Polycom CMA System Release Notes

Polycom is pleased to announce this 5.2.0J release of the Polycom® Converged Management Application™ (CMA™) system.

This version of the CMA system supports a different set of features than the more commercial CMA system releases. This version of the CMA system provides the special features and functionality required to deploy the system into a maximum security environment.

Because of its feature set, this version of the CMA system has many operational differences. This document includes a brief description of the new security features. It also has a list of those features that are not supported in a Maximum Security environment.

For more information, see the CMA System product documentation. To securely deploy the system, see the *Polycom CMA System Deployment Guide for Maximum Security Environments* and the *Polycom Visual Communications Deployment Guide for Maximum Security Environments*.

> This software meets the latest U.S. Department of Defense network requirements for listing on the Defense Switched Network (DSN) Approved Products List (APL), as maintained by the Joint Interoperability Test Command (JITC).

Contents

What's New in This Release

This release includes support for the following new features:

- Software updates in a maintenance window
- Monitoring HDX systems through an XML API
- Secure `https`
- Encrypted passwords
- IPv6
- User account management
- Session management
- Certificate management
- Multiple time and DNS servers
- Standard and customized login banner
- Backup and restore of system settings

Maximum Security

This release provides a maximum security environment for those businesses that must adhere to the most stringent security protocols. A CMA system running v5.2.0J operates at Maximum Security level only—the level required in a strict security networks—and this security level cannot be changed.

Feature Restrictions in Maximum Security

This release does not include support for the following features:

- Operation on CMA 4000 platform
- CMA system gatekeeper functionality
- Redundant configurations
- External databases
- ISDN scheduling
- Global Address Book
- Standard (scheduled) management and monitoring of endpoints
- Presence
- SNMP
- Remote desktop

- Integration with Microsoft Exchange for calendaring
- Integration with Microsoft Office Communications Server
- Polycom CMA Desktop clients
- Polycom Scheduling Plug-ins for Microsoft Outlook and IBM Lotus Notes
- Least Cost Routing
- Audio only conferences
- Online help

For more information on these features, see the CMA System product documentation.

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 user interface (UI) of the CMA system is available in English only.

Installation Notes

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

Before installing this release, carefully review the following notes:

• There are no upgrade paths to this version of CMA systems

• This version of the CMA system operates in Maximum Security mode environments only.

• When installing a CMA system, secure the CMA system server before entering the First Time Setup wizard. To do this, interrupt the CMA system server boot process and secure the system by changing the system server Bios as described in the *Polycom CMA System Deployment Guide for Maximum Security Environments* .

System Requirements

The following table describes the requirements for the CMA system web scheduling and system operations web interface.

Product	Supported Versions
Microsoft Windows Operating System	2003 SP2, XP SP3, or Vista SP2
Internet Browser • Microsoft Internet Explorer OR • Mozilla Firefox OR • Apple Safari	v6.0, 7.0, or 8.0 v3.5 or 3.6 v3.2 or 4.0
Adobe Flash Player	v9.x or 10.0.x

Interoperability

The CMA system is a Microsoft Windows 2003 Server x64 R2 with SP2 and KB updates.

Product	Supported Versions
Video Endpoints	
Polycom HDX systems	2.7.0J
Network Devices	
Polycom RMX 1500/2000/4000	7.5.0J

Product	Supported Versions
Polycom DMA 7000	2.1.0J
Third Party Products	
Microsoft Windows 2003 Server	x64 R2 with SP2 and KB updates.
Microsoft Active Directory[a]	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. Microsoft Active Directory must have Global Catalogs enabled, universal groups defined, and Digitally sign communications enabled.

Polycom HDX System Integration

A system administrator must consider the following when integrating a Polycom HDX system with a CMA system in a maximum security environment.

Enable Enterprise Directory Through Provisioning

Ensure that sites are provisioned with the **Enable Enterprise Directory Global Directory** field enabled. This enables Active Directory, as required, on Polycom HDX endpoints.

Machine Accounts

For secure communications, an administrator must set up on the CMA system a machine account for the HDX system with which it interacts.

For more information on machine accounts, see the *Polycom CMA System Deployment Guide in Maximum Security Environments*.

Polycom RMX Platform Integration

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.

Machine Accounts

For secure communications, an administrator must set up on the RMX system a machine account for the CMA system with which it interacts.

This machine account must include a fully-qualified domain name (FQDN) for the CMA system. This FQDN field on the RMX system is case-sensitive, so it must match the name in the CMA certificate (including case) exactly.

For more information on machine accounts, see the *Polycom CMA System Deployment Guide in Maximum Security Environments*.

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.

Known Issues

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

Category	Issue #	Description	Workaround
Site Topology	SSGSE-12058	If a site is created, deleted, and then recreated, provisioning no longer works for devices in that site.	When creating a site, do not use the same name as a previously deleted site.
Site Topology	SSGSE-11955	Using the password rotation functionality may cause the password for the Site Topology Service to be set incorrectly. This will cause the Site Topology Service to become unavailable. Indications that this has happened are: 1) The following error appears in the Jserver.log file: ERROR|main|SiteTopologyService|(WebApplicationContext_0) Unable to communicate with site topology backend within 120 seconds javax.naming.AuthenticationException: [LDAP: error code 49 - Invalid Credentials] 2) Accessing Sites on the CMA system results in an error message and no sites are defined.	Rotate the passwords a second time.
Active Directory	SSGSE-11934	Enterprise directory searches on Polycom HDX systems do not succeed after initial provisioning until the endpoint is rebooted.	Reboot after initial provisioning.
Reporting	SSGSE-11923	Call Device Record (CDR) times for the start and end of calls are incorrect.	None
Security	SSGSE-11696	As a user I would expect the CMA system to confirm that my password has been changed before I am logged out.	None
Site Topology	SSGSE-11679	Conferences don't show the correct site information.	As a best practice, if you make changes to the CMA system site topology, you should restart the system.

Category	Issue #	Description	Workaround
Security	SSGSE-11664	Session timeout during File Upload.	None
Device Management	SSGSE-11627	The System Name field on the Find Device pane is editable. It should not be editable.	Do not edit the System Name in this manner.
Active Directory	SSGSE-11613	When the CMA system;s LDAP integration credentials are invalid, an error message and exception stack trace may appear in the Jserver.log log file when the CMA system tries logging in to Active Directory.	None
System Access	SSGSE-11608	When the CMA system has a session timeout during a file upload or system scan, the browser locks up.	None
Device Management	SSGSE-11409	If, in the CMA system, you have a room in Active Directory that you first associate with an endpoint before you designate it as a room, the room will lose its association with the endpoint.	Do not associate rooms with endpoints until you have designated them as rooms.
Conference Monitoring	SSGSE-11371	When a device is assigned to both a user and a guest, Conference Monitoring will show the guest name as the participant name when the device is connected in a conference.	None
Configuration	SSGSE-11363	The CMA system logs may not display timestamps using the time zone configured for the system, if the system has not been rebooted since the time zone was changed. This is an issue during out-of-box setup because there is no reboot after the time zone is set.	Reboot the CMA system after changing the system's time zone.

Category	Issue #	Description	Workaround
Configuration	SSGSE-11159	When an administrator first enables IPv6, the initial IPv6 address input by the user (in the CMA network setup) becomes the "SLAAC" address. The SLAAC address can't be removed from the system from that point on. If the administrator then changes the IPv6 address (in CMA network setup), the CMA system will then end up listening on two addresses: the SLAAC address and the new address. From then on, any time the administrator changes the address in CMA system, the second address will change, but the SLAAC address will remain. This is a Windows limitation that has no known workaround.	None
Other	SSGSE-11150	The McAfee anti-virus scan engine does not detect the standard anti-virus test file when it is contained in a .zip file and located in some file system locations. The anti-virus test files are detected during upload even when they are in a compressed format (except in .7zip format).	None
Reporting	SSGSE-11032	If a call spans midnight GMT, it will be appear in the Endpoint Usage Report as two conferences.	None
Reporting	SSGSE-11027	If an endpoint loses connection to the network during a call, the Endpoint Usage Report for the endpoint will not accurately reflect the conference end-time.	None
Active Directory	SSGSE-10942	After rooms are imported into the CMA system, changes made in Active Directory to room data (e.g., email address or description) are not updated on the CMA system.	None

Category	Issue #	Description	Workaround
Reporting	SSGSE-10837	The Endpoint Usage Report appears to use the wrong end-date when filtering by date. This happens because the CDRs begin- and end-time are displayed as GMT, and the filter uses the CMA system local time. So if the call end-time for an endpoint is 6 pm local time on the 25th, it will show on the report as 1 am on the 26th (GMT). The filter is using the 6 pm time, so the CDR is displayed.	None
System Access, UI	SSGSE-10487	When using Microsoft Internet Explorer to access a CMA system, entering the system's IPv6 address results in a certificate error.	Specify the CMA's system's DNS name instead of its IPV6 address in the URI.

Where to Get the Latest Product Information

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

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Appendix A: Polycom CMA System End-User License Agreement

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(Version 5.2.0J)

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²   updates,

²   supplements,

²   Internet-based services, and

²   support services

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-*Server Software.* Server software provides functions or services on this server. You may install, use, access, display and run only one copy of server software on this server. Components of the server software may only be used on this server.

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-   *Processor Rights.* You may use the server software with up to 4 processors of the Server at any one time.

2.   ADDITIONAL LICENSING REQUIREMENTS AND/OR USE RIGHTS.

a.   Specific Use. *Polycom* designed this server for a specific use. You may only use the software for that use.

You may not use the software to support additional software programs or functions, other than utilities or similar software used solely for administration, performance enhancement and/or preventative maintenance of this server.

b.   Client Access Licenses ("CALs"). These license terms include 5 CALs unless a higher number of CALs is indicated on the Certificate of Authenticity for the server software. Please select the number of Windows User CALs and Windows Device CALs (not to exceed a combined total of 5 or such higher number) and write them in the spaces provided below. No CALs are valid until those spaces are completed. You may not change them once completed.

___ Windows User CALs

___ Windows Device CALs

The software licensing model consists of an operating system license and incremental CALs. The total cost for the software scales with usage. Several CAL types and licensing modes are available to suit your individual needs.

Windows Server 2003 Client Access License ("Windows CAL") Requirements. In addition to the license for the server software, you must acquire a Windows CAL for each individual person ("User") or device that accesses or uses the server software, whether directly or through a Multiplexing Service. A "Multiplexing Service" is a software application or service accessing or using the server software at the request of a User or device. For example, a Windows CAL is required for each User or device that uses any of the following services of the server software:

²authentication services (when user or application credentials are exchanged between the server software and a User or device),

²file services (accessing or managing files or disk storage),

²printing services (printing to a printer managed by the server software), or

²remote access service (accessing the server from a remote location through a communications link, including a virtual private network).

You do not need to acquire a Windows CAL for any User or device that accesses the server software solely through the Internet and is not authenticated by the server software or a Multiplexing Service.

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 Window 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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• 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.mspx.

   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:

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(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

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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.

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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.

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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.

²APPROVED 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].

²NO 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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