

Polycom® RealAccess™

Cloud Edition

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What's New in Release 2.4

The Polycom RealAccess, Cloud Edition 2.4 release includes the features and functionality of previous releases and includes the following new features:

- [Send Reports Using Email](#)

Send Reports Using Email

You can send two Analytics reports, the Executive Summary and RMX Utilization reports, to email addresses. The recipients of the reports are not required to be users of the Polycom RealAccess platform.



To view the latest Polycom product documentation, visit [Polycom Support](#).

Release History

This following table lists the release history of Polycom RealAccess.

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
2.4	December 2017	Send reports using email
2.3	June 2017	<ul style="list-style-type: none"> • Executive Summary • Agent use of port 443 • Revision of navigation toolbar to reflect Executive summary and improve ease of use
2.2	April 2017	<ul style="list-style-type: none"> • 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 • Revised Onboarding Form
2.1	December 2016	<ul style="list-style-type: none"> • Hide inactive MCU from analytics • Error Dashboard • Export capability on RMX Capacity page

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
2.0	September 2016	<ul style="list-style-type: none"> • Meeting metrics page • Advanced asset management • Report printing • Enhanced reporting features

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

<i>Required/Optional</i>	<i>Component</i>	<i>Version</i>	<i>Description</i>
Required	Polycom® RealPresence® DMA®	9.0.1 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

<i>Required/Optional</i>	<i>Component</i>	<i>Version</i>	<i>Description</i>
<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 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

<i>Browser</i>	<i>Version</i>
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

<i>Component</i>	<i>Description</i>
CPU	<p>Each instance must be hosted on a physical CPU with the following clock-speed characteristics:</p> <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) <p>Each instance must also support 64-bit installations.</p>

<i>Component</i>	<i>Description</i>
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

<i>Component</i>	<i>Description</i>
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 ESXi 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

<i>Component</i>	<i>Description</i>
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.

<i>Component</i>	<i>Description</i>
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

<i>Component</i>	<i>Description</i>
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 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.

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



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

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence DMA	9.0.1 and 6.4.0
Polycom RealPresence Resource Manager	10.0.1 ^a

<i>Product</i>	<i>Tested Versions</i>
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

This section provides information on constraints and limitations when using Polycom RealAccess.

System Constraints and Limitations

<i>Category</i>	<i>Description</i>	<i>Workaround</i>
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.
Interoperability	RealAccess only supports TLS 1.1 for now, so the security settings on the RealPresence DMA and RealPresence Resource Manager must be set to TLS1.1.	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.
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 the resolved issues in Polycom RealAccess.

Resolved Issues

<i>Category</i>	<i>Issue ID</i>	<i>Resolved in Release</i>	<i>Description</i>
User Experience	PHNX-650 / PHNX-670	2.4	Remove the role Customer End User .
User Experience	PHNX-685	2.4	The time line on Performance Trends and RMX Capacity Trends is shifted.
User Experience	PHNX-737	2.4	SSO users cannot log in the system.
User Experience	PHNX-739	2.4	The Conferences Summary , Conference Dashboard , and Meeting Summary do not display all conference information.
Interoperability	PHNX-744	2.4	RealAccess doesn't display entitlements data.
User Experience	PHNX-746	2.4	Add the port number (443 or 1194) along with the network config information.
User Experience	PHNX-748	2.4	Unable to add RealPresence DMA and RealPresence Resource Manager information on the Setup Agent page .
User Experience	PHNX-749	2.4	Unable to add customer on the Customer Create Page .
User Experience	PHNX-752	2.4	False alerts are sent from RealAccess to customers who have signed up for notifications.
User Experience	PHNX-754	2.4	Agent created only after a delay of many hours.
User Experience	PHNX-755	2.4	Calls count disconnect between Home page widgets and the Call Summary page.
User Experience	PHNX-756	2.4	The Onboarding Submission form is not sent to Polycom after clicking Submit .
User Experience	PHNX-757	2.4	Red Banner is displayed on Calls Summary .
User Experience	PHNX-758	2.4	Test all Connections are not working.
User Experience	PHNX-759	2.4	Broken links on the Result page of Test All Connections .
User Experience	PHNX-764	2.4	The Calls Summary report displays an error when the filters Today, Count, and Calls Over 5 Minutes are selected.
Interoperability	PHNX-797	2.4	An old agent cannot establish VPN tunnel.

Category	Issue ID	Resolved in Release	Description
User Experience	PHNX-801	2.4	Customer admin cannot add location in Asset Map .
Siebel	PHNX-802 PHNX-804	2.4	Siebel link is inactive in Status Troubleshoot your RealAccess connectivity .
User Experience	PHNX-803	2.4	Some pages within RealAccess analytics have become unresponsive.
User Experience	PHNX-805	2.4	RealAccess does not get the Onboarding Submission.
User Experience	PHNX-806	2.4	Max Concurrent Calls shows the wrong call number.
User Experience	PHNX-807	2.4	RealAccess cannot load Status page.
User Experience	PHNX-809	2.4	The RealAccess web UI cannot be accessed occasionally.
User Experience	PHNX-810	2.4	Request RM Inventory is not working.
User Experience	PHNX-811	2.4	Remember Login on the login page does not work.
User Experience	PHNX-813	2.4	On the Calls Overview page, the Calls count is less than sum of Audio and Video calls.

Known Issues

The following table lists known issues in all releases of Polycom RealAccess.



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	Release	Description	Workaround
Interoperability	PHNX-742	2.4	RealAccess 2.4 cannot work with RealPresence DMA 9.0	Upgrade RealPresence DMA from 9.0 to 9.0.1.
Interoperability	PHNX-808	2.4	RealAccess Agent OVA has issues with VMware 6.5	The issue is fixed in VMware 6.5.1. If you use VMware 6.5, refer to the following link to get the workaround: RealAccess Agent OVA issues with VMware 6.5 .

Get Help

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

For information about 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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