video layout, while the other participant views the speaker video image double (2x) in his/her private layout.

The flag AVOID_VIDEO_LOOP_BACK_IN_CASCADE is enabled by default (YES) and can be disabled (NO). When the flag is set to YES, the video cascade problem does not occur.

Guidelines

- Applicable to MPM+ and MPMx cards
- Applicable to Continuous Presence and Video Switching type conferences
- Supported with H.323, SIP and ISDN
- Video resolution rates will be according to:
  - The resolution slider settings
  - Video Switching conference settings
- Loopback flag settings are limited to the Master/ Slave hierarchy in Simple Cascading Topologies.
- In cascaded conferences, MCUs at a level 3 hierarchy, endpoints cannot view video from conferences at a level 1 hierarchy.

SNMPv3 Support

From version 7.2, *SNMPv3* is supported. As a result security is enhanced during *RMX* monitoring operations.

Guidelines

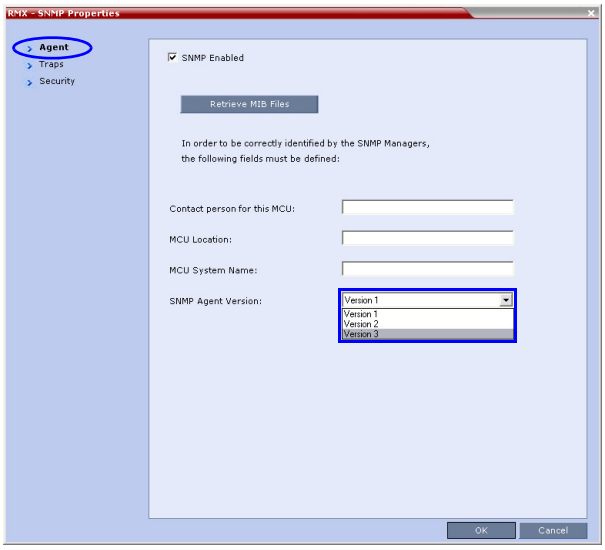
- When *SNMPv3* is selected:
  - Only *SNMPv3 Queries* and *Traps* receive responses.
  - A mixture of *Version 1, Version 2* and *Version 3* traps is not permitted.
- The *RMX's* implementation of *SNMPv3* is *FIPS 140* compliant.

Changes to the User Interface

The *Agent, Traps,* and *Security* tabs have been modified to support *SNMPv3*.

Agent Tab

A new field: *SNMP Agent Version* has been included.



The *SNMP Agent Version* is selected from a drop-down menu:

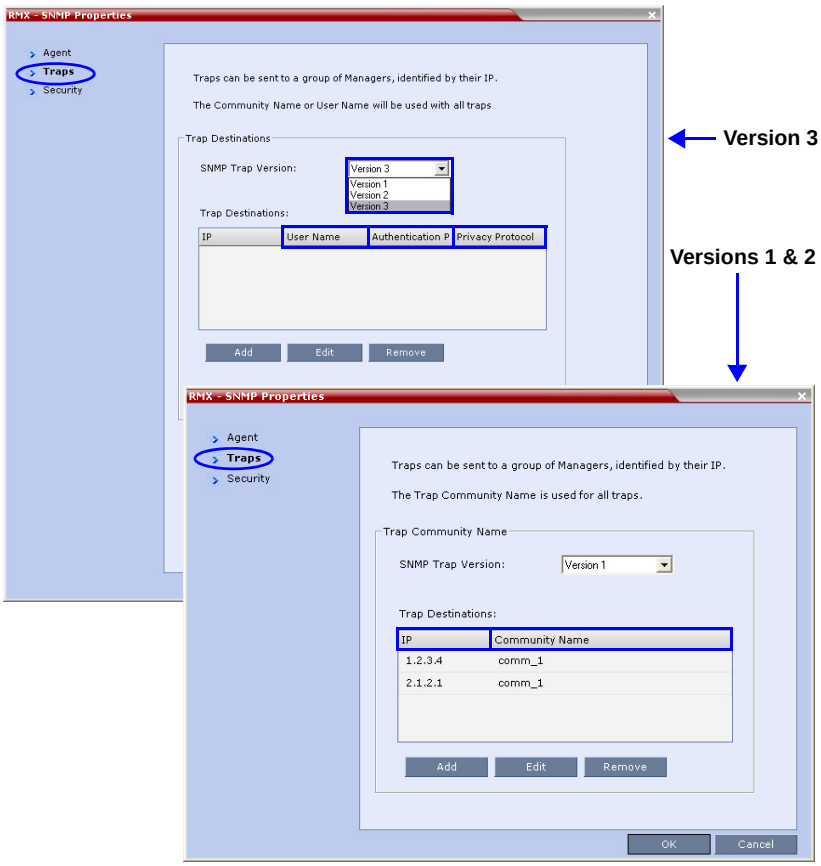
Range: *Version 1 /2 /3*

Default: *Version 2*

When *Version 3* is selected, the *Community Name* field is removed and additional fields are added to the *Security* tab. See "*Security Tab*" on page **1-70**.

Traps Tab

A new field value: *Version 3* has been included in the *SNMP Trap Version* drop-down menu. When *Version 3* is selected, the *Community Name* field in the *Trap Destinations* list is replaced with the following additional fields: *User Name, Authentication Protocol, Privacy Protocol*.



To configure SNMP traps:

>> Modify the fields as required:

Table 5 *SNMP - Traps*

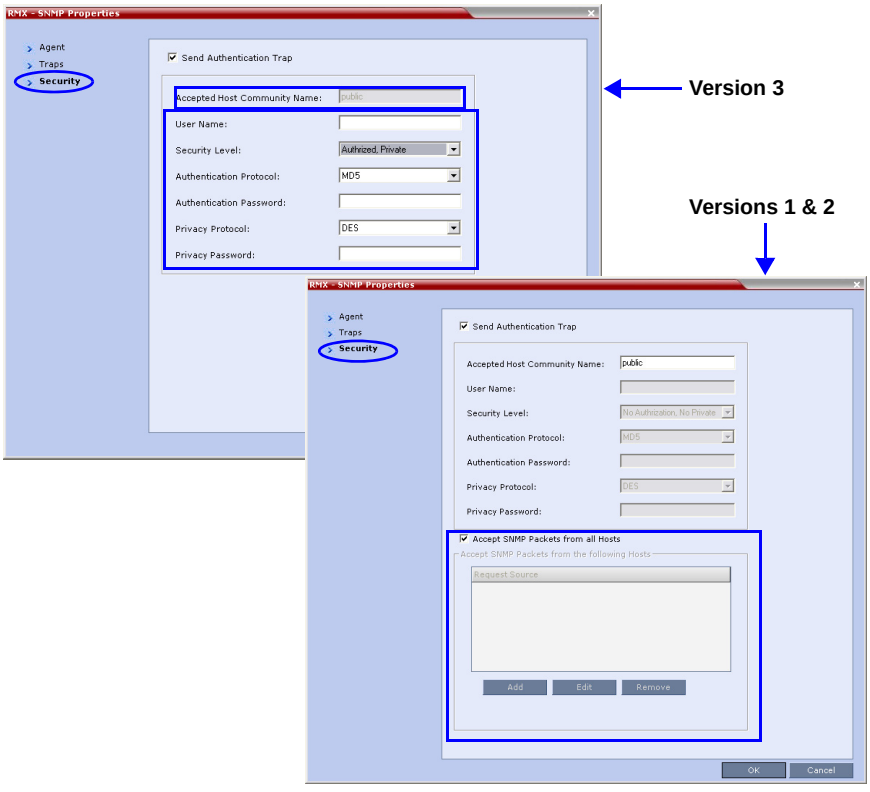
Field	Description
SNMP Trap Version	Specifies the version, either Version1 2 or 3 of the traps being sent to the IP Host. Polycom software supports the standard SNMP version 1 and 2 traps, which are taken from RFC 1215, convention for defining traps for use with SNMP. **Note:** The SNMP Trap Version parameters must be defined identically in the external SNMP application.

Table 5 *SNMP - Traps (Continued)*

Field	Description		
Trap Destination	This box lists the currently defined IP addresses of the Manager terminals to which the message (trap) is sent.		
	IP	Enter the IP address of the SNMP trap recipient.	All Versions
	Community Name	Enter the Community Name of the manager terminal used to monitor the MCU activity	Version 1 and Version 2
	User Name	Enter the name of the user that is to have access to the trap.	Version 3
	Authenticati on Protocol	Enter the authentication protocol: MD5 or SHA.	
	Privacy Protocol	Enter the privacy protocol: DES or AES.	

Security Tab

When *Version 3* is selected as *SNMP Agent Version*, the *Accepted Host Community Name* field is disabled. Additional fields in the *Security* tab must be completed. See "*Agent Tab*" on page **1-68**.



To configure SNMP security:

>> Modify the fields as required:

Table 6 *SNMP - Security*

Field	Description		
Send Authentication Trap	Select this check box to send a message to the SNMP Manager when an unauthorized query is sent to the MCU. When cleared, no indication will be sent to the SNMP Manager.		SNMP Versions 1 & 2
Accept Host Community Name	Enter the string added to queries that are sent from the SNMP Manager to indicate that they were sent from an authorized source. **Note:** Queries sent with different strings will be regarded as a violation of security, and, if the Send Authentication Trap check box is selected, an appropriate message will be sent to the SNMP Manager.		
Accept SNMP Packets from all Host	Select this option if a query sent from any Manager terminal is valid. When selected, the Accept SNMP Packets from These Hosts option is disabled.		
Accept SNMP Packets from the following Hosts	Lists specific Manager terminals whose queries will be considered as valid. This option is enabled when the *Accept SNMP Packets from any Host* option is cleared.		
User Name	Enter a *User Name* of up to 48 characters **Default:** Empty		SNMP Version 3
Security Level	Select a *Security Level* from the drop-down menu. **Range:** *No Auth, No Priv; Auth, No Priv; Auth, Priv* **Default:** Auth, Priv		
Authentication Protocol	Select the authentication protocol **Range:** *MD5, SHA* **Default:** *MD5*	These fields are enabled if *Authentication* is selected in the *Security Level* field.	
Authentication Password	Enter an *Authentication Password.* **Range:** 8 - 48 characters **Default:** Empty		
Privacy Protocol	Select a *Privacy Protocol*. **Range:** DES, AES **Default:** DES	These fields are enabled if *Privacy* is selected in the *Security Level*. field.	
Privacy Password	Enter a *Privacy Password*. **Range:** 8 - 48 characters **Default:** Empty		
Engine ID	Enter an *Engine ID* to be used for both the *Agent* and the *Trap*. **Default:** Empty		

Corrections and Known Limitations

Corrections Between Version 7.2.1 and Version 7.2.2

Table 7 *Corrections Between Version 7.2.1 and Version 7.2.2*

#	Key	Category	Description	Detected in Version
1	VNGR-22175	*Hardware*	On an RMX 2000/4000, after inserting an MPMx cards from an MCU with version 7.2.2.36 and inserting it into an RMX with the same version, the MPMx card enters into a "Diagnostic" mode.	V7.2.2
2	VNGR-22076	*Video*	Although the Resolution Slider is configured to send SD30 at a line rate of 128Kbps when using H.264 High Profile, the system sends only SD 15.	V7.2.2
3	VNGR-21981	*Video*	After blast dial out with 10 HDX endpoints from a conference template, a number of HDX fail to connect to the conference due to resources deficiency.	V7.2.2
4	VNGR-21967	*Upgrade*	After upgrading from version 7.2.2 to version 7.6 and entering the activation key a message appears: Incorrect Activation Key.	V7.2.2
5	VNGR-21965	*Upgrade*	After downgrading from version 7.6 to version 7.2.2, in the Hardware monitor no media cards are listed.	V7.2.2
6	VNGR-21926	*RMX Manager*	When port usage reaches or exceeds the threshold, the red area of the gauge flashes but the System Alert is not generated.	V5.0.1
7	VNGR-21291	*SIP*	When the SIP server is to Microsoft, an error occurs followed by the fault “LOW_PROCESS_MEMORY_ALERT : Process is approaching memory utilization limit: 93 %”.	V7.2.1
8	VNGR-21871	*RMX Manager*	Low system memory causes the RMX to reboot.	V7.2
9	VNGR-21862	*ISDN*	After the RMX4000 is rebooted, a system alert: No clock source appears.	V7.2.2
10	VNGR-21826/ 20857	*RMX Manager*	When enabling the Exchange Integration Configuration service on an RMX, after clicking OK, the RMX failed to connect to exchange server due to a timeout and an error appeared in the Fault List.	V7.1

Table 7 *Corrections Between Version 7.2.1 and Version 7.2.2*

#	Key	Category	Description	Detected in Version
11	VNGR-21831	*Video*	The "Abort H.239 Session" functionality does not work. The endpoint that was sending the content does not revert to the conference layout, and instead of viewing content there is a black screen.	V7.2.1
12	VNGR-21808/ 21785	*Video*	On an RMX 4000 with 4 MPMx cards, when dialing into a Meeting Room several endpoints encountered video stills for a few seconds.	V7.2.1
13	VNGR-21775/ 21776	*Interoperability*	On an RMX2000 with a CP conference and 11 participants connected, after about 13 hours, 3 participant disconnected due to a system fault: MCU_INTERNAL_PROBLEM.	V7.1
14	VNGR-21755	*API*	When adding a participant to the conference using the API, if only the alias is specified and there is no IP address in the transaction, the RMX defaults with an incorrect IP string and the participant remains idle.	V7.2.1
15	VNGR-21751	*Content*	During a 1048Kbps conference created from a Profile, when a H.323 endpoint sends content to SIP endpoint, the content cannot be seen.	V7.2.2
16	VNGR-21741	*Interoperability*	During a 384 Kbps conference created from a Profile, a H.323 endpoint cannot start PCM using the pound key.	V7.2.2
17	VNGR-21702/ 21940	*Video*	When LPR is enabled, RMX transmits video using a much higher bandwidth than the "negotiated" video bandwidth.	V7.1
18	VNGR-21629/ 21630	*RMX Manager*	When adding a new Participant and selecting the type ISDN, after an incorrect participant number is added and the type is changed to H.323, the ISDN participant number still appears and an error message is listed. The new participant cannot be added.	V7.2
19	VNGR-21591	*RMX Manager*	After registering the HDX endpoint with the CMA Gatekeeper, after dialing to a Meeting Room, the call connected to an Entry Queue.	V7.2.2
20	VNGR-21589	*Video*	On an RMX 2000 with MPM+ and MPMx cards, when 8 HD participants are located on the two cards, the video freezes of all connected endpoints.	V7.2.2
21	VNGR-21571/ 21572	*RMX Manager*	After entering the site name in the Kazakhstanian language, the site name is not shown during the conference.	V7.2.1

Table 7 *Corrections Between Version 7.2.1 and Version 7.2.2*

#	Key	Category	Description	Detected in Version
22	VNGR-21568/21569	*CDR/ Multilingual*	Logging in to RMX Web Client or RMX Manager in Japanese and accessing the CDR utility, the CDR file list is empty.	V7.2.1
23	VNGR-21532/21570	*Reservations*	A conference started from a reservation with 6 dial-out endpoints, after connecting, four of the endpoints are disconnected due to the Auto Termination timer.	V7.1
24	VNGR-21522	*RMX Manager*	If two conferences are started from a template with 180 CIF endpoints blast dialing-out and connecting to each conference, the RMX 4000 reboots.	V7.2.1
25	VNGR-21521	*RMX Manager*	An RMX 1500 does not accept any conference calls when configured for secured communication (HTTPS).	V7.2.1
26	VNGR 21488/21494	*SIP*	On an RMX 2000 when using the ClearSea VC Client, outbound calls using SIP protocol do not sent "ACK" reply using "200 OK" messaging. After a few re-tries the call is disconnected.	V7.1
27	VNGR-21461	*RMX Manager*	After sequential RMX reboots, the DNS server has a problem with the DNS name, and the Exchange server has an incorrect IP address.	V7.2.1
28	VNGR-21456	*Interoperability*	On an RMX 4000 running a 4Mb conference with mixed Lync Clients and HDX endpoints registered to a Lync2010 Gatekeeper, when HDX endpoints connected using SIP, the video froze on HDX endpoints.	V7.2.2
29	VNGR-21403	*Interoperability*	When moving a VSX 6000 endpoint between H.323 conferences, the RMX Manager caused internal errors: 32221, cause unknown.	V7.2
30	VNGR-21401	*General*	Bad network issues resulted in a buffer overwrite on the ART DSPs and caused the MPM card to power off.	V7.1
31	VNGR-21370/21384/21544	*Interoperability*	SD 30 Lync client's used 3 CIF resources instead of 1.5 CIF ports during a 384Kbps conference.	V7.1
32	VNGR-20960/21361/21491/21492	*General*	When using the Information Collector, the file created only contains tmp/links data.	V7.2

Table 7 *Corrections Between Version 7.2.1 and Version 7.2.2*

#	Key	Category	Description	Detected in Version
33	VNGR-21355/ 21356	*General*	When HDX endpoints dial-in from different locations to a meeting room, one HDX endpoint always views a blue cell in the conference layout.	V7.2.1
34	VNGR-21315/ 21376	*General*	Access the Information Collector and start "Collect Information", the application runs and then freezes and a core dump is created.	V7.1
35	VNGR-21313/ 21381	*Video*	After starting a HD 1024 Kbps conference from a template and connecting a number of HDX endpoints the Frame Rate is only 20 FPS.	V7.2.1
36	VNGR-21295/ 21326	*Interoperability*	With 'ENABLE_SIP_PEOPLE_PLUS_ CONTENT' flag set to 'YES' in the RMX, dial out from RMX to Avaya 10xx or 1xc sip endpoint did not connect.	V7.2
37	VNGR-21284/ 21285	*General*	RMX 7.2.0.96 registered with DMA supercluster H.323 gatekeeper however the RMX fails to register with the backup alternative Gatekeeper.	V7.2
38	VNGR-21271	*Audio*	No audio between endpoints with H323/ H320 participants connected to a conference running on RMX 2000 with MPM+ card.	V6.0.2
39	VNGR-21239	*Recording*	Recording links information is lost after system reboot when more than one Recording Link is defined.	V7.0.2C
40	VNGR-21219	*Video*	During an ongoing conference, a blue screen replaces the remote video endpoint following a card failure.	V7.1
41	VNGR-21217	*Content*	Ghost image is seen on legacy endpoints that receive Content video through the People video channel.	V7.0.2
42	VNGR-21184	*General*	On the RMX4000, the error "Internal socket error: No Video Source" is displayed when clicking the 'Clear Max Conunts' button in the Ethernet Settings - LAN properties dialog box.	V7.1
43	VNGR-21171	*Video*	On an RMX 2000/4000 with MPMx cards and running a 348 Kbps conference with 170 CIF endpoints after 1.5 hours two MPMx cards crashed.	V7.2.1
44	VNGR-21157	*General*	RMX 2000 unexpectedly rebooted while using the information collector to retrieve log files	V6.0.2

Table 7 *Corrections Between Version 7.2.1 and Version 7.2.2*

#	Key	Category	Description	Detected in Version
45	VNGR-21125	*API*	When using an API to define participant in a conference, after conference start the participant appears as chairperson.	V7.0.3
46	VNGR-21124	*Interoperability*	An RMX 2000 with MPMx cards in a simple cascading topology with a Codian MCU, when running a cascaded conference with auto brightness enabled, MOC and HDX endpoints view that the color of their video gradually degrades until a layout change occurs.	V7.0.2
47	VNGR-21117	*General*	An RMX 2000 with MPMx cards and version 7.0.2 installed, ISDN only conferences with mixed HDX and VSX endpoints experienced participant disconnections and video quality and content issues.	V7.1
48	VNGR-21116/ 21115	*Upgrade Process*	After upgrading to version 7.2 and resetting the RMX 2000/4000 with MPMx cards, an error message appears: "critical major voltage problem". After a while this error disappears.	V7.2
49	VNGR-21107	*General*	During an H.323 conference, DTMF tones are not forwarded to third party MCUs.	V7.2.2
50	VNGR-21097/ 21097	*Video*	On an RMX 1500 with version 7.0.2 installed, during a conference with CP Layout, outlines, silhouettes and shadows from another conference/participant could be seen.	V7.0.2
51	VNGR-21081	*Partners - Microsoft*	No usable unit for audio controller/ insufficient resources error occurred when dialing in from a Lync client to a conference running on the RMX that is integrated in Microsoft ICE environment.	V7.1
52	VNGR-21047	*General*	MCU_Internal_Problem 65012 error occurred when running two cascading conferences one on RMX and one on MGC.	V7.1
53	VNGR-20920	*IP*	After updating the SIP proxy in the IP Network Service, the RMX prompts the user to reboot when it is not required.	V7.2.1
54	VNGR-20585	*General*	On RMX 1500, cannot modify the LAN port speed of an individual port as all ports have the same number and type in the Ethernet Settings dialog box.	V7.1/V7.2
55	VNGR-20581	*General*	On the RMX 1500, the LAN list in Hardware Monitor pane does not show the ports with their status.	V7.1

Table 7 *Corrections Between Version 7.2.1 and Version 7.2.2*

#	Key	Category	Description	Detected in Version
56	VNGR-20542	*SIP*	Lip Sync loss is experienced when SIP endpoints connect to conferences running on RMX with installed MPMx cards and versions 7.0.2 and 7.0.3.	V7.0.2/ V7.0.3
57	VNGR-20402	*ISDN*	ISDN endpoints cannot connect to conferences set to H.264 High Profile video protocol although the system flag SUPPORT_HIGH_PROFILE_WITH_ISDN is set to YES.	V7.2
58	VNGR-20076	*Content*	Audio is chopped when content is sent from a Tandberg MXP connected to a PC input via the video channel without using H.239 Content.	V7.0.2
59	VNGR-19901	*IVR*	ISDN and PSTN participants are not muted when DTMF code *5 (Mute All Except Me) is sent to the conference before the endpoints dial in.	V7.0.2
60	VNGR-18276	*Upgrade ProcessUpgrade Process*	When upgrading RMX 2000 with one MPM card from version 7.0.1.16 to version 7.0.2.64, the MPM card appears to be in normal state in the Hardware Monitor but with no available units. The status LED on the card is green as in normal status.	V7.0.2

Corrections Between Version 7.2 and Version 7.2.1

Table 8 *Corrections Between Version 7.2 and Version 7.2.1*

#	Key	Category	Description	Detected in Version
1	VNGR-21743	*CDR*	A Major fault occurs on the RMX after the CDR file reaches its maximum size of 1048576 bytes.	V7.2.2
2	VNGR-21149/ 21148	*RMX Manager*	After changing the Daylight Savings / Daylight Standard Time, the start times & end times of Re-occurring reservations are shifted by one hour in the RMX scheduler. When manually changing the GMT offset value or clicking "Retrieve Client Time" there are no changes in the time settings of standard reservations or re-occurring reservations.	
3	VNGR-21125	*API*	When using an API to define participant in a conference, after conference start the participant appears as chairperson.	V7.0.3

Table 8 *Corrections Between Version 7.2 and Version 7.2.1*

#	Key	Category	Description	Detected in Version
4	VNGR-21124	*Cascading*	An RMX 2000 with MPMx cards in a simple topology with a Codian MCU, when running a cascaded conference with auto brightness enabled, MOC and HDX endpoints view that the color of their video gradually degrades until a layout change occurs.	V7.0.2
5	VNGR-21116/ 21115	*Upgrade Process*	After upgrading to version 7.2 and resetting the RMX 2000/4000 with MPMx cards, an error message appears: "critical major voltage problem". After a while this error disappears.	V7.2
6	VNGR-21107	*General*	During an H.323 conference, DTMF tones are not forwarded to third party MCUs.	V7.2.2
7	VNGR-21097/ 21097	*Video*	On an RMX 1500 with version 7.0.2 installed, during a conference with CP Layout, outlines, silhouettes and shadows from another conference/participant could be seen.	V7.0.2
8	VNGR-21091	*General*	Cannot connect all possible resources to RMX 2000 with MPMx cards and Flexible Resource Mode to its full capacity due to resource deficiency.	V7.1, V7.2
9	VNGR-21081	*General*	On an RMX when dialing into the conference the call failed due to insufficient resources. The RMX fault list shows: "No usable unit for audio controller, insufficient resources error".	V7.1
10	VNGR-21048	*RMX Manager*	On the RMX Manager an internal error; 65012 appears, cause unknown.	V7.1
11	VNGR-20972	*General*	RMX with version 7.1 or 7.2 does not accept any calls/conferences when configured for secured communication (HTTPS).	V7.1
12	VNGR-20938	*IVR*	When the conference is full, the "Conference is Full" IVR message is not played to participants in the Entry Queue.	V7.2.1
13	VNGR-20915	*RMX Manager*	An RMX registered successfully with the corporate OCS server, but in the Signaling Monitor pane the Status is listed as "Failed".	V7.1
14	VNGR-20886	*General*	The Participant Properties - Channel Status tab, list the Jitter buffer size as a negative number which is incorrect	V7.1
15	VNGR-20843	*IVR*	On a fully loaded RMX 4000, some participant and chairperson IVR messages are not played when they join a conference	V7.1

Table 8 *Corrections Between Version 7.2 and Version 7.2.1*

#	Key	Category	Description	Detected in Version
16	VNGR-20835	*Gateway*	When placing a Gateway call on the RMX, the Gateway call status indication display is unreadable	V7.1
17	VNGR-20808	*RMX Manager*	On the RMX Manager the port gauge flashes but the system alert is no longer generated in the faults list like in previous versions.	V7.0.2
18	VNGR-20804	*ISDN*	ISDN Participants could not connect to conferences and the "no_net_connection" Disconnection Cause is displayed. This problem is caused by a faulty RTM ISDN card and it is solved by resetting the RMX.	V7.0.2
19	VNGR-20803	*General*	On an RMX 2000 with a number of conferences, an active alarm activated; "Internal MCU reset - McmsDaemon reset due to policy decision".	V7.0.2
20	VNGR-20801	*ISDN*	When a H.323 endpoint connects thru a Cascaded RMX & Gateway with an ISDN cascaded link, the ISDN link does not release when H.323 endpoint terminates the call.	V7.0.2
21	VNGR-20800	*Interoperability*	Avaya H.323 audio only participants cannot hear audio or IVR messages when they are transferred from the Entry Queue to their destination conference. Once in the conference, their audio could not be heard.	V7.0.2
22	VNGR-20792	*ISDN*	G.728 audio algorithm cannot be disabled in H.320 calls. When the G728 System Flag is set to NO (default), the RMX declares G.728 capabilities in ISDN calls; however a G.728 channel is not opened. When the G728 System Flag is set to YES, the RMX declares and also possibly opens a G.728 channel in ISDN calls.	V7.0.2
23	VNGR-20698	*SIP*	Coredump occurred when SIP endpoint connected to a conference at a line rate of 512Kbps.	V7.1
24	VNGR-20685	*General*	Card failure status is not reflected in the Hardware Monitor.	V7.2
25	VNGR-20649	*Interoperability*	On an RMX2000 with MPMx cards, when starting a conference with RTV,1X1 layout enabled, after connecting few MOC and HDX endpoints, green artifacts appear in the video.	V7.2
26	VNGR-20505	*Upgrade Process*	After installing version 7.2.0.75 an MPL failure appears in the browser.	V7.2

Table 8 *Corrections Between Version 7.2 and Version 7.2.1*

#	Key	Category	Description	Detected in Version
27	VNGR-20501	*Documentation*	LAN1 and LAN 2 assignment to the IP Network Service in Multiple Networks environment is not clear in the Administrator's Guide.	V7.1
28	VNGR-20473	*Upgrade Process*	On an RMX4000 with V7.2.0.70 and MPM+ cards V7.2.0.70, After standard Restore Factory Defaults there was no connection with switch. Hard reset solved the problem.	V7.2
29	VNGR-20459	*Diagnostics*	After attempting to access the Diagnostic mode manually, there is no connection to the switch.	V7.2
30	VNGR-20436	*General*	When changing the pane size in Microsoft client the RMX send layout update to the all the endpoints in the conference, however, all the conference layout are changed instead of personal layout.	V7.2
31	VNGR-20427	*General*	When the RMX is configured to Multiple Services after a system reset an active alarm appeared: "process is approaching memory utilization limit 80%".	V7.2
32	VNGR-20406	*General*	On the RMX 1500/2000 High CPU utilization occurs during startup.	V7.0.3
33	VNGR-20363	*SIP*	When opening a connection from Central Signaling to the SIP proxy, the connection cannot be established with the SIP registrar.	V7.1
34	VNGR-20360	*Interoperability*	In a 1024 Kbps conference with AES enabled, after connecting HDX, VSX, MOC, PVX endpoints, some endpoints stopped sending video.	V7.2
35	VNGR-19148	*Interoperability*	When dialing out to from the RMX to Siemens OpenScapeDesktop Client, video sent from the conference cannot be viewed on this client. Video sent from the client is viewed by other conference participants.	V7.0.2
36	VNGR-18170	*RMX Manager*	Video Preview cannot be activated in RMX Manager application.	V7.0.2
37	VNGR-18026	*Interoperability*	When connecting to a Meeting Room with a desktop endpoint, when ST clients connect and terminate the conference, one participant remains in a "disconnecting " status. Neither the conference nor the client can be deleted from the RMX.	V7.1
38	VNGR-17602	*General*	Double clicking on a card in Hardware monitor of the RMX Manager application displays the Card Properties dialog instead of the Processor Properties dialog box.	V7.0.2

Table 8 *Corrections Between Version 7.2 and Version 7.2.1*

#	Key	Category	Description	Detected in Version
39	VNGR-17282	*Video*	In a DMA Dial-in Meeting Room with several HDX8000 endpoints, video transmission stopped.	V7.0.1

Corrections Between Version 7.1and Version 7.2

Table 9 *Corrections Between Version 7.1 and Version 7.2*

#	Key	Category	Description	Detected in Version
1	VNGR-20678	*Interoperability*	When an Avaya endpoint is registered to an ACM Gatekeeper and the RMX MCU is registered with a CMA Gatekeeper, the Avaya endpoint is unable to place calls to the RMX.	V7.2
2	VNGR-20185	*Interoperability*	On an RMX 1500 running an 1152 Kbps CP conference with Auto Layout, Gathering, LPR, Sharpness, Video Clarity, Graphics and Send Content to Legacy Endpoints enabled, after connecting Tandberg Edge95 MXP endpoint no video can be seen.	V7.2
3	VNGR-19933	*Hot Backup*	When the Master MCU in a Hot backup configuration fails and the Slave MCU activates, in the participant properties information is missing.	V4.7.1
4	VNGR-19830	*Resource Capacity*	Changes to Voice Port allocation on RMX with two 2 IP Services defined requires a system reset to take effect. Voice participants cannot connect due to Resource Deficiency until re-start is performed.	V7.5
5	VNGR-19597	*Video*	An empty video cell is shown for a second in the Personal video layout displayed on the VVX system that is connected to a conference running on RMX 2000 with MPMx card, at a line rate of 1920Kbps and Send Content to Legacy Endpoint option enabled, when the speaker changes while content is sent.	V7.1
6	VNGR-19595	*IP*	In Multiple Services mode, after restoring the RMX to its factory defaults the option to define more than one IP Network Service (Add Network Service button) is disabled.	V7.1

Table 9 *Corrections Between Version 7.1 and Version 7.2*

#	Key	Category	Description	Detected in Version
7	VNGR-19564	*IP*	In multiple Services mode, the name of one IP Network Service cannot be contained in the another IP Network Service name, otherwise all the calls will be routed to the same Network Service. For example, IP Network Service named IP Service and IP Service New.	V7.1
8	VNGR-19477	*General*	Occasionally, a DSP failure occurs followed by the following fault: 0x80cd73cCMfaTask::OnBadSpontIndFrommMFA reason: 1, description: Crashing DSP - [Decoder26x] ERROR (H263).	V7.1
9	VNGR-19466	*Upgrade Process*	When upgrading an RMX 1500 with Multiple Services option enabled from version 7.1.0.115 to version 7.1.0.117, several asserts are displayed in the Faults list when the system is restarted: ASSERT:MplApi_FAILED_to_start_during_Startup_!!! ASSERT:RtmIsdnMngr_FAILED_to_start_during_Startup_!!! ASSERT:Installer_FAILED_to_start_during_Startup_!!!"	V7.1
10	VNGR-19288	*Interoperability*	When two dial-out H.323 endpoints connect to a conference running on RMX 1500 at a line rate of 384Kbps and Gathering enabled, and press DTMF code *88, the transparent Gathering pane does not appear.	V7.1
11	VNGR-19265	*Content*	In VSW and CP conferences started from a template with two HDX8000 endpoints, when sending content the content rate exceeds the conference line rate.	V7.0.2
12	VNGR-19240	*General*	When resetting the RMX 1500 MPMx-Q from the Hardware Monitor (soft Reset), the IE7 Web Browser window remains open and an error message is displayed after a while instead of disconnecting from the RMX.	V7.1
13	VNGR-19175	*IVR*	On an RMX 4000 in the Ultra Secure Mode, when a dial-out conference is started from a Profile and the IVR initiates, audio and video problems occur.	V7.5
14	VNGR-19128	*Interoperability*	VVX does not resume video after being placed on hold when connected to a conference managed by the DMA.	V7.1
15	VNGR-19110	*IVR*	On an RMX 4000 in the Ultra Secure Mode, when a dial-out conference is started from a Profile and the IVR initiates, audio and video problems occur.	V7.1

Table 9 *Corrections Between Version 7.1 and Version 7.2*

#	Key	Category	Description	Detected in Version
16	VNGR-19108	*Video*	In a dial-out 384Kbps conference using the Factory Video Default profile, a DST H323 Broad 5 endpoint views corrupt video when another video participant joins the conference.	V7.1
17	VNGR-19083	*General*	After creating a new conference and adding participants, when attempting to save the conference to a template a “failure status” active alarm appears.	V7.1
18	VNGR-19057	*Video*	On the RMX1500Q, in H.323 & SIP dial- in and dial -out calls you do not view the Video Welcome Slide.	V7.1
19	VNGR-19050	*Recording*	In a RSS recorded conference with 2x2 layouts, when starting and pausing the recorder from an HD endpoint, the pause icon disappeared.	V7.1
20	VNGR-18973	*Interoperability*	In an encrypted conference, LYNCH endpoints cannot use DTMF.	V7.1
21	VNGR-18942	*Interoperability*	In a 384 Kbps H.323 conference with AES and LPR enabled, when the RMX dials through a Gateway connection the HDX endpoint views garbled text with video.	V7.1
22	VNGR-18889	*Cascading*	In Cascaded conferences with an identical profile, when the conference starts you are connected to an Entry Queue instead of the Slave conference.	V7.1
23	VNGR-18888	*Interoperability*	Two identical conferences with Legacy content enabled with both Legacy and non-Legacy endpoints, when non-Legacy endpoints send content and a Legacy endpoints joins the other conference, the new content cannot be viewed.	V7.1
24	VNGR-18754	*Multilingual*	When displaying participant names in the participant properties, the Kazakhstan language is not supported.	V7.0.2
25	VNGR-18626	*Interoperability*	On an RMX 4000 with a 128 Kbps H.323 conference, when a VVX1500 endpoint views dials another VVX1500 endpoint the call disconnects.	V7.1
26	VNGR-18537	*Content*	In a 512 Kbps H.323 conference with LPR, Gathering, Auto Layout and Send Content to Legacy Endpoint enabled, when sending content from VSX endpoints to Legacy endpoints a green or pixilated screen appears.	V7.1

Table 9 *Corrections Between Version 7.1 and Version 7.2*

#	Key	Category	Description	Detected in Version
27	VNGR-18374	*Interoperability*	When using DTMF keys with PCM, after pressing '8' to terminate the conference, the pound (#) shortcut key does not work. To exit the conference the right arrow key must be used.	V7.1
28	VNGR-18278	*Upgrade Process*	No access to RMX 2000 after software upgrade from version 7.0.2.61 to version 7.0.2.64.	V7.0.2
29	VNGR-17841	*Video*	Lip sync occurred when an endpoint connected at 512kbps to a conference running at line rate of 2MB on RMX 2000 with 2 MPM+80 cards, and LPR enabled and active due to packet loss.	V7.0.2
30	VNGR-17833	*IVR*	RadVision Scopia XT1000 and LifeSize Room 200 remain in the IVR Welcome stage when connecting to a CP conference running at 4096kbps with Encryption and LPR enabled. Other endpoints connected normally.	V7.0.2
31	VNGR-17823	*Interoperability*	No cropping, no border and shrunken video is displayed on the VVX endpoint when connecting a VVX endpoint, HDX endpoint and a Telepresence endpoint to a conference set to Telepresence mode that is running on RMX 2000 with MPMx cards.	V7.0.2
32	VNGR-17800	*Recording*	On an RMX2000 with a conference that is started from a reservation, when dialing out manually the RSS2000 recorder does not start.	V5.0.2
33	VNGR-17768	*Upgrade Process*	When upgrading the RMX 1500 software version and adding the activation key, the RMX Web Client disconnects from the RMX.	V7.0.2
34	VNGR-17762	*Content*	Sometimes Content is sent during the gathering phase and is shown through the gathering phase slide background (it is displayed as a layer underneath it) when the Sent Content to Legacy Endpoint option is enabled in a conference running at 384kbps.	V7.0.2
35	VNGR-17753	*Partners - Microsoft*	In Microsoft Lync environment with ICE enabled, when the RMX 4000 with MPM+80 dials out to two Lync Clients (MOC1 with Creative Camera connected and MOC2 with CX5000 RoundTable connected), MOC1 does not receive video from MOC2.	V7.0.2

Table 9 *Corrections Between Version 7.1 and Version 7.2*

#	Key	Category	Description	Detected in Version
36	VNGR-17749	*Interoperability*	Flickering video is displayed for a few seconds on LifeSize Room 200 screen when connecting to a conference running on RMX 4000 at 4MB with Encryption and LPR enabled.	V7.0.2
37	VNGR-17743	*Partners - Microsoft*	In an environment that includes the Microsoft Lync server and RMX 4000 MPM+80 with ICE enabled, when the RMX dials out to two Lync clients with HDX connected, the second Lync client is disconnected from the conference that is running at 384kbps, with Encryption and LPR enabled due to a SIP HW internal MCU problem.	V7.0.2
38	VNGR-17731	*Gateway*	RMX Gateway calls status messages do not appear on HDX endpoint after the RMX version was upgraded from 5.xx to 7.01	V7.0
39	VNGR-17611	*Video*	Video seen on HDX8006/7006 screen looks superimposed and blotchy after changing the video layout to full screen when connected via H.323 to a conference running on RMX 2000 with MPMx at a line rate of 384kbps and Encryption and LPR options enabled.	V7.0.2
40	VNGR-17566	*Content*	Chroma shift viewed on Legacy endpoints when sending content in a conference running on RMX 2000 with MPMx at a line rate of 512kbps and the Send Content to Legacy Endpoint option enabled.	V7.0.2
41	VNGR-17514	*Video*	An empty cell is displayed in the video layout when muting and then unmuting individual endpoints that are connected to the conference as follows: 10 ISDN at a line rate of 128kbps, 7 HDX 8006 at a line rate of 4096kbps, 15 HDX 9004at a line rate of 1024kbps and 15 VSX 384kbps.	V7.0.2
42	VNGR-17495	*Interoperability*	QDX6000 connects with a problem over H323 to a conference running on RMX 2000 with MPMx at a line rate of 192kbps or 128kbps, and LPR, Video Clarity and Send Content to Legacy Endpoints options enabled.	V7.0.2
43	VNGR-17471	*Audio*	Loss of audio for 2-3 seconds or bursts of static noise on HDX6000 endpoint in calls dialed via DMA to RMX4000 running V7.0.1.16 with, 4*MPM+80 cards.	V7.0.1

Table 9 *Corrections Between Version 7.1 and Version 7.2*

#	Key	Category	Description	Detected in Version
44	VNGR-17362	*Interoperability*	When a CMAD-MAC endpoint enters a conference and then PVX and HDX endpoints subsequently connect, endpoint names display and then disappear leaving cut off fonts and background shading.	V7.0
45	VNGR-17302	*Video*	Black screen with normal audio occurs on HDX8002 endpoint that dialed via DMA to RMX2000 running V7.0.1.16 with 2*MPMX cards.	V7.0.1
46	VNGR-17272	*Video*	In a DMA Dial-in Meeting Room with several endpoints, HDX9004 viewed distorted video from other endpoints.	V7.0.1
47	VNGR-17221	*Interoperability*	Video from CMA-D participant was not displayed in call dialed via DMA to RMX4000 running V6.0.0.105 with 4*MPM+80 cards.	V6.0
48	VNGR-17220	*Video*	Horizontal black lines are displayed across the video window on all endpoints in calls dialed via DMA to RMX4000 running V6.0.0.105 with, 4*MPM+80 cards.	V6.0
49	VNGR-17156	*Video*	In a DMA dial-in Meeting Room with several endpoints, a few endpoints viewed Zebra video artifacts.	V7.0
50	VNGR-17139	*Video*	In a DMA 2Mb dial-in conference with LPR enabled and 20 mixed endpoints (HDX, VSX, CMAD H323, PSTN), three DSP video failures occurred and frozen video was viewed on two HDX's.	V7.0.1
51	VNGR-16958	*Video*	During a 128Kbps conference with AES, Gathering, Motion, Send Content to Legacy Endpoints and Auto Layout enabled, empty layout cells, poor video and video stills occur in HDX, VSX, LifeSize endpoints.	V7.0
52	VNGR-16944	*Software Version*	Conferences at 768 and 1024 kbps with Gathering enabled may display distorted font and discolored background at 432x240, 512x288, 848x480 and 720x400 resolutions.	V7.0
53	VNGR-16935	*Video*	On RMX 1500, running 384kbps conference, an endpoint connected with ##FORCE_MEDIA_ASIREN14_24K or ##FORCE_MEDIA_ASIREN14_32K connects with ASIREN14_48K audio algorithm. An endpoint connected without force connects using G.711 audio algorithm.	V7.0

Table 9 *Corrections Between Version 7.1 and Version 7.2*

#	Key	Category	Description	Detected in Version
54	VNGR-16928	*ISDN*	On RMX 1500, dial out from 256kbps conference to ISDN endpoint forced to 1920 kbps displays green screen and disconnects with “Internal MCU Problem”.	V7.0
55	VNGR-16894	*Software Version*	When the privacy shutter of a VVX1500 endpoint is closed, a mosaic is displayed instead of a black screen.	V7.0
56	VNGR-16880	*Video*	On an RMX 2000 with MPM+ cards, during an mixed ISDN & IP 4096Kbps conference with Auto Terminate, Encryption, LPR, Sharpness, Auto Layout, Same Layout and Video Clarity enabled, after connecting HDX & VSX and muting and unmuting them, HDX endpoints encounter flickering video.	V7.0.2
57	VNGR-16861	*General*	On an RMX 2000 with 2 MPM+80 and 2 RTM ISDN Cards (5 T1/PRI connecting to each RTM ISDN card), only 70 CIF dial out endpoints can connect to the 128 Kbps conference.	V7.0
58	VNGR-16825	*Interoperability*	Using RMX 2000 with MPMx, H.320 call to VSX8000 endpoint fails with Call Disconnection Cause listed as “No net connection - 0 “.	V7.0
59	VNGR-16810	*Interoperability*	On an RMX 1500 set to the Flexible mode and running an HD720p 2Mb conference with IVR, Gathering, High Profile, and Audio Clarity enabled, 15 PVX, HDX, VSX 300, 7000 CMAD endpoints cannot change layouts when DTMF codes are used.	V7.0
60	VNGR-16798	*Software Version*	Medium volume horn-like sound heard for several minutes on HDX4000 endpoint connected to RMX 4000 with MPM+ via DMA Meeting Room.	V7.0
61	VNGR-16791	*Interoperability*	In a 1024Kbps conference with Auto layout, Sharpness, AES, H.239 Content to Legacy Endpoints and LPR enabled, LifeSize endpoints encounter poor video.	V7.0
62	VNGR-16782	*Video*	On an RMX 1500 with a 348 Kbps CIF CP conference, with Motion, Echo Suppression and Auto Layout enabled, when adding 45 VSX and V500 endpoints, VSX8000 endpoints connected using incorrect resolutions and video stills were encountered.	V7.0

Table 9 *Corrections Between Version 7.1 and Version 7.2*

#	Key	Category	Description	Detected in Version
63	VNGR-16751	*General*	When creating a second conference with a display name that is already used by another conferencing entity, the conference properties dialog box re-opens with a redundant check box next to the routing name field.	V7.0
64	VNGR-16737	*Interoperability*	On an RMX 4000 with an MPM+ card, LifeSize does not transmitting or receiving video during a SIP 1920Kbps conference call.	V7.0
65	VNGR-16708	*Video*	The displayed resolution of the gathering slide differs between H.323 participant (432x240) and H.320 participant (480x352) when both endpoints are connected to a CP conference running at a line rate of 384Kbps with video quality set to Motion and LPR is enabled. Once the Gathering phase ends, all participants connect with 2SIF resolution	V7.0
66	VNGR-16674	*SIP*	In ICE environment, when connecting endpoints from all NAT environments (corporate/branch/federated) to an encrypted CP conference running at a line rate of 2Mbps, video quality set to sharpness, and video clarity and auto layout are enabled, some of the endpoints fail to connect due to TB_MSG_OPEN_PORT MCU internal problem or SIP HW MCU internal problem.	V7.0
67	VNGR-16657	*Video*	In a 4MB HD1080p conference with Content, Video Clarity, Auto Termination, Encryption, LPR, Echo Suppression and Auto Layout enabled, when dialing out to six HDX8006 endpoints and changing the speaker, all endpoints had bad video.	V7.0
68	VNGR-16650	*Interoperability*	In a 384Kbps SIP conference with Auto Layout, Sharpness, Video Clarity, Gathering and Send Content to Legacy Endpoints enabled, when the RMX blast dial-out all types of endpoints, the VSX7000 and VSX8000 sites display video stills throughout the conference.	V7.0
69	VNGR-16643	*Interoperability*	A conference started from the default video conference, an H.320 Sony PCS-G50 endpoint transits the Entry Queue and when accessing the conference it connects with no video.	V7.0

Table 9 *Corrections Between Version 7.1 and Version 7.2*

#	Key	Category	Description	Detected in Version
70	VNGR-16642	*ISDN*	On RMX 1500 running a conference started from a conference profile, when a ViewStation MP512 ISDN endpoint connects, an error message appears: “Connected With Problem”.	V7.0
71	VNGR-16625	*General*	Sometimes when upgrading to version 7.0 and resetting the RMX 2000, an active alarm “CPU slot ID not identified - McuMngrCPU board id was not received from Shelf Manager” is displayed.	V7.0
72	VNGR-16607	*Gateway*	When a Gateway call is started from a video endpoint (CMAD or HDX) and endpoints connect to the conference, SIP endpoints view a blurry gathering slide with artifacts.	V7.0
73	VNGR-16604	*Gateway*	In a Gateway call started from a video endpoint (CMAD or HDX) when other endpoints connect, the endpoint that initiates the call initially views the Gathering slide but then it disappears.	V7.0
74	VNGR-16600	*General*	On an RMX2000 & MPMx card running a mixed H.323 & SIP 1920Kbps conference with AES, Sharpness and Gathering enabled, when the RMX dials-out to 10 endpoints, the border layouts are “speckled” and miss their edges.	V7.0
75	VNGR-16556	*IVR*	In a mixed H.323 & SIP 128Kbps conference with Gathering, Sharpness and the Welcome Slide defined as “High Profile optimized”, when connecting HDX8000 endpoints, the H.323 HDX video has artifacts on the Gathering slide.	V7.0
76	VNGR-16429	*Software Version*	On RMX with Operator Conference selected in profile, when trying to delete a running conference, the popup message is displayed in mixed English and Japanese.	V7.0
77	VNGR-16383	*Interoperability*	On the RMX2000 with an MPMx card in a 512Kbps conference with High Profile, Gathering, IVR and Echo Suppression enabled and resources set to a Flexible Mode, when dialing-out using H.261, connection problems are encountered in VSX endpoints after about 10 seconds.	V7.0
78	VNGR-16239	*Cascading*	Create two 384Kbps cascaded conferences with LPR enabled, when creating the dial-out Master link to the second conference is only partially connected.	V7.0

Table 9 *Corrections Between Version 7.1 and Version 7.2*

#	Key	Category	Description	Detected in Version
79	VNGR-16215	*Upgrade Process, Video*	Create conference set to High Profile and connect Durango endpoints, the Durango and HDX8000 Video preview is in a green color.	V7.0
80	VNGR-16203	*Content*	In a 768 Kbps Meeting Room with LPR, Echo Suppression, Auto layout and Motion enabled when the first to join the Meeting room sends content, the second participant to join views a black screen.	V7.0
81	VNGR-15937	*Interoperability*	In a conference with HDX8006A,HDX8006B,HDX9000,VSX7000 and ViewStation512 endpoints, the site names of the ViewStartion endpoints are switched.	V7.0
82	VNGR-15746	*General*	When downloading and installing version 7.0, the Download window lists version 6.0.	V7.0
83	VNGR-15738	*Video*	When monitoring a conference and right-clicking a participant, the participant's video and audio freezes.	V7.0
84	VNGR-15553	*General*	On an RMX 2000 with MPMx cards, during startup a list of error appears.	V7.0
85	VNGR-15366	*General*	Sometimes when Restore Factory Defaults is performed, the active alarm “CPU slot ID not identified- McuMngrCPU board id was not received from Shelf Manager” is displayed.	V7.0
86	VNGR-11543	*CMA*	When creating a conference using the CMA, the Conference Management UI displays the participants as disconnected, even though they are connected.	V4.1

Corrections Between Version 7.0.2 and Version 7.0.3

Table 10 *Corrections Between Version 7.0.2 and Version 7.0.3*

#	Key	Category	Description	Detected in Version	Workaround
1	VNGR-19913 /	*Cascading*	After synchronizing the Master and Slave conferences, the Master conference is not mirrored.	V7.0.3	

Table 10 *Corrections Between Version 7.0.2 and Version 7.0.3*

#	Key	Category	Description	Detected in Version	Workaround
2	VNGR-19870	*Interoperability*	In a 4Mb conference with HDX endpoints using a 2X2 layout, if packet loss occurred and an LPR indication appeared, the LPR would still be active even when the packet loss stopped.	V7.1	
3	VNGR-19794	*Interoperability*	On an RMX 2000 with MPMx cards, empty layout cells appear in a 1080 HD conference with 15 endpoints.	V7.0.3	
4	VNGR-19792	*Video*	On an RMX 2000 with MPMx cards, when changing the layout of HD endpoints the video appears green for 2-3 seconds.	V7.0.3	
5	VNGR-19775	*General*	Existing Address Book resolution settings are overwritten and set to "Auto" after importing a different Address Book.	V7.0.2	
6	VNGR-19774	*Encryption*	A conference profile with encrypted mode disabled, after saving the profile it appears as encrypted.	V7.0.3	
7	VNGR-19772	*PCM*	When using the remote control or DTMF codes, the PCM menu does not load.		
8	VNGR-19770	*General*	On an RMX 1500 after an error appears in the Faults file, conferences fail to start.	V7.0.2	
9	VNGR-19768 / VNGR-19887	*RMX Manager*	On the RMX Manager an internal error 65012 appears, cause unknown.	V7.0.2	
10	VNGR-19753	*Interoperability*	On an RMX2000 with MPM+40 cards, when adding ISDN endpoints the Central Signaling module crashes.	V7.0.2	
11	VNGR-19735	*RMX Manager*	Unable to install the RMX Manager, the application validation did not succeed.	V7.0.3	

Table 10 *Corrections Between Version 7.0.2 and Version 7.0.3*

#	Key	Category	Description	Detected in Version	Workaround
12	VNGR-19728	*Interoperability*	On an RMX 1500/4000, when configured with alternate gatekeeper, the RMX fails to re-register with primary gatekeeper when the active gatekeeper (secondary) goes offline.	V7.0.2	
13	VNGR-19685 / VNGR-19686	*General*	System reboots, displays several alarms and remains unresponsive after trying to configure IPv6 addressing mode.	V7.0.2	
14	VNGR-19681	*General*	After a MCMS request: No connection with Switch", the RMX randomly reboots.	V7.0.2	
15	VNGR-19680	*General*	In version 7.0.2.68, a Major Alert "High System CPU Usage" appeared when running conferences.	V7.0.2	
16	VNGR-19674	*Video*	In a CP conference with motion video quality, the endpoint cannot increase its resolution to 720p.	V7.0.2	
17	VNGR-19653	*Video*	On an RMX 2000 with MPM cards when HDX endpoints connected to a conference, Lip sync and Audio issues occurred.	V5.0.1	
18	VNGR-19648	*General*	VSX endpoint connected in H.264 call to HDX endpoint through RMX receives distorted video.	V7.0.2	
19	VNGR-19629	*General*	RMX 1500 MPMx (5HD/ 10SD System): The first login attempt always fails requiring the user to login twice.	V7.0.2	
20	VNGR-19592	*Interoperability*	On an RMX 4000 while running conferences with Legacy endpoints and moving participants, the RMX reset.	V6.0.1	

Table 10 *Corrections Between Version 7.0.2 and Version 7.0.3*

#	Key	Category	Description	Detected in Version	Workaround
21	VNGR-19561	*DTMF*	DTMF code *78 to take Chairperson control does not work if the user is the first person in the conference. The IVR invoked by *78 does not override the music, preventing the user from hearing the password prompt. If there is more than 1 participant in the conference the *78 DTMF / IVR sequence works correctly.	V7.0.2	
22	VNGR-19560	*General*	An RMX 2000 reset after an internal error.	V7.0.2	
23	VNGR-19550	*General*	System reboots, displays several alarms and remains unresponsive after trying to configure IPv6 addressing mode.	V7.0.2	
24	VNGR-19545	*General*	The default values of the NUMERIC_CONF_PASS_DEFAULT_LEN and NUMERIC_CHAIR_PASS_DEFAULT_LEN flags for Automatic Password Generation feature should be = 0 (zero).	V7.0.2	
25	VNGR-19533	*General*	When no conferences were running the RMX reset.	V7.0.2	
26	VNGR-19514	*Video*	DSP failure occurred due to the Endpoint sending higher resolution than the negotiated resolution.	V7.0.2	
27	VNGR-19475	*General*	An Operator using RMX manager was not able to move participant between conferences. When right clicking on a participant, and selecting *Move to Conference*, the participant still remained in the same conference.	V7.0.2	

Table 10 *Corrections Between Version 7.0.2 and Version 7.0.3*

#	Key	Category	Description	Detected in Version	Workaround
28	VNGR-19462	*RMX Manager*	RMX Manager version 7.0 Windows configurations settings/layout (size and position) are not retained when the RMX application is closed and restarted.	V7.0.2	
29	VNGR-19409	*Video*	An RMX 2000 with MPMx cards, when running conferences video DSP unit failures occur.	V7.0.2	
30	VNGR-19393	*Interoperability*	On an RMX with version 6.02 installed, endpoints connect at 16Kbps less than the conference line rate when registered to CMA, but endpoints transmit in full bandwidth when not registered.	V6.0.2	
31	VNGR-19381	*General*	A User with Administrator permissions cannot install Activex, as the user is prompted to re-install it after Login.	V6.0	
32	VNGR-19363	*Audio*	On an RMX 2000 during an ISDN call, frequently audio echo can be heard during the conference.	V7.0.2	
33	VNGR-19361 / 19246 /	*Audio*	On an RMX 2000, Network delays caused audio echo in conferences.	V7.0.2	
34	VNGR-19354	*CDR*	The CDR event: "Participant's Current Line Rate", shows a higher line rate usage on the RMX than the line rate defined in the conference profile.	V7.0.2	
35	VNGR-19349	*Video*	Asserts occur when Tandberg endpoints try to open or change the video channel with a higher bandwidth that has been reserved for that endpoint.	V7.0.2	
36	VNGR-19336	*API*	On an RMX4000, when using a custom API to reserve conferences, during conference start the RMX does not use the XML parameters as defined in the conference reservation.	V7.0.2	

Table 10 *Corrections Between Version 7.0.2 and Version 7.0.3*

#	Key	Category	Description	Detected in Version	Workaround
37	VNGR-19327	*Video*	On the RMX1500/2000, when running an H.264 conference, the Video image distorted on HDX8006 endpoints.	V7.0.2	
38	VNGR-19282	*Upgrade Process*	On an RMX 4000, after upgrading from version 6.0.2 to 7.0.2, in the hardware monitor MPM+ cards lists their status as unknown.	V7.0.2	
39	VNGR-19278	*Hardware*	On an RMX2000 with a conference that is started from a reservation, when dialing out manually the RSS2000 recorder does not start.	V7.0.2	
40	VNGR-19264	*Content*	In VSW and CP conferences started from a template with two HDX8000 endpoints, when sending content the content rate exceeds the conference line rate.	V7.0	
41	VNGR-19235	*General*	In a permanent conference with personal layout defined, the participant receives conference layout instead of personal layout.	V7.0.2	
42	VNGR-19227	*Upgrade Process*	When upgrading the system to version 7.0.3 an error appears.	V7.0.3	
43	VNGR-19210	*Audio*	On an RMX with hundreds of conferences, audio issues were encountered.	V6.0.1	
44	VNGR-19186	*General*	A WD policy decision caused a memory leak on the MPM and reset the card.	V7.0.2	
45	VNGR-19171	*Video*	In VSW and CP cascaded conferences, after stopping content, the video bandwidth remains low and does not adjust.	V7.0/7.0.1	
46	VNGR-19133	*Video*	In an ICBC build, when sending content the video frame rate is not stable and jumpy video occurs.	V7.0.2	

Table 10 *Corrections Between Version 7.0.2 and Version 7.0.3*

#	Key	Category	Description	Detected in Version	Workaround
47	VNGR-19116	*Interoperability*	On the Tandberg MXP 3000 endpoint, MPMx cards do not negotiate using the 720p resolution.	V7.0.2	
48	VNGR-19054	*General*	RTM-IP cards fails to write logs with an error problem into the Logger Files after the RMX is rebooted using the reboot icon in hardware monitor.	V7.0.2	
49	VNGR-19042	*FECC*	FECC functionality changed by implementation of PCM with Camera Presets no longer available.	V7.0.2	
50	VNGR-19031	*Interoperability*	HDX is disconnected by RMX4000 with Error Code 32212, Internal Error.	V7.0.2	
51	VNGR-19020	*Video*	Jumpy video received on HDX8000 endpoint from RMX4000 with MPMx running 2Mbps conference with High Profile 1080. Resolution Slider is set to quality and Telepresence=ON. Video improves when run point-to-point without Telepresence enabled.	V7.0.2	
52	VNGR-19012	*IVR*	When participants try to join Meeting Room directly and cannot due to capacity issues, the Conference is full IVR message is not played to Participants in the Entry Queue.	V7.0.1	
53	VNGR-18847	*IVR*	"IVR service provider only" entry queue cannot be created. Response is "IVR Service is incompatible with Conferencing entity". "Enable Operator Assistance" is un-checked during IVR creation.	V7.0.1	

Table 10 *Corrections Between Version 7.0.2 and Version 7.0.3*

#	Key	Category	Description	Detected in Version	Workaround
54	VNGR-18811	*General*	An RMX1500 with a Permanent Meeting Room enabled, the conference properties displays the conference duration values prior to Permanent check box selection.	V7.0.2	
55	VNGR-18784	*General*	RMX Manager V7.0.2 lists incorrect conference in the right conference monitoring tab.	V7.0.2	
56	VNGR-18772	*General*	Incorrect timing values in Release Notes 7.0.2 have been corrected for version 7.0.3 Release Notes.	V7.0.2	
57	VNGR-18770	*Interoperability*	In a VSW conference set to 720p, many HDX connected as secondary.	V6.0	
58	VNGR-18747	*Languages*	When displaying participant names in the participant properties, the Kazakhstanian language is not supported.	V7.0.2	
59	VNGR-18726	*General*	On the RMX 2000 when using external database with Active Directory, the conference name appears blank.	V7.0	
60	VNGR-18700 / 18701	*RMX Manager*	The RMX Manager v5.0.1/ 5.0.2/6.0 freezes and has to be restarted when the user right clicks and selects multiple RMX's to connect to in rapid succession.	V6.0.1	
61	VNGR-18699	*Audio*	On an RMX 2000 during an ISDN call, frequently audio clicks can be heard during the conference.	V5.0.2	
62	VNGR-18698	*Audio*	In a very large conference with 520 endpoints, bad audio could be heard.	V7.0.2	

Table 10 *Corrections Between Version 7.0.2 and Version 7.0.3*

#	Key	Category	Description	Detected in Version	Workaround
63	VNGR-18106	*Video*	Empty cells are displayed in the video layout when connecting 30 HDX 8006 endpoints at a line rate of 4MB and resolution of 1080p to a conference running on RMX 2000 with 2 MPMx-D cards.	V7.0.2	
64	VNGR-17850	*General*	During a log analyzer test the following log error appeared: VidPostScalerEncoderChangeLayoutRequest error.	V7.0.2	
65	VNGR-17436	*Video*	Unit recovery of unit 14, board 1 occurred.	V7.0.1	
66	VNGR-16890	*General*	Log Analyzer output from RMX 1500/2000 with MPMx contains numerous CRT ART errors.	V7.0	

Version 7.2.2 System Limitations

Table 11 *Version 7.2.2 System Limitations*

#	Key	Category	Description	Detected in Version	Workaround/Notes
1	VNGR-22328	*General*	Media card enters the diagnostics mode spontaneously when downgrading from version 7.2.2 to 7.0.3	V7.2.2	
2	VNGR-21769	*RMX Manager*	Number of ports listed in the Hardware Monitor does not match the total number of configured resources.	V7.2.2	
3	VNGR-21458	*SIP*	A Meeting Room registers using SIP to the Broadsoft CRM, when dialing from the endpoint to the Meeting Room, the SIP Registration status is not configured.	V7.2.2	
4	VNGR-21138	*Diagnostics*	When selecting the MPM, CNTL and RTM IP for Advanced Mode Diagnostics, some of the tests do not run on the cards. RMX restart or selecting Basic Mode Diagnostics solves the problem.	V7.1/7.2	
5	VNGR-21111	*SIP*	Conferencing entity routing name must include lower case characters or numbers to enable dialing from SIP endpoints to conferences and Meeting Rooms in Microsoft environment.	V7.2	
6	VNGR-21106	*API*	When using an API to define participant in a conference, after conference start the participant appear as chairperson.	V7.1	
7	VNGR-21066	*RMX Manager*	After activating the RMX shutdown button in the RMX hardware monitor pane, the RMX turned ON after 39 minutes.	V7.1	
8	VNGR-21024	*Partners - Microsoft*	Video with corrupted edges is displayed on MOC clients when connected to a conference running at a line rate of 1MB using RTV.	V7.2.1	
9	VNGR-21017	*IP*	On an RMX 2000 with two MPM+20 cards, when running an H.323 512Kbps conference, VSX 9.0.61 and HDX 2.6 endpoints disconnected after 30 seconds.	V7.1	
10	VNGR-20988	*Video*	During an Ongoing Meeting Room on the RMX, a media card alert appears and the local and remote endpoints view blue video.	V7.1	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
11	VNGR-20957	*RMX Manager*	An RMX 1500 in a conference call with two HDXs endpoints, disconnected for no reason Reconnected end points experienced video freezes and the disconnected from conference. The RMX list a major alarm and shows a number of error messages in the Faults List.	V7.1	
12	VNGR-20945	*Partners - Microsoft*	In a conference running at a line rate of 1MB with HDX and Microsoft OC client connected using RTV, Content sent by the HDX was blurred on the Microsoft OC client.	V7.2.1	
13	VNGR-20918	*Recording - Multiple Networks*	In Multiple Networks Configuration, Recording Links use the default Network Service to connect to conferences, therefore the recording system must be defined on the default network Service to enable the recording.	V7.1	
14	VNGR-20855	*SIP*	When resetting the RMX from the *Hardware Monitor*, SIP endpoints remain connected, although the conference ended.	V7.2	
15	VNGR-20854	*Upgrade Process*	The installation of new RMX software fails when performed while there are ongoing conferences and all the command buttons in the *Software Installation* dialog box including the Cancel button are disabled.	V7.2	Close this dialog box by clicking its X button on the top right corner.
16	VNGR-20844	*General*	An RMX 4000 running a conference with 47 connected endpoints, a CPU load alarm appears; "Major alarm CPU is over 54%".	V7.1	
17	VNGR-20839	*CDR*	In the CDR, GMT offset is not supported and value will always show 0. This causes the billing systems not able to capture the date/time according to local time.	V7.1	
18	VNGR-20828	*Content*	When dialing out to a second SIP HDX8000 endpoint from a conference running at a line rate of 4048Kbps with 1080p content enabled, the Content session ends.	V4.7.2	
19	VNGR-20822	*IVR*	On the RMX manager version 7.1, you cannot load IVR welcome message when using Windows 7.	V7.1	

Table 11 *Version 7.2.2 System Limitations*

#	Key	Category	Description	Detected in Version	Workaround/Notes
20	VNGR-20820	*General*	When the RMX is in a Fixed Ports mode, the first TCP port is set to 49152, and cannot be changed. There is no restriction for UDP ports	V7.1	
21	VNGR-20807	*General*	In *Multiple Networks* configuration when there are several IP Network Services defined in the system, deleting an IP Network Service that is assigned to certain Profiles does not remove it from these Profiles.	V7.2	Manually assign another IP Network Service in each of these Profiles.
22	VNGR-20805	*ISDN*	On an RMX 2000, H.320 endpoints failed to connect to the Meeting Room while H.323 endpoints connected normally. An RMX reset solved the problem.	V7.1	
23	VNGR-20791	*General*	Video/Voice port allocation will not release Voice ports when going from 78/10 to 80/0.	V7.0.2	
24	VNGR-20786	*General*	After upgrade to 7.1, the first participant that dials into an Ad hoc EQ does not see live video, the participant only sees the welcome splash screen.	V7.1	
25	VNGR-20784	*Upgrade process*	Sometimes during upgrade, the message “Activation key required” is not displayed.	V7.1	
26	VNGR-20783	*Upgrade process*	Sometimes during upgrade, the message “Activation key required” is not displayed.	V7.0.3	
27	VNGR-20769	*Partners - Microsoft*	Although PCM is successfully initiated on Microsoft Office Communications client or Lync client, since FECC feature is not available on these clients none of the PCM options are accessible as the only available keys are #,*,1..9 and not the navigation keys ("LEFT", "RIGHT", etc.).	V7.2	
28	VNGR-20768	*Video*	Frozen video is seen on RMX system with v7.0.2.68 with MPMX cards.	V7.0.2	
29	VNGR-20738	*SIP*	The Meeting Room and Entry Queue are register twice with the SIP registrar instead of once.	V7.2.1	
30	VNGR-20732	*General*	When stereo is disabled on a QDX endpoint and the QDX dials-in using SIP into an Entry Queue, the QDX endpoint is prompted to enter the conference ID, however the DTMF tones to are not detected by the RMX.	V7.2	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
31	VNGR-20716	*Interoperability*	In a 4096kbps conference started from a Profile with Content, Send Content to Legacy Endpoints and Telepresence Layout Mode enabled, after registering the RMX to Avaya Session Manager and CMA, 1XC SIP endpoints registered to Avaya Session Manager connected with no video.	V7.2	
32	VNGR-20685	*SIP*	Only 97 conferences could be registered with the SIP server, although the limitation is 1000, and an active alarm is displayed: RMX reached to the limitation of registration.	V7.2	
33	VNGR-20680	*Partners - Avaya*	When an endpoint is registered to an ACM Gatekeeper and the RMX MCU is registered with a CMA Gatekeeper, the endpoint is unable to place calls to the RMX.	V7.2	
34	VNGR-20671	*Interoperability*	In a 512 Kbps conference with CP Auto Layout, Gathering, LPR, Sharpness, Video Clarity, Graphics and Send Content to Legacy Endpoints enabled, an Tandberg C90 H323 endpoint cannot view content from VSX7000A H320 endpoint.	V7.2	
35	VNGR-20670	*Interoperability*	In a 512 Kbps conference with CP Auto Layout , Gathering, LPR, Sharpness, Video Clarity, Graphics and Send Content to Legacy Endpoints enabled, an Scopia XT1000 H323 endpoint cannot view content from VSX7000A H320 endpoint.	V7.2	
36	VNGR-20660	*Interoperability*	When registered to an Avaya Aura proxy server and starting a 2Mb conference with Content, after connecting HDX, Legacy & Avaya Video Conferencing System (1000-series) endpoints, the Avaya and Legacy endpoints cannot not view content.	V7.2	
37	VNGR-20646/ 20645	*General*	System Flag MTU_SIZE does not apply.	V7.0.1	
38	VNGR-20637	*IP*	On an RMX 1500 with Multiple Services enabled, when configuring the Network service to support LYNC and OCS servers, the Linux DNS configuration can support only a single network.	V7.2	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
39	VNGR-20625	*Interoperability*	In a 4096 Kbps CP conference with Auto Layout, Gathering, LPR, Sharpness, Video Clarity, Graphics and Send Content to Legacy Endpoints enabled, when an SIP VSX8000 endpoint connects to a SIP VSX7000A endpoint, they do not view video.	V7.2	
40	VNGR-20608	*Interoperability*	After registering the RMX 1500 to the VCS as Generic server type and starting a conference, when connecting MOC endpoints and sending DTMF “**”, Click & View does not load.	V7.2	
41	VNGR-20603	*Interoperability*	An RMX 4000 with version 7.2.0.78 and MPMx cards, when starting a conference, HDX8006 endpoint connected as Audio only.	V7.2	
42	VNGR-20574	*Software Version*	After enabling multiple services on the RMX and resetting the RMX system starts up with the message “failed to read MCU time configuration file. (file does not exists)” and an active alarm appears.	V7.2	
43	VNGR-20572	*Interoperability*	On an RMX 1500, after configuring the SIP server & domain, registration failed with the Cisco VSC.	V7.2	
44	VNGR-20571	*Interoperability*	On an RMX 1500 after configuring the DNS and SIP server, registration failed on the Cisco VSC.	V7.2	
45	VNGR-20568	*ISDN*	When two conferences are created with the same profile and then cascaded, when ISDN endpoints connected, Video Sync Loss issues were encountered.	V7.2	
46	VNGR-20547	*Interoperability*	On an RMX 2000 when the flag MULTIPLE SERVICES is set to NO, the DNS cannot be configured in IP Management Service.	V7.2	
47	VNGR-20545	*Interoperability*	In a 4096 Kbps conference with Send Content to Legacy Endpoints enabled, when connecting Legacy endpoints the decoder failed to release.	V7.2	
48	VNGR-20544	*Diagnostics*	When running RTM IP diagnostic tests the load MPM1 test is missing.	V7.2	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
49	VNGR-20537	*RMX Manager*	After making changes and selecting restart in Hardware Monitor, when clicking “NO” in the confirmation pane, the RMX automatically resets, the login screen appears and changes are lost.	V7.2	
50	VNGR-20534	*Content*	In a 128Kbps conference with content started from a Profile, when 20 ISDN endpoints connected the video froze.	V7.2	
51	VNGR-20522	*Partners - Microsoft*	Green artifacts and patches of black and white appear on the HDX endpoints after a few minutes of their connection to a 384Kbps CP conference with encryption and LPR enabled using the RTV video protocol. RMX and HDX are registered to the Lync 2010 server.	V7.2	
52	VNGR-20521	*RMX Manager*	On an RMX with Multiple Services enabled, when configuring the Network service to support LYNC server, after resetting the RMX an active alarm “SIP secured communication failed” appears.	V7.2	
53	VNGR-20504	*General*	After starting a 2024kKbps conference from a Profile with Content enabled, when dialing out to an H.323 (HDX8000) endpoint and then disconnecting and then reconnecting using SIP, the drop down properties are not changed to SIP.	V7.2	
54	VNGR-20492	*RMX Manager*	Previously on the RMX Manager you could Login and Logout in version 7.2 after viewing a “browser env. error” message you need to close all browsers sessions and re-login.	V7.2	
55	VNGR-20489	*Upgrade Process*	When Upgrading from version 7.2.0.68\7.0.2.69 to 7.0.2.70 the process took too long (40 min.).	V7.2	
56	VNGR-20478	*RMX Manager*	Internet Explorer 8 crashed while loading the RMX Manager.	V7.2	
57	VNGR-20474	*RMX Manager*	re-opening the network services tab on the saved Profile, the SIP registration check-box is not selected.	V7.2	
58	VNGR-20471	*Content*	After starting a 4048 Kbps conference from a Profile with 1080p content enabled, when dialing out to an SIP HDX8000 endpoint the Content session is dropped after connecting another SIP endpoint.	V7.2	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
59	VNGR-20467	*Interoperability*	In a 1024 Kbps conference with AES enabled, after connecting LYNC endpoints, green artifacts appeared in the video.	V7.2	
60	VNGR-20466	*SIP*	After configuring the RMX and assigning a PROXY, after adding a new participant and then dialing out using SIP, the endpoint cannot connect.	V7.2	
61	VNGR-20465	*RMX Manager*	When accessing the RMX Shelf Manager the banner does not display the RMX type.	V7.2	
62	VNGR-20452	*RMX Manager*	On any RMX type, after completing the Backup and Restore functions, RMX Time is remain unchanged.	V7.2	
63	VNGR-20434	*General*	When Hot Swapping MPM+/MPMx cards, Port Usage and Resource reports do not display correctly.	V7.2	
64	VNGR-20432	*Diagnostics*	On an RMX 1500 after attempting to access the Diagnostic mode manually, the CTNL card remains in a “normal” mode while other cards are in a “Diagnostic” mode.	V7.2	
65	VNGR-20421	*General*	In the Network Traffic Capture (Administration-->Tool-->Network Traffic Capture) pane select Start Network Traffic Capture. The “storage in use” “time elapsed” indications do not respond.	V7.2	
66	VNGR-20419	*General*	In the Network Traffic Capture (Administration-->Tool-->Network Traffic Capture) pane select Start Network Traffic Capture. No network traffic capture file of Central Signaling (CS) created.	V7.2	
67	VNGR-20418	*General*	In the Network Traffic Capture (Administration-->Tool-->Network Traffic Capture) pane select Start Network Traffic Capture. Illegal string filters do not activate a message alert.	V7.2	
68	VNGR-20417	*General*	In the Network Traffic Capture (Administration-->Tool-->Network Traffic Capture) pane select Start Network Traffic Capture. The network traffic capture file size is limited to 5MB (media) or 10MB (management) instead to 0.5Gb.	V7.2	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
69	VNGR-20416	*General*	In the Network Traffic Capture (Administration-->Tool-->Network Traffic Capture) pane select Start Network Traffic Capture. When the cyclic check box is not selected, older files are still being deleted.	V7.2	
70	VNGR-20395	*General*	Both MPMx and MPMy download the same file from the FTP Server, however the file names are not identical, requiring different TFTP Servers.	V7.2	
71	VNGR-20393	*General*	When defining the RMX Time and selecting “use NTP server” check box, if a single IP address is added then a message alert “please enter valid address” appears.	V7.2	Use the default address 255.255.255.255 for the second and third servers.
72	VNGR-20390	*SIP*	After specifying Avaya Session Manager as the SIP server, the SIP dial-out connection failed on the RMX.	V7.2	
73	VNGR-20381	*Interoperability*	In a 512 Kbps CP conference with Auto Layout, Gathering, LPR, Sharpness, Video Clarity, Graphics and Send Content to Legacy Endpoints enabled, HDX7001 and HDX9001 endpoints display video stretched vertically in 4SIF calls.	V7.2	
74	VNGR-20372	*General*	During RMX 4000 startup, the following message appears: “No connection to switch”. This message is not displayed in the Hardware Monitor.	V5.0.2	
75	VNGR-20371	*General*	When the RMX and HDX endpoints are registered to a Broadsoft gatekeeper, after the VSW conference was started from a Profile, HDX endpoints failed to or partially connected to the conference.	V7.2	
76	VNGR-20365	*Interoperability*	In a 768 Kbps conference, after connecting HDX, VSX, CMAD and Lync client endpoints, HDX,VSX, CMAD endpoints view elliptical video from Lync endpoints.	V7.2	
77	VNGR-20364	*IVR*	After Upgrading from V7.1.0.121 to V7.2.0.64 all IVR Profiles are missing.	V7.2	
78	VNGR-20357	*General*	After creating a new conference and adding a new participant, in the General Tab, the Extension/Identifier String always deleted number of characters after clicking OK.	V7.2	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
79	VNGR-20353	*Interoperability*	In a 4/6Mb CP conference with LPR, Sharpness, Video Clarity, Graphics and Send Content to Legacy Endpoints enabled, Tandberg C90 SIP sites connects audio only when a LifeSize Room 200 H.323 site is added to the conference.	V7.2	
80	VNGR-20345	*Interoperability*	On an RMX1500 running a 2048 Kbps conference with LPR and AES enabled, when the H.320 HDX 7006 dials out to H.323 HDX 4500, the video from the HDX freezes and has artifacts.	V7.2	
81	VNGR-20333	*General*	Message Overlay does not update after clicking Apply.	V7.2	
82	VNGR-20326	*Interoperability*	When the RMX and HDX endpoints are registered with a CMA, after dialing out from an HDX endpoint a numerical error message appears.	V7.2	
83	VNGR-20321	*Interoperability*	When the RMX1500 system is started on the MPMY card an IPMC message: “A2D read error” appears.	V7.2	
84	VNGR-20313	*Partners - Microsoft*	Call line rate of HDX endpoints downspeed when connected to a conference running on RMX system using RTV video protocol. RMX and HDX endpoints are registered to the same Microsoft Lync server.	V7.2	
85	VNGR-20305	*General*	On an RMX 2000, after accessing; Setup>> Ethernet Settings pane, the properties listed belong to an RMX 4000.	V7.2	
86	VNGR-20299	*Interoperability*	In a 1MB CP conference started from a profile, when changing the layout with Click & View, CMAD endpoints view artifacts in their video.	V7.2	
87	VNGR-20297	*Video*	On an RMX with multiple Serves enabled, when a 2 MB conference is started from a template and three H.323 HDX dial-in endpoints connect, no video could be seen.	V7.2	
88	VNGR-20293	*General*	On an RMX 4000 with a number of calls, an error message: “Voltage problem in PWR1”, keeps reappearing.	V7.2	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
89	VNGR-20279	*Video*	RMX 4000 with a CP Ad Hoc conference, when two HDX endpoints connect, one HDX views a screen that looks like it is in gathering mode and the other has extremely blurry video.	V7.2	
90	VNGR-20273	*Upgrade Process*	RMX 4000, after downgrading from version 7.0.2.0.61 to 5.0.2.9, the following message appears: “ No connection to switch”.	V7.2	
91	VNGR-20269	*ISDN*	In a 384 Kbps CP conference with Auto Layout, Gathering, LPR, Sharpness, Video Clarity, Graphics and Send Content to Legacy Endpoints enabled, the H.320 Tandberg Edge95 MXP displays bands of green and purple video.	V7.2	
92	VNGR-20262	*Upgrade Process*	Downgrading from version 7.2.0.61 to version 7.0.2.69, the IP addresses of default IP Network Service that were defined via the Fast Configuration Wizard are erased and must be reconfigured.	V7.2	
93	VNGR-20247		During a conference with Telepresence endpoint connected, endpoints view black backgrounds with no borders. After the Telepresence endpoint disconnection, the video layout background and borders remain in Telepresence mode. The display is updated after the next layout change.	V7.2	
94	VNGR-20243	*Hardware*	On an inactive RMX 1500, an active alarm: “ High CPU utilization - Process CPU usage is high:99%” appears.	V7.2	
95	VNGR-20223	*ISDN*	In a 1920 Kbps CP conference with Auto Layout, Gathering, LPR, Sharpness, Video Clarity, Graphics and Send Content to Legacy Endpoints enabled, after connecting H.320 Sony PCS-XG80 endpoint no video can be seen.	V7.2	
96	VNGR-20222	*General*	After a Hot backup changeover, a SIP dial-in participant was not reconnected on the new Master RMX	V7.2	
97	VNGR-20221	*General*	After a RMX Hot backup changeover, a “Core Dump” message appears.	V7.2	

Table 11 *Version 7.2.2 System Limitations*

#	Key	Category	Description	Detected in Version	Workaround/Notes
98	VNGR-20206	*General*	When the Master MCU LAN cable disconnects, the Slave MCU does not become the Master and Hot backup functionality fails.	V7.2	
99	VNGR-20195	*Interoperability*	RMX with MPM+ cards running a 384 Kbps CP conference with LPR and Encryption enabled, after connecting two Lync endpoints, green artifacts appear briefly in the video.	V7.2	
100	VNGR-20193	*General*	Fade in - Fade out feature is not supported with MPMx cards.	V7.2	
101	VNGR-20186	*Interoperability*	RMX 4000 with MPMx cards running a 384 Kbps CP conference with LPR and Encryption enabled, after the RMX dials out to the two Lync endpoints, the Lync endpoints cannot transfer the call.	V7.2	
102	VNGR-20152	*Interoperability*	An RMX 1500 running an 4096 Kbps CP conference with Auto Layout, LPR, Sharpness, Video Clarity, Graphics and Send Content to Legacy Endpoints enabled, after sending content from an HDX9006, the LifeSize Express 220 endpoint displays video tiling and ghosting.	V7.2	
103	VNGR-20141	*Upgrade Process*	After upgrading from version 7.1.0.121 to 7.2.0.57 a “Core Dump” message appears.	V7.2	
104	VNGR-20140	*Upgrade Process*	After upgrading from version 7.1.0.121 to 7.2.0.57 a “Core Dump” message appears.	V7.2	
105	VNGR-20133	*SIP*	In the IP Network Service Properties - SIP Servers properties, the RMX is registered to the Lync SIP server but its status is listed as Fail, however SIP calls can be made and the registration status is incorrect.	V7.2	
106	VNGR-20122	*Interoperability*	An RMX 1500 running a conference, after connecting HDX9004 and FX 6.0.5 endpoints, a green artifact appears on their video.	V7.2	
107	VNGR-20078	*Video*	RMX with MPMx cards running a 384 Kbps CP conference, after connecting two MOC, HDX and VSX 3000 endpoints, a DSP recovery occurred.	V7.2	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
108	VNGR-20070	*IVR*	In the IVR Services - Welcome tab after “Enabling Welcome Message” File, when clicking Yes there is no response and no IVR file is added.	V7.2	
109	VNGR-20068	*Interoperability*	RMX 2000 with MPMx cards running a conference, after connecting two MOC, HDX 8000, VSX 3000 and VVX 1500 endpoints, zebra and white artifacts appear in the video in the MOC endpoint.	V7.2	
110	VNGR-20062	*Gateway*	Only 108 out of 160 ports can connect to RMX4000 with MPM+80 cards. The next participant attempting connection is disconnected due to resource deficiency.	V7.5	
111	VNGR-20050	*Interoperability*	RMX 2000 with MPMx cards running a conference, after connecting a Lync endpoint and attempting to start PCM with ##, the PCM does not load.	V7.2	
112	VNGR-20041	*Content*	RMX 2000 with MPMx cards running a conference, when a Legacy endpoint sends Content, the Content is cut off and appears cropped.	V7.2	
113	VNGR-20028	*Interoperability*	On an RMX 2000 with MPMx cards running a conference, after connecting a Lync endpoint the Blast Presence function does not appear in the menu list.	V7.2	
114	VNGR-19998	*Security*	MPM card becomes un-responsive after Card Software Recovery Procedure is performed while the RMX is in Ultra Secure Mode.	V7.5	Remove and re-insert the MPM card while the system is running.
115	VNGR-19982	*Hot Backup*	When the Master MCU is turned off in a Hot backup configuration activates as required, however a “core dump” alarm is activated.	V4.7.1	
116	VNGR-19932	*Hot Backup*	When the Master MCU in a Hot backup configuration fails and the Slave MCU activates, DNS host name still lists the _bck (backup) extension.	V4.7.1	
117	VNGR-19931	*Hot Backup*	When Hot backup synchronization is initialized, the status listing indicates “OK” instead of “Attempting”.	V4.7.1	

Table 11 *Version 7.2.2 System Limitations*

#	Key	Category	Description	Detected in Version	Workaround/Notes
118	VNGR-19928	*Content*	Chroma shift viewed on Legacy endpoints when sending content in a conference running on RMX 2000 with MPMx at a line rate of 512kbps and the Send Content to Legacy Endpoint option enabled.	V7.2	
119	VNGR-19927	*Interoperability*	Register the RMX to the Lync server and then start a new conference, when SIP endpoints connect they do not view the Welcome Slide.	V7.2	
120	VNGR-19925	*Hot Backup*	In a Hot backup configuration both the Master and Slave RMX are registered with same prefix to the Gatekeeper and calls cannot connect.	V4.7.1	
121	VNGR-19915	*General*	When dialing out to an H.323 HDX endpoint and then disconnecting and reconnecting using SIP, the drop down properties are not changed to SIP.	V7.2	
122	VNGR-19909	*Hot Backup*	When the Master MCU in a Hot backup configuration fails and the Slave MCU activates, the recording link is not copied from master to slave.	V4.7.1	
123	VNGR-19891	*Interoperability*	RMX 2000 running a conference, after connecting HDX9004 HDX7006, HDX8006, VSX8000, VSX8000, iPower9000, ViewStation MP512, ViewStation FX endpoints, the ISDN HDX7006 endpoint viewed green artifacts in the video and 15 minutes later disconnected.	V7.2	
124	VNGR-19888	*IVR*	RMX 2000 running a 128 Kbps conference, after connecting HDX9004 HDX7006, HDX8006, VSX8000, VSX8000, iPower9000, ViewStation MP512, ViewStation FX endpoints, the ISDN HDX7006 endpoint continuously views the Welcome screen.	V7.2	
125	VNGR-19884	*ISDN*	During a Conference with High Profile enabled, H.320 endpoints view bad video.	V7.2	
126	VNGR-19881	*Content*	Chroma shift viewed on Legacy endpoints when sending content in a conference running on RMX 2000 with MPMx at a line rate of 512kbps and the Send Content to Legacy Endpoint option enabled.	V7.5	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
127	VNGR-19873	*ISDN*	During a Conference with High Profile enabled, H.320 endpoints view bad video.	V7.2	
128	VNGR-19856	*Interoperability*	RMX 2000 with MPM+ cards, start a conference from a Profile with multiple HDX4000/8000 endpoints, after connecting a dial-out SIP H.261 endpoint, video is not seen.	V7.2	
129	VNGR-19836	*General*	The Default IP Network Service configured using the Fast Configuration Wizard is not saved if no media cards are installed in the RMX during the configuration process.	V7.5	
130	VNGR-19797	*Interoperability*	RMX 2000 with MPMx cards running a 128 Kbps conference, after connecting Lync endpoints, the background video blinks.	V7.2	
131	VNGR-19782	*Resource Capacity*	RMX 2000 running a 1024 Kbps CP conference with Auto Layout, Auto Brightness, LPR, Sharpness, Video Clarity, Graphics and Send Content to Legacy Endpoints enabled, after connecting H.263 CIF VSX endpoints, each endpoint used 1.5 resources instead of 1.	V7.2	
132	VNGR-19781	*Interoperability*	RMX 1500 in a Real Life 384 Kbps conference, all endpoints have their audio and video halted for 25 seconds.	V7.2	
133	VNGR-19759	*General*	When configuring Multiple Networks on the RMX 2000, the RMX2000_RTM_LAN flag must be set to YES in addition to the MULTIPLE_NETWORKS=YES flag.	V7.2	
134	VNGR-19722	*General*	Audio card fails to initialize during startup on an RMX4000 the result is no utilizable unit for audio controller. Reset the RMX to correct the problem.	V7.5	
135	VNGR-19645	*Hot Backup*	When Hot Backup is disabled in the Master, the Slave status remains OK.	V4.7.1	
136	VNGR-19566	*Upgrade Process*	After upgrading to version 7.1.0.121 on the RMX 1500, the following message appears: “FAILED to start during Startup!!!”.	V7.1	
137	VNGR-19562	*IP*	On RMX 2000/4000, system reboots, displays several alarms and remains unresponsive after trying to configure IPv6 addressing mode.	V7.0.2	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
138	VNGR-19541	*Interoperability*	Tandberg C20 and C90 endpoints, version TC4.0.1.240265 connect as audio only to a VSW HD conference running on RMX version 7.1. Issue is not reproduced when Tandberg release 3.1.2 is installed on the endpoints.	V7.1	
139	VNGR-19536	*General*	The Default IP Network Service configured using the Fast Configuration Wizard cannot be saved when media cards are not installed in the RMX during the configuration process.	V7.1	
140	VNGR-19459	*General*	When the workstation's screen resolution is set to 1280 x 720, the Accept Agreement button in RMX Documentation and Utilities screen provided on the Polycom USB key is cut and the screen becomes corrupted when enlarging the display using Ctrl, +, +.	V7.1	
141	VNGR-19455		Layout.CPP assert is displayed when changing the conference layout via Conference Properties dialog box of a conference running on RMX 1500 at a line rate of 512Kbps with 20 ISDN/ H.323 and SIP endpoints connected to the conference.	V7.1	
142	VNGR-19432	*Interoperability*	When RMX 4000 with MPM+ dials out to CX700 over SIP connection, the call is disconnected after the CX700 accepted the call.	V7.1	
143	VNGR-19423	*Content*	Two 512 Kbps conferences created and cascaded using an ISDN link with Content enabled, when ISDN & IP endpoints connected, the IP endpoint attempts to snatch the token from an ISDN endpoint.	V7.1	
144	VNGR-19394	*General*	When creating a 768 Kbps Telepresence Conference and selecting a Skin, after the conference starts, a green screen appears instead of the selected conference Skin.	V7.2	
145	VNGR-19365	*Interoperability*	In an RMX 384Kb conference with a Cascaded MGC, when H.323 and MPI participants connect to the conferences the cascaded link connects as Secondary.	V5.1	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
146	VNGR-19364	*General*	Changing the font size display of the workstation monitor does not change the size of the fonts displayed in the RMX Documentation and Utilities screens provided on the Polycom USB key shipped with the RMX.	V7.1	
147	VNGR-19300	*General*	When the RMX 1500 system's flag and resolution are set to SD, HD resolutions are available.	V7.2	
148	VNGR-19262	*ISDN*	RMX 2000 with MPMx cards, the maximum capacity of 40 ISDN participants could not be attained when participants connected at 256Kpbs to a conference running at a line rate of 512Kbps as downspeeding of the conference line rate is not supported.	V7.1	Set the Conference line rate to 256Kbps
149	VNGR-19237	*General*	When installing the Activation Key with a license of 10 CIF resources on RMX 1500 with MPMx-Q card, only 5 CIF Resources are listed in the System Information and 6 resources are displayed in the Port Usage.	V7.1	
150	VNGR-19114	*ISDN*	A 1472 Kbps CP ISDN conference with Encryption, Gathering, LPR, Sharpness and Video Clarity enabled, when sending content from an VSX7000A endpoint, VSX8000 endpoints cannot view content.	V7.1	
151	VNGR-19087	*Video*	RMX 1500 with a Real Life conference, all endpoints have their audio and video halted for 10 seconds.	V7.1	
152	VNGR-19085	*Content*	In a conference with mixed H.323 and ISDN endpoints, when content switches between participants, the ISDN participant can receive the content token but cannot resend it. As a result all participants view black screen for a few seconds, and then the view returns to normal video.	V7.1	
153	VNGR-19077	*Content*	A ISDN cascaded conference that places a call using the Codian Gateway, when sending Content the call disconnects.	V7.1	
154	VNGR-19076	*Gateway*	When an IP call is forwarded from the RadVision Gateway to RMX over ISDN, bad video can be seen.	V7.1	

Table 11 *Version 7.2.2 System Limitations*

#	Key	Category	Description	Detected in Version	Workaround/Notes
155	VNGR-19075	*Gateway*	In an ISDN cascaded conference that places a call using the Codian Gateway, after switching the Content sender, a black screen can be seen.	V7.1	
156	VNGR-19065	*General*	If setting the Gatekeeper prefix to the digits that are used for Conference ID (for example prefix is set to 10 and the conference ID is 1001), the system will not be able to dial to the destination conference as the prefix digits are truncated from the conference ID, preventing the system from locating it. When the gatekeeper configuration changes to “off” in the IP Network Service, the RMX is still implementing the previous gatekeeper configuration and uses the Gatekeeper Prefix for routing.	V7.1	Do not use the alias for dialing in.
157	VNGR-19058	*Video*	An RMX1500Q IVR Service cannot upload the new Video Welcome Slide.	V7.1	
158	VNGR-19045	*Content*	In a mixed H.323, SIP, ISDN, PSTN conference with 20 HDX, VSX, Tandberg, LifeSize and CMAD endpoints, when an ISDN endpoint stops and re-sends Content endpoints view a black screen.	V7.1	
159	VNGR-19033	*Video*	In a 512 Kbps H.323 conference with AES, LPR and single layout enabled, when HDX one endpoint uses PCM the other HDX endpoint's video becomes blurred.	V7.1	
160	VNGR-18990	*Video*	RMX 2000 with MPM+ cards and a 4Mb conference with Motion enabled, 2 OTX-306, 1 RPX-400 endpoints, horizontal black lines appear.	V7.1	
161	VNGR-18985	*Content*	When Serial endpoint sends content, the H.323 endpoint views a black screen, when serial endpoint stops content, content remains frozen for 10-20 seconds and then endpoints view frozen video.	V5.1	
162	VNGR-18975	*FECC*	In a dial-in H.323 VSW conference, HDX SIP endpoints cannot use FECC.	V7.1	
163	VNGR-18947	*CMA*	A 832 Kbps H.323 conference registered with the CMA, when connecting CUPC, CMA-D and HDX endpoints, the video is bad.	V7.1	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
164	VNGR-18943	*Interoperability*	In a 4096 Kbps CP conference with Auto Layout, LPR and Graphics enabled, when a Sony XG80 endpoint sends content, HDX endpoints do not see video.	V7.1	
165	VNGR-18918	*Recording*	When recording an ongoing conference, the display of recording icon is not supported in the MPM+ Card Configuration mode.	V7.1	
166	VNGR-18917	*Video*	In a 1920 Kbps H.323 conference with AES and LPR enabled, when an HDX endpoint views the Welcome Slide there is no video in the background.	V7.1	
167	VNGR-18691	*Hot Backup*	In a Hot backup configuration the Master is registered with an alias and prefix to the Gatekeeper, however on the Slave the Alias does not appear.	V4.7	
168	VNGR-18679	*Interoperability*	Endpoints defined in the Global Address Book of the CMA with both H.323 and ISDN numbers, will be called by the RMX using only the H.323 number and not the ISDN	V7.1	
169	VNGR-18668	*Multilingual*	The words “Enable Gathering Phase” are not translated into Simplified Chinese.	V7.1	
170	VNGR-18637	*Interoperability*	When content is sent from an ISDN HDX7006 endpoint, LifeSize Room 200 endpoint cannot view the content.	V7.1	
171	VNGR-18622	*RMX Manager*	RMX 2000 with MPM+ mode, recognizes in the Hardware Monitor the MPMx card and displays a “normal” status when the card is in fact disabled.	V4.7	
172	VNGR-18588	*Upgrade Process*	During the upgrade from version 4.7 a reset occurred the media card.	V4.7	
173	VNGR-18531	*General*	When forbidden characters are used in the conference name, when retrieving the CDR file an error message will appear “Invalid Directory or path”.	V7.1	
174	VNGR-18528	*FECC*	When using PCM with FECC, when pressing the exit button “0”, there is no response.	V7.1	
175	VNGR-18522	*Interoperability*	When using PCM with Click & View, the menu appears in the middle of the screen.	V7.1	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
176	VNGR-18510	*Video*	RMX 2000/4000 with MPMx cards and H.261 endpoints connected, video artifacts can be seen when there is motion in the video.	V7.1	
177	VNGR-18438	*Upgrade Process*	When upgrading to version 7.5 the following error message appears: “installation of MCU version failed”. This is caused when the bin file exceeds 200MB.	V5.0.2	
178	VNGR-18378	*Recording*	After creating a new profile with a recording link, and a new conference initiates the recording link does not activate.	V7.1	
179	VNGR-18357	*Multilingual*	When the PCM menu is set to the Japanese language, Click & View appears in English as it is Polycom registered name for this feature.	V7.1	
180	VNGR-18349	*RMX Manager*	Following a Comprehensive Restore to Factory Defaults of RMX 2000, the CDR file containing 1000 CDR logs cannot be restored from the Backup Configuration.	V7.0.2	
181	VNGR-18330	*Resource Capacity*	In an RMX 4000, the Maximum number of video participants in one conference is limited to 180 when it should be set to 360.	V7.2	
182	VNGR-18317	*Hot Backup*	When Hot Backup is disabled and then re-enabled in the Master, the status “Attempting” appears for a long time.	V4.7	
183	VNGR-18314	*Hot Backup*	When Hot Backup is disabled in the Master, the Master status is not updated on the Slave.	V4.7	
184	VNGR-18279	*Video*	The video display is “jumpy” when endpoints connect to a conference running on RMX with MPMx at a line rate of 512Kbps and SD resolution.	V7.0.2	
185	VNGR-18211	*RMX Manager*	On RMX2000 with MPMx-S, when two ViewStation endpoints connect to the conference using H.263, the Video Port Usage display on the RMX Manager displays 3 ports used. The Administrator guide states 4 ports.	V7.0	
186	VNGR-18186	*Cascading*	During an ISDN Cascaded conference when connecting IP HDX endpoints with 16:9 screen formats, the video changes to a 4:3 format instead of 16:9.	V7.1	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
187	VNGR-18116	*Interoperability*	In a 384 Kbps CP conference with LPR and AES enabled, when Touch Control changes the layouts, HDX endpoints hear a string of DTMF tones after each change.	V7.1	
188	VNGR-18111	*General*	An unclear message “No utilizable unit for audio controller” is displayed when removing all Media cards from the RMX.	V7.1	
189	VNGR-17944	*ISDN*	ISDN HDX endpoints may disconnect from ongoing conferences following a recovery of the processing unit.	V7.1	
190	VNGR-17914	*Interoperability*	When two IBM Sametime clients connect to a conference, the ST client connecting from a desktop views video artifacts.	V7.1	
191	VNGR-17889	*RMX Manager*	The RMX Web Client does not show the status of the link between the client and the MCU correctly when it is failing. A manual reset was required to reestablish the link.	V7.1	
192	VNGR-17888	*Video*	Full screen layout is displayed instead of a 3x3 layout when the 3x3 layout is selected using Click&View from HDX9004 version 2.7.0-5547. Conference is running on RMX 2000 with either MPM+ or MPMx.	V7.0.2	
193	VNGR-17869	*Hardware*	When inserting a Control Unit in Slot 4, in Hardware Monitor it is shown as inserted in slot 3	V7.0.2	
194	VNGR-17861	*RMX Manager*	RMX Manager failed to install from login page and the request was aborted due to the following message: “Could not create SSL/TLS secure channel”.	V7.5	1. Install prior to moving to initiating the Secure Mode. 2. Install from a network. 3. Install locally from RMX Manager folder
195	VNGR-17843	*General*	HDX H323 endpoints are unable to remain connected to a CP conference running on RMX1500 at a line rate of 1920kbps with LPR, Video Clarity and Send Content to Legacy Endpoint options enabled. The disconnect status displays MCU internal problem 32212.	V7.0.2	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
196	VNGR-17830	*Diagnostics*	With version 7.2.0.38 on an RMX2000 with two MPMx cards, when running diagnostic tests on all components, the test 115 LAN Load CNTL failed.	V7.2	
197	VNGR-17818	*General*	Video Preview cannot be disabled.	V7.0	
198	VNGR-17807	*Interoperability*	Radvison Scopia XT1000 does not transmit video when connected at a line rate of at 1920kbps to a CP conference running on RMX 2000 with MPMx and its Resource Configuration set for “Video Quality Optimized”.	V7.0.2	
199	VNGR-17796	*Video*	A thin gray line is present at the bottom of the cells when connecting TPX and RPX endpoints to a conference running on RMX 2000/ 4000 with MPMx cards at a line rate of 3MB or higher and video quality is set to sharpness.	V7.0.2	
200	VNGR-17791	*General*	DTMF Tones (Click&View) are heard by all conference participants in a conference running on RMX 2000 with MPMx.	V7.0.2	
201	VNGR-17778	*RMX 4000*	When trying to connect 180 V500/VSX to each of the two conferences running simultaneously on RMX 4000 with 4 MPMx-D cards, both conferences are running at a line rate of 384, Video Quality set to Motion and Max CP resolution set to CIF, 180 participants connected to the first conference, while several participants out of the 180 could not connect to the second conference.	V7.0.2	
202	VNGR-17746	*Partners - Microsoft*	In an environment that includes the Microsoft Lync server and RMX 4000 MPM+80 with ICE enabled, when the Lync client escalates to video after connecting as Audio Only to a Meeting Room that is running at 384kbps, with Encryption and LPR enabled, artifacts appears at the start of the video.	V7.0.2	Not an RMX issue; Microsoft Lync Server issue.
203	VNGR-17729	*Content*	Video freeze was experienced by many participants when content was sent from a PC to 160 CIF participants connected to a conference running on RMX 2000 with MPM+80 at a line rate of 384kbps and LPR and Encryption options enabled.	V7.0.2	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
204	VNGR-17724	*General*	After Comprehensive Restore to Factory Defaults, an active alarm is displayed, indicating voltage problem on MPM-f - card.	V7.0.2	
205	VNGR-17689	*ISDN*	Blured (Predator) video is displayed on the HDX endpoint that is in self view when a movement occurs while the endpoint is connected via ISDN to a conference running at a line rate of 1472kbps, with encryption enabled.	V7.0.2	
206	VNGR-17668	*Interoperability*	Sony PCS-XG80 receives video at a resolution of 432x240 instead of 720p when connected to a CP conference running on RMX 2000 with MPM+ at a line rate of 1920kbps with LPR, Video Clarity and Send Content to Legacy Endpoint options enabled.	V7.0.2	
207	VNGR-17640	*Video*	Video freeze occur when connecting the 74th HD 720p participants (out of 80) to a conference running on RMX 4000 with 4 MPM+80 cards at a line rate of 1MB, Video Quality set to Sharpness and Video Clarity, encryption and LPR options enabled.	V7.0.2	
208	VNGR-17616	*Video*	HDX H.323 endpoint receives G.722 audio instead of Siren22 (as the SIP endpoints) when connected to a conference running at a line rate of 384kbps on RMX4000 with MPM+ and the CS_ENABLE_EPC flag is set to YES.	V7.0.2	Not an RMX issue; Endpoint issue (VIDEO-88386).
209	VNGR-17606	*Interoperability*	LifeSize systems are sometimes locking up and disconnecting when connected to a CP conference running on RMX 4000 with MPM+ at a line rate of 1920kbps, video quality set to Sharpness and LPR, Video Clarity and Send Content To Legacy Endpoint options enabled	V7.0.2	Not an RMX issue; LifeSize issue.
210	VNGR-17596	*Recording*	When an Audio Only conference starts, the recording link does not activate.	V7.0	
211	VNGR-17589	*Interoperability*	RadVision Scopia XT1000 is connected with a problem to a conference running on RMX 2000 with MPMx at a line rate of 4MB and LPR and Encryption enabled after viewing the IVR Welcome slide.	V7.0.2	

Table 11 *Version 7.2.2 System Limitations*

#	Key	Category	Description	Detected in Version	Workaround/Notes
212	VNGR-17586	*RMX Manager*	Selecting to save the Alarms and Faults to a text file when “Group by MCU” is selected in RMX Manager results in an empty text file.	V7.0.2	* Choose “Group by MCU” again. This time the text is saved to the file. * Save the file as XML.
213	VNGR-17558	*Content*	Legacy endpoint that connect to a conference in which Content is already sent, and the conference layout is set to Auto Layout the does not see the Legacy Layout and does not receive content.	V7.0.2	
214	VNGR-17525	*Video*	A black vertical line is displayed between cells where usually there is a border when OTX and RPX 400 endpoints are connected to a conference running on RMX system with MPMx at a line rate of 4MB and video Quality set to Sharpness.	V7.0.2	An endpoint issue (VIDEO-86473).
215	VNGR-17509	*Hardware*	Sometimes during a conference, the error message “no LAN connection” appears as a result of momentary network problems. However, the endpoints remain connected to the MPM card.	V7.0.2	Check the Network.
216	VNGR-17484	*Video*	Periodic video freezes on H.323 endpoints when connected to a CP conference running on RMX 1500 at a line rate of 4096kbps and AES and LPR options enabled.	V7.0.2	
217	VNGR-17456	*IVR*	An RMX running a 768 Kbps conference with multiple H.323 HDX8000 endpoints, after connecting SIP H.263 endpoint the IVR Slide does not appear.	V7.2	
218	VNGR-17409	*Upgrade Process*	Sometimes, when upgrading the RMX 2000 with two MPM cards from version 6.0.2 to 7.0.2, the Software Loading process remains stuck at 22%.	V7.0.2	
219	VNGR-17395	*Interoperability*	During a video conference between 3 ST client s and a video Desktop endpoint, zebra video artifacts appear on the conference layout of all endpoints.	V7.1	An IBM Lotus Sametime Client issue.
220	VNGR-17104	*FECC*	In a 512 Kbps H.323 conference with two HDX endpoints, FECC is extremely slow.	V7.0	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
221	VNGR-17092	*Video*	In a 384 Kbps Meeting Room with LPR, Auto Brightness and Video Clarity enabled, when dial-in VSX and HDX endpoints connect, the default Welcome Slide is blacked out.	V7.0	Replace the default Welcome Slide
222	VNGR-17082	*Video*	RMX 2000/4000 with an Ad hoc conference when the Avaya 1XC Softphone and HDX 9004 dial-in to the conference, they view discoloration in the upper segment of their video.	V7.0	
223	VNGR-17070	*Interoperability*	RMX 4000 with MPM+ cards, when running a 512 Kbps conference with Echo suppression enabled and HDX 8000 and VSX 3000 endpoints connected, audio cuts ON and OFF.	V7.0	
224	VNGR-17062	*IVR*	When two Avaya 1XC Softphone endpoints join a conference, the IVR Service “first to join conference” music continues to play as if there is just one person in the conference.	V7.0	
225	VNGR-17001	*Hardware*	MPMx card remains in startup mode instead of Major state after restoring the RMX to factory defaults and without configuring the IP address of the media card(s) in the Fast Configuration Wizard.	V7.0.1	
226	VNGR-16997	*LPR*	LPR is enabled by default in the conference profile when CP mode is selected. LPR is disabled by default in the conference profile when VSW mode is selected. Changing between CP and VSW modes causes LPR to be enabled/disabled.	V7.0	
227	VNGR-16981	*Audio*	Audio volume of PSTN audio-only participants connecting via GW is approximately three times lower than that audio volume of video participants.	V6.0	
228	VNGR-16974	*ISDN*	Dial-in or dial-out ISDN endpoints do not connect at line rates higher than 768kbps, irrespective of profile setting.	V7.0	
229	VNGR-16968	*Software Version*	PCM is not supported with MPMx Cards.	V7.0	
230	VNGR-16963	*IVR*	In a 384 Kbps conference with IVR, LPR and Sharpness enabled, when dialing-out to a VSX3000 endpoint, the default Welcome Slide does not appear.	V7.1	

Table 11 *Version 7.2.2 System Limitations*

#	Key	Category	Description	Detected in Version	Workaround/Notes
231	VNGR-16955	*Interoperability*	iPower 9000 endpoint in H.323 call with RMX with MPM+ or MPMx does not transmit audio in encrypted calls.	V7.0	
232	VNGR-16954	*Upgrade Process*	After RMX4000 upgrade to version 7.0, build 148, the RMX “Could not complete MPM Card startup procedure”.	V7.0	
233	VNGR-16938	*Interoperability*	Using Tandberg MXP endpoints, artifacts and choppy occur in video for 10 seconds after 1mbps H.323 or SIP connection to RMX 1500.	V7.0	
234	VNGR-16901	*Software Version*	RMX 1500 Video Preview is preceded by a green screen momentarily before Video Preview starts.	V7.0	
235	VNGR-16886	*Upgrade Process*	RMX 1500/2000/4000 with MPMx cards, when upgrading to version 7.0 to build 139 and implementing the Diagnostic mode the MPMx card status remains in a “startup” phase.	V7.0	
236	VNGR-16877	*Interoperability*	Avaya 1XC Softphone endpoints connected to conference on RMX do not receive content, while HDX endpoints do.	V7.0	
237	VNGR-16871	*Software Version*	When LPR is activated in a conference, the actual HDX endpoint's “Used Call Rate” is approximately 100kbps lower than expected.	V7.0	
238	VNGR-16841	*Interoperability*	Connect to the network using VPN and then start a conference with LPR enabled, connect endpoints using CMAD, the video of the endpoints was very fragmented.	V7.0	
239	VNGR-16817	*Upgrade Process*	After upgrading to version 7.0.0.135 the RMX Web Client shows that RMX is no longer in the “Startup” phase even though Faults list states: “Configuring”.	V7.0	
240	VNGR-16809	*Software Version*	DTMF Code *71 (Secure Conference) sent to RMX 1500 displays Gathering Slide Text instead of “Secured” indicator text.	V7.0	
241	VNGR-16807	*Content*	Bad audio quality experienced on PVX endpoint while it sends content when connected to RMX 1500.	V7.0	
242	VNGR-16806	*Interoperability*	A macro block is displayed on RMX 1500 when the large video window of the PVX endpoint is the speaker.	V7.0	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
243	VNGR-16794	*Audio*	RMX 4000 with MPM+, the G.728 codec isn't declared 1st codec in conference at 96kbps.	V7.0	
244	VNGR-16793	*General*	RMX 2000 with MPM+, start the 4096Kbps 1x1 Layout conference from a template with Encryption, LPR, Auto Termination, Sharpness, Same Layout, Audio Clarity enabled, an “mcu internal problem: 32212” message appears in conference properties - connection status tab.	V7.0	
245	VNGR-16785	*Hardware*	Run 8 512Kbps conferences and connect to each conference 2 H.323, 2 SIP, 1 ISDN, 1 PSTN & 1 VOIP endpoints, change the conference layout on each, when terminating the conferences an “MCU Internal Problem 50020” occurred on the MPMx cards.	V7.0	
246	VNGR-16780	*HD*	During VSW conference at 720p60p resolution using direct connections or via DMA, endpoints display only their own video.	V7.0	
247	VNGR-16776	*Interoperability*	Undefined HDX endpoint cannot be added to the Address Book on RMX with Avaya Call Manager. Second attempt yields message that participant name already exists in Address Book.	V7.0	
248	VNGR-16757	*RMX Manager*	When starting a new conference from a conference template, the new conference is not selected or highlighted in the conferences pane.	V6.0	
249	VNGR-16754	*Diagnostics*	An RMX 4000 in the Diagnostic mode, when pressing the menu reset button the following message appears: “connection with shelf management is lost, please log in again”. You can only exit the Diagnostic mode after physically turning the RMX Off and On.	V7.0.2	
250	VNGR-16752	*Upgrade Process*	RMX 2000/4000 with an ISDN card installed, after configuring the IP Fast Configuration Wizard, the system requests a reset and not to configure the ISDN Service.	V7.0	
251	VNGR-16745	*General*	In the RMX manager 7.0, the “new conference” icon suddenly appears in the conferences properties window.	V7.0	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
252	VNGR-16742	*Diagnostics*	An RMX2000 with MPMx_D cards, when performing an Power ON Self Test (POST), the MPMx card runs the card monitoring test in an endless loop.	V7.0	
253	VNGR-16724	*Video*	An RMX 1500 video display freezes momentarily during Video Layout changes before the new Video Layout is displayed.	V7.0	
254	VNGR-16722	*Video*	An RMX 2000 with one MPM-H, small artifacts are displayed in the Gathering Slide when the configuration is changed to Presentation Mode during the Gathering Phase.	V7.0	
255	VNGR-16663	*SIP*	In an ICE environment, when connecting endpoints from all NAT environments (corporate/branch / enterprise) to an encrypted, 720p VSW conference, running at a line rate of 2M bps with video quality set to sharpness and video clarity and auto layout enabled, endpoints fail to connect to the conference with a disconnection cause “SIP request timed out”.	V7.0	To overcome the problem do one of the following: * Connect the endpoints one by one. * Run a non encrypted 2M VSW conference * Run the conference at a lower line rate (768Kbps)
256	VNGR-16646	*Interoperability*	In a conference started from the default Profile, when the RMX dials-out to an H.320 iPower 9000 Endpoint, the endpoint's video layout is shifted to the bottom right of the monitor with black borders on the left and top of the screen.	V7.0	
257	VNGR-16644	*Interoperability*	In a conference started from the default conference profile, when the RMX dials-out to the H.323 iPower 9000 endpoint, it views the IVR welcome screen for about 40 seconds before viewing conference video.	V7.0	
258	VNGR-16624	*General*	In the RMX Manager, when attempting to upgrade two RMX simultaneously, the Install Software window only appears for one RMX, when you should see both.	V7.0	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
259	VNGR-16617	*IP*	When CMAD endpoint running on Lenovo R61connects to a Meeting Room whose Line rate is 1024 Kbps, Video quality is set to Motion, Content is set to Hi Res Graphics and LPR, Same Layout and Echo Suppression option are enabled, after few minutes in the conference the CMAD observes packet loss in the People Rx although QoS is enabled.	V7.0	
260	VNGR-16610	*General*	The Column width displayed in Web Client and in the RMX Manager UI need to be made broader.	V6.0, V5.0.1, V5.0.0, V4.6.1, V7.0	
261	VNGR-16595	*Interoperability*	RMX 4000 with MPM+ cards running an 1920Kbps conference with Video Clarity, Auto Terminate, Video Quality, Sharpness, Encryption, LPR, Echo Suppression, Auto Layout, Gathering and Content for Legacy Endpoints enabled, when connecting 20 HDX, Tandberg 17000 and edge95 MXP & 3 Tandberg C series endpoints an MFA card error occurs.	V7.0	
262	VNGR-16581/ VNGR-16582	*General*	RMX 2000 with MPM+ cards running a 384Kbps CIF conference, with Auto Terminate, Encryption, LPR, Echo Suppression, Sharpness and Same Layout enabled, when sending content from an HDX to 160 other endpoints, a “Software assert failure” appears.	V7.0	
263	VNGR-16562	*Gateway*	Gateway sessions are always running in CP mode. If Video Switching is selected in the Profile, the system will change it to CP mode, using the closest possible video settings. However, 60fps may not be supported in CP mode for the selected line rate.	V7.0	
264	VNGR-16560	*General*	After log-in on the RMX 1500 Web Client, a Microsoft .NET Framework error message appears.	V7.0	
265	VNGR-16539	*IVR*	In a mixed H.323 & SIP 128Kbps conference with Video Clarity, Sharpness, IVR Service and Welcome Slide settings set to “High profile optimized”, when connecting HDX 8000 endpoints, the H.323 HDX endpoint does not view the IVR slide but a black screen for 15 seconds.	V7.0	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
266	VNGR-16537	*Hardware*	When the RMX 1500 is in a "Diagnostic Mode" the listed slot numbers of the modules are incorrect.	V7.0	
267	VNGR-16535	*SIP*	SIP HDX sites (Version 2.6.1 and 2.6.0) receive video in resolution of 432x240 instead of 720p when connecting to a CP conference running on RMX 4000 at a line rate of 1920Kbps with 10+ layout selected and LPR is enabled.	V7.0	
268	VNGR-16529	*General*	After Restoring Factory Defaults on the RMX and defining the IP Network Service, after RMX restart the MCU Host Name parameter appears empty in the "Management Network - DNS" tab.	V7.0	
269	VNGR-16523	*FECC*	On the RMX 1500 running a mixed H.323 & SIP 384Kbps conference, when connecting an Tandberg SIP endpoint, FECC does not work.	V7.0	
270	VNGR-16466	*Software Version*	RMX 2000 with MPM, "MCU Internal Problem - 32112" occurs during mini-load smoke on MPM when 20 video participants are connected at 384kbps.	V7.0	
271	VNGR-16462	*Upgrade Process*	When downgrading to software V6.0.0.105 and performing "Comprehensive restore" to Factory default, followed by upgrade to version V7.0.0.115 the upgrade procedure is stuck in "Software Loading" phase. System Reset (hard or soft) is required to resolve the problem.	V7.0	
272	VNGR-16460	*Software Version*	RMX 2000 with MPMx a H.261 endpoint that displays the default slide does not access nor display a new slide that is added to the IVR Service.	V7.0	
273	VNGR-16427	*Software Version*	RMX 1500 with two conferences running and Legacy Content enabled, line artifacts are displayed in the middle of the CMAD screen after it is disconnected from the first and reconnected to the second conference.	V7.0	
274	VNGR-16422	*Software Version*	RMX 2000 logs off during upgrade procedure when network is under stress.	V7.0	When the network is busy, use the RMX Manager application instead of the RMX Web Client to control the MCU.

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
275	VNGR-16387	*Interoperability*	RMX2000 with the MPM+ card, when connecting with an HDX9000 endpoint to the Entry Queue using a line rate of 384Kbps, the IVR slide blinks.	V7.0	
276	VNGR-16377	*General*	RMX with MPM+ card, when starting a VSW conference from the Profile, the maximum line rate that can be selected is 6144kbps.	V7.0	
277	VNGR-16363	*Interoperability*	RMX2000 with an MPMx card, when starting a new a 2MB conference, iPower endpoints take a long time to connect.	V7.0	
278	VNGR-16313	*IVR*	RMX2000 with an MPMx card running a 512Kbps conference with Gathering, IVR, Echo Suppression enabled and resources set to a Flexible Mode, when dialing out using H.261 the IVR slide flashes.	V7.0	
279	VNGR-16301	*ISDN*	After starting a VSW conference with LPR enabled, when dialing out using ISDN a message appears: ”SIP cannot connect to VSW with LPR enabled”	V7.0	
280	VNGR-16297	*Interoperability*	CMAD receives distorted video while calling to RMX.	V7.0	
281	VNGR-16296	*General*	The Host name is not defined in the Fast Configuration Wizard during the initial system configuration. Therefore when trying to configure either the “Control” or the “Shelf” IP address (or both), the error message “Invalid Host Name” is displayed when clicking OK.	V7.0	
282	VNGR-16283	*General*	In a conference with a few participants, when opening the video preview pane and previewing the next participant without closing the pane, the pane becomes minimized, and does not show video of the next participant.	V7.0	
283	VNGR-16281	*Content*	Content sent from HDX (in H.264) is automatically stopped when a second participant that does not support H.264 Content (for example, CMAD that only supports H.263) joins the conference. When the content is sent again, the Content protocol is H.263+ to enable all conference participants to receive content.	V7.0	

Table 11 *Version 7.2.2 System Limitations*

#	Key	Category	Description	Detected in Version	Workaround/Notes
284	VNGR-16264	*ISDN*	During a conference the ISDN line is functional but the line has no clock source.	V7.0	
285	VNGR-16237	*General*	Log-in to the RMX Manager as an Operator using the RMX Manager. Then connect an Administrator to same RMX the following message appears: “cannot login to MCU x.x.x.x with the user name and password entered”.	V7.0	
286	VNGR-16210	*RMX Web Client*	RMX 1500 with a conference and connected participants, when multiple web clients are opened on different PC's and Video Preview is activated, when opening another browsing session and viewing Video Preview, all the browsers close though some view a “failure status” message.	V7.0	
287	VNGR-16120/ VNGR-15320	*General*	Saving a Conference Template to a conference in which the Message Overlay is enabled, automatically the message overlay option in the conference starts from that template.	V7.0	
288	VNGR-16103	*General*	After running diagnostics on the RMX, the LED functionality is not documented.	V7.0	
289	VNGR-16044	*General*	After downloading and opening an auditor file of the MPMx, the MPMx name appears as MPM_PLUS.	V7.0	
290	VNGR-15953	*General*	When copying and pasting conferences based on a profile, the pasted conference is added to conference templates.	V7.0	
291	VNGR-15939	*Interoperability*	In a “Fixed resource Capacity” mode, Legacy endpoints can still receive content when they should not.	V7.0	
292	VNGR-15935	*Gateway*	In the RMX Web Client, when creating a new gateway profile and setting the Gateway ID to “#1234” when clicking OK, no confirmation message appears.	V7.0	
293	VNGR-15906	*Interoperability*	When connecting SIP/H.323 HDX & PVX dial-in and dial-out endpoints to a conference running at a line rate of 384Kbps with no IVR on an MCU whose resources are set to a Fixed Mode, low quality video is received by the SIP endpoints.	V7.0	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
294	VNGR-15837	*General*	In 768Kbps conference set to AES, CP, Full Layout and two HDXs Chairpersons, when the SIP HDX invokes PCM Camera Control only segmented video can be seen.	V7.0	
295	VNGR-15831	*IVR*	When uploading a number of high and low resolution slides to an IVR service, there is only option to choose one slide.	V7.0	
296	VNGR-15822	*Software Version*	When PCM is activated in a Gathering-enabled conference, the PCM menu is displayed on top of the gathering slide instead of the display of the Gathering Slide being terminated before the PCM menu is displayed.	V7.0	
297	VNGR-15757	*Software Version*	Initiating PCM when there is only one endpoint connected to a conference that is receiving music results in the music being interrupted.	V7.0	
298	VNGR-15755	*General*	During an active Telepresence conference, when clicking the Video Settings tab, the “Telepresence Mode enabled” check box appears to indicate the status of the Telepresence Mode.	V7.0	
299	VNGR-15737	*General*	In the Resolution Configuration Slider, the CIF30 slider is absent from the UI.	V7.0	
300	VNGR-15724	*Software Version*	RMX with MPMx, when a skin without background is selected, the Polycom skin background is displayed. When a skin with a background is selected, the speaker notation color is incorrect.	V7.0	
301	VNGR-15707	*ISDN*	An RMX 4000 with a 384K H.320 conference with Motion and AES enabled, when a Tandberg 6000 MXP connects, the endpoint encounters video freezes.	V7.0	
302	VNGR-15700	*Software Version*	When PCM is initiated, site names are displayed over the PCM menu.	V7.0	
303	VNGR-1569	*CDR*	When the conference termination time is changed, the CDR is not updated.	V1.0.0	
304	VNGR-15637	*General*	After creating a conference template with 6 participants, when adding and removing participants to a conference the template does not update.	V7.0	

Table 11 *Version 7.2.2 System Limitations*

#	Key	Category	Description	Detected in Version	Workaround/Notes
305	VNGR-15541	*Video*	A conference with the default factory video profile and a Sony PCS-G50 endpoint connected, there is no response when trying to control the XG80's camera.	V7.0	
306	VNGR-15523	*General*	Primary and Secondary dial in numbers entered in the Polycom Conferencing Add-in to Microsoft Outlook are always displayed on the Gathering slide (during the gathering phase) for reference, even if the participant connected using the invitation link.	V6.0	
307	VNGR-15386	*Software Version*	Artifacts present in the Gathering Slide in 2560kbps, CP conference with Motion selected.	V7.0	
308	VNGR-15324	*Software Version*	When monitoring a CP conference with 5 or more endpoints from 5 Web Client sessions on separate workstations, Video Previews can be opened from 4 workstations. Attempting to open a fifth Video Preview causes an error “Failed to Preview Video: Failure Status” instead of “The Preview cannot be displayed. The maximum number of previews per MCU has been reached.”	V7.0	
309	VNGR-15281	*Interoperability*	Aethra VegaStar Gold endpoint, when connecting via ISDN to 384kbps conference creates CDR Event - Participant status “Connected with problem”.	V7.0	
310	VNGR-15256	*Encryption*	In a conference with an IVR Service with endpoints, when using DTMF (*71/#71/*88) codes to secure/ unsecure the conference there isn’t any text/icon indication.	V7.0	
311	VNGR-15155	*Video*	In a conference with a line rate of 4096kbps, set to Sharpness, 1+5 layout, after connecting a few endpoints and the endpoint dials out, video In & Out freeze.	V7.0	
312	VNGR-15131	*IVR*	In a conference started from a profile, when an ISDN call is forced to Audio algorithm G722_1_C_24k a buzzing noise can be heard before the IVR starts.	V7.0	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
313	VNGR-15101	*IVR*	In a Video Switched 4Mbps conference, only the last part of DTMFs *6 (mute) and #6 (unmute) messages are heard.	V7.0	
314	VNGR-14840	*Encryption*	No video is seen and the Aethra VegaStar Gold endpoint remains connected with a problem when connecting over H320 to an encrypted conference at a line rate of 384Kbps.	V6.0	
315	VNGR-14780	*Interoperability*	RMX4000 using 4Mb, Same Layout, Sharpness, Video Clarity in profile and Entry Queue becomes inaccessible when called via an Entry Queue from H.323 LifeSize endpoint.	V6.0	
316	VNGR-14778	*RMX Web Client*	ISDN/PSTN fields are disabled (grayed out) although Enable ISDN/PSTN Dial-in check box is selected in RMX Management > Entry Queues > Default EQ.	V6.0	
317	VNGR-14767	*General*	H.323 party disconnect due to MCU Internal Problem 32212.	V6.0	
318	VNGR-14720	*Upgrade Process*	After software Upgrade is completed, an Active Alarm “Connection to Exchange Server failed” appears in the Alarms List on the RMX4000.	V6.0	
319	VNGR-14688	*General*	When a conference is deleted in the RMX Manager, conference participants are not deleted in the participants list.	V6.0	
320	VNGR-14687	*Audio*	When connecting 800 VOIP using 4 Entry Queues and 396 Ad Hoc conferences, when adding Dial out participants to the conferences they could connect. An MCU error message appears: MCU INTERNAL PROBLEM - 65012.	V6.0	
321	VNGR-14667	*General*	When defining a New Profile in the Video Settings tab and selecting a Layout, in the Conference Profiles list there is no indication of the selected layout and the layout icon is missing.	V6.0	
322	VNGR-14624	*General*	After changing the conference profile assigned to a conference template that includes participants, some of these participants are randomly deleted from the conference template.	V7.0	

Table 11 *Version 7.2.2 System Limitations*

#	Key	Category	Description	Detected in Version	Workaround/Notes
323	VNGR-14578	*Audio*	An RMX with a license for 800 Audio Only participants, a disconnection always occurs after connecting the 767th participant.	V6.0	
324	VNGR-14386	*RMX 4000*	Display information for Slot 5, FSM (Fabric Switch Module), in the RMX 4000 Hardware Monitor is incomplete.	V5.1	
325	VNGR-14175	*RMX Manager*	When using the RMX Manager, a Message Alert “500” is displayed when an RMX running Version 4.6 is selected in the MCU's list.	V6.0	
326	VNGR-14159	*General*	Operator assistance function is blocked when the TelePresence mode is enabled.	V6.0	
327	VNGR-14151	*General*	A Shelf Voltage problem is always displayed in the System Alerts pane regardless of the actual status.	V6.0	
328	VNGR-14124	*Video*	On rare occasions in 2Mbps ISDN calls, ISDN participants connected without their endpoints sending video for a few seconds.	V6.0	
329	VNGR-14062	*General*	On a fully loaded RMX 4000, endpoint may disconnect with Call disconnection cause stated as “ MCU internal problem - 11122”.	V6.0	
330	VNGR-14047	*Interoperability*	Artifacts appear on LifeSize_RM1_4.5.1(15) endpoint connected via SIP or H.323 to a 2Mbps conference with Video Quality set to “Sharpness” running on the RMX 2000 in MPM mode. The LifeSize endpoint is using 4SIF 30 resolution while Polycom endpoints are using 720*400 resolution.	V6.0	
331	VNGR-13951	*RMX Manager*	On the RMX Manager - IP Network Service when opening the Properties window and then clicking Management Network, the Management Network pane UI remains offset.	V5.0.1	
332	VNGR-13832	*RMX Manager*	When the RMX is in an Ultra Secure Mode, the RMX Manager window appears “Maximized”. After changing the layout settings, after re-login the latest settings are not implemented.	V5.0.1	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
333	VNGR-13729	*Unified Communication Solution*	When connecting from a MOC endpoint using the link sent in the meeting invitation to an ongoing conference that was scheduled via the Polycom add-in for Microsoft Outlook on the RMX 4000 (standalone) with Gathering and Recording enabled, the conference is not started as a Meeting Room/Conference Reservation or ongoing conference with the same name already exist in the MCU.	V6.0	
334	VNGR-13314	*Partners - Microsoft*	When resetting the RMX after loading the certificate and registering the RMX with the OCS, two active alarms appear: “SIP registration transport error” and “No response from Registration server”.	V6.0	
335	VNGR-13152	*Video*	Message overlay is limited to 32 Chinese characters OR 96 ASCII characters.	V4.6	
336	VNGR-13001	*Video*	Video display freezes momentarily with every speaker or layout change in a conference with HDX and SVX endpoints.	V4.6	
337	VNGR-12732	*Upgrade Process*	After upgrading the system from version 5.0 to version 4.6, the Users list is deleted and the default Polycom User is created. For security reasons, it is recommended to delete this User and create your own User.	V4.6	
338	VNGR-12415	*Interoperability*	In a conference running at a line rate of 1728 Kbps set to Same Layout, when PVX/VSX7000 participants connect in CIF264/263, an error message appears.	V4.6	
339	VNGR-12373	*Interoperability*	HDX endpoint connected via H.320 does not receive Content from Tandberg MXP endpoint connected via H.323.	V5.0.0	
340	VNGR-12372	*Interoperability*	Tandberg 6000 E and B series, H.320 endpoints do not connect to conferences when encryption is enabled.	V5.0.0	
341	VNGR-12369	*Interoperability*	Tandberg C20 endpoint periodically displays fast updates in HD1080p conferences.	V5.0.0	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
342	VNGR-12355	*Interoperability*	DST K60 endpoint receives tiled video from HDX9004 endpoint during H.323 conference.	V7.1	Set the system flag SEND_WIDE_RES_TO_IP to NO to force the system to send 4CIF.
343	VNGR-12266	*Interoperability*	Tandberg MXP endpoint receives ghosted video from HDX9004 endpoint during H.323 conference.	V5.0.0	
344	VNGR-12257	*RMX Web Client*	During RMX Web Client upgrade, Internet Explorer needs to be closed and opened before the upgrade can take place.	V5.0.0	
345	VNGR-12202	*Encryption*	Rarely, in an encrypted conference, H.323 encrypted dial-in and dial-out participants cannot connect and an assert appears (File:EncryptionKeyServerManager.cpp).	V5.0.0	
346	VNGR-12178	*Content*	RMX does not support H.264 Content in ISDN calls.	V5.0.0	
347	VNGR-12177	*Interoperability*	In a conference with AES, LPR and Video Clarity enabled, H.320 Tandberg MXP endpoints connect with resolution of 960x720, while identical H.323 MXP endpoints connect with resolution of 720p.	V5.0.0	
348	VNGR-12172	*RMX Web Client*	In the RMX Web Client, the main window opens up as full screen and cannot be resized.	V5.0.0	
349	VNGR-12116	*General*	When a participant is moved from one conference to another and becomes the single participant in the destination conference, the participant does not hear music.	V5.0.0	
350	VNGR-12100	*General*	Occasionally, after upgrading to version 5.0 (from 4.0.3, 4.1.0, 4.1.1), the soft reset fails.	V5.0.0	First try to reset from the SHM if possible. Otherwise hard reset the system.
351	VNGR-12034	*ISDN*	In a conference with a line rate of 384 Kbps, H.320 encrypted participant cannot connect and an assert appears.	V5.0.0	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
352	VNGR-12033	*General*	Rarely a system error (BridgePartyVideoOut.cpp, Line:1458, Code:1701.; DEBUG-ASSERT:) is written to the log file if a change is made to the conference layout while participants are disconnecting.	V5.0.0	
353	VNGR-12031	*IVR*	A conference with a line rate of 1920Kbps and IVR Service that includes a Welcome Slide, both the Welcome Slide and Video are partially blacked out.	V5.0.0	
354	VNGR-12011	*ISDN*	Occasionally, an ISDN participant fails to connect to the conference due to the following error - “MCU internal problem - 50020”.	V5.0.0	
355	VNGR-12007	*ISDN*	Occasionally, when ISDN participants connect to a conference with line rate 384kbs, multiple asserts appear in the log file.	V5.0.0	
356	VNGR-12006	*SIP*	With SIP defined and undefined dial-in participants you cannot change the layout type from “conference layout” to “personal layout”.	V5.0.0	
357	VNGR-11987	*General*	During V4.0.3 to V5.0 upgrade, after inserting the activation key an invalid key message appears.	V5.0.0	Logout and login to the web browser or reopen the Internet Explorer.
358	VNGR-11965	*Video*	A conference with a line rate of 384 Kbps and with AES and LPR enabled, calls connect using the H.263 instead of the H.264 video protocol.	V5.0.0	
359	VNGR-11963	*Interoperability*	In a conference with a line rate of 384 Kbps with AES, LPR and Video Clarity enabled, HDX ISDN participants connect with SIF resolution while HDX IP endpoints connect using a 4SIF resolution.	V5.0.0	
360	VNGR-11953	*Cascading*	When connecting to a cascaded CP conference with a 768Kpbs line rate and the video quality set to Sharpness, HDX endpoints experience bad video quality.	V5.0.0	
361	VNGR-11949	*SIP*	The maximum number of Meeting Rooms, Entry Queues, SIP Factories and ongoing conferences that can be registered to the Proxy, is limited to 100.	V5.0.0	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
362	VNGR-11920	*Interoperability*	In a 4Mb Telepresence conference with LPR enabled, video-out bit rate decreases to 128 Kbps due to packet loss and does not increase.	V5.0.0	
363	VNGR-11883	*General*	After software upgrade, it is necessary to close and reopen Internet explorer.	V5.0.0	
364	VNGR-11843	*Video*	In a 2 Mb Video Switched conference with 10 or more H.323 endpoints connected, random video refreshes may occur.	V5.0.0	
365	VNGR-11830	*Interoperability*	Sony XG80 endpoint cannot send Content in H.323 384 Kbps call.	V6.0	
366	VNGR-11810	*H.323*	The following assert may appear when H.323 participant connects to a 2 Mb Continuous Presence conference: File:AuditorApi.cpp, Line:112, Code:1.; ASSERT:Audit_free_Data_is_too_long_20882,_max_is_20480data_size_is_:_20882	V5.0.0	
367	VNGR-11798	*Interoperability*	When Tandberg C20 endpoint sends Content, the far end indicates that Content is being received but received Content is black.	V5.0.0	
368	VNGR-11767	*Interoperability*	In a 6Mb Video Switched conference, HDX endpoints that declare 2Mb capability may only connect at a line rate of 896 Kbps after 30 seconds.	V4.1.1	
369	VNGR-11746	*CDR*	GMT Time Offset is written to the unformatted CDR as 0.	V4.1	
370	VNGR-11701	*General*	Sometimes a system error “SOFTWARE_ASSERT_FAILURE” appears when the RMX is running under load (repetitive connecting and disconnecting participants).	V4.5	
371	VNGR-11563	*Interoperability*	Legacy endpoints occasionally cannot switch to Content when Content switched from H,264 to H.263.	V4.1	
372	VNGR-11531	*IVR*	After upgrading the RMX to a software version that includes the gateway and the maximum number of IVR services reached 40 in RMX 2000 and 80 in RMX 4000, the default Gateway IVR Service is not created.	V4.1	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
373	VNGR-11489	*Interoperability*	In a conference with a line rate of 384 Kbps, when a HDX 8006 endpoint that sends Content is moved to another conference, Content is still viewed for a number of seconds on the HDX.	V4.1	
374	VNGR-11417	*Interoperability*	On an RMX 2000 with a 1472 Kbps conference with Auto Layout, Sharpness and Graphics enabled, the Tandberg 6000 MXP endpoint does not negotiate using 720p HD with the RMX.	V7.1	
375	VNGR-11401	*Encryption*	In an encrypted conference, Tandberg MXP endpoints encounter audio problems.	V4.1	
376	VNGR-11383	*General*	Profile changes are not applied to a Conference Template while this conference is ongoing.	V4.1	
377	VNGR-11382	*Video*	Legacy endpoints receive Content in 1+7 layout with black stripes on the sides (for aspect ratio fitting), selecting a different layout using Click&View (**) causes the black stripes to disappear.	V4.1	
378	VNGR-11351	*Video*	When the video from an endpoint is blocked, inconsistent video resolution settings are implemented.	V4.1	
379	VNGR-11341	*Interoperability*	During H.320 calls, Lip Sync issues occur when content is being sent.	V4.1	
380	VNGR-11324	*General*	When moving many participants simultaneously from one conference to the other (both with a line rate of 1920 Kbps), a number of HDX8000 endpoints connect secondary. When trying to disconnect and reconnect the participants connected as Secondary, an MCU Internal error 32122 is displayed.	V4.1	
381	VNGR-10989	*Interoperability*	In a ISDN dial-in conference with a line rate of 384 Kbps, Tandberg MXP ISDN endpoints cannot view content.	V4.1	
382	VNGR-10922	*General*	Dial out to participants assigned to a Meeting Room will only start when the dial-in participant who has activated it has completed the connection process and the Meeting Room has become an ongoing conference.	V4.1	

Table 11 *Version 7.2.2 System Limitations*

#	Key	Category	Description	Detected in Version	Workaround/Notes
383	VNGR-10849	*Interoperability*	A black screen may appear in the following instances: * On HDX8000 HD Hardware version B endpoints when the conference line rate is set in the range of 256-768 Kbps. (The Hardware version can be found on the HDX endpoint's System Information page.) * On HDX SD endpoints using the PAL mode when the conference line rate is set above 128 Kbps.	V4.1	(1) Upgrade to HDX software version 2.5.0.5 *(2) Use conference line rates below 256 or above 768 Kbps.* *(3) Disable the IVR Welcome slide and avoid using a 1x1 Video Layout.*
384	VNGR-10239	*Video*	In a 4Mb conference set to Sharpness and the IVR Welcome Message enable video appears in a 4x3 format. Disable IVR Welcome message and the video appears in 6x9 format.	V4.0.1	
385	VNGR-10162	*Interoperability*	An HDX 2.5.0.2-3395 endpoint cannot control a Sony XG80 endpoint using FECC.	V7.2	
386	VNGR-10104	*LPR*	When an H.323 HDX endpoint sends Content, the endpoint disables the LPR.	V4.0.1	
387	VNGR-10054	*IVR*	Customized CIF slide is not displayed on the HDX screen while connecting to a 1080p High Definition Video Switching conference.	V4.0.1	
388	VNGR-9909	*Interoperability*	When dialing out to a Tandberg MXP ISDN endpoint, the IVR slide is not displayed, although the IVR message is played.	V4.0.0	
389	VNGR-9834	*IVR*	When DTMF codes have been entered by the participants, the volume of the IVR Message may be suppressed or the message may be cut.	V4.0.0	
390	VNGR-9830	*Interoperability*	HDX endpoints may experience packet loss when the HDX endpoint's LAN Speed is configured to 100MB.	V4.0.0	Set the endpoint LAN Speed and Duplex Mode to Auto.
391	VNGR-9829	*RMX Web Client*	Occasionally, during an ongoing conference, when selecting the Hardware Monitor menu the message “No connection with Switch” appears.	V4.0.0	
392	VNGR-9809/ VNGR-9191	*Audio*	When DTMF codes have been entered by the participants, the of the IVR Message volume may be suppressed or the message may be cut.	V4.0.0	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
393	VNGR-9803	*General*	While using the restore to factory defaults, after inserting the Activation key, the system requires a reset when the reset is not required.	V4.0.0	
394	VNGR-9740	*Upgrade Process*	When upgrading from version 2.0.2 to version 4.1, and Restoring the Factory Defaults, during system restart sometimes an MPL failure is encountered.	V4.0.0	Turn the MCU off and then turn it on (“hardware” reset).
395	VNGR-9729	*General*	When switching MPM+ to MPM modes (with only MPM cards installed in the MCU), the Card Configuration Mode, indicated in the System Information dialog box, remains in MPM+ Mode.	V4.0.0	Logout and then login to the RMX Web Client.
396	VNGR-9677	*Interoperability*	While switching Content sending from an HDX9004 to Aethra X7 and back, Content is not received by Aethra X7.	V4.0.0	
397	VNGR-9571	*Hardware*	In D-type chassis, when hot-swapping an MPM card, unit failure may occur.	V4.0.0	Reset the MCU
398	VNGR-9565	*Upgrade Process*	When downgrading from version 4.0 to version 3.0, the MPM card does revert to normal.	V4.0.0	
399	VNGR-9340	*CDR*	When a conference is terminated by a MCU reset, an incorrect status “Ongoing Conference” will be displayed in the CDR List pane.	V4.0.0	
400	VNGR-9228	*Software Version*	When trying to restore the last version, after upgrade from version 3 to version 4, the RMX prompts for an activation key.	V4.0.0	
401	VNGR-9015	*Interoperability*	Radvision ECS Gatekeeper set to Routed Mode is not forwarding the LPR parameters as required, this caused HDX calls with LPR enabled to connect with no video.	V3.0.0	
402	VNGR-8605	*Interoperability*	The video of Sony G70 endpoint that is connected to a conference over ISDN at line rate of 128Kbps freezes when receiving Content from an HDX endpoint.	V3.0.0	
403	VNGR-8259	*Software Version*	If an RMX operating in Secure Communication Mode, is downgraded to a version that does not support Secure Communication Mode (V2.0, V1.1), all connectivity to the RMX is lost.	V3.0.0	Cancel the Secure Mode before downgrading

Table 11 *Version 7.2.2 System Limitations*

#	Key	Category	Description	Detected in Version	Workaround/Notes
404	VNGR-7734	*IP*	Static Routes table in IP Network Service does not function.	V3.0.0	
405	VNGR-7597/ VNGR-7598	*Interoperability*	During Video Switching and CP conferences, the H.323 link is connected as secondary while cascading with Tandberg MPS at 768Kbps.	V3.0.0	
406	VNGR-7557	*RMX Web Client*	When connecting directly to the Shelf Manager and selecting Diagnostic Mode, the CNTL module does not enter the diagnostic mode and stays “Normal”.	V3.0.0	Reset the MCU and then switch to Diagnostic Mode.
407	VNGR-6902	*Interoperability*	Sony PCS G70 (v2.61) and Sony PCS-1(v3.41) endpoints cannot connect to conferences using SIP connections.	V5.1	Force the endpoints to connect using H.323 connection.
408	VNGR-5310	*Multilingual*	Multilingual Settings are not reflected on the Shelf Management login page and the multilingual flags appear in the Shelf Manager window even when they have not been selected in the Multilingual Settings pane.	V2.0.0	
409	VNGR-5151	*Multilingual*	The Display Name of undefined dial-in participant using HDX and VSX 7000 endpoints is displayed in English in the RMX Web Client.	V2.0.0	
410	VNGR-4652	*Interoperability*	HDX/VSX endpoints cannot connect directly to conferences while registered with Cisco Gatekeeper using the IP##NID string.	V1.1.0	Connect directly using the MCU IP Address via the Transit Entry Queue.
411	VNGR-4405	*ISDN*	When a busy signal is returned by a PSTN dial-out participant, the RMX does not redial but disconnects the participant with “party hung-up-0” status.	V2.0.0	
412	VNGR-3977	*Interoperability*	Faulty connection status is indicated when the RSS 2000 recording link is the only participant in a conference and its video stream is not synchronized.	V1.1.0	The video stream is synchronized when the first participant connects to the conference.
413	VNGR-3824	*General*	The Click & View menu doesn't appear in 64 Kbps calls.	V1.1.0	Use the RMX Web Client.
414	VNGR-3276	*SIP*	SIP participants cannot connect to a conference when the conference name contains blank spaces.	V1.1.0	

Table 11 Version 7.2.2 System Limitations

#	Key	Category	Description	Detected in Version	Workaround/Notes
415	VNGR-3089	*HD*	In HD Video Switching conferences, Tandberg endpoints may connect as Secondary when HD frame rate capabilities are less than 7.5 frames per second.	V1.1.0	Create a CP conference
416	VNGR-3011	*CDR*	The Encryption field is missing from the CDR file.	V1.1.0	
417	VNGR-2473	*RMX Web Client*	Sometimes when installing the RMX Web Client, Windows Explorer >Internet Options> Security Settings must be set to Medium or less.	V1.1.0	