



Polycom RealPresence Clariti Advanced Solution

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Release History

The following table lists the release history of Polycom RealPresence Clariti Advanced.

Release History

Release Date	Features
October 2019	Updated Products Tested and Known Issues list. Added Known Issues list.

Security Updates

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

October 2019 Test Pass

The RealPresence Clariti Advanced Solution changes before October 2019.

Products Tested with This Release

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

Note: Poly recommends that you upgrade your Poly devices with the latest software versions, as compatibility issues may already have been addressed by software updates. See the [Current Poly Interoperability Matrix](#) to match product and software versions.

Products Tested with this Release

Product	Tested Versions
Polycom RealPresence DMA	10.0.0.4
Polycom RealPresence DMA Edge	10.0.0. 4
Polycom RealPresence Collaboration Server	8.8.1
Polycom RealPresence Resource Manager	10.7.0
Polycom RealPresence Web Suite Experience Portal	2.2.2

Product	Tested Versions
Polycom RealPresence Web Suite Services Portal	2.2.2
Polycom RealPresence Mobile	3.10.1
Polycom RealPresence Desktop	3.10.0
Polycom RealPresence Debut	1.3.2
Polycom RealPresence Group Series	6.2.2
Poly G200	1.0.0
Poly G7500	2.1.0
Poly Trio	5.9.1
Polycom VVX	6.1.0
Polycom RealPresence Touch	2.2.2
Polycom Pano	1.2.1
Polycom Content App	1.3.1
Polycom EagleEye IV USB Camera	1.2.1
Polycom EagleEye Cube	1.1.0

Resolved Issues

There are no resolved issues in this release.

Known Issues

The following table lists known issues in this release.

Note: These release notes do not provide a complete listing of all known issues that are included in the software. Issues not expected to significantly impact customers with standard voice and video conferencing environments may not be included. In addition, the information in these release notes is provided as-is at the time of release and is subject to change without notice.

Known Issues

Category	Issue ID	Description	Workaround
RealPresence Collaboration Server	EN-69410	If you have a RealPresence DMA VMR configured with a 2048 kbps line rate and use RealPresence Desktop software to make an H.323 512 kbps call, sometimes the RealPresence Desktop software fails to share content and receives legacy content.	No workaround for this issue.
RealPresence Collaboration Server	EN-69743	Sometimes, video cells and site names in the participant layout are missing during a RealPresence DMA VMR conference.	The participant layout may recover when changing active speakers.
RealPresence Collaboration Server	EN-69805	The live recording stream doesn't stop when you pause the recording in a RealPresence DMA VMR call.	No workaround for this issue.
RealPresence Desktop	EN-42819	After joining a VMR conference using RealPresence Desktop as the RealPresence Web Suite soft client on the Microsoft Surface Book, RealPresence Desktop may display the Unmute icon when the Mute on Entry enabled option is selected on the RealPresence Web Suite Experienced Portal administration interface.	Manually mute the RealPresence Desktop.
RealPresence Group Series	EN-147602	RealPresence Group Series doesn't update the H.323 ID during H.323 registration.	Update the registration details without disabling H.323.

Related Poly and Partner Resources

See the following sites for information related to this release.

- The Polycom Support Site is the entry point to online product, service, and solution support information including Licensing & Product Registration, Self-Service, Account Management, [Product-Related Legal Notices](#), and Documents & Software downloads.
- The [Polycom Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Polycom Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
- The [Polycom Partner Network](#) are industry leaders who natively integrate the Poly standards-based RealPresence Platform with their customers' current UC infrastructures, making it easy for you to communicate face-to-face with the applications and devices you use every day.
- The [Polycom Collaboration Services](#) help your business succeed and get the most out of your investment through the benefits of collaboration.

GETTING HELP

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

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