

Polycom® RealAccess™

Cloud Edition

This document provides the latest information about the RealAccess, Cloud Edition service delivery platform.

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What's New

This Polycom RealAccess, Cloud Edition release includes the following new features:

- Executive Summary
- Agent use of port 443
- Revision of navigation toolbar and report titles to reflect Executive Summary and improve ease of use

Executive Summary

Use the Executive Summary to get a one-page snapshot of your inventory and activity within your collaboration network. The Executive Summary displays highlights from both the Analytics and Asset Management reports.

Agent use of port 443

As an alternative to port 1194, your RealAccess, Cloud Edition service delivery platform can use port 443 for OpenVPN connection from your RealAccess agent to the RealAccess platform. This option is especially useful when your company's firewall blocks port 1194 access.

Revision of navigation toolbar to reflect Executive Summary and improve ease of use

The main menu of RealAccess, Cloud Edition service delivery platform has a new option, **Home**, which provides access to the new **Executive Summary** report. In addition, several menu labels have changed to include more user intuitive terms. These changes are:

Old Label	New Label
Conference	Conferences
Utilization	Calls
Performance	Errors

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.

Virtual Machine Server Requirements

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

RealAccess Portal Agent Minimum Server Requirements per VM Instance

Component	Description
CPU	Each instance must be hosted on a physical CPU with the following clock-speed characteristics: <ul style="list-style-type: none"> • ≥2.0 GHz (Intel Xeon E5 Series or better CPU) • ≥2.5 GHz (Intel Xeon 5500 Series or better CPU) Each instance must also support 64-bit installations.
Virtual Cores	2 virtual cores
RAM	4 GB
Accessible Storage	50 GB
.OVA File	Latest RealAccess agent .ova file, downloaded to your local machine.
One or more ESXi hosts	Each host must be v5.0 or higher and support 64-bit VM installations.
VMware vSphere vCenter Controller	Using a vSphere client, you must be able to access and administer VMware ESXi hosts either directly or via a vCenter host controller.

RealAccess Portal Agent Minimum Server Requirements per KVM Instance

Component	Description
CPU	Each instance must be hosted on a physical CPU with the following clock-speed characteristics: <ul style="list-style-type: none"> • ≥2.0 GHz (Intel Xeon E5 Series or better CPU) • ≥2.5 GHz (Intel Xeon 5500 Series or better CPU) Each instance must also support 64-bit installations.
Virtual Cores	2 virtual cores
RAM	4 GB
Accessible Storage	50 GB
.qcow2 File	Latest RealAccess Agent .qcow2 file, downloaded to your local machine.
One or more KVM hosts	Each host must be v1.0 or higher and support 64-bit VM installations.
Any software client	Access to the host machine to run KVM management commands.

RealAccess Portal Agent Minimum Server Requirements per Xen Instance

Component	Description
CPU	Each instance must be hosted on a physical CPU with the following clock-speed characteristics: <ul style="list-style-type: none"> • ≥2.0 GHz (Intel Xeon E5 Series or better CPU) • ≥2.5 GHz (Intel Xeon 5500 Series or better CPU) Each instance must also support 64-bit installations.
Virtual Cores	2 virtual cores
RAM	4 GB
Accessible Storage	50 GB
.qcow2 File	Latest RealAccess Agent .qcow2 file, downloaded to your local machine.
One or more Xen hosts	Each host must be v4.0 or higher and support 64-bit VM installations.
Any software client	Access to the host machine to run Xen management commands.

RealAccess Portal Agent Minimum Server Requirements per Hyper-V Instance

Component	Description
CPU	Each instance must be hosted on a physical CPU with the following clock-speed characteristics: <ul style="list-style-type: none"> • ≥2.0 GHz (Intel Xeon E5 Series or better CPU) • ≥2.5 GHz (Intel Xeon 5500 Series or better CPU) Each instance must also support 64-bit installations.
Virtual Cores	2 virtual cores
RAM	4 GB
Accessible Storage	50 GB
.VHD File	Latest RealAccess software Agent .vhd file, downloaded to your local machine.
One or more Hyper-V hosts	Each host must support 64-bit VM installations.
Any software client	Access to the host machine.

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.

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	Some equipment listed on the Asset > Models page has the same display name. For example HDX8000 HD and POLYCOMHDX800 HD both display as "HDX8000."	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-709	The Call Type pie chart on the Utilization Dashboard (now called the Calls Conference Dashboard) does not display data.
User Experience	PHNX-710	Data is missing on the Status page for API requests.
Interoperability	PHNX-711	CDR utilization data is not being pulled from RealPresence DMA.
Interoperability	PHNX-712	IP address of endpoint not updated with the Export Inventory.
Interoperability	PHNX-716	Support page incorrectly shows inactive status of connections.
Interoperability	PHNX-717	Support page fails to display errors in Job Errors section.
Interoperability	PHNX-718	RealPresence Resource Manager CDR job requests fail.
User Experience	PHNX-723	Partner Administrator cannot enter RealPresence DMA and RealPresence Resource Manager information the Agent page.
Interoperability	PHNX-726	The time and number of calls are inconsistent between the CDR data of the RealPresence DMA, RealPresence Resource Manager, and RealAccess platform.
User Experience	PHNX-724	Notification email for an RMX Capacity threshold is not sent.
Interoperability	PHNX-730	CDR data from RealPresence DMA is not being received.
User Experience	PHNX-732	RealPresence Immersive Studio Flex endpoints are not correctly reported on the RealAccess platform.
User Experience	PHNX-733	Assets List shows duplicate endpoints.

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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