

Polycom® RealAccess™

On-Premises Edition

Polycom announces the release of version 2.2 software for Polycom® RealAccess™, On-Premises Edition Service Delivery Platform. This document provides the latest information about the RealAccess, On-Premises Edition Service Delivery Platform.

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What's New in Release 2.2

The Polycom RealAccess, On-Premises Edition 2.2 Service Delivery Platform includes the following new features:

- Hide Inactive MCU Name from Analytics
- Error Dashboard
- Export Capability on RMX Capacity Page
- Assets Geographic Map
- Conference dashboard
- List of participants in a conference
- Report inclusion of audio conference equipment
- Remote administrative access to endpoints from Endpoint Dashboard
- Revision of navigation toolbar to reflect conference dashboard

- Licensing through Polycom Licensing Center
- Onboarding Form changes

Hide Inactive MCU Name from Analytics

The RealAccess platform enables you to exclude inactive MCUs from Analytics reports. This feature also removes redundant metrics due to renaming an MCU asset by enabling you to hide the old MCU name in reports.

Error Dashboard

The RealAccess platform includes an **Error Dashboard** that enables you to quickly troubleshoot a particular type of error by showing the sites, systems, and users that most frequently generate the error.

Export Capability on RMX Capacity Page

The RealAccess platform includes an export capability on the **RMX Capacity** page to download data to an Excel spreadsheet.

Assets Geographic Map

You can look at a geographic map to quickly locate endpoints and to see which endpoints are in use at a location.



Your Resource Manager must be running release 9.x or higher for the Assets Map to work properly. In addition, if your network contains more than 1000 endpoints, your Resource Manager must be running release 10.1 in order for the Assets Map to display those endpoints. Also, for users to use the Assets Map, you must also allow Internet access for the computers from which users access RealAccess, On-Premises Edition service delivery platform.

Conference Dashboard

The RealAccess platform includes a **Conference Dashboard** that enables you to quickly view summary and detailed information about the conferences that were held in a conference room over a selected time frame,

List of Participants in a Conference

From the new **Conference Dashboard** the RealAccess platform, you can display detailed information about the participants that attended a conference.

Reporting on Audio Conference Equipment

The RealAccess platform reports on audio-only Polycom endpoints such as the SoundStation series.

Remote Administrative Access to Endpoints from Endpoint Dashboard

From the **Endpoint Dashboard**, you can simply click a new **Manage** link to bring up the **Admin Login** page for the endpoint you are currently viewing.

Revision of Navigation Toolbar to Reflect Conference Dashboard

An **Analytics | Conference** menu replaces the old **Analytics | Meetings** menu on the toolbar of the RealAccess Web interface. The new menu consolidates all conference-related reports, including the **Meetings | Executive Summary** option and the new **Conference Dashboard**.

Licensing through Polycom Licensing Center

New sales and upgrades of the RealAccess, On-Premises Service Delivery Platform require the use of a license you obtain from the Polycom Licensing Center.

Onboarding Form Changes

The Onboarding Form that customers must submit prior to deploying the RealAccess platform has been reorganized. The required information, however, remains the same.

Release History

The following table lists the release history of Polycom RealAccess.

Release History

Release	Release Date	Features
2.2	April 2017	<ul style="list-style-type: none"> Hide inactive MCU from analytics Error Dashboard Export capability on RMX Capacity page Assets Geographic Map Conference dashboard List of participants in a conference Report inclusion of audio conference equipment Remote Administrative Access to Endpoints from Endpoint Dashboard Revision of navigation toolbar to consolidate conference reports Licensing through Polycom Licensing Center Revised Onboarding Form
2.0.1	October 2016	<ul style="list-style-type: none"> Initial release of RealAccess, On-Premises Edition Meeting metrics page Advanced asset management Report printing Enhanced reporting features

RealAccess Version Information

The following table provides versioning information for the RealAccess, On-Premises service delivery platform.

RealAccess Versioning Information

On-Premises Version	VM Versions
2.2	plcm-realaccess-sql-2.2.0-2.2.0 plcm-realaccess-util-2.2.0-2.2.0 plcm-realaccess-web-2.2.0-2.2.0

Security Updates

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

Platform Requirements

The following hardware requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

The RealAccess service delivery platform monitors components of the Polycom® RealPresence® Platform, which enables standards-based videoconferencing collaboration using hardware and software endpoints from Polycom and other optional vendors.

Depending on your network setup, the RealAccess service delivery platform monitors some or all of the components listed in the following table.

Required and Optional RealPresence Platform Components

Required/Optional	Component	Version	Description
Required	Polycom® RealPresence® DMA®	6.2.1.1 or higher (recommended)	<ul style="list-style-type: none"> • Signaling • Call control • Bridge virtualizations
Required	Polycom® RealPresence® Resource Manager	<ul style="list-style-type: none"> • 9.0.1, with no API license • 10.0.1 with no API license • 10.1.0 with no API license 	<ul style="list-style-type: none"> • Provisioning, • Managing endpoints • Scheduling meetings
<ul style="list-style-type: none"> • Optional for portal • Required for VMR 	Polycom® RealPresence® Collaboration Server (RMX)®	8.2.0 or higher	Polycom multi-point control unit (MCU) for hosting conferences

Browser Requirements

The following software requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

The RealAccess service delivery platform provides detailed reporting information about your RealPresence video network using a data extraction agent that is installed on-premises.

The following table details the minimum browser requirements for the RealAccess service delivery platform portal agent.

RealAccess Portal Agent Minimum Browser Requirements

Browser	Version
Microsoft Internet Explorer®	11
Mozilla Firefox®	14.0 or higher
Google Chrome™	30.0 or higher
Apple® Safari®	7.0 or higher

Microsoft Browser Limitations

Enterprise security policies that use Internet Explore require adding `realaccess.polycom.com` as a trusted site in the **Internet Options > Security Tab > Trusted sites > Sites**.

Microsoft Edge is not supported in the RealAccess service delivery platform.

Server Requirements

Your RealAccess, On-Premises Edition virtual machine is supported in VMware and Hyper-V environments. The following tables list the minimum requirements for the supported virtual environments.



VMotion Cloning is not supported in VM deployments of the RealAccess service delivery platform.

Three servers comprise the RealAccess, On-Premises Edition service delivery platform: the Utility server, the Database (SQL) server, and the Web server. Each server has its own requirements.

For more information on the server deployments, see the *Polycom RealAccess On-Premises Edition Deployment Guide*.

RealAccess, On-Premises Edition Utility Server Requirements

Component	Description
Operating System	Linux (open-source license provided)
Virtual Cores	4 virtual cores
RAM	8 GB
Accessible Storage	125 GB Note the following recommendations: <ul style="list-style-type: none"> • SSDs are preferred • RAID1 SSD configuration is recommended
Applications	Utility Processes (open-source and/or license provided)

RealAccess, On-Premises Edition Database (SQL) Server Requirements

Component	Description
Operating System	Windows 2012R2 (license provided)
Virtual Cores	4 virtual cores
RAM	16 GB
Accessible Storage	700 GB Note the following recommendations: <ul style="list-style-type: none"> The recommended drive layout is as follows: <ul style="list-style-type: none"> ⤴ C: 125 GB (OS) ⤴ D: 125 GB (SQL) ⤴ E: 450 GB (backup) OS and SQL should be on SSDs RAID6 SSD configuration is recommended Backups can be in HD, but they will take longer to complete
Applications	SQL Server 2014 (license provided)

RealAccess, On-Premises Edition Web Server Requirements

Component	Description
Operating System	Windows 2012R2 (license provided)
Virtual Cores	4 virtual cores
RAM	8 GB
Accessible Storage	125 GB Note the following recommendations: <ul style="list-style-type: none"> SSDs are preferred RAID1 SSD configuration is recommended
Applications	RealAccess (license provided)

Products Tested with this Release

The RealAccess service delivery platform is tested with other 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.

Polycom supports mixed Hyper-V/VMware environments, but Polycom has not tested all configurations/combinations.



Polycom recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. Refer to the [Current Polycom Interoperability Matrix](#) to match Polycom devices with the latest software release.

Products Tested with this Release

Product	Tested Versions
Polycom RealPresence DMA	6.4.0
Polycom RealPresence Resource Manager	10.0.1 ^a
Polycom RealPresence Collaboration Server (RMX)	8.7.1
Polycom® RealPresence® Access Director™	4.2
Polycom® RealPresence® Web Suite	2.1.2
Polycom® RealPresence® Media Suite	2.7

^a API requires administrator privileges.



SSO integration has not been tested with this release.

System Constraints and Limitations

The following table lists all known system constraints and limitations in this release of Polycom RealAccess.

System Constraints and Limitations

Category	Description	Workaround
Browser	The user interface intermittently misaligns when using Internet Explorer 11.	Use another browser such as Chrome, Firefox, or Safari.
Interoperability	On the Assets > Models menu of the portal, there is no Location information displayed for Cisco endpoints. This is because Cisco endpoints, like other non-Polycom endpoints, do not provide location information.	No workaround is available.
User Experience	SIP calls are not listed on the Utilization > Summary and Utilization > List View and Endpoint Dashboard pages, but SIP call details do display on the Utilization > Trends page	No workaround is available.
User Experience	A point-to-point call from a registered RealPresence Desktop endpoint to a non-registered HDX endpoint does not appear in reporting data on the portal.	No workaround is available.

System Constraints and Limitations

Category	Description	Workaround
User Experience	Utilization Summary and Endpoint Dashboard show inconsistent call counts for rooms.	No workaround is available.
User Experience	You must wait 24 hours after deploying RealAccess before the Analytics functionality is available.	No workaround is available.

Resolved Issues

The following table lists resolved issues in this release of Polycom RealAccess.

Resolved Issues

Category	Issue Number	Description
User Experience	PHNX-185	Duplicate call records in CDR data sometimes result in duplicate calls in RealAccess Analytics reports.
User Experience	PHNX-313	Some equipment listed on the Asset > Models page has the same display name. For example HDX8000 HD and POLYCOMHDX800 HD both display as "HDX8000."
Security	PHNX-467	The default password after installing RealAccess does not conform to Polycom Password policies.
User Experience	PHNX-520	The Meetings Executive Summary page takes a long time to load data.
Interoperability	PHNX-575	DNS names should be allowed as alternatives to IP addresses when configuring the RealAccess servers and adding the DMA and Resource Manager.
Security	PHNX-576	The Email Configuration page should not include the definition of a password.
Documentation	PHNX-596	The About page must display the correct release number, the serial numbers/activation codes for the RealAccess services, and the end-of-service dates for those services.
Security	PHNX-598	Passwords ending with a number should be encrypted when sent to the customer's Exchange server
User Experience	PHNX-599	The user gets a slash (/) application error when trying to log in.
Deployment	PHNX-600	When using a Hyper-V virtual environment, the server hardware settings are incorrect.

Resolved Issues

Category	Issue Number	Description
Interoperability	PHNX-601	The Deployment Guide should describe how to add a second NTP server for customers who want NTP redundancy for their RealAccess platform. A second NTP server can be added on the server configuration page for the Utility Server and the NTP tab on the RealAccess Configuration Utility page for the Web and Database servers
User Experience	PHNX-603	Add a Test button on the Email Configuration page to verify the email configuration is correct.
Interoperability	PHNX-606	Group Series endpoints are not showing the updated release number.
User Experience	PHNX-661	Endpoint data is not appearing properly or not appearing at all in the Utilization Trend and Utilization List View reports.
Interoperability	PHNX-697	There is no option for a No Auth connection between the customer's Exchange server and the RealAccess platform.
Documentation	PHNX-699	Documentation needs to tell customer that the RealAccess platform must have Internet access in order for users to have access to Tutorial videos.
Deployment	PHNX-700	Windows is not activated on the SQL and IIS servers after redeploying an instance of the RealAccess platform.
Security	PHX-706	Add information to documentation telling customers <i>not</i> to delete the default user unless another Customer Administrator user has been added first. If a Customer Administrator is not added before deleting the default user, users cannot be managed, nor can they log in.
Interoperability	PHX-720	RealAccess platform incorrectly uses UDP port 12201 to connect to send log messages.
User Experience	PHNX-108	The Privacy Policy displays in English when Korean or Brazilian Portuguese are selected.
User Experience	PHNX-574	Several page and graph titles are broken into two lines.
User Experience	PHNX-580	The Login Activity page displays garbled field labels.
User Experience	PHNX-586	When changing the Utilization Summary filter from Duration (HH:MM) to Count , the reports display 00:00 instead of the correct count values.

Resolved Issues

Category	Issue Number	Description
User Experience	PHNX-590	The Utilization Summary on the Endpoint Dashboard incorrectly indicates no activity.
User Experience	PHNX-595	City and Country data entered in the Site Friendly Name page is not saved.

Known Issues

The following table lists all known issues and suggested workarounds for Polycom RealAccess.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
User Experience	PHNX-101	1.0	On the Utilization > Summary menu of the portal, total Calls and Duration are incorrect when the Period of Analysis is filtered by Yesterday, Last Week, Last Month, Last 30 Days , and Custom . This is because only point-to-point and VMR calls are listed. In this release, other call types such as VMR-Lync AVMCU are not considered.	No workaround in this release.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads at [Polycom Support](#).

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

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