

Release Notes

Polycom® CMA® Systems, Version 6.0.1



Polycom is pleased to announce this v6.0.1 release of the Polycom® Converged Management Application™ (CMA™) system, which is a maintenance release that fixes the issues identified in “[Resolved Issues](#)” on page 16. These release notes describe the important information about this release.

Contents

- [New in CMA System v6.0.1](#)
- [New in CMA System v6.0.0](#)
- [Software Version History](#)
- [Localization Information](#)
- [Installation and Upgrade Notes](#)
- [Web Interface System Requirements](#)
- [Polycom CMA System Interoperability](#)
- [Resolved Issues](#)
- [Known Issues](#)
- [Copyright Information](#)
- [Appendix A: SQL Server Configuration to Prevent Random Database Disconnection](#)
- [Appendix B: Polycom CMA System Operating System Updates](#)
- [Appendix C: Polycom CMA System End-User License Agreement](#)

New in CMA System v6.0.1

The v6.0.1 release of the CMA system includes support for the Polycom RealPresence Mobility client applications, which are new Polycom offerings designed for business professionals who need to video conference on the go using compatible phone or tablet devices.

Previously, the CMA system supported these applications as a model type of other. See the “[Installation and Upgrade Notes](#)” on page 9 for information about how the system manages this model type change during the upgrade process.

After upgrade, Polycom RealPresence Mobility client devices may have a model name of **Polycom RealPresence Mobile**, **RealPresence Mobile-iPad®**, or **RealPresence Mobile-Moto Xoom™**.

New in CMA System v6.0.0

The v6.0.0 release of the CMA system includes the following new features.

- [Multiple Address Books](#)
- [SIP Support](#)
- [Standard Default Roles](#)
- [CMA System Template Changes and RMX Profile Dependency Changes](#)
- [Bundled Provisioning](#)
- [Support for Polycom CMA Desktop for MacIntosh OS](#)
- [Provision Registrar Server/Load Balancer](#)
- [Maximum Security Mode Enhancements](#)

Multiple Address Books

Previously, the CMA system could provide endpoint users' access to two distinct directories:

- The **Global Address Book** (GAB), which is the global set of all directory entries (users, rooms, endpoints, groups, and guests) that the CMA knows about. The GAB is a proprietary Polycom protocol.
- The **Enterprise Directory**, which is your business' Microsoft Active Directory system. This option can in part delegate the task of managing CMA system users and security to the enterprise directory system.

Beginning with this release, the CMA system now allows users assigned the default **Administrator** role to create multiple **Address Books**. This feature allows businesses to provide different directories to different sets of endpoint users. But in this case, an address book can contain any combination of users, rooms, endpoints, groups, and guests from both the CMA system GAB and the Active Directory to which the CMA system is integrated.

Address books can also be tiered. Tiers are organizational categories under which directory entries can reside.

Upgrade Considerations

Administrators can specify a default address book for the CMA system, so if an endpoint user is not explicitly associated with an address book, that user will receive the default address book. If the **All Entries** option is specified, then the default address book is equivalent to the Global Address Book.

SIP Support

This release of the CMA system introduces enhancements for SIP support that are focused on extending the same functionality the CMA system currently has for H.323 endpoints to SIP endpoints. This includes the following capabilities:

- Scheduling and call launch
- Provisioning
- Directory
- Guest book
- SIP URI Upload
- Device Monitoring
- Conference Monitoring

Standard Default Roles

This version of the CMA system introduces a new set of default roles.

While the CMA system allows businesses almost unlimited flexibility in defining roles, for simplicity and clarity, we recommend keeping the default roles with their default permissions and responsibilities. Because users can be assigned multiple roles, and permissions are cumulative, your business can combine roles as needed to reflect the workload your people undertake to manage and use the system.

The CMA system default roles are:

- Scheduler
- Advanced scheduler
- View-only scheduler
- Operator
- Device administrator
- Administrator (CMA system administrator)
- Auditor

Roles are associated with a set of permissions. Roles and permissions define the menus, pages, and functions that the system displays. So users see only the menus, pages, and functions associated with their roles. For more information on these default roles and their associate permissions, menus, pages, and functions, see the *Polycom CMA System Operations Guide*.

CMA System Template Changes and RMX Profile Dependency Changes

This release of the CMA system no longer has the dependency on RMX profiles. This change significantly reduce the amount of time a customer must spend configuring their solution and will improve the usability of conference templates.

With these changes, a CMA user may choose not to associate a conference template with either an RMX profile or a CMA template. If the conference template is not associated with an RMX profile template, the exact parameters of the template will be provided to the MCU at launch time. If a conference template is associated with a profile, the profile will be requested when the call is launched, thus it must exist on the target MCU. This second method, asking for a specific profile, is being retained to ease transition for existing RMX customers and to ensure new RMX features may be used immediately upon release without requiring CMA to implement the associated feature as well.

Upgrade Considerations

Customers upgrading to this new version will still have access to their RMX profiles (Existing templates will stay the same, with the profile specified. Customers can remove the profile dependency on those by editing the template and specifying conference parameters. Conferences scheduled prior to the upgrade will still be using profile). New customers will have a default RMX profile out-of-box, so they may use that until they create their own profiles.

Bundled Provisioning

This release of the CMA system introduces a new **Bundled Provisioning** model. With **Bundled Provisioning**, a CMA system administrator can import a provisioning bundle from an already configured HDX system and apply the settings within the bundle to other HDX systems managed by the CMA system (along with required site settings). This provides businesses with an efficient and effective way to provision HDX systems consistently across a group of endpoints. HDX system users with administrative rights can still change the settings on an HDX system after the provisioning bundle is applied. However, if a newer bundled profile is sent by the CMA system, it will overwrite the user's changes.

In this release, the endpoint parameters that may be provisioned in a bundle are limited to the following types:

- Camera configuration settings
- Monitor configuration settings
- Microphone configuration settings
- Security settings
- Home screen settings

Support for Polycom CMA Desktop for Macintosh OS

This release of the CMA system extends its support for the Polycom CMA Desktop to the Mac OS client. The CMA system now recognizes the MAC OS client as a separate entity from the PC client, but its offers equivalent functionality, including.

- Presence
- Custom branding
- Provisioning
- Software Installation and Update
- User authentication
- Directory searches
- Buddy list
- Alerts and monitoring

Provision Registrar Server/Load Balancer

This release of the CMA system introduces support for provisioning endpoint system with a registrar or load balancing server. Load balancing is the capability of distributing service requests across a group of servers. It can address several network service requirements including:

- Increased scalability
- Better overall performance
- High availability

Maximum Security Mode Enhancements

This release of the CMA system provides a Maximum Security option for those businesses that must adhere to the most stringent security protocols.

You can only enable the Maximum Security feature during First Time Setup (FTSU). The process is irreversible and has significant consequences, as many CMA system features aren't supported in this mode. The list of unsupported features includes:

- Operation on the CMA 4000 platform or redundant system configuration
- CMA system gatekeeper functionality
- External databases
- Legacy endpoints. Only HDX systems operating in dynamic management mode are supported.
- ISDN scheduling

- Global or Multiple Address Books
- Standard (scheduled) management and monitoring of endpoints
- Presence
- SNMP
- Remote desktop
- Integration with Microsoft (MS) Exchange for calendaring
- Integration with MS Office Communications Server or MS Lync
- Support for the Polycom CMA Desktop clients or the Polycom Scheduling Plug-ins for Microsoft Outlook and IBM Lotus Notes
- Least Cost Routing
- Audio only conferences
- Online help

This release (in both standard or Maximum Security mode) includes support for the following security features:

- Secure `https`
- Encrypted passwords
- Enhanced user account management
- Enhanced session management
- Enhanced certificate management
- Multiple time and DNS servers
- Backup and restore of system settings

The following list includes features that are available in this mode only.

- IPv6
- Standard and customized login banner

For more information on these features, see the *Polycom CMA System Deployment Guide for Maximum Security Environments*.

It's important to note:

- This release is not a Maximum Security-only release.
- Standard security mode is the default.

Other System Changes

Serial Port Disabled

In this release of the CMA system, the serial port has been disabled. To connect the CMA system server, you have two options

- Connect the CMA system server (via the GB1 port) directly to an ethernet port on a computer through a crossover cable.
- Use ethernet cables to connect the CMA system server (via the GB1 port) and a computer to the same ethernet switch or hub.

Global Address Book Filtering

The CMA system now filters incompatible endpoints out of the Global Address Book (GAB) results presented to Polycom endpoints. This means that the GAB presented to H.323-only endpoints will not include ISDN-only endpoints and the GAB presented to ISDN-only endpoints will not include H.323-only endpoints.

This GAB filtering applies only to Polycom endpoints. The GAB is not filtered on third-party endpoints.

Machine Accounts for Room Systems

The CMA system no longer requires a specific user name and password for Polycom HDX system located in conference rooms. Instead, a CMA system administrator should create a machine account for each dynamically-managed, room-based HDX system with which it interacts. The machine account allows the endpoint to connect and authenticate with the CMA system for dynamic management purposes without using an endpoint user's account.

Provisioning FQDN for CMA System

When provisioning endpoints, the CMA system now provisions, as the directory server, its fully-qualified domain name (for example, `CMAserver.polycom.com`) rather than its IP address. If you find that directory lookups are not working, verify that the FQDN of your CMA system can be resolved via the DNS settings on the system doing the lookup.

Software Version History

Version	Release Date	Features
6.0.1	December 2011	Maintenance release to fix specific issues
6.0.0	October 2011	New roles, Multiple Address Books
5.5.0	May 2011	Areas, Endpoint peripheral support

System Parameters

The CMA system operates within the following system parameters:

- Users – no limit
- Groups – no limit
- Areas – no limit
- Devices – limited to maximum number of device licenses
- Global Address Book entries – limited to maximum number of device licenses
- Room entries – no limit, but if the system has more than 500 room entries, it could experience user interface performance issues.
- Site entries – supports up to 500 total sites
- Subnets – supports up to 5000 total subnets
- Site links – no limit

Localization Information

The CMA system user interface (UI) is available in the following languages: English, French, German, International Spanish, Japanese, Korean, Simplified Chinese, Traditional Chinese, Portuguese, and Russian.

Note that the UI is translated for major releases only. For features delivered in minor releases that require UI changes, these UI changes will be in English only until the next major release.

Installation and Upgrade Notes

Installation of new CMA systems is managed through Polycom Global Services. For more information, please contact your Polycom representative.

Only CMA systems running version 6.0.0 can be upgraded to version 6.0.1. When upgrading a system, consider the following:

- If your system is not currently at v6.0.0, you must perform interim upgrades and apply the v6.0.0 Pre-Upgrade Patch, before upgrading to v6.0.0. Here are the upgrade scenarios that you may need to consider and apply:

Table 1-1 Staged Software Upgrade Paths

Starting CMA System Version	Upgrade to...
CMA v5.0	CMA v5.3
CMA v5.3 or v5.4	CMA v5.5
CMA v5.5 or v5.5.2	Apply Pre-Upgrade Patch and Backup System Settings
CMA v5.5.x with Pre-Upgrade Patch	CMA v6.0.0 with an immediate upgrade to CMA v6.0.1 Note This must be an immediate upgrade. No exceptions.
CMA v6.0.0	CMA v6.0.1 and Restore Backup System Settings

Carefully read the **Upgrade Notes** in the Release Notes and the *Polycom CMA System Upgrade Guide* (where applicable) for each interim upgrade you must perform. Note that you will also be required to perform an interim system backup after applying the Pre-Upgrade Patch if you need to carry your system data forward. Then after upgrading the system you will perform a system restore of that backup.

- During the upgrade process, the system will find all RealPresence Mobile client records for clients running version lower than 1.0.3 and remove them from the system. If any of these clients are scheduled for a future conference, they will be removed from the conference. After the client is removed as a participant, if the conference has less than two participants, the conference will be removed as well.
- If the CMA system is integrated with a Polycom VBP system, we recommend shutting down the VBP system before upgrading the CMA system. Once the CMA system is upgraded, restart the VBP system.

Web Interface System Requirements

The following table describes the requirements for the CMA system 6.0.1 web interface.

Product	Versions
Microsoft Windows Operating System	2003 SP2, XP SP3, Vista™ SP2, or Ultimate 7 edition (32 and 64 bit)
Internet Browser <ul style="list-style-type: none"> • Microsoft Internet Explorer OR • Mozilla Firefox OR • Apple Safari 	v6.0, 7.0, or 8.0 v3.5 or 3.6 v3.2, 4.0, or 5.0
Adobe Flash Player	v9.x or 10.x

Polycom CMA System Interoperability

Polycom CMA systems are tested with a wide range of products. The following list is not a complete inventory of compatible equipment. It simply indicates the products that have been tested for compatibility with this release of the CMA system.

Product	Tested Versions
Video Endpoints	
Polycom V and VSX Series	8.7.1 9.0.5 9.0.6.
Polycom HDX systems	3.0.1 3.0.3
Polycom CMA Desktop for Windows	5.1.0 5.1.1 5.2.0
Polycom CMA Desktop for Mac OS	5.2.0
RealPresence Telepresence m100	1.0
RealPresence Mobile-iPad2®	1.0.2 and higher
RealPresence Mobile-Samsung Galaxy™	1.0.3
RealPresence Mobile-Moto Xoom™	1.0.3

Product	Tested Versions
Polycom ViewStation SP/MP/512	7.5.4 (H.323 only)
Polycom ViewStation FX/EX/4000	5.1.2 6.0.5
Polycom PVX	8.0.2
Polycom QDX 6000 ^a	4.0.1
Polycom VVX 1500	UC 3.3.0 3.3.1
Network Devices	
Polycom RMX 1500	7.2 7.6
Polycom RMX 2000	7.2 7.5.0.U 7.6
Polycom RMX 4000	7.2 7.6
Polycom RMX 1000	2.1.2
Polycom MGC	9.0.4.3 9.0.4.4
Polycom DMA 7000	2.3 3.0 4.0
Polycom RSS 2000/400	7.0
Polycom VBP 5300/6400 E/S/T	9.1.5.3 11.2.3 11.2.5
Third Party Products	
Avaya One-X Communicator	6.1.1.02-SP2-33124
Avaya Communication Manager (H.323)	5.02.1.016.4 Patch18111
Cisco CTS	1.7.0.2 1.7.4
Cisco CTMS	1.7.2
Cisco CUCM	8.5.1
Cisco CUVC	7.2

Product	Tested Versions
Tandberg MXP 550	F9.0.2 NTSC
Tandberg MXP 770	F8.2 NTSC, security
Tandberg MXP 880	F8.2 NTSC, security F9.0
Tandberg MXP 990	F9.0.2 NTSC
Tandberg MXP 6000	F9.0
Tandberg MXP 1700	F9.0
Tandberg T 150	L5.1.1
Tandberg 150 MXP	L6.2
Tandberg 6000	E5.3 B10.3
Tandberg E20	TE2.2.0.215697
Tandberg C20	TC2.0.0.191232 TC3.1.1.220240 TC3.1.2.227244 TC4.1.0.247017
Tandberg C40	TC3.1.1.220240 TC4.0.1.240265
Tandberg C60	TC3.1.1.220240 TC3.1.3.234045
Tandberg C90	TC3.1.1.220240 TC3.1.3.234045 TC4.1.0.247017
Tandberg Edge 75	F8.1 NTSC
Tandberg Edge 85	F8.2 NTSC, security
Tandberg Edge 95	F9.0.2 NTSC
LifeSize Room	4.7.0.19 4.7.11
LifeSize Room 200	4.5.1 4.7.0 4.7.0.19
LifeSize Express 220	4.7.0 4.7.0.19

Product	Tested Versions
LifeSize Team 200	4.7.0 4.7.0.19
LifeSize Team 220	4.7.0 4.7.10 4.7.0.19
LifeSize Express 200	4.7.0 4.7.0.19
LifeSize Express 220	4.7.0.19
IBM Lotus Notes (for Polycom Scheduling Plugin ^b)	8.0.2 on Windows XP (32 bit) with SP3
Microsoft OCS 2007 R2 SP0	3.5.6907.0
Microsoft Lync 2010 SP0	4.0.7457.0
Microsoft OC 2007 R2 Client	3.5.6907.0
Microsoft Lync 2010 Client	4.0.7577.0
Microsoft Exchange 2007 R2 SP3	8.3 build 83.6
Microsoft Exchange 2010 SP0	14 build 39.21
Microsoft Outlook (for Polycom Scheduling Plugin)	2007 (12.0.6557.5001) SP2 MSO (12.0.6554.5001) on Windows XP (32 bit) with SP3, Windows 7 Enterprise (32 bit) with SP1 2010 (14.0.5128.5000) on Windows XP (32 bit) with SP2, Windows 7 Home Edition (32 bit) with SP1
Microsoft Windows 2003 Server	x64 R2 with SP2 and KB updates. See " Appendix B: Polycom CMA System Operating System Updates " on page 49 for a list of the updates applied to the Polycom CMA system.
Microsoft SQL Server ^{c, d, e, f}	2005 SP3, Standard or Enterprise edition, 32 or 64 bit 2008, Standard or Enterprise edition, 32 or 64 bit Clustering supported.
Microsoft Active Directory ^g	2003 Domain Functional Level w/ Domain Controller Windows Server 2003 SP2; multiple domain controllers 2008 Domain Functional Level w/ Domain Controller Windows Server 2008; single domain controller only

- a. Polycom QDX 6000 endpoints and Polycom DMA systems are supported only as H.323 devices.
- b. The Polycom CMA system includes a “shipped version” of the Scheduling Plugin for IBM Lotus Notes and Scheduling Plugin for Microsoft Outlook. This “shipped version” is the plugin version that has been tested and is certified to interoperate with the associated CMA system.
- c. Microsoft SQL Server is required for all redundant Polycom CMA 5000 systems and for Polycom CMA 5000 systems supporting more than 400 concurrently registered endpoints and 240 concurrent calls.
- d. For installations with an external database, the Polycom CMA system is only certified with the Microsoft SQL Server set to US-English Collation (SQL_Latin1_General_CP1_CI_AS).
- e. The Polycom CMA system databases should have their own database instance and should not be part of a shared database instance.
- f. The recommended size for the external Polycom CMA ReadManager_db system database is now 4GB rather than 2GB with Autogrow set as preferred.
- g. Microsoft Active Directory—Must have Global Catalogs enabled, universal groups defined, and Digitally sign communications enabled.

Interoperability with New Polycom RealPresence Telepresence m100

Polycom has recently introduced the Polycom Telepresence m100 business-class video conferencing software, which delivers HD-quality audio, video, and content sharing to users of Microsoft® Windows® OS.

At this time, m100 desktop applications register with the CMA system gatekeeper as an endpoint type of **Other**. As such, the CMA can schedule and perform limited monitoring of these systems, but it cannot fully manage, provision, or update such systems.

Polycom DMA 7000 System Interoperability

Version 4.0 of the Polycom DMA system includes Call Server functionality (H.323 gatekeeper and SIP proxy/registrar), and that functionality is always enabled. A v4.0 system can no longer register with a CMA system as previous versions did. Instead, you should add the DMA system as a trusted neighbored gatekeeper.

In some circumstances, each call into a conference hosted on an RMX system may use two CMA system licenses. This happens when the RMX system is registered with both a CMA system and a DMA system, and the DMA system is also registered or neighbored with the CMA system. One license is consumed when the CMA system passes each call to the DMA system. The second license is consumed when the RMX system registers each call back to the CMA system. To resolve this issue, unregister the RMX system from the CMA system.

Polycom RMX Platform Interoperability

A system administrator must plan carefully when integrating a Polycom RMX conferencing platform with a CMA system as both systems manage conference settings and templates.

Synchronization of Templates and Profiles

The CMA system administrator must manually synchronize the settings in the CMA system conference template and its associated RMX profile.

Refer to the *Polycom CMA System Operations Guide* for more information on creating new conference templates. Refer to the *Polycom RMX Administrator's Guide* for more information on creating RMX profiles.

Management of MCU Ports

If you're using a CMA system, do all scheduling and monitoring through it to avoid resource conflicts. While an MCU may have on-board scheduling capabilities, scheduling conflicts can occur when both the CMA system and MCU are used simultaneously to manage the same MCU ports.

Feature Integration

Fixed and Flexible Resource Capacity Modes

The CMA system supports Polycom RMX systems operating in Flexible Resource Capacity™ mode only. The CMA system does not support RMX systems operating in Fixed Resource Capacity mode. That means that when a RMX system registers with the CMA system for the first time, the CMA system queries the RMX system for its defined number of available ports and saves this port count in CMA system database as the RMX system's maximum capacity. The CMA system schedules, allocates, and reports port usage based on this initial value no matter how the RMX system port usage is defined or redefined.

Auto-extend Conference

The RMX system has an "ENABLE_AUTO_EXTENSION" flag that, when set, allows conferences running on the RMX system to be automatically extended as long as there are participants connected. The CMA system does not recognize this setting, so the CMA system will end a conference scheduled through it regardless of the value of this flag.

Strategic Global Partners - Cisco and Avaya Interoperability

Polycom partners with the leading platform providers—to ensure co-development and interoperability in many environments and deliver a high quality collaborative experience. For that reason, the CMA system has been qualified to neighbor with versions of the Cisco IOS® Software Gatekeeper and the Avaya Communications Manager.

The CMA system can route H.323 calls to neighboring regions managed by the Cisco IOS or Avaya CM gatekeeper. To enable call routing to these neighboring gatekeepers, you must create a CMA system dialing rules. (For more information about dialing rules, see the *Polycom CMA System Operations Guide*.) Then, if the CMA system is unable to resolve a dialed address for a call, from its list of directly registered endpoints, the system invokes the appropriate dial rule to identify the neighboring gatekeeper to which the call should be forwarded.

The Cisco IOS or Avaya CM gatekeeper may require additional configuration to integrate with the CMA system. See the product documentation for the Cisco IOS or Avaya CM gatekeeper to determine how to configure it as a neighboring gatekeeper.

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

Cisco Interoperability

The Polycom video infrastructure allows you to integrate with Cisco Unified Communications Manager infrastructure to enable common dial plans between Polycom and Cisco Unified IP phones or video endpoints, as well as take advantage of the Cisco Unified Communications Manager monitoring capabilities. For more information about this solution, see the *Polycom Unified Communications for Cisco Unified Communications Manager Environments*, which is available on the Polycom support site.

Resolved Issues

The following table lists the resolved issues in this CMA system release.

#	Description
SSGSE-12756	Add the ability to have Dial-In Guest Users
SSGSE-12783	Unable to specify a network service when adding a Dial-In Guest User while scheduling a conference.
SSGSE-12784	Guest IP address is replaced with the service's IP address.
SSGSE-13620	Dashboard > Gatekeeper > Active Calls, the maximum active calls does not consider the gatekeeper call mode (routed or direct).

#	Description
SSGSE-13594	The system incorrectly displays and endpoint as being 'in-call' when in fact it is powered off....
SSGSE-13337	Calls dropping at exactly 2 hours. Need to maintain communication on the H.225 TCPIP channel every 20 minutes to maintain connectivity.
SSGSE-13518	When an ISDN guest book entry is set to "Use Modified Dial Number", the modified number is not sent to HDX GAB, it continues to use the regular number, even if it is blank.
SSGSE-13519	When an ISDN guest book entry has anything other than "1" in the country code, "011" is prepended to the number when it is sent out in the GAB.
SSGSE-13687	When RMX is set to use CMA for address book, the CMA guest book entry with modified dial number is still sent with the normal number, not the modified number.
SSGSE-13876	CMA Desktop unable to sign into presence server after upgrade to CMA 6.0. XMPP database missing information.
SSGSE-13826	CMA scheduling - when copying a scheduled conference and setting for a new date, the original calendar entry is moved.
SSGSE-13841	Call Number and Remote System Name Appear Stuck at Default Values for Tandberg Endpoints
SSGSE-13807	When scheduling Pt to Pt calls with a template configured for 1024Kbps the call starts only at 384 Kbps.
SSGSE-13900	AD integration failing to pull telephone number from AD, issuing random alias instead.
SSGSE-13883	After upgrade to 6.0 going to address books page causes SQL exception, "Ambiguous column name 'UGP_ID'".
SSGSE-13839	There are two users recorded in CMA system after a RealPresence Mobile user signs in.
SSGSE-13921	The CMA system local user is disabled automatically after 30 days though CMA Desktop is signed in using this user frequently.
SSGSE-13936	A local user's account is disabled when used a second time, if the "Customize account inactivity threshold" value has been set to "indefinite".

Known Issues

The following table lists the known issues found in this release which are not yet fixed.

Category	Key	Description	Workaround
Account Management	SSGSE-13928	When the same user is associated with more than three RealPresence Mobile client devices, only the first three can be assigned a SIP URI; the rest cannot.	None

Category	Key	Description	Workaround
Active Directory	SSGSE-8764	Auto-discovery for Single Sign-on fails when integrating with a Windows Server 2008 Active Directory environment with parent and child domains.	None
Active Directory	SSGSE-7230	If a group is created by a domain administrator and then edited by a local administrator for the CMA server, any domain users added to the group originally will be removed.	The domain administrator will need to re-add the domain users to the group.
Active Directory	SSGSE-7224	It appears to local admins or operators that they can edit or copy a conference with Active Directory participants but the operation will not work, since they cannot work with Active Directory participants.	None
Active Directory	SSGSE-7206	If the Polycom CMA system loses connection to the Active Directory server, Polycom CMA Desktop users who have local credentials cannot login either.	None
Active Directory	SSGSE-6507	Deleting Active Directory/domain users from the Active Directory server without deleting them from the Polycom CMA system can cause undesirable Conference and Device Management behavior.	First delete the user and the user associations (with scheduled conferences or devices) on the Polycom CMA system and then delete the user from the Active Directory server.
Active Directory	SSGSE-6463	If two or more users in the Active Directory have first names and last names match, the video devices for both users will be provisioned with the same LAN host name.	None
Active Directory	SSGSE-6077	If dynamically managed endpoints search for rooms that were created locally on the Polycom CMA system, the search results will not return anything when using <code>cn</code> or <code>displayName</code> . Room searches on the Active Directory server will work.	Search for locally created rooms by SN and SAMAccountName.
Active Directory	SSGSE-4854	If a Global Catalog is not properly configured for security and secure LDAP is enabled, when a new Global Catalog comes online, some Polycom CMA system connections will work and some won't.	None
Cascading	SSGSE-7550	If two Polycom RMX systems are cascaded and one of them is in secure mode, scheduled conferences will fail.	None
Cascading	SSGSE-4831	In scheduled conferences that cascade, ISDN calls will not connect if the conference template has H.239 enabled.	Disable H.239 in the conference template.
Conference Management	SSGSE-8996	Extending the duration of a conference by 5 minutes only adds 2 minutes to the conference.	None

Category	Key	Description	Workaround
Conference Management	SSGSE -7878	The Polycom CMA system does not send an email alert to the administrator or scheduler if a scheduled conference fails to launch.	None
Conference Management	SSGSE -7728	In the Conference Management page, for a conference hosted on a Polycom RMX v 6.0 bridge with multiple ISDN participants, one of the participant details may display "Unknown."	None
Conference Management	SSGSE -5263	If during an ad-hoc conference between a Polycom CMA Desktop client and any other device, the CMA Desktop client is deleted from the Polycom CMA system, the conference call cannot be terminated and continues to appear on the Conference Monitoring page.	None
Conference Management	SSGSE -13929	After CMA system upgrade from v6.0 to v6.0.1, some conferences/participants with RealPresence Mobile client devices will be removed.	None
Conference Management	SSGSE -13799	The Number field of a guest displays ":", when the conference is scheduled with a Polycom RMX MCU.	None
Conference Management	SSGSE -13796	A guest with an H.323 Annex-O alias cannot be connected to a conference on an RMX system, if the guest's Dial Type is set as Dial In.	Either set the Dial Type for the guest to Dial Out or use the IP address or a different alias type for the guest.
Conference Management	SSGSE -13757	Point-to-point conferences cannot be terminated on the CMA system if the two endpoints are in the Internet/VPN site.	None
Conference Management	SSGSE -13592	When starting a conference using the Conference On Demand feature, an external participant is created in the Conference Monitoring view on the CMA system.	None
Conference Management	SSGSE -13510	The Conference and Chairperson passcode length defaults to the maximum of 15 characters.	None
Conference Management	SSGSE -12559	The CMA system reports an incorrect conference duration time when the active conference time is extended.	None
Conference Management	SSGSE -11372	A scheduled conference on an embedded-MCU endpoint cannot be terminated successfully on first try. The conference appears to be gone but will show up again as an adhoc conference under the name "Internal Multipoint". Subsequent termination of this adhoc conference works.	Terminate the conference again if it reappears as an internal multipoint conference.

Category	Key	Description	Workaround
Conference Management	SSGSE -10517	Scheduled conferences may have slightly shorter durations than expected. Depending on the number of participants, it may take a few seconds or minutes to get the conference started. These shorter durations will be visible in the reports.	None
Conference Monitoring	SSGSE -13631	TANDBERG-only multipoint calls scheduled on the CMA system and using an RMX system show extra conferences in the Conference Monitor page.	None
Conference Monitoring	SSGSE -13578	When dialing into an entry queue on an RMX or MGC system from an endpoint using a dial string that has the bridge prefix and entry queue number, an external participant could be created in the Conference Monitoring view on the CMA system.	None
Conference Monitoring	SSGSE -13419	In some cases, a scheduled conference will display 0 kbps for the call rate. This can happen if all of the participants have not joined the conference.	None
Conference Monitoring	SSGSE -13288	The CMA system displays two conference participants for the same endpoint, if the endpoint registered to the CMA system after it was already connected as an external participant in a point-to-point call. The initial external participant does not get matched and updated as the registered participant while the conference is running.	Register the endpoint to the CMA system gatekeeper before the call.
Conference Monitoring	SSGSE -12750	If a scheduled call was active when the CMA system was in the process of being upgraded, after the upgrade, the call may still exist on the Conference Monitoring page.	Terminate the point-to-point call from the Ongoing conference page.
Configuration	SSGSE -8995	On a Russian-SKU CMA system, the AES Encryption option is still enabled on VSX and HDX endpoints, after provisioning the Security page to disable it.	None
Configuration	SSGSE -4630	The Polycom CMA system does not route calls to neighbor gatekeepers if the called alias starts with the number 9 and Simplified Dialing uses the number 9 as the prefix to invoke gateway calls.	1) Disable Simplified Dialing in the Polycom CMA system Services configuration. 2) Change the Simplified Dialing prefix to a number other than 9 (such as 98)
Configuration	SSGSE -10182	When the CMA system time zone or Daylight Saving Time flags are change, the CMA system does not reflect the new information in all of its logs until after it is rebooted.	Reboot after changing time zone or Daylight Saving Time flag.

Category	Key	Description	Workaround
Dashboard	SSGSE-6949	Time extensions for scheduled conferences do not reflect the port usage into the dashboard. Extended confs (port usage) is treated as ad hoc by the CMA system and are not tracked, therefore they do not show in the expected port usage graphs.	None
Database	SSGSE-5105	When a Polycom CMA system experiences an unexpected disconnection from the external database it does not automatically re-establish connection and some data loss may be experienced.	A Polycom CMA system will show a System Alert if the database connectivity is lost. Log into the Polycom CMA system UI and re-start the server to re-establish full database connectivity. No workarounds for potential data loss.
Database	SSGSE-13094	Legacy (v4.0 or earlier) CMA system database fields store time in local time.	None
Device Management	SSGSE-9981	If, while clearing the help for an endpoint the user selects Send Message, but does not enter a message before clicking Send, the help will be cleared and no message is displayed on the endpoint. However, an error will be displayed on the CMA system interface with no opportunity to re-enter a message.	Use the Send Message action to send the proper message to the endpoint.
Device Management	SSGSE-9693	When adding or editing an endpoint, adding an Alias type of Unknown and saving will cause an error to be displayed and the operation will fail.	None
Device Management	SSGSE-9687	When attempting to add an alias of type Transport Address to an endpoint, an error occurs and the operation does not complete successfully.	None
Device Management	SSGSE-8273	When selecting the Associate Area action on the Endpoint->Monitor View page, an endpoint that is unassociated from the area that a user belongs to is not removed from the device list automatically.	Navigate to another screen in the CMA and back to the Monitor View will remove the endpoint from the list.
Device Management	SSGSE-8266	After dissociating a user from an endpoint on the Endpoint > Monitor View page, editing the user on the Users page still shows the endpoint associated to the user. However, it does appear that if the endpoint is dissociated from the user on the Users page, the endpoint can be associated to other users.	Dissociate the user from the endpoint via the User > Edit dialog box.
Device Management	SSGSE-7592	After a Polycom CMA system reboot, Polycom HDX endpoints in dynamic management mode may not re-register all the services correctly.	Power cycle the endpoints.

Category	Key	Description	Workaround
Device Management	SSGSE -5692	The status information of network devices (RMX, MGC, VBP) may be out-of-synchronization.	None
Device Management	SSGSE -13930	RealPresence Mobile client device status is changed from "in a call" to "on line" several minutes later though it is in the call.	None
Device Management	SSGSE -13926	After CMA system upgrade from v6.0 to v6.0.1, the records related to RealPresence Mobile client devices display as CMA Desktop and cannot be deleted	None
Device Management	SSGSE -13909	Some RealPresence Mobile client call details are ZERO when the client device is in a call.	None
Device Management	SSGSE -13825	Certain endpoint types do not send call indication events to the CMA system, thus the system may not notice that the endpoint is in a call until the next polling cycle for the endpoint. At that time, the data for the call can be populated in the call details view on both the Endpoint > Monitor View and on the participant details view when managing a conference.	Wait for several minutes for the data to refresh.
Device Management	SSGSE -13748	During an upgrade, the softupdate files are not preserved but any schedules for softupdates are preserved. After the upgrade, whenever the scheduled softupdate happens, the softupdate will fail.	Perform all softupdates before the upgrade or wait until after the upgrade to schedule softupdates.
Device Management	SSGSE -13682	The MCU service priority is not updated after clicking Update on the Edit MCU Service window.	None
Device Management	SSGSE -13676	CMA system device management monitoring loses the status of dynamically-managed endpoints upon a system reboot.	Reboot or manually re-provision the dynamically-managed endpoint.
Device Management	SSGSE -13669	The CMA system does not honor the priority of MCU services which results in incorrect MCU services being used for conferences.	None
Device Management	SSGSE -13349	If an endpoint is added through the Global Address Book and that endpoint has no aliases, the CMA system will generate an alias for it based on its name. But when the device record is updated based on what was in the Global Address Book (which still has an empty device list), the generated alias is immediately deleted.	None
Device Management	SSGSE -13348	It is possible to successfully add an endpoint to the CMA system through the Global Address Book that will not be updateable.	Have the default alias be less than 64 characters.
Device Management	SSGSE -13319	Manually adding an endpoint and specifying alias type=Transport address fails.	None

Category	Key	Description	Workaround
Device Management	SSGSE -13244	When a dynamically managed endpoint log off or goes offline, the directory status is inconsistent and should be a gray dash with a state of unknown.	None
Device Management	SSGSE -13163	When uploading a softupdate package for a QDX system, an HDX system softupdate package can be mistakenly uploaded.	Ensure that the softupdate package for the system being scheduled is the correct type.
Device Management	SSGSE -12999	On the Network Device > Monitor View page, an RMX system may show an invalid time for the last time it was registered to the gatekeeper.	None
Device Management	SSGSE -12679	If a DMA system is manually added to the CMA system (Network > Add > DMA) with a valid prefix (i.e., a prefix that has been setup on the DMA system), without adding CMA as the gatekeeper for the DMA system, the CMA system cannot display the DMA node information in the Node list.	None
Device Management	SSGSE -10744	A dynamically-managed endpoint may not be associated with a user for short periods of time. These issues resolve themselves in an hour or so. This happens if you delete the endpoint from the CMA system. After approximately 5 minutes, the endpoint attempts to register with the CMA system gatekeeper (assuming it was provisioned to point to the CMA system as its gatekeeper and the CMA system is configured to "Allow all registrations." In this case, the endpoint will be added to the system without being associated to the correct user. This will resolve itself after the next provisioning cycle (typically within an hour). However, current device state (like presence status) may not be correct.	To avoid this problem, turn off an endpoint before deleting it. To resolve this problem, reboot the endpoint.
Device Management	SSGSE -10420	If an dynamically managed endpoint is rebooted after having a credentials failure, the endpoint will not reboot and not give an error message.	None.
Device Management	SSGSE -10090	If an endpoint or endpoints has a software update scheduled or in-progress, a user cannot reset the software update profile for any model of the same device type.	Wait until there are no software updates scheduled or in-progress for any endpoints of that type when trying to reset the software update profile for that endpoint type.
Device Monitoring	SSGSE -12664	The CMA system displays a Monitor Service Alert after a failover. The system should not display that alert after a failover.	None

Category	Key	Description	Workaround
Dial Rules	SSGSE -7591	When creating a dialing rule, the routing action may get saved as "Route" even if the selection is "Block".	Edit the dialing rule and manually change the routing action to the desired value.
Dial Rules	SSGSE -4582	If dial prefixes overlap with the initial digits of endpoints' E.164 alias, the calls using the same set of preliminary digits may fail / connect to the incorrect devices.	Plan your dial rules and E.164 rules prior to implementing them, and ensure they don't overlap.
Dial Rules	SSGSE -13758	The CMA system gatekeeper does not apply dial rules when forwarding location requests to neighbored gatekeepers. If dial rules were set to add/remove some digits when calling the destination number of a remote device (not directly registered with the CMA system), the CMA system does not modify the destination number before sending the request to its neighbor gatekeepers.	Avoid dial rules that modify the destination dial string for remote devices.
Dial Rules	SSGSE -13732	The "# of Digits in Subscriber Num" field on the General Info pane of the Admin > Dial Plan and Sites > Sites page does not have a correct 32bit int type validator. It allows you to enter larger values outside of the "int" type range (e.g. maxInt 2147483647), and then the value is truncated, with possible negative results.	Enter values in the range [0, 2147483647] as "# of Digits in Subscriber Num" field values.
Dial Rules	SSGSE -13731	The "# of Digits in Subscriber Num" field on the General Info pane of the Admin > Dial Plan and Sites > Sites page does not have a correct 32bit int type validator. It allows you to enter larger values outside of the "int" type range (e.g. maxInt 2147483647), and then the value is truncated, with possible negative results.	Enter values in the range [0, 2147483647] as "# of Digits in Subscriber Num" field values.
Documentation	SSGSE -13397	When a call is made from an endpoint with a CMA, DMA, and RMX system in between, it counts as two active calls against the maximum number of the allowed active calls in the CMA system.	None
Documentation	SSGSE -11174	The Polycom CMA System Operations Guide for v5.3 does not describe the bridge-sharing scenarios as described in the Polycom DMA System Operations Guide for v2.2.	Refer to the Polycom DMA System Operations Guide for v2.2.
First Time Setup	SSGSE -7476	During first time setup, if the window session times out, the first time setup will not complete and you may be required to start from the last page you were on. If the last page was the Network Setup page, the information you may have entered will be lost and you will be required to re-enter the information.	Click OK in the time-out message dialog box and as prompted, start the setup again.
First Time Setup	SSGSE -12841	Cannot use the Identity Certificate Chain during First Time Setup.	None

Category	Key	Description	Workaround
Gatekeeper	SSGSE -6933	Deleting a fully registered non-dynamically managed endpoint from a Polycom CMA system and re-adding it manually (via Add command) does not register the endpoint with the Polycom CMA system gatekeeper and Global Address Book.	After adding the endpoint to the system manually, reboot the endpoint.
Gatekeeper	SSGSE -6881	If dial rules are implemented blocking some video endpoints from receiving calls, scheduled conferences will still connect those blocked endpoints.	None
Gatekeeper	SSGSE -5355	The Polycom CMA system gatekeeper may shut itself down if the system disconnects from the database server and is unable to reconnect.	None
Gatekeeper	SSGSE -5026	When configuring a site using DID as the assignment method ISDN Number Assignment, the details must be entered correctly. Failure to enter the correct information for Ranges, 3 of digits etc... can result in devices failing to register with the gatekeeper.	Set up dial rules correctly.
Gatekeeper	SSGSE -3623	If the Polycom CMA system gatekeeper is setup in direct mode, ad hoc point-to-point calls cannot be terminated at the Polycom CMA system.	None
Gatekeeper	SSGSE -13162	In the situation where an Avaya ACM is neighbored to a CMA system, if a call is placed from an endpoint registered to the ACM, a LocationRequest (LRQ) is sent to the CMA system. In the case where the CMA system cannot resolve the destination but does have another neighbor, the LRQ cannot be forwarded because the ACM Location Request does not have a hopcount. The CMA system gatekeeper requires a hopcount in all LRQ messages to prevent signaling loops. This causes the call to fail since the destination cannot be located.	None
Global Address Book	SSGSE -7701	If you delete a standard managed device (any device that is not being dynamically managed) that is registered to the Polycom CMA system for gatekeeper, Global Address Book, and management services and then add it back (either manually or automatically), the Global Address Book status will be mismatched between the Polycom CMA system and the endpoint.	Power cycle the endpoints.
Guest Book	SSGSE -11407	Audio-only dial-out entries display incorrectly in the CMA system Guest Book. This is a label discrepancy. The label in the Join Mode column should read "Audio Only".	None

Category	Key	Description	Workaround
Interop-CMAD	SSGSE -7313	Using Polycom CMA Desktop client v5.0, a user can elect to skip updating the version for up to 1 week after the client PC is notified that the new version is available. However, the Polycom CMA system continues to report the Software Update Status in the Endpoint Monitoring page as In Progress.	None. Once the Polycom CMA Desktop client is updated, the the Polycom CMA system displays the correct version number and update status.
Interop-CMAD	SSGSE -6891	The Polycom CMA system reports a successful softupdate status of the Polycom CMA Desktop client before the update process completes on the device.	None
Interop-CMAD	SSGSE -6761	If a user has both a Polycom CMA Desktop client and a Polycom HDX system registered with a Polycom CMA system and the CMA Desktop client is then deleted from the CMA system, the CMA Desktop client may still show up in the Endpoint Usage Reports.	None
Interop-CMAD	SSGSE -5521	When two Polycom CMA Desktop clients are in a call and are experiencing packet loss, the Polycom CMA system Endpoint Monitoring View may report the packet loss information inaccurately.	None
Interop-CMAD	SSGSE -5131	A Polycom CMA Desktop client may fail to sign in and may instead constantly display a "Signing in to Media Server" message.	Exit out of the Polycom CMA Desktop client, re-open it and login again.
Interop-CMAD	SSGSE -4841	A Polycom CMA Desktop client may fail to sign in and may instead constantly display a "Not connected to presence server" message.	Exit out of the Polycom CMA Desktop client, re-open it and login again.
Interop-CMAD	SSGSE -4660	When using Polycom CMA Desktop, if a user selects the group "All" in the Directory and enters an underscore ("_") in the search string, the Polycom CMA system will return the list of local users created on the server.	None
Interop-CMAD	SSGSE -11287	A "Presence Status Unknown" error is always displayed for the Polycom CMA Desktop for MacOS.	Since the CMAD Mac does not support presence, the warning may be safely ignored.
Interop-CMAD	SSGSE -10160	When a CMA Desktop software update is cancelled, it may still show as in-progress.	None
Interop-DMA	SSGSE -7278	When a Polycom DMA system is integrated with the Polycom CMA system, the CMA system does not display the serial number of the DMA device.	None
Interop-Endpoint	SSGSE -9987	For LifeSize Express endpoints, provisioning the properties "HD Input 1 Name" and "HD Camera 1 Name" will fail.	Do not include these properties in provisioning profile that will be applied to LifeSize Express endpoints.

Category	Key	Description	Workaround
Interop-Endpoint	SSGSE-9986	For LifeSize Express endpoints, provisioning the "HD Camera 2 Moment" property will fail.	Set the property on endpoint manually.
Interop-Endpoint	SSGSE-9982	The ViewStation FX & ViewStation EX devices can be found by using the Search Devices feature even if they have a remote password.	None
Interop-Endpoint	SSGSE-9710	When adding or editing an endpoint to the CMA system, the user can edit certain fields for the endpoint giving the illusion that these changes will be made permanently. However, if the endpoint is being properly managed by the CMA system Device Manager, then information changed in the Edit dialog is not propagated to the endpoint. Instead it is overwritten each time the endpoint is updated by the Device Manager.	Make changes to endpoint configuration on the endpoint itself. Changes will be reflected on the CMA system when the Device Manager updates the endpoint information.
Interop-Endpoint	SSGSE-9031	The CMA system Get Serial Numbers function lists all non-T150 TANDBERG endpoints, including C-Series endpoints.	None
Interop-Endpoint	SSGSE-7843	After restoring an HDX system to factory defaults, the HDX Management Server List may not include the CMA system to which the endpoint is registered.	None. This is a rare occurrence that the CMA system will correct every 100th polling cycle.
Interop-Endpoint	SSGSE-7505	Incorrect bit rates may be displayed for VSX and V-Series devices in a call through a bridge.	None
Interop-Endpoint	SSGSE-7416	When logging into CMA Desktop with the local administrator account, you may receive notifications of available updates for third-party components in a CMA Desktop window. These notifications should be ignored.	None
Interop-Endpoint	SSGSE-7289	The TANDBERG 6000 E is unable to send H.239 content in H323 calls when it is registered to the Polycom CMA system. The endpoint also stops transmitting video when this occurs.	None
Interop-Endpoint	SSGSE-6479	The CMA system does not display call information for a Polycom VVX 1500.	None
Interop-Endpoint	SSGSE-6088	The Polycom CMA system Device List may display the incorrect software version for Polycom ViewStation FX endpoints or the software version displayed may change inappropriately.	None
Interop-Endpoint	SSGSE-13716	The length allowed by the CMA system in provisioning HDX system passwords does not match what is implemented on the HDX systems locally.	None
Interop-Endpoint	SSGSE-13689	Guests with ISDN endpoints show up in the LifeSize phonebook with blank values.	None

Category	Key	Description	Workaround
Interop-Endpoint	SSGSE -13644	The Synchronize Endpoints action fails when the Global Address Book is configured on a TANDBERG endpoint.	None
Interop-Endpoint	SSGSE -13642	The CMA system shows directory status for an HDX system based on the receipt of an LDAP status event. This is a one-time event at the time the HDX system boots. If CMA system misses the event, is rebooted, or if the HDX system is provisioned without requiring a reboot (if name does not change), the CMA system may miss the event.	None
Interop-Endpoint	SSGSE -12753	If a customer uses peripherals before upgrading to CMA system v5.5; they must force a reboot of the endpoint after upgrading to CMA system v5.5 for the peripherals to show up on the Peripherals View.	Reboot the endpoint.
Interop-Endpoint	SSGSE -11797	When a CMA system Guest Book entry includes an extension, the guest's entry is displayed in the phone book on LifeSize endpoints with no Video Number.	None
Interop-Endpoint	SSGSE -11402	The TANDBERG MXP phonebook has an issue processing entries that contain an apostrophe. If any of the entries on the page being displayed includes an apostrophe, the page is not displayed. So if page 1 has 15 entries with no apostrophes, the page is displayed. If page 2 has an entry that includes an apostrophe, it is not displayed. If page 3 has 15 entries with no apostrophes, the page is displayed.	Do not include apostrophes in the names of devices, users, guests, or rooms.
Interop-Endpoint	SSGSE -10669	If a LifeSize endpoint attempts to register to a specific gatekeeper and the gatekeeper ID does not match the CMA system gatekeeper ID, the registration will fail.	Keep the gatekeeper ID blank on the endpoint or use the same ID as the CMA gatekeeper ID.
Interop-Endpoint	SSGSE -10650	If a TANDBERG endpoint is managed by the CMA system without valid credentials, the CMA system will indicate that the directory is down even if the endpoint is properly configured to poll the directory.	Edit the device and provide valid username and password so that the CMA can poll it for status.
Interop-Endpoint	SSGSE -10017	For LifeSize Express endpoints, provisioning the properties "Video Dialing" and "Voice Dialing" will fail for certain values.	When setting up a provisioning profile to be used on a Lifesize Express, verify that the values selected for these fields are applicable to the endpoint.

Category	Key	Description	Workaround
Interop-MCU	SSGSE -7187	In some cases a conference cannot be copied after it has been terminated. This happens because when the conference terminates, the bridge sends notifications about participants being removed from the conference before the notification about the terminated conference itself. The Polycom CMA system then removes these participants from the conference before setting the conference status to "finished". This causes the finished conference to have no participants.	Copy a conference before it ends to make sure all participant are still present.
Interop-MCU	SSGSE -4824	The content for scheduled conferences that are cascaded over multiple MCUs (MGCs or RMXs) is not viewable on the endpoints.	None
Interop-MCU	SSGSE -13665	The conference ID of an adhoc MCU conference is shown as "0000". The expected is "N/A".	None
Interop-MGC	SSGSE -9008	The Extend Duration function does not work on a scheduled conference that uses a Polycom MGC system as the bridge. The call will end at the originally scheduled end time.	None
Interop-MGC	SSGSE -7209	When a MGC-scheduled conference ends at its scheduled end time, some of the participants may be removed. Copying the conference at this time may result in a conference with an incomplete list of participants. This behavior is not seen consistently and is not seen if the conference is terminated before its scheduled end time.	MGC-scheduled conferences should be copied before they're end time (either before the conference is launched or when it's still ongoing).
Interop-MGC	SSGSE -13784	When adding a guest to an ad hoc conference on an MGC system, the CMA system does not allow you to specify Dial In. Instead you must specify an IP address for the H.323 guest. The message the system displays does not accurately reflect the requested action.	1) You can configure the guest as DialOut in the CMA GuestBook, and use the preferred H323 dial type. 2) If dialin, and the user enters the correct IP value for the device the guest is associated with, the participant gets connected in the conference.
Interop-MGC	SSGSE -13783	A guest with an H.323 Annex-O alias cannot be connected in a scheduled conference on an MGC system, if the guest is set to dial-in. The call from the endpoint fails, and the guest shows as disconnected in the conference.	1) Set the guest as Dial-Out if you want it connected by Annex-O alias in the conference. 2) Use a different H323 dial type (IP / E164 / ID) if the participant is kept as Dial-In.

Category	Key	Description	Workaround
Interop-MGC	SSGSE -13576	When registering a Polycom MGC system H.323 card to the CMA system, the CMA services is populated and is almost ready for simplified dialing to work immediately, but the call fails. After modifying the Country Code within the H.323 card registration, the call succeeds but this could be an issue if the entry is deleted and the card automatically re-registers, re-creating the entry but not the country code.	None
Interop-MGC	SSGSE -13553	A conference scheduled as a 10+ layout conference on an MGC system won't be launched as 10+ conference.	None
Interop-MGC	SSGSE -13113	Some MGC system settings on conference template cannot be mapped to an MGC system when scheduling a conference.	None
Interop-RMX	SSGSE -8723	After some time during a 4M conference scheduled on a Polycom RMX 1500 bridge, all H.323 participants are disconnected.	None
Interop-RMX	SSGSE -8464	The Polycom CMA system does not warn the user that scheduling will fail when adding an RMX system that is configured for 'Fixed Resource Capacity.'	None
Interop-RMX	SSGSE -7503	On the Endpoint > Monitor View and IP Call Detail Records, the call source is displayed as "Dummy" if the call originated on a Polycom RMX system.	Define a H.323/E.164 alias for the Polycom RMX system signaling object.
Interop-RMX	SSGSE -7424	When a Polycom RMX 1000 system is registered to a Polycom CMA system, the hardware status of the RMX is not displayed on the CMA.	None
Interop-RMX	SSGSE -6540	With the Polycom RMX 2000 system v5.0 and greater, if an RMX meeting room name contains spaces, the Meeting Room Name column in MCU Monitoring > View Meeting Rooms will display the meeting room ID.	Do not enter (or remove) spaces in meeting rooms names.
Interop-RMX	SSGSE -5561	The Polycom CMA system always displays the chairperson as "N/A" in a Polycom RMX 1000 system conference.	None
Interop-RMX	SSGSE -5560	The Polycom CMA system shows the CMA IP as the dial-in participant IP in a Polycom RMX 1000 system conference.	None
Interop-RMX	SSGSE -2409	If an administrator edits the device entry for a registered Polycom RMX system and manually deletes the alias (E.164), the deleted alias value will still be displayed in the UI of the Polycom CMA system.	None
Interop-RMX	SSGSE -13428	In some cases on the CMA system, the hardware list for an RMX system may not match exactly with what is displayed on the RMX system EMA interface.	None

Category	Key	Description	Workaround
Interop-RMX	SSGSE -13362	The CMA system does not currently read the serial number from RMX systems. Thus in the Device Summary display, the serial number field is blank.	None
Interop-VBP	SSGSE -8925	The CMA Desktop Chat icon is disabled in the call window with some Polycom VBP and Polycom CMA system settings.	None
Interop-VBP	SSGSE -8355	The Alias filter on the Network Device > Monitor View page does not display any aliases registered to the CMA system via a Polycom VBP S/T appliance.	None
Interop-VBP	SSGSE -7181	A Polycom CMA Desktop client that is accessing the network through a Polycom VBP appliance gets disconnected from presence service after few hours of successful sign in.	Re-login.
Interop-VBP	SSGSE -6827	The Polycom VBP system consumes one license.	None
Interop-VBP	SSGSE -6752	Polycom VBP appliances cannot be added to a CMA system when the system gatekeeper is set to "Allow predefined endpoints only".	The current workarounds are: (a) Take the gatekeeper out of predefined mode, add the VBP appliance, and then set it back or (b) define the VBP appliance to the gatekeeper before adding it.
Interop-VBP	SSGSE -6544	VBP appliances that are added by the gatekeeper can be added without the Provider-side IP.	Edit the VBP appliance record. If the Provider-side IP changes, delete and re-add the VBP appliance.
Interop-VBP	SSGSE -13701	Deleting a VBP system does not prompt the user to restart Apache. After deleting a VBP system, Apache must be restarted to unblock the VBP system provider-side IP address from accessing the user interface.	None
Interop-VSX	SSGSE -6584	When a Polycom CMA system loses connection to a Polycom ViewStation FX endpoint, the CMA system reports the disconnection in the UI. However, an email alert is not generated for this connection error.	None
Localization	SSGSE -7596	If the font size is changed for a language other than English, the change does not take effect immediately.	Log out, close the browser, and start a new browser session.
Localization	SSGSE -7425	Far site names are corrupted on HDX, VSX, and VS systems when far end uses double-byte characters.	None

Category	Key	Description	Workaround
Localization	SSGSE -6733	Default font size is 11 pt, however this font size is unreadable for Asian languages.	End users can over-ride the default font size for their web browsers.
Localization	SSGSE -6732	In non-English languages, the Delete button on the Admin > Dial Plan and Sites > Sites > Edit > Subnets web page may be truncated.	None
Localization	SSGSE -6715	The calendar popup for scheduling a software update and for adding a conference are not localized.	None
Localization	SSGSE -13723	In the Russian version of the Scheduler Plugin for IBM Lotus Notes, the word "Resources" is displayed in Chinese when a conference is scheduled.	None
Localization	SSGSE -13632	The headers show in English on exported reports when CMA system is set to other language	None
Logging	SSGSE -8626	String or binary data in the EXXX_LOG is truncated.	None
Logging	SSGSE -6646	jserver logs are retained for only 12 hours.	None
Logging	SSGSE -13378	The log for the conference launch process for point-to-point calls reports a device managed state of false. This is not necessarily true but can be safely ignored.	None
Messages	SSGSE -9951	The system displays an inaccurate error message when no recipients are specified on a scheduled conference E-mail message.	None
Messages	SSGSE -6213	Intermittently, the Site Information dialog box may not display a warning or error even when the site reports an error at the Map view. This is especially true for offline devices that had a warning or error message prior to going offline.	None
Messages	SSGSE -5773	Scheduling failure message states "Insufficient MCU Resources" when the problem is really "Insufficient Bandwidth".	None
Messages	SSGSE -13739	An incorrect message (Dial-Out specific) is displayed when trying to add a Dial-In participant in a scheduled conference, if the participant has no number specified. The message should correspond to the way the participant is configured.	Before scheduling the conference, properly configure the device/guest and specify the dial number.
Messages	SSGSE -13672	There is a Help button on a message box, but context-sensitive help can only be tied to dialog boxes, not the error messages.	None

Category	Key	Description	Workaround
Messages	SSGSE -13542	The CMA system returns a 500 error when a CMA Desktop system tries to log in with the wrong credentials. It should return a 401 error response when the username or password is incorrect.	None
Messages	SSGSE -13347	The error message that the CMA system interface posts when an attempt to delete all aliases from a device is more alarming than it needs to be.	None
Other	SSGSE -8246	When editing the All area, it appears that the admin user can be removed from the area, but after logging out and logging in, the admin user is still in the All area. The system should appear to allow the user to remove the admin user from the All area.	None
Other	SSGSE -8205	The administrator needs all of the endpoints from a specific area to be usable by all users of the system without intervention.	Each user can use only those devices in his/her managed area. For all users to see devices in area "A" either all users must manage area A or all endpoints in area A must be moved to the "None" area
Other	SSGSE -8090	An Area administrator can see all call detail records and all conference reports for the system.	None
Other	SSGSE -7428	Users cannot search for rooms created locally on the CMA system by H.350 common name, given name, or display name.	None
Other	SSGSE -7422	A virtual room created on the CMA system and assigned to a group can log into the system.	None
Other	SSGSE -13656	Local room User IDs are listed in the Area members list, but are not very helpful. Rooms do not have User IDs. A random value is shown.	None
Other	SSGSE -13524	The CMA system may split ISDN conference participant into multiple participants.	None
Other	SSGSE -13463	Microsoft Internet Explorer v8 has a known defect when attempting to download a file from the CMA system.	See http://support.microsoft.com/kb/824598 for the patch to IE8
Other	SSGSE -13381	Suggested servers are not reported when an invalid FQDN is given for the SSO server.	None
Other	SSGSE -13313	The user who enables the Areas option isn't a default member of the "All" area when the user is not an administrator. The user who enables the Areas option should be a default member of the "All" area no matter what role the user who enabled the option had.	None

Category	Key	Description	Workaround
Other	SSGSE -13294	If two users with the same name exist in the system, there is currently no way to distinguish them from each other when associating them with an endpoint or when scheduling.	None
Other	SSGSE -13287	Permission labels for roles are misleading. For example, Device Admin has only "Monitoring" permissions, but can do other actions and operators can monitor conferences, endpoints, and MCUs, but don't have monitoring permissions.	None
Other	SSGSE -11012	By default the Administrators group owns objects created by members of the Administrators group. The default owner should be the object creator.	None
Polycom Scheduling for IBM Lotus Notes	SSGSE -7276	When using the Polycom Scheduling Plugin for IBM Lotus Notes, a user can't login when both HTTPS and Single Sign-on are enabled at the same time.	None
Polycom Scheduling for IBM Lotus Notes	SSGSE -6500	If a calendar event in the past is selected for editing, the Polycom CMA system displays a message saying that the event occurred in the past. However, the warning message should not appear at that time. Instead it should appear when the user clicks Save and Send Invitation for a start time in the past.	None
Polycom Scheduling for IBM Lotus Notes	SSGSE -13353	A Lotus Notes exception for the ReadManager SE200 (earlier CMA system) popped up endlessly when scheduling a conference using the Scheduling Plugin for IBM Lotus Notes.	None
Polycom Scheduling for Microsoft Outlook	SSGSE -8839	Installing the Polycom Scheduling Plugin for Microsoft Outlook causes some Outlook instability.	None
Polycom Scheduling for Microsoft Outlook	SSGSE -6531	On Microsoft Vista the Polycom Scheduling Plugin for Microsoft Outlook is not able to register two DLLs. It raises error messages. A usual source for this error is when the MSI has not been compiled for Windows Vista and/or does handle elevating user privileges required for COM component registration.	Launch MSI in administrator command prompt to solve this issue. At a command prompt, type in the path of the MSI package and Enter.
Polycom Scheduling for Microsoft Outlook	SSGSE -6458	When the Accept/Decline Auto Track option is enabled and the Send Update of Accept and Decline Processing option is disabled, if one participant declines the invitation for a two-participant scheduled conference, the conference is deleted in Polycom CMA system and in Microsoft Outlook, but no prompt is displayed.	None

Category	Key	Description	Workaround
Polycom Scheduling for Microsoft Outlook	SSGSE-5202	The Polycom Scheduling Plugin for Microsoft Outlook is available in the Download list even if there is no license for the plugin. However, the plugin will not connect to the Polycom CMA system without a license and cannot be used.	None
Polycom Scheduling for Microsoft Outlook	SSGSE-13482	The decline state on the Edit page for the conference is not consistent with the decline state on the View page when scheduled with the Polycom Scheduling Plugin for Microsoft Outlook.	None
Provisioning	SSGSE-7874	The Polycom CMA system provisions Username and Domain Username for Polycom HDX endpoints when Provision Domain Username option is not enabled on the CMA system.	None
Provisioning	SSGSE-7766	See SSGSE-7886	None
Provisioning	SSGSE-5106	Provisioning Polycom HDX 6000 and 4000 systems fail if the provisioning profile includes the Home Screen options of "ISDN Only" or "Both".	Create a separate provisioning profile for Polycom HDX 6000 and 4000 systems with the applicable Home Screen options of IP only or None.
Provisioning	SSGSE-13608	In some cases, provisioning may report a failure provisioning certain fields. This only means that the fields that were reported as failing are not provisioned correctly. All other fields in the profile were provisioned successfully.	Changing the values of the fields that are listed in the provisioning log may resolve the issue.
Provisioning	SSGSE-13429	Scheduled provisioning for an HDX system does not allow Monitor 3 to be selected.	None
Provisioning	SSGSE-12582	Some of the itemizing options on the CMA system Site Provisioning page do not match the HDX system settings exactly, thus causing an error during provisioning.	Choose a different setting with the same GMT offset.
Provisioning	SSGSE-10475	If a user tries to delete a scheduled provisioning profile that is in use or is scheduled to be used in the future, the system pops a failure message that does not indicate reason for the failure.	Ensure that a provisioning profile is not being used or scheduled to be used for future provisioning before attempting to delete it.

Category	Key	Description	Workaround
Recovery DVD	SSGSE -4578	When using the Polycom CMA system recovery DVD, if the imaging process fails, an error message will only display for a short amount of time, and then disappear. This may cause confusion if the process failed and nobody was physically there to see it, since the end result will look the same in a success or failure scenario.	To ensure success, watch the imaging process until it reaches the end. If the imaging fails, an error will be displayed only temporarily.
Redundancy	SSGSE -3709	Redundancy may not work appropriately after multiple power failures. In redundant mode with the secondary server acting as the active server, a hard power failure of the secondary server may cause redundancy to fail, and failover to the primary server may not occur correctly.	If a power failure occurs when the secondary is acting as primary and the system becomes unresponsive, reboot the unresponsive server. In general, the primary server should always be the active server. If a failover from the primary server to the second
Redundancy	SSGSE -13734	After failover, the CMA system logo on the new active server is inconsistent with the CMA system logo on the original active server.	None
Remote Alerts	SSGSE -7218	If after adding or editing a remote alert profile, a user clicks OK or Cancel to return to the Remote Alert Profile page, a profile is highlighted. If the user then clicks an action button (for example, Delete), the system displays an error.	First re-select the profile and then click the action button.
Remote Alerts	SSGSE -6589	If alerts are set up and a Polycom RMX 1000 bridge goes down, the alert is not emailed to the administrators who are setup to receive alerts.	None
Reporting	SSGSE -7316	The Endpoint Usage Report displays the start and end time of conferences for Polycom VVX devices incorrectly.	The CDR times can be used as a cross-reference. There is no automated workaround.
Reporting	SSGSE -6830	By default, the Polycom CMA system sets the ftp server address for Report Administration to "localhost". This will generate an error message stating that connection to the ftp server failed. The error occurs since the Polycom CMA system is not setup as a ftp server.	Enter the address of a different ftp server in the following location: Admin > Report Administration > Host Name or IP address of FTP server.
Reporting	SSGSE -6486	If a Polycom CMA Desktop client calls a Polycom VVX system with an IP address, H.323/E.164 alias, and H.323 ID, the Endpoint Usage Report's outbound graph shows three different destinations for the single VVX call.	None

Category	Key	Description	Workaround
Reporting	SSGSE -5759	Conferences that fail to launch are still displayed in the Conference Detail Report with "Total Scheduled Participants" and "Total Actual Participants" blank.	None
Reporting	SSGSE -3309	Disconnecting a participant from a conference and then reconnecting them results in an extra CDR record.	None
Reporting	SSGSE -13589	On the Endpoint CDR Report page, if an endpoint has calls that failed (wrong number, not answered, etc) the Summary tab will not show those calls in the number of calls, but the graph showing the call bit rates will have those calls taken into account. This results in a disruption between the number of calls in the tooltips versus the number of calls displayed at the top of the Summary tab.	None
Reporting	SSGSE -13369	On the Conference Summary report, the dates and times are sorted independently and so a true chronological order is not obtained.	None
Reporting	SSGSE -10922	Endpoint Usage reports for outbound and inbound usage identify endpoints by different names. The Outbound report identifies the endpoint by its system name, while the Inbound report identifies the endpoint by its alias.	None.
Scheduling	SSGSE -9967	When scheduling a recurring conference that starts on today's date, the Start Time and End Time are not propagated to the Appointment Recurrence pop-up. These fields should always be propagated to the Appointment Recurrence pop-up (like the Duration field).	None
Scheduling	SSGSE -7553	Guests or other conference participants with both an IP address and E.164 alias land on the MCU with only the IP address.	None
Scheduling	SSGSE -7281	If a scheduled conference is set for an MCU that is not currently registered to the Polycom CMA system gatekeeper, the conference will not launch.	None
Scheduling	SSGSE -6711	A conference cannot be scheduled to cross the start or end boundary of Daylight Saving Time. For example, if a two-hour conference is scheduled on Mar. 14, 2010 from 1:00 am to 3:00 am (GMT-6), the system shows that the conference is scheduled on Mar. 14, 2010 from 1:00 am to 2:00 am (GMT-6).	None
Scheduling	SSGSE -6669	When more than 15 conferences are scheduled to launch at exactly the same time, additional conferences (16th and more) can take a few minutes to launch, thereby delaying the start of the conference(s).	None

Category	Key	Description	Workaround
Scheduling	SSGSE -13426	The CMA system appears to be unable to recover from invalid conference settings when creating a new conference. In particular, the "Insufficient MCU resources" message may also be caused by mis-configured network sites, a missing path, or a full media path between sites. Changing the conference settings will not result in the conference being launched. Instead the CMA system will show the conference but will report the participants as being disconnected. The RMX system will not report the conference at all.	None
Scheduling	SSGSE -10601	When scheduling a point-to-point call on a CMA system that has no MCU configured, changing the dial option of any of the participants will result in a scheduling failure.	Do not change participant dial options when scheduling a point-to-point call.
Scheduling	SSGSE -10142	Terminating a conference doesn't delete it from CMA system, so the conference ID is reserved even though the conference was terminated. With the introduction of the conference ID customization, the scheduler may wish to reuse the same conference ID multiple times, which will fail if the conference ID isn't released.	None
Security	SSGSE -13813	In maximum security mode, when the CMA system provisions a dynamically managed endpoint that is in the default site, the "Lock Port after Failed Logins" field in security settings will provision to be "Off". This is not a valid value in maximum security mode.	Edit the default site and save it. This will save it to the database with a value that is not "Off".
Security	SSGSE -13712	Reverting to the CMA system's self-signed certificate does not allow you to upload the previously uploaded valid certificate.	None
Security	SSGSE -13607	In Maximum Security Mode - Terminal Services are not disabled until the second system reboot.	None
Security	SSGSE -13568	A CMA system in Maximum Security Mode can still log in using that same CMA system. You should only be able to log in via an external web interface.	None
Security	SSGSE -13550	Users do not get the option to update certificates after changing network information.	None
Security	SSGSE -11020	User rights and advanced user rights settings do not meet minimum requirements in maximum security mode.	None
Site Topology	SSGSE -6643	The new site topology map view may display clouds under sites. In some cases, the clouds can't be moved, because the site has focus. The sites can't be moved, because they are geographically fixed.	Edit the site and temporarily change the location data. Move the cloud and then edit the site and enter the correct location information.

Category	Key	Description	Workaround
Site Topology	SSGSE -6332	The Polycom CMA system does not save Active Directory users' Site Topology preferences.	None
Site Topology	SSGSE -13733	The "# of Digits in Subscriber Num" field on the General Info pane of the Admin > Dial Plan and Sites > Sites page does not have a correct 32bit int type validator. It allows you to enter larger values outside of the "int" type range (e.g. maxInt 2147483647), and then the value is truncated, with possible negative results.	Enter values in the range [0, 2147483647] as "# of Digits in Subscriber Num" field values.
Site Topology	SSGSE -13570	The Add Site Link screen allows the user to enter invalid combinations.	The CMA system recognizes the invalid combinations and issues an appropriate error message and allows the user to re-select the inputs.
Site Topology	SSGSE -13565	The SIP bandwidth is not being used in calculations for sites.	None. Expected to be fixed in CMA v7.0.
SNMP	SSGSE -6657	The Polycom CMA system does not always send the correct NTLM version for devices through to SNMP.	None
SNMP	SSGSE -6307	SNMP reports on the number of ad hoc conferences is offset by one. SNMP also reports the total conferences in one day based on a 24-hour interval rather than on the actual calendar dates.	Use the Today's Ad hoc Conferences and Today's Scheduled Conferences pane on the dashboard for accurate conference information.
SNMP	SSGSE -6236	SNMP returns incorrect number of total conferences.	None
SNMP	SSGSE -13301	After making changes to the SNMP page and updating the settings, leaving the page to go to a different page displays a message warning that changes will be discarded. This can safely be ignored since the changes were saved to the system.	None
SNMP	SSGSE -13292	When adding SNMP notification receivers, it is possible to enter the same IP address multiple times.	Delete duplicate entries.
SNMP	SSGSE -12073	In some cases, the CMA system SNMP MIB does not include all of the information that is displayed on the CMA system user interface. This issue will be addressed in a subsequent release.	None

Category	Key	Description	Workaround
System Access	SSGSE -7597	A user with operator permissions cannot be deleted from the Polycom CMA system if the user has a favorites list.	An administrator must: 1. Log into the system as an administrator and edit the operator's account to change his/her password. 2. Log into the system as the operator and delete the operator's favorites lists. 3. Log into the system as an administrator and
System Access	SSGSE -4169	When using Firefox, if the administrator enables https, the admin can still connect to CMA using http. All other users however will require https to connect.	Use Internet Explorer
UI	SSGSE -9992	When attempting the Send Message action, Cancel is the default action, but when the user accepts the default action (by pressing Enter), the system does not perform the Cancel action,	Click the required button (Cancel).
UI	SSGSE -9905	On the Admin > Provisioning Profiles > Scheduled Provisioning Profiles screen, the Add Profile popup does not have a default action.	None
UI	SSGSE -9903	In the popup for selecting the profile to provision to a set of endpoints, there is no default action.	None
UI	SSGSE -9835	On the Network Device > Monitor View page, the display of the devices does not always lineup properly.	Use the Refresh action to correct the problem. Do not use the browser refresh.
UI	SSGSE -9030	The CMA system Device List refers to endpoint models inconsistently (specific model vs. series).	None
UI	SSGSE -8994	In the Gatekeeper pane of the CMA system Dashboard, Alternate Configured is always No.	None
UI	SSGSE -8712	Renaming a site and then re-using the original site name causes profile issues in the database.	None
UI	SSGSE -8383	There are redundant commas in the Japanese translation of "Date and Time" information.	None
UI	SSGSE -8351	The Alias filter on the Endpoint > Monitor View page only searches E.164 aliases and does not search H.323 IDs.	None
UI	SSGSE -7977	If an ISDN line is down, the CMA system does not send an alert even though it does shows the line is down.	None
UI	SSGSE -7926	The Internet site is no longer shown on the Site Statistics page.	None

Category	Key	Description	Workaround
UI	SSGSE -7917	The Gatekeeper pane shows inaccurate counts.	None
UI	SSGSE -7916	Trying to pull up IP Call Detail Records fails on a system with several thousand conferences.	None
UI	SSGSE -7860	Web Service IO error pop up appears randomly on the Dashboard.	None
UI	SSGSE -7772	In the Endpoint pane on the Dashboard, the total count for the number of endpoints being managed is incorrect.	Manually add the online and offline endpoints in the pod to the get the correct total number of endpoints being monitored.
UI	SSGSE -7749	The Polycom CMA system web UI may become unresponsive after a period of inactivity.	Close the browser window, open a new window, and re-login.
UI	SSGSE -7745	When a PVX is in a conference, an administrator can select View Participant Details for it, and the View Participant details pop-up window appears and Manage Device is one of the available actions. However, Manage Device does not apply to a PVX, and selecting the option for a PVX generates an error message.	None
UI	SSGSE -7644	View Participant Details and Device Summary screens show an unfamiliar device ID.	None. These are IDs used for troubleshooting.
UI	SSGSE -7594	Cause codes may not appear clearly in the View Participant Details pop-up.	Go to View Details > Call Info > Sites to view the cause codes for the endpoints.
UI	SSGSE -7552	MGC and GW/MCU device's site does not update when the device's subnet is added to a site.	Delete the GW/MCU and MGC. After re-registration the UI will display the site correctly.
UI	SSGSE -7538	County and district names may not be available for many countries.	None
UI	SSGSE -7537	A IP-only VSX endpoint will be reported with a SIP alert on a CMA system even when there is no SIP registration attempt from the VSX.	None

Category	Key	Description	Workaround
UI	SSGSE-7506	The Area Code field is blank in the Endpoint > Monitor View page even after it is added manually on the Polycom CMA system.	Enter an area code on the endpoint itself. If you do not, the endpoint will replace the value on the Polycom CMA system with a blank value.
UI	SSGSE-7499	If a non-dynamically managed endpoint entry is deleted from the Global Address Book and gatekeeper and then the endpoint re-registers automatically, the CMA system will report inaccurately that its Global Address Book and gatekeeper registrations are down.	Restart the endpoint.
UI	SSGSE-7498	Selecting the ISDN Required MCU Service on the Device Capabilities page results in a database update even if there is no change in the device information.	None
UI	SSGSE-7495	With the introduction of the Guest Book in the Polycom CMA system, an MCU added to the system will not be displayed in the Global Address Book, even if its Display Name is entered. The MCU is not displayed because it is not a device that can be called directly.	None
UI	SSGSE-7481	On the Network Device > Monitor View page, the Gatekeeper registration and Device Managed status may be incorrect for an RMX system.	Check the Device Status of the RMX for the correct status.
UI	SSGSE-7480	See SSGSE-7481	
UI	SSGSE-7421	If there is an IP address conflict when adding a Polycom VBP device (i.e., the device's IP address conflicts with another device already registered to the Polycom CMA system), the administrator cannot add the VBP. However, the UI shows a generic error message instead of an accurate one stating that there is an IP address conflict.	None, except to resolve the IP conflict.
UI	SSGSE-7320	When a registered MCU has calls on it, there is no far site call information in the View Details dialog box.	None
UI	SSGSE-7311	Configuring a user interface timeout value of 999999 (or similar) locks all users out of the system.	None
UI	SSGSE-7259	For a user with multiple video devices, the Polycom CMA Desktop device cannot be selected as the preferred device.	Edit the device to make it the preferred device.
UI	SSGSE-7138	For some pop-up messages on the Polycom CMA system, selecting OK does not close the popup.	Click the red X to close the popup message.

Category	Key	Description	Workaround
UI	SSGSE -6796	The Conference Management page may not automatically refresh and show the correct status of a long duration call if the call disconnects by itself, especially if the disconnect occurs at or after midnight.	Click Refresh to manually refresh the page.
UI	SSGSE -6721	In the Network Device > Monitor View, the state "Serbia and Montenegro" is displayed, but that state no longer exist. Serbia and Montenegro are now two separate states with two different international dialing prefixes.	None
UI	SSGSE -6545	After deleting a remote alert profile, users may get an error message that indicates "Failed to delete profile", but the profile was actually deleted. This is a refresh error.	Navigate away from the page and then return.
UI	SSGSE -6538	If users access the Polycom CMA system web interface from a PC that has the Polycom Scheduling Plugin for Microsoft Outlook installed, they may get intermittent messages stating "Device Not found".	Uninstall the Polycom Scheduling Plugin for Outlook.
UI	SSGSE -6530	With 500 sites + 500 links, first time access can take 3-5 minutes but the system does not indicate that something is happening.	None
UI	SSGSE -6408	During on-going conferences, the Participants page has three icons on the upper right corner. The star icon has a tool-tip but the other two icons do not have associated tool tips.	None
UI	SSGSE -6109	When tabbing through the internal pages, the Views and Actions labels can be accessed, but not individual views or actions. This makes it impossible for keyboard-only users (users who can't use a mouse) to switch views or initiate actions.	None
UI	SSGSE -13789	When uploading certificates, the "Upload Certificate" option can only be made with the mouse and not with the keyboard; otherwise the user cannot select "Upload File" and "Password".	Use a mouse to make the selections.
UI	SSGSE -13754	The number of characters allowed in the Time Server field on the Provisioning page is not sufficient for the full DNS name.	None
UI	SSGSE -13681	Duplicate MCU services are displayed on the CMA system interface if a user repeatedly clicks the Update button when adding a new MCU service for an RMX system.	None
UI	SSGSE -13559	In the Traceroute and Ping popup, it is unclear which tab is active.	Please refer to the action button that is active to know which tab is active.

Category	Key	Description	Workaround
UI	SSGSE -13558	The progress bar on the File Download popup for the CMA system backup (Generate Database Backup Files) doesn't update when downloading the update file.	None
UI	SSGSE -13486	The CMA system does not display the correct conference lecturer when the lecturer is changed during an active conference.	None
UI	SSGSE -13443	When scheduling a conference, if a lecturer is selected that has a long name, the page is resized so certain fields are not viewable without using the scrollbar at the bottom.	None
UI	SSGSE -13320	When editing an endpoint (Endpoint > Monitor View > Edit), the ISDN video number could not be saved if ISDN(H.320) is not selected.	None
UI	SSGSE -13306	When deleting a provisioning bundle, the user must confirm the deletion and then acknowledge that the bundle was deleted successfully. In the future, the second popup for the status of the deletion will not occur if the deletion was successful.	None
UI	SSGSE -13203	The method for selecting dates for the reporting features of the CMA system user interface is inconsistent. Although this causes no real issue, it does need to be changed to make it consistent.	None
UI	SSGSE -11198	In the "Add New Room" dialog box the participant names are cut off.	None
UI	SSGSE -10303	If the User Interface Timeout value is set to a large number, such as 9999999, the system becomes blocked with "Your session has timed out".	To avoid this problem, do not use large timeout values.
UI	SSGSE -10282	After finishing the uploading of the first software update on the Automatic Software Update page, the popup box that is displayed (telling the user that it will assume to be the policy for this device type) is cut off at the bottom. The cutoff text is the last part of the following message: "To modify, see the 'Version to use' section at the top of the screen."	Click OK to dismiss the popup.
UI	SSGSE -10050	Some UI pages with grids do not recognize that a row is selected, so when an ACTION command is clicked, the user gets an error message saying "The set of device IDs must not be null". The set of IDs is the set of selected rows in the grid.	Refresh the browser or logout and log back in.
Upgrade	SSGSE -9088	Multiple MCUs lost gatekeeper registration with CMA system. PN_Log.txt stops reporting info after upgrade from v4.1.4 to v5.0.	None

Category	Key	Description	Workaround
Upgrade	SSGSE -8309	After upgrading to CMA 5.0, CMA Desktop users were added to the Global Address Book, even though the Include dynamically- managed devices in the Global Address Book was unchecked.	Enable and then disable the Include dynamically- managed devices in the Global Address Book option.
Upgrade	SSGSE -7921	After upgrading the system, any devices that had two rows in the H323Address no longer get updated correctly.	None
Upgrade	SSGSE -7338	If you are attempting to upgrade from a v4.x CMA system to v5.3, the upgrade will not work. The error message reports the failure but does not state the reason.	First upgrade to CMA system v5.0 and then upgrade to CMA system v5.3.
Upgrade	SSGSE -6778	When upgrading a Polycom CMA system to v5.0, the default region will be shown as a neighbored gatekeeper if the IP address for the default region is different from that of the Polycom CMA system.	If the neighbored gatekeeper is incorrect, remove it manually.
Upgrade	SSGSE -13798	When uploading softupdate packages to a CMA system, an error might occur during the transfer causing it to fail. In some cases, this may be a result of the CMA system disk being full.	If a upload fails, remove older softupdate files that are no longer needed. Also, clean up other logging or database backups to free up disk space. After cleanup, attempt the upload again.
Upgrade	SSGSE -12682	Apple Safari or Mozilla Firefox on a Macintosh (MAC) computer do not support the CMA system upgrade process. The file is not uploaded correctly.	Use a Microsoft Windows system with Apple Safari, Mozilla Firefox, or Microsoft Internet Explorer for CMA system upgrades.

The following table lists some of the known limitations of the CMA system when interoperating with partner gatekeepers and endpoints.

Issue #	Description	Comment
CSC-6	Cisco/Busy signal is heard on Cisco phones when VSX or HDX disconnects.	An endpoint issue related to issue VIDEO-57092, which is marked Will Not Fix.
CSC-3	Call Type in conference management screen indicates an incorrect type	Open issue

Issue #	Description	Comment
CSC-2 SSGSE-2200	Bit Rate in conference management screen is incorrect	Open issue
AVA-707 CSC-5 SSGSE-2202	Mute indication not displayed in conference management screen when muting occurs.	Open issue
AVA-708	Avaya/Video protocol and format on the conference management screen always displays as AUTO.	Open issue
AVA-726	Avaya/RMX2000/CDR/Destination field is blank on the CDR when the Avaya softphone or hardphone dial into a conference.	Open issue
AVA-715	No audio heard after Avaya phone is taken off hold.	Enhancement request. The CMA system does not currently support audio shuffling.
AVA-716	Endpoints do not negotiate video when the Avaya softphone transfers a call.	Enhancement request. The CMA system does not currently support audio shuffling.
AVA-709 CSC-4	Incorrect call duration for an ad hoc conference.	Enhancement request. Currently, the CMA system shows duration for scheduled conferences only, not ad hoc conferences.
SSGSE-4566	In an environment with an Avaya ACM, if a RMX registered to a CMA system has an audio call to a telepresence room, the telepresence systems will get excessive background/white noise.	Open issue

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Appendix A: SQL Server Configuration to Prevent Random Database Disconnection

Polycom CMA and REDIManager SE200 systems connected to an external database sometimes experience problems with random disconnection from the Microsoft SQL server. A subset of database connections from a Polycom CMA or REDIManager SE200 system may drop, and a drop can remain unnoticed until a user performs an operation that attempts to use the connection. This problem is exacerbated by the fact that a Polycom CMA or REDIManager SE200 system does not try to reconnect on its own. We have enhanced some system modules, such as the Device Manager and CDR Manager, so they do initiate a reconnection to the database, which alleviates the problem to a great extent. But there are still modules that do not.

After researching the problem, we have determined that the database connection is closed by the TCP stack on the Microsoft SQL 2005 server, not by the Polycom CMA and ReadManager SE200 systems. There is a fairly new feature in the SQL server's TCP that looks for orphaned connections. The server sends "Keep Alive" (heartbeat) messages to the client through each of the connections and expects acknowledgments. If no acknowledgment is received within stipulated time and after a stipulated number of re-transmissions, the server closes that particular connection. The default time for "Keep Alive" message to start is 30secs. If no acknowledgment is received from the client for that particular connection, the local server TCP will keep sending "Keep Alives" to the client and will wait for KeepAliveInterval(default 1sec) between each retransmissions. After TcpMaxDataRetransmissions (default 5) times of sends-and-no-acknowledgments, the server will close the connection with the assumption that the client is probably not operational anymore.

The default setting for this feature has been found to be too aggressive and it renders easy for client systems to fatally miss successful acknowledgments every time. Temporary network latencies, systems being too busy to respond or even the low level NICs state can cause this failure.

Hence, Polycom recommends changing the configuration of the "Keep Alive" settings on the server to pace the heartbeats better. We have tested with various wait-time settings for the "Keep Alive" variable and have found that exercising this feature every hour to be ideal.

The change of configuration on SQL server is on a per instance basis. So the affect should be localized and should not affect other instances in the same database.

The following is the procedure:

- 1 From the Microsoft SQL Server Configuration Manager, select Start > All Programs > Microsoft SQL Server 2005 > Configuration Tools > SQL Server Configuration Manager.
- 2 Expand SQL Server 2005 Network Configuration.
- 3 Select the relevant instance. For default, select Protocols for MSSQLSERVER.
- 4 Double click TCP/IP.
- 5 Select the field that corresponds to the KeepAlive setting.
- 6 Type in the number of milliseconds the Microsoft SQL server should wait before sending subsequent KeepAlive messages.
NOTE: The tested value is 3600000 (once every hour).
- 7 Restart Microsoft SQL server.

Appendix B: Polycom CMA System Operating System Updates

The following tables shows the operating system patches applied to the CMA system in this release.

Hotfixes for Windows Server 2003

KB2158563	KB942288-v4	KB970653-v3	KB981793
KB2443685	KB942589	KB976098-v2	
KB938397	KB954550-v7	KB979306	

Microsoft .NET Framework Updates

KB2416447	KB2518864	KB979909	KB953595
KB979906	KB958481	KB958483	KB958484
KB2478658	KB2418241	KB2416473	

Microsoft SQL Server 2008 Update

KB968369

Microsoft XML Updates

KB954430	KB973688	KB973685	KB973686
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Security Updates for Windows Media Player

KB975558	KB925368
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Update for Microsoft Windows

KB971513

Update for Windows Server 2003

KB2141007	KB927891	KB955759	KB973687
KB2264107	KB932596	KB955839	KB976749
KB2345886	KB936357	KB967715	KB977165
KB2388210	KB948496	KB971029	KB978207
KB2467659	KB951072-v2	KB971737	KB980182
KB2492386			

Security Update for Windows Server 2003

KB2079403	KB2524375	KB950762	KB971486
KB2115168	KB2524426	KB950974	KB971961
KB2121546	KB2525694	KB951066	KB972270
KB2160329	KB2530548	KB951698	KB973507
KB2183461	KB2535512	KB951748	KB973525
KB2207559	KB2536276	KB952004	KB973904
KB2229593	KB2544521	KB952069	KB974318
KB2259922	KB2544893	KB952954	KB974392
KB2279986	KB2555917	KB953155	KB974455
KB2286198	KB923561	KB953838	KB974571
KB2296011	KB924667-v2	KB953839	KB975467
KB2296199	KB925902	KB954155	KB975560
KB2347290	KB926122	KB954211	KB975562
KB2360131	KB929123	KB954600	KB975713
KB2360937	KB930178	KB955069	KB976323
KB2378111	KB931768	KB956390	KB976325
KB2387149	KB932168	KB956391	KB977290
KB2393802	KB933566	KB956572	KB977816
KB2412687	KB933729	KB956802	KB977914
KB2416400	KB935839	KB956803	KB978037
KB2419635	KB935840	KB956841	KB978251
KB2423089	KB936021	KB957095	KB978262

KB2436673	KB936782	KB957097	KB978338
KB2440591	KB937143	KB958215	KB978542
KB2443105	KB938127	KB958644	KB978601
KB2476490	KB938464	KB958687	KB978695
KB2476687	KB938464-v2	KB958690	KB978706
KB2478960	KB939653	KB958869	KB979309
KB2478971	KB941568	KB959426	KB979482
KB2479628	KB941569	KB960225	KB979559
KB2482017	KB941644	KB960714	KB979683
KB2483185	KB941693	KB960715	KB979687
KB2485376	KB942615	KB960803	KB980195
KB2485663	KB943055	KB961371	KB980218
KB2491683	KB943460	KB961373	KB980232
KB2497640	KB943485	KB961501	KB980436
KB2503658	KB944338	KB963027	KB981322
KB2503665	KB944338-v2	KB967723	KB981350
KB2506212	KB944533	KB968537	KB981957
KB2506223	KB944653	KB969059	KB982132
KB2507618	KB945553	KB969897	KB982214
KB2507938	KB946026	KB969898	KB982316
KB2508272	KB947864	KB969947	KB982381
KB2508429	KB948590	KB970238	KB982666
KB2509553	KB948881	KB970430	KB982802
KB2510587	KB950759	KB970483	
KB2511455	KB950760	KB971468	

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___ Windows User CALs

___ Windows Device CALs

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Windows Server 2003 Client Access License (“Windows CAL”)

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- file services (accessing or managing files or disk storage),
- printing services (printing to a printer managed by the server software), or
- remote access service (accessing the server from a remote location through a communications link, including a virtual private network).

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Types of Windows CALs.

- “Windows Device CAL” permits one device (used by any User) to access or use the server software.
- “Windows User CAL” permits one User (using any device) to access or use the server software.

You may use a mix of Windows Device CALs and Windows User CALs at the same time with the server software.

Windows CAL Licensing Modes. You may use Windows CALs with the server software in either “Per Device or Per User” or “Per Server” mode.

- (i)In Per Device or Per User mode, a Windows CAL is required for each device or User that accesses server software on the Server. If you choose Per Device or Per User mode, the choice is permanent.

You may reassign a Windows CAL from one device to another device, or from one User to another User, if the reassignment is made

(A) permanently away from the one device or User, or

(B) temporarily to accommodate the use of the Windows CAL by a loaner device while a permanent device is out of service, or the use of the Windows CAL by a temporary worker while a regular employee is absent.

If the server software is not used in Per Device or Per User mode, the server software is deployed in Per Server mode.

- (ii)In Per Server mode, the maximum number of devices and Users that may at the same time access server software installed on this server equals the number of Windows CALs (of either type) that you acquire and designate for use exclusively with this server. You have the one-time right to change your use of the server software from Per Server mode to Per Device or Per User mode. If you do so, you may apply the same number of Windows CALs you acquired for use in Per Server mode in Per Device or Per User mode instead.

Terminal Server Client Access License (“TS CAL”) Requirements. In addition to a Windows CAL, if you wish to conduct a Windows Session, you must acquire a TS CAL for each User or device. A “Windows Session” means a session during which the server software hosts a graphical user interface on a device.

Types of TS CALs.

- “TS Device CAL” permits one device (used by any User) to conduct Windows Sessions on the Server.
- “TS User CAL” permits one User (using any device) to conduct Windows Sessions on the Server.

You may use a mix of TS Device CALs and TS User CALs at the same time with the server software.

TS CAL Licensing Modes

(i) In Per Device or Per User mode, a separate TS CAL is required for each device or User that accesses server software on the Server.

You may reassign a TS CAL from one device to another device, or from one User to another User, if the reassignment is made

(A) permanently away from the one device or User, or

(B) temporarily to accommodate the use of the TS CAL by a loaner device while a permanent device is out of service, or the use of the TS CAL by a temporary worker while a regular employee is absent.

(ii) Windows Sessions are not allowed in Per Server mode.

Premium Windows Server Services. New software functions (“Premium Services”) may be available for use with this software. These Premium Services may be provided under additional license terms. Additional access license fees may apply if you install and use these Premium Services.

Additional CAL Requirements.

(i) Single Licensee. Only you can use Windows CALs, TS CALs, and any future Premium Services CALs with server software.

(ii) Version Matching. Each required CAL must be version Windows Server 2003 or a later version.

(iii) Administration. Up to 2 Users or devices may access or use the server software at the same time, without acquiring any CALs, solely for administration of the server software. You do not need a TS CAL when attaching to or mirroring the single Console Session. The “Console Session” is the Windows Session that is conducted through the designated primary keyboard and display device (or similar peripherals).

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- reverse engineer, decompile or disassemble the software;
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- use the software for commercial software hosting services.

Except as expressly provided in this agreement, rights to access the software on this server do not give you any right to implement Microsoft patents or other Microsoft intellectual property in software or devices that access this server.

You may use remote access technologies in the software such as Remote Desktop to access the software remotely from another device. You are responsible for obtaining any licenses required for use of these protocols to access other software.

- **COMPONENT DATA STORAGE.** The software may contain components that use Microsoft SQL Server Desktop Engine (“MSDE”). Only those software components may use MSDE.
- **INTERNET-BASED SERVICES.** Microsoft provides Internet-based services with the software. Microsoft may change or cancel them at any time.
 - a. **Consent for Internet-Based Services.** The software features described below connect to Microsoft or service provider computer systems over the Internet. In some cases, you will not receive a separate notice when they connect. You may switch off these features or not use them. For more information about these features, visit
<http://www.microsoft.com/windowsxp/downloads/updates/sp2/docs/privacy.msp>.
By using these features, you consent to the transmission of this information. Microsoft does not use the information to identify or contact you.
 - b. **Computer Information.** The following features use Internet protocols, which send to the appropriate systems computer information, such as your Internet protocol address, the type of operating system, browser and name and version of the software you are using, and the language code of the device where you installed the software. Microsoft uses this information to make the Internet-based services available to you.
 - **Digital Certificates.** The software uses digital certificates. These digital certificates confirm the identity of Internet users sending X.509 standard encrypted information. The software retrieves certificates and updates certificate revocation lists. These security features operate only when you use the Internet.
 - **Auto Root Update.** The Auto Root Update feature updates the list of trusted certificate authorities. You can switch off the Auto Root Update feature.
 - **Windows Media Digital Rights Management.** Content owners use Windows Media digital rights management technology (WMDRM) to protect their intellectual property, including copyrights. This software and third party software use WMDRM to play and copy WMDRM-protected content. If the software fails to protect the content, content owners may ask Microsoft to revoke the software’s ability to use WMDRM to play or copy protected content. Revocation does not affect other content. When you download licenses for protected content, you agree that Microsoft may include a revocation list with the licenses. Content owners may require you to upgrade WMDRM to access their content. Microsoft software that includes WMDRM will ask for your consent prior to the upgrade. If you decline an upgrade, you will not be able to access content that requires the upgrade. You may switch off WMDRM features that access the Internet. When these features are off, you can still play content for which you have a valid license.
 - c. **Misuse of Internet-based Services.** You may not use these services in any way that could harm them or impair anyone else’s use of them. You may not use the services to try to gain unauthorized access to any service, data, account or network by any means.

•**BENCHMARK TESTING.** The software may contain the Microsoft .NET Framework. You may conduct internal benchmark testing of the .NET Framework component of the software (".NET Component"). You may disclose the results of any benchmark test of the .NET Component, if you comply with the following terms:

(1) you must disclose all the information necessary for replication of the tests;

(2) you must disclose the date(s) when you did the benchmark tests and version information for all Microsoft software products tested;

(3) your benchmark testing was performed in accordance with the product documentation and/or Microsoft's support Web sites, and uses the latest updates, patches, and fixes available for the .NET Component and the relevant Microsoft operating system;

(4) it is sufficient if you make the disclosures at a publicly available location such as a Web site, so long as a public disclosure of the results of your benchmark test expressly identifies the public site containing all required disclosures; and

(5) nothing in this provision shall be deemed to waive any other right that you may have to conduct benchmark testing.

The above terms shall not apply to your disclosure of any customized benchmark test of the .NET Component, if a prospective customer makes such disclosure under confidentiality in conjunction with a bid request. If you disclose such benchmark test results, Microsoft shall have the right to disclose the results of benchmark tests it conducts of your products that compete with the .NET Component, provided it complies with the same conditions above.

•**NOTICES ABOUT THE MPEG-4 VISUAL STANDARD.** The software may include MPEG-4 visual decoding technology. This technology is a format for data compression of video information. MPEG LA, L.L.C. requires this notice:

USE OF THIS PRODUCT IN ANY MANNER THAT COMPLIES WITH THE MPEG-4 VISUAL STANDARD IS PROHIBITED, EXCEPT FOR USE DIRECTLY RELATED TO (A) DATA OR INFORMATION (i) GENERATED BY AND OBTAINED WITHOUT CHARGE FROM A CONSUMER NOT THEREBY ENGAGED IN A BUSINESS ENTERPRISE, AND (ii) FOR PERSONAL USE ONLY; AND (B) OTHER USES SPECIFICALLY AND SEPARATELY LICENSED BY MPEG LA, L.L.C.

If you have questions about the MPEG-4 visual standard, please contact MPEG LA, L.L.C., 250 Steele Street, Suite 300, Denver, CO 80206; www.mpegla.com.

•**SECONDARY BOOT AND RECOVERY COPIES OF THE SOFTWARE.**

Secondary Boot Copy. If a secondary boot copy of the server software is installed on the Server, you may access, boot from, display and run it solely in the event of a failure, malfunction, or corruption of the primary operating copy of the server software, and only until the primary operating copy has been repaired or reinstalled. You are not licensed to boot from and use both

the primary operating copy and the secondary boot copy of the server software at the same time.

Recovery Copy. You may use recovery copy solely to repair or reinstall the server software on the Server.

- **APPROVED ADDITIONAL TEXT IF EMBEDDED SYSTEM IS AUTHORIZED TO BE LEASED UNDER THE OEM LICENSE AGREEMENT: LEASED HARDWARE.** If you lease the Server from [COMPANY], the following additional terms shall apply: (i) you may not transfer the software to another user as part of the transfer of the Server, whether or not a permanent transfer of the software with the Server is otherwise allowed in these license terms; (ii) your rights to any software upgrades shall be determined by the lease you signed for the Server; and (iii) you may not use the software after your lease terminates, unless you purchase the Server from [COMPANY].
 - **NO RENTAL.** You may not rent, lease, lend, or provide commercial hosting services with the SOFTWARE.
4. **PRODUCT SUPPORT.** Contact *Polycom* for support options. Refer to the support number provided with the device.
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