

# Release Notes

Polycom® CMA® Systems, Version 5.5.0



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Polycom is pleased to announce this version 5.5.0 release of the Polycom® Converged Management Application™ (CMA™) system. These release notes describe the important information about this release.

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## What's New in This Release

The Polycom CMA scheduling and management system version 5.5 includes the following new features.

- [Areas](#)
- [Peripheral Support](#)
- [Copy Conference Enhancements](#)

Each of these features is discussed in more detail in the following sections.

## Areas

The CMA system now allows businesses to limit access to endpoints and network devices to a specific set of administrators, operators, and schedulers. For example, a large business with several departments may wish to subdivide their video conferencing resources into smaller, more easily managed and monitored subsets. The **Areas** feature makes this possible.

To implement Areas, an administrator with system setup permissions must do the following:

- 1 Create a separate Area Administrator role.

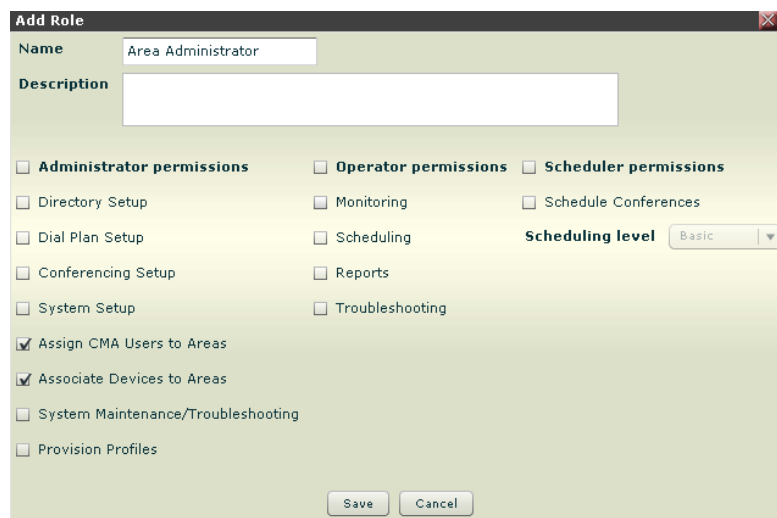
You may decide to create an Area Administrator role, because there are CMA system administrative permissions available to the default Administrator role that you do not wish area administrators to have.

For example, you may wish to restrict these permissions:

- System Maintenance/Troubleshooting – Allows the CMA system user with these permissions to restrict access to the CMA system Troubleshooting page and the system Reset and Shutdown actions.
- Provision Profiles – Allows the CMA system user with these permissions to restrict access to the ability to create device provisioning profiles.

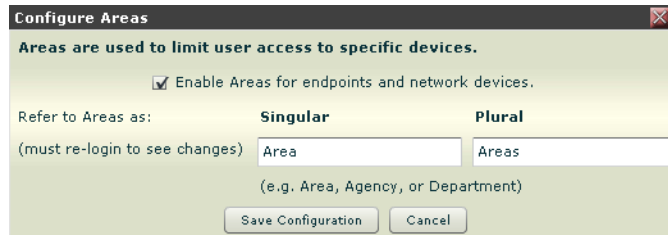
However there are new CMA system permissions the Area Administrator role should have. These new permissions are:

- Assign CMA Users to Areas – Allows the CMA system user with these permissions to assign one or more areas when adding or editing a CMA system user.
- Associate Devices to Areas – Allows the CMA system user with these permissions to associate an area when adding or editing an endpoint or network device.



## 2 Enable and configure the **Areas** feature.

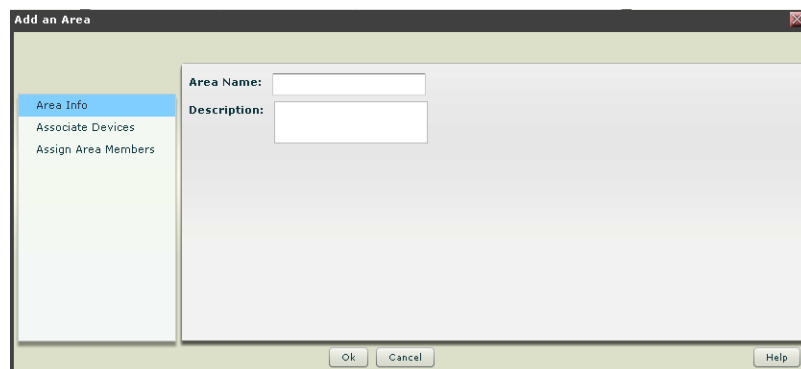
The administrator must enable **Areas** feature. He can also rename the feature to a term that is more meaningful to the business.



## 3 Add the decided upon **Areas**, including the devices to be associated with each area and the members to be assigned to each area.

Based upon the business' needs, the administrator must determine how the video conferencing resources are to be allocated. Specifically, he must determine:

- The name and description of the each area.



- The endpoints, MCUs, and other devices to be associated with each area.
- The administrators, operators, and schedulers to be assigned to each area.

By default, when the **Areas** feature is enabled, the CMA system includes an **All** area. Only assign those administrators, operators and schedulers who should have access to all areas and all devices to the **All** area.

As for assigning users or members, to each area:

- Assign the administrators who should be allowed to provision and upgrade the devices in that area.
- Assign the operators who should be allowed to monitor and manage devices and conferences in that area.

- Only assign schedulers who should be allowed to schedule devices into conferences in that area.

#### Notes

- In this CMA system release, areas apply to devices only, not users. So while users (depending upon their role) will only be allowed to monitor, manage, and schedule the devices in their assigned areas, they can see all users in the directory.  
So for example, when a scheduler is adding a new conference, she can add any user in the CMA directory, but when she schedules a user into conference, that user will be schedule “In Person” only, unless the user’s device is also in the scheduler’s area.
- While a device can be associated with only one area, a user can be assigned to multiple areas.

For more information on the Areas feature, please see the *Polycom CMA System Operations Guide*.

## Peripheral Support

The CMA system provides support for two Polycom HDX system peripherals:

- The **Polycom Touch Control**— An intuitive interface that provides call control, administration, and content sharing capabilities for Polycom HDX room telepresence and SoundStructure systems.
- The **Polycom EagleEye Director**— A high-definition video camera designed for the Polycom HDX conference room solutions.

Peripherals can only register to the CMA system through the HDX system to which they are paired. Once registered, they can be monitored through the **Peripherals View** page. In addition, the CMA system can perform an automatic software update on a Polycom Touch Control panel if a qualified software package is added to the Touch Control **Automatic Software Updates** page. Note that automatic software updates are initiated by the endpoint.

## Copy Conference Enhancements

The CMA system has always allowed users to copy an existing conference record to create a new conference. The primary goal of the copy operation was to include the same participants in a new conference. Now, however, because of enhancements to the copy conference functionality, the copy operation also copies other parameters of the existing conference including the start time and scheduled duration.

Consider the following:

- If a user copies a past conference, by default the copied conference will be assigned the current date and the current time (that is the conference will be scheduled to start immediately).

- If a user copies a future conference, by default the copied conference will be assigned the current date. In this case:
  - If the time for the copied conference has past, the copied conference will be assigned the current time (that is it will scheduled to start immediately).
  - If the time for the copied conference has not past, the copied conference will be assigned the original conference start time.

## 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.

Before installing or upgrading a system to this release, carefully review the following notes:

- Only CMA systems running version 5.3 or 5.4 can be upgraded to version 5.5.
- If the CMA system being upgraded is configured to **Use Single Sign on (Integrated Windows Authentication)**, verify that the domain name used for integration is the primary domain name and not an alias. The CMA system no longer supports a domain name alias in this field.
- The CMA system upgrade package is an .bin file format.

## Web Client System Requirements

The following table describes the requirements for the Polycom CMA system 5.0 web user interface client.

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"><li>• Microsoft Internet Explorer OR</li><li>• Mozilla Firefox OR</li><li>• Apple Safari</li></ul>	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	Versions
<b>Video Endpoints</b>	
Polycom V and VSX Series	9.0.6.1 and higher
Polycom HDX systems	3.0.1 and higher

Product	Versions
Polycom CMA Desktop for Windows	5.1.0 and higher This CMA system release ships with CMA Desktop v5.1.0 for Microsoft Windows.  <b>Note</b> To specify the CMA system by fully qualified domain name on CMA Desktop clients installed on Windows Vista or Windows 7 systems, upgrade to Polycom CMA Desktop v5.1.0
Polycom CMA Desktop for Mac OS	5.1.1 only (Available from Polycom Global Services)  <b>Notes</b> For more information about CMA Desktop client interoperability and support on Mac OS, please see the Release Notes for the Polycom® CMA™ Desktop for Mac OS X.
Polycom ViewStation SP/MP/512	7.5.4 or higher (H.323 only)
Polycom ViewStation FX/EX/4000	6.0.5  <b>Note</b> Support for ViewStation endpoints is planned to end in the next major release of the Polycom CMA system.
Polycom PVX	8.0.2 and higher
Polycom QDX 6000 <sup>a</sup>	4.0.1
Polycom VVX 1500 <sup>a</sup>	UC 3.3.1 or higher
<b>Network Devices</b>	
Polycom RMX 1500	7.2 and higher
Polycom RMX 2000	7.2 and higher
Polycom RMX 4000	7.2 and higher
Polycom RMX 1000	2.1 and higher
Polycom MGC	9.0.4.3 and higher
Polycom DMA 7000 <sup>a</sup>	2.3 and higher (H.323 only)
Polycom RSS 2000	4.0
Polycom RSS 4000	6.0

Product	Versions
Polycom VBP 4300 Series	9.1.5.1 or higher
Polycom VBP 5300/6400 E/ST	9.1.5.1 or higher
<b>Third Party Products</b>	
Cisco Gatekeeper	12.4
Avaya Communications Manager	5.2.1 and 6.0  <b>Note</b> For questions and support on the Polycom - Avaya integrated solution, please contact your Avaya authorized service provider.
IBM Lotus Notes (for Polycom Scheduling Plugin <sup>b</sup> )	8.0.2 on Windows XP (32 bit) with SP3, Windows Vista Business (32 bit) with SP2, or Windows 7 (32 bit)
Microsoft Outlook (for Polycom Scheduling Plugin)	2007 (12.0.6514.5000) SP2 MSO (12.0.6425.1000) on Windows XP (32 bit) with SP3, Windows Vista Business (32 bit) with SP2, or Windows 7 (32 bit) 2010 (14.0.4760.1000) MSO (14.0.5128.5000) on Windows XP (32 bit) with SP3.
Microsoft Windows 2003 Server	x64 R2 with SP2 and KB updates. See <a href="#">“Appendix B: Polycom CMA System Operating System Updates”</a> on page 38 for a list of the updates applied to the Polycom CMA system.
Microsoft SQL Server <sup>c, d, e, f</sup>	2005 SP3, Standard or Enterprise edition, 32 or 64 bit 2008 R2, Standard or Enterprise edition, 32 or 64 bit Clustering supported.
Microsoft Active Directory <sup>g</sup>	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 VVX and QDX endpoints and Polycom DMA systems are supported only as H.323 devices.
- b. The CMA system includes a “shipped version” of the Scheduling Plugins for IBM Lotus Notes and Microsoft Outlook. This “shipped version” is the plugin version that has been tested and is certified to interoperate with the associated CMA system.
- c. SQL Server is required for all redundant CMA 5000 systems and for CMA 5000 systems supporting more than 400 concurrently registered endpoints and 240 concurrent calls.

- d. For installations with an external database, the CMA system is only certified with the SQL Server set to US-English Collation (SQL\_Latin1\_General\_CP1\_CI\_AS).
- e. The 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 CMA ReadManager\_db system database is now 4GB rather than 2GB with Autogrow set as preferred.
- g. Active Directory—Must have Global Catalogs enabled, universal groups defined, and Digitally sign communications enabled.

## 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 Polycom CMA system has been qualified to neighbor with versions (for version numbers, see “[Third Party Products](#)” on page 8) 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 Polycom 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.

## Polycom RMX Platform Integration

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

## Synchronization of Templates and Profiles

The Polycom CMA system administrator must manually synchronize the settings in the Polycom 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 Polycom 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 Polycom CMA system and MCU are used simultaneously to manage the same MCU ports.

## Feature Integration

### Fixed and Flexible Resource Capacity Modes

The Polycom 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.

## Resolved Issues

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

Issue #	Description
SSGSE-12669	When using the Apple Safari browser, the CMA system cannot launch the RMX system web UI (when the Manage button is clicked). The RMX system web UI requires ActiveX support. The Apple Safari browser does not support Active X. This is working as designed.
SSGSE-12573	Some CMA system conferences are randomly timing out when attempting to schedule. Error message says "Server Error While Attempting To Schedule Conference".
SSGSE-12556	The CMA system uses more CIF ports (4) per participant on RMX 1000 systems when scheduling a 1024 speed, sharpness conference. RMX systems only uses 2 CIF ports.
SSGSE-12481	On a CMA system version 5.3 SP3 the activity clock image/cursor displays indefinitely when changeing from the MCU list to the Monitor View list on the Network Device tab.
SSGSE-12476	When a conference is created by copying a previous conference, not all of the characteristics of the conference (for example, duration) are copied.
SSGSE-12431	Unable to schedule future conferences when the CMA system language setting is set to Spanish.
SSGSE-12270	Unchecking the Use Entry Queue option in the MGC record results in failed conference scheduling with "Insufficient Resources".
SSGSE-11994	On a CMA system integrated with an external Microsoft SQL server cluster, endpoints registered to the gatekeeper and Global Address Book do not appear in the Device List.
SSGSE-11974	Expand support for HDX system build numbers up to 8 digits.
SSGSE-11938	When canceling a reservation, the Polycom Scheduling Plugin for Microsoft Outlook displays a "resource is in use" error.
SSGSE-11921	On a redundant CMA system integrated with a DMA system, the integration will need to be reconfigured if the CMA system fails over to the redundant server. Otherwise, the CMA system cannot send the DMA system site topology information.
SSGSE-11851	The CMA system Site Topology page shows Max Bandwith in Mbps units when the units are actually Kbps.
SSGSE-11715	Using a CMA system, scheduling ISDN endpoints from GAB for an MGC conference dials the country code without leading zeros.

Issue #	Description
SSGSE-11703	On a CMA system, adding rooms via an LDAP search fails to display searched results, as room names are too long and have spaces with special characters.
SSGSE-11669	When searching for enterprise users in the CMA system, not all users are displayed in the web interface.
SSGSE-11632	The RMX address book that comes from a CMA system is missing ISDN country and area codes.
SSGSE-11406	The CMA system is unable to accept more than 400 RMX voice ports.
SSGSE-11326	When the operator tried remove participants from an ongoing conference on the CMA system, a database error occurred.
SSGSE-11314	A customer requested the ability to change local "User ID" after the user account has been created.
SSGSE-11311 SSGSE-11686	A customer requested the ability to specify that an SBC/ALG is exempted from DNS look ups.
SSGSE-11132	On the CMA system, not able to use full DNS name for the time server in provisioning profile since it is limited to 16 characters.
SSGSE-10852	When a user with a long first and last name tries to sign into CMA Desktop, it fails to sign in to thae CMA system but it still causes the CMA license count to increase.
SSGSE-10726	The CMA system reverts to the default certificate if the system is restarted with HTTPS enabled.
SSGSE-10600	Unable to schedule a cascaded conference with a guest containing an Annex O type address.
SSGSE-10485	On the CMA system v5.3, if an endpoint IP address is changed, the change does not show in the Global Address Book.
SSGSE-10445	The CMA system SNMP implementation is unable to retrieve the real value of MCU (RMX) Video/Audio ports usage through the SNMP console..
SSGSE-10409	The graphical view of CMA system's Site Topology mislabels the Max Bit Rate to be Mbps instead of kbps.
SSGSE-10287	Japanese characters in the Polycom Scheduling Plugin for Microsoft Outlook are garbled.
SSGSE-10042	A conference could not be scheduled because of insufficient bandwidth.
SSGSE-9924	Using version 5.x CMA systems, endpoints can be doublebooked over conferences created on version 4.1.4 CMA systems.
SSGSE-9132	Calls from TANDBERG VCS systems to a neighbored CMA-system fail when dialing by IP address. Calling the same devices by alias works correctly.

Issue #	Description
SSGSE-6876	The integration to Microsoft Active Directory may be performed as "Domain Name\LDAP user" as opposed to "Netbios Name\LDAP user" (for example, 'team3.local\cma' instead of "team3\cma"). To Microsoft infrastructure products, these are equal and the Polycom CMA system does integrate with Active Directory using either notation. However, the Polycom CMA system login page only uses "Netbios\Username" Therefore, the Polycom CMA system sees the service account as just a generic user login, rather than the service account.

## Known Issues

The following table lists the known issues found in the software since the Polycom CMA system v5.0 release which are not yet fixed.

Category	Issue #	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.

Category	Issue #	Description	Workaround
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 common name or display name. 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-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 ad hoc conference under the name "Internal Multipoint". Subsequent termination of this ad hoc conference works.	Terminate the conference again if it reappears as an internal multipoint conference.
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 Management	SSGSE-8996	Extending the duration of a conference by 5 minutes only adds 2 minutes to the conference.	None

Category	Issue #	Description	Workaround
Conference Management	SSGSE-7878	The Polycom CMA system does not send an E-mail 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
Configuration	SSGSE-10182	When the CMA system time zone or Daylight Saving Time flags are changed, 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.
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.	<ol style="list-style-type: none"> <li>1 Disable Simplified Dialing in the Polycom CMA system Services configuration.</li> <li>2 Change the Simplified Dialing prefix to a number other than 9 (such as 98)</li> </ol>
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

Category	Issue #	Description	Workaround
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 restart the server to re-establish full database connectivity. No workarounds for potential data loss.
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-9982	The ViewStation FX & ViewStation EX devices can be found by using the Search Devices feature even if they have a remote password.	None
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.
Device Management	SSGSE-5692	The status information of network devices (RMX, MGC, VBP) may be out-of-synchronization.	None
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.

Category	Issue #	Description	Workaround
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.
Documentation	SSGSE-11738	The Polycom CMA System Operations Guide v5.3 lists non-existent Polycom CMA Desktop software versions.	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.
Documentation	SSGSE-8862	The Polycom Scheduling Plugin for Microsoft Outlook online help changed in CMA v5.3, but only the English plugin was updated.	None
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.
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

Category	Issue #	Description	Workaround
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
Global Address Book	SSGSE-10429	The CMA system does not update the GAB that it provided the endpoint with name changes. The combination of VVX endpoints and CMA system works correctly, but HDX endpoints may not show the updated system name of the other endpoint in the directory.	None
Global Address Book	SSGSE-7744	On an endpoint, the Global Address Book shows Via Video appended to PVX device name entries. The Device Monitor list on the Polycom CMA system may also report PVX devices as Via Video.	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
Interop-CMAD	SSGSE-11287	A "Presence Status Unknown" error is always displayed for the Polycom CMA Desktop for Mac OS.	Since the CMAD Mac does not support presence, the warning may be safely ignored.

Category	Issue #	Description	Workaround
Interop-CMAD	SSGSE-10160	When a CMA Desktop software update is cancelled, it may still show as in-progress.	None
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 CMA system displays the correct version number and update status.
Interop-CMAD	SSGSE-6891	The 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 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

Category	Issue #	Description	Workaround
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-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 phone book 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-10983	For the CMA system to successfully manage a LifeSize endpoint, SSH must be enabled on the endpoint.	Enable SSH.
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	Issue #	Description	Workaround
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.
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-7843	After restoring an HDX system to factory defaults, the HDX <b>Management Server List</b> 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-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.

Category	Issue #	Description	Workaround
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-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-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-7153	There have been a few instances where the Polycom CMA system has incorrectly reported a systems alert that a Polycom RMX system is down.	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.

Category	Issue #	Description	Workaround
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-VBP	SSGSE-8925	CMA Desktop Chat icon is disabled in 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-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

Category	Issue #	Description	Workaround
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
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
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
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
Operating System	SSGSE-11368	This release does not include some of the Microsoft KB updates for Microsoft Windows Server 2003.	None. A patch to include these newer KB updates is forthcoming.
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

Category	Issue #	Description	Workaround
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 Microsoft Outlook	SSGSE-8839	Installing the Polycom Scheduling Plugin for Microsoft Outlook plugin 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
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

Category	Issue #	Description	Workaround
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.
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.
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-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.

Category	Issue #	Description	Workaround
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
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
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
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

Category	Issue #	Description	Workaround
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
Security	SSGSE-4056	A Polycom CMA system cannot successfully schedule a non-AES encrypted device to be connected to an encrypted RMX conference.	None
Site Topology	SSGSE-12788	The graphical view of CMA system's Site Topology mislabels the Max Bit Rate to be Mbps instead of kbps.	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.
Site Topology	SSGSE-6332	The Polycom CMA system does not save Active Directory users' Site Topology preferences.	None
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

Category	Issue #	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-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.
UI	SSGSE-9030	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

Category	Issue #	Description	Workaround
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
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.

Category	Issue #	Description	Workaround
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
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 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	

Category	Issue #	Description	Workaround
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.
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.

Category	Issue #	Description	Workaround
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
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.
Upgrade	SSGSE-9088	Multiple bridges lost gatekeeper registration with CMA system. PN_Log.txt stops reporting info after upgrade from 4.1.4 to 5.0.	None
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.

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
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 REDIManager 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 NIC's 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 Polycom CMA system in this release.

### Security Updates for Microsoft Windows Server 2003

KB#	KB#	KB#	KB#
KB923561	KB924667-v2	KB925902	KB926122
KB929123	KB930178	KB931768	KB932168
KB933566	KB933729	KB935839	KB935840
KB936021	KB936782	KB937143	KB938127
KB938464	KB938464-v2	KB939653	KB941568
KB941569	KB941644	KB941693	KB942615
KB943055	KB943460	KB943485	KB944338
KB944338-v2	KB944533	KB944653	KB945553
KB946026	KB947864	KB948590	KB948881
KB950759	KB950760	KB950762	KB950974
KB951066	KB951698	KB951748	KB952004
KB952069	KB952954	KB953155	KB953838
KB953839	KB954155	KB954211	KB954600
KB955069	KB956390	KB956391	KB956572
KB956802	KB956803	KB956841	KB957095
KB957097	KB958215	KB958644	KB958687
KB958690	KB958869	KB959426	KB960225
KB960714	KB960715	KB960803	KB961371
KB961373	KB961501	KB963027	KB967723
KB968537	KB969059	KB969897	KB969898
KB969947	KB970238	KB970430	KB970483
KB971468	KB971486	KB971961	KB972270
KB973507	KB973525	KB973904	KB974318
KB974392	KB974455	KB974571	KB975467

KB#	KB#	KB#	KB#
KB975560	KB975562	KB975713	KB976323
KB976325	KB977290	KB977816	KB977914
KB978037	KB978251	KB978262	KB978338
KB978542	KB978601	KB978695	KB978706
KB979309	KB979482	KB979559	KB979683
KB980195	KB980218	KB980232	KB981350
KB982381	KB982666		

### Updates for Microsoft Windows Server 2003

KB#	KB#	KB#	KB#
KB927891	KB932596	KB936357	KB948496
KB951072-v2	KB955759	KB955839	KB967715
KB971737	KB973687	KB976749	KB977165
KB978207	KB980182		

### Hotfixes for Microsoft Windows Server 2003

KB#	KB#	KB#	KB#
KB942288-v4	KB942589	KB954550-v7	KB970653-v3
KB976098-v2	KB979306	KB981793	

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- printing services (printing to a printer managed by the server software), or
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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).

**3. SCOPE OF LICENSE.** The software is licensed, not sold. This agreement only gives you some rights to use the software. *Polycom* and Microsoft reserve all other rights. Unless applicable law gives you more rights despite this limitation, you may use the software only as expressly permitted in this agreement. In doing so, you must comply with any technical limitations in the software that allow you to use it only in certain ways. For more information, see the software documentation or contact *Polycom*. Except and only to the extent permitted by applicable law despite these limitations, you may not:

- work around any technical limitations in the software;
- reverse engineer, decompile or disassemble the software;
- make more copies of the software than specified in this agreement;
- publish the software for others to copy;
- rent, lease or lend the software; or
- 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](http://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.
- 5. **BACKUP COPY.** You may make one backup copy of the software. You may use it only to reinstall the software on the device.
- 6. **PROOF OF LICENSE.** If you acquired the software on the device, or on a disc or other media, a genuine Certificate of Authenticity label with a genuine copy of the software identifies licensed software. To be valid, this label must be affixed to the device, or included on or in *Polycom's* software packaging. If you receive the label separately, it is not valid. You should keep the label on the device or packaging to prove that you are licensed to use the software. To identify genuine Microsoft software, see <http://www.howtotell.com>.
- 7. **TRANSFER TO A THIRD PARTY.** You may transfer the software only with the device, the Certificate of Authenticity label, and these license terms directly to a third party. Before the transfer, that party must agree that these license terms apply to the transfer and use of the software. You may not retain any copies of the software including the backup copy.
- 8. **NOT FAULT TOLERANT.** The software is not fault tolerant. *Polycom* installed the software on the device and is responsible for how it operates on the device.
- 9. **RESTRICTED USE.** The Microsoft software was designed for systems that do not require fail-safe performance. You may not use the Microsoft software in any device or system in which a malfunction of the software would result in foreseeable risk of injury or death to any person. This includes operation of nuclear facilities, aircraft navigation or communication systems and air traffic control.
- 10. **NO WARRANTIES FOR THE SOFTWARE.** The software is provided "as is". You bear all risks of using it. Microsoft gives no express warranties, guarantees or conditions. Any warranties you receive regarding the device or the software do not originate from, and are not binding on, Microsoft or its affiliates. When allowed by your local laws, *Polycom* and Microsoft exclude implied warranties of merchantability, fitness for a particular purpose and non-infringement.
- 11. **LIABILITY LIMITATIONS.** You can recover from Microsoft and its affiliates only direct damages up to two hundred fifty U.S. Dollars (U.S. \$250.00), or equivalent in local currency. You cannot recover any other damages, including consequential, lost profits, special, indirect or incidental damages.

This limitation applies to:

- anything related to the software, services, content (including code) on third party internet sites, or third party programs, and

- claims for breach of contract, breach of warranty, guarantee or condition, strict liability, negligence, or other tort to the extent permitted by applicable law.

It also applies even if Microsoft should have been aware of the possibility of the damages. The above limitation may not apply to you because your country may not allow the exclusion or limitation of incidental, consequential or other damages.

12. **EXPORT RESTRICTIONS.** The software is subject to United States export laws and regulations. You must comply with all domestic and international export laws and regulations that apply to the software. These laws include restrictions on destinations, end users and end use. For additional information, see [www.microsoft.com/exporting](http://www.microsoft.com/exporting).