



Getting Started Guide

4.2 | June 2015 | 3725-78702-001F

# Polycom® RealPresence® Access Director™ System



---

Copyright© 2015 Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive  
San Jose, CA 95002  
USA



Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

**End User License Agreement** By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the End User License Agreement for this product. The EULA for this product is available on the Polycom Support page for the product.

**Patent Information** The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

**Open Source Software Used in this Product** This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you.

**Disclaimer** While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

**Limitation of Liability** Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

**Customer Feedback** We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to [DocumentationFeedback@polycom.com](mailto:DocumentationFeedback@polycom.com).

**Polycom Support** Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.

---

# Contents

<b>Chapter 1:</b>	<b>Conventions Used in Polycom Guides . . . . .</b>	<b>5</b>
	Information Elements . . . . .	5
	Typographic Conventions . . . . .	6
<b>Chapter 2:</b>	<b>About This Guide . . . . .</b>	<b>9</b>
	RealPresence Access Director System Editions . . . . .	9
	Required Skills . . . . .	9
	Get Help . . . . .	10
<b>Chapter 3:</b>	<b>Preparation for System Installation . . . . .</b>	<b>13</b>
	Complete the First-Time Setup Worksheet . . . . .	13
	Prepare a Client System . . . . .	14
<b>Chapter 4:</b>	<b>System Installation . . . . .</b>	<b>15</b>
	Virtual Edition Installation . . . . .	15
	Appliance Edition Installation . . . . .	20
<b>Chapter 5:</b>	<b>System Configuration . . . . .</b>	<b>27</b>
	Log in to the RealPresence Access Director System Web User Interface . . . . .	27
	System Licenses . . . . .	28
	Add a New Administrator Account . . . . .	29
	Delete the Default Administrator Account . . . . .	30
	Configure Initial Network Settings-Virtual Edition . . . . .	31
	Configure Initial Network Settings-Appliance Edition . . . . .	33

---

Additional Configuration . . . . . 34




# Conventions Used in Polycom Guides





Polycom guides contain terms, graphical elements, and a few typographic conventions. Familiarizing yourself with these terms, elements, and conventions will help you successfully perform tasks.

## Information Elements

This guide may include any of the following icons to alert you to important information.

**Table 1-1:** Icons Used in this Guide

Name	Icon	Description
Note		The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
Caution		The Caution icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.
Warning		The Warning icon highlights an action you must perform (or avoid) to prevent issues that may cause you to lose information or your configuration setup, and/or affect phone, video, or network performance.

Name	Icon	Description
Web Info		The Web Info icon highlights supplementary information available online such as documents or downloads on support.polycom.com or other locations.
Administrator Tip		The Administrator Tip icon highlights techniques, shortcuts, or productivity related tips.
User Tip		The User Tip icon highlights techniques, shortcuts, or productivity related tips.
Troubleshooting		The Troubleshooting icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.

## Typographic Conventions

A few typographic conventions, listed next, may be used in this guide to distinguish types of in-text information.

**Table 1-2:** Typographic Conventions

Convention	Description
<b>Bold</b>	Highlights interface items such as menus, menu selections, window and dialog names, soft keys, file names, and directory names when they are involved in a procedure or user action. Also used to highlight text to be entered or typed.

---

Convention	Description
<i>Italics</i>	Used to emphasize text, to show example values or inputs (in this form: <i>&lt;example&gt;</i> ), and to show titles of reference documents available from the Polycom Support Web site and other reference sites.
Courier	Used for code fragments and parameter names.





# About This Guide

This guide provides the first time setup information that you need to configure a RealPresence Access Director system. Once you've completed first time setup, see the *Polycom RealPresence Access Director System Administrator Guide* for additional configuration and customization tasks you can perform.

## RealPresence Access Director System Editions

The RealPresence Access Director system is available in an Appliance Edition (for use with a Polycom Rack Server) and a Virtual Edition (packaged as software only).

Most of the functionality described in this document applies to both editions, and so the product references are general—that is, the RealPresence Access Director system. However, when information applies to a specific edition, the reference will be specific - that is, RealPresence Access Director, Virtual Edition or RealPresence Access Director, Appliance Edition.

## Required Skills

This document is written for a technical audience. As a system administrator of the RealPresence Access Director system, you should understand the following:

- Basic computer and network system administration
- Physical installation and cabling of servers
- Network configuration, including IP addressing, subnets, gateways, domains, DNS, time servers, and possibly network routing rules
- Firewalls and network security

- The deployment model for the RealPresence Access Director system being installed and the video conferencing/collaboration network of which it will be a part

If necessary, obtain the assistance of the appropriate IT or network administration personnel before proceeding.

## Get Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** at Polycom Support.

## Polycom and Partner Resources

In addition to this guide, the following documents provide details about the RealPresence Access Director system. To access these documents, go to [support.polycom.com](http://support.polycom.com).

- *Polycom RealPresence Access Director System Release Notes*  
Provides information you need to know about the specific release of the system you're deploying.
- *Polycom RealPresence Access Director System Administrator Guide*  
Provides more detailed and specialized configuration, operation, and administration information you need to know when using the RealPresence Access Director system.
- *Polycom Unified Communications in RealPresence Access Director System Environments Solution Deployment Guide*  
Provides details about the RealPresence Access Director solution, including deployment models, supported call scenarios, firewall configuration, and instructions for deploying the products in the solution.
- *Online Help*-In the management interface, select **Help > Help Contents** to access the entire help system, or click the **Help** button in any dialog to see the specific help topic for that location.

## 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, simply 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.



# Preparation for System Installation

Before you install and configure your RealPresence Access Director system, complete the following preparation tasks:

- Complete the First-Time Setup Worksheet
- Prepare a Client System

## Complete the First-Time Setup Worksheet

Before you begin installation and initial configuration of your system, fill out the **Value** column of the First-Time Setup Worksheet with the specific settings for your system.

**Table 1-1:** First-Time Setup Worksheet

System Information	Description	Value
Hostname	The hostname of your system. Hostname must begin with a letter and contain only letters, numbers, and internal hyphens. <b>Note:</b> If you install two system servers in a two-system tunnel configuration, assign a different hostname to each server.	
DNS Address	The IP address of the Domain Name Server for the network to which your system connects.	
Domain Name	The name of the domain in which your system operates. <Host Name>.<Domain>	

System Information	Description	Value
IPv4 Address	The static IP address of your RealPresence Access Director system. For initial configuration, this is the IP address for eth0. You can configure the IP addresses for eth1, eth2, and eth3 as needed after the initial configuration.	
IPv4 Subnet Mask	The subnet mask of the RealPresence Access Director system's static IP address.	
IPv4 Default Gateway	The IP address of the gateway used to route network traffic outside the subnet.	

## Prepare a Client System

You will need a client system running Microsoft® Windows® to install the RealPresence Access Director, Appliance Edition, system software by using the USB Configuration Utility and system DVD. You will also need the client system to log in to the RealPresence Access Director web user interface after you install the software or a virtual instance.

The Windows client system needs the following hardware and software:

- Hardware
  - 1280x1024 (SXGA) minimum display resolution; 1680x1050 (WSXGA+) or greater recommended
  - USB and Ethernet ports
- Software
  - Browser: Microsoft Internet Explorer® version 8 or higher, or Google Chrome™
  - Java™ version 7
  - Adobe® Flash® version 11 or higher

To install the RealPresence Access Director, Appliance Edition, system software by using only the DVD, you will also need a monitor and keyboard.

# System Installation

The RealPresence Access Director system is available in an Appliance Edition and a Virtual Edition. Refer to the following installation instructions based on your edition.

- Virtual Edition Installation
- Appliance Edition Installation

## Virtual Edition Installation

Polycom recommends that a virtual environment administrator install Virtual Edition software. After the installation of a Virtual Edition, additional configuration should be done by someone who understands video conferencing.

You will need to do the following to install the RealPresence Access Director system, Virtual Edition in your virtual environment. After following these steps, you will have successfully logged in to the RealPresence Access Director system and will be ready to finish configuring the system.

- Review the *Polycom RealPresence Access Director System Release Notes* to ensure that your host machine has the capacity for your planned Virtual Edition system deployment.
- Review the Host Installation Guidelines for Virtual Editions
- Install the RealPresence Platform Director System
- Virtual Edition Software Installation

## Host Installation Guidelines for Virtual Editions

Before deploying your Polycom RealPresence virtual edition software, review the following planning guidelines for your deployment.

Polycom recommends that a virtual environment administrator install Virtual Edition software. After the installation of a Virtual Edition, additional configuration should be done by someone who understands video conferencing.

Polycom recommends the following guidelines:

- CPU Allocation
- Memory Allocation
- Disk

### **CPU Allocation**

- Leave 2 cores unallocated, regardless of the number of cores present, how many licenses are purchased, and what other virtual machines will be present.
- For VMware, do not allocate CPU core 0. Host operating system performance may be affected if this core is assigned to the virtual machine.
- When possible, allocate cores on one CPU. This will enhance performance by reducing CPU-to-CPU communication times.
- Do not use processor oversubscription; maintain a 2:1 ratio of virtual CPU to physical CPU. For example, a system with 8 physical cores can support up to 16 virtual processors divided up into any combination among the virtual machines running on that host.
- When you are using Hyper-V, Polycom recommends disabling the Virtual Machine Queue of the Network Interface Card (NIC). For more information, see <https://support.microsoft.com/en-us/kb/2902166>

*NOTE: CPU reservations can only be done after shutting down the virtual machine.*

### **Memory Allocation**

In a Microsoft Hyper-V environment, you must not overprovision memory at the hypervisor layer. Dynamic memory for virtual machines is not supported.

### **Disk**

Hypervisors add overhead to disk operations. For best performance, insure that the virtual machine is able to achieve the recommended IOPS listed in the following table.



	Lab Environment	Production Environment
<b>Disk Performance</b>	170 Random IOPS (write) 170 Random IOPS (read)	230 Random IOPS (write) 450 Random IOPS (read)
<b>Network</b>	1GB Shared	1GB Dedicated 10GB Shared

Capacity information such as storage space and memory varies according to virtual edition. Please see release notes for your RealPresence virtual edition software for the minimum capacity requirements for your product.

## RealPresence Access Director Considerations

The RealPresence Access Director system is Polycom's firewall traversal solution for both SIP and H.323 environments. It has the following specific requirements:

- Network Location. It must be connected to the DMZ.
- Network Interface Card. The RealPresence Access Director system must have four NICs defined on the virtual machine. Even if the RealPresence Access Director system's network interfaces are configured so that some NICs remain unused, the NICs should NOT be removed.

## Virtual Edition Software Installation

You can install your Virtual Edition software either with your native tools or with the RealPresence Platform Director system, depending on your environment.

If your RealPresence Platform Director system was installed in a VMware vCenter environment with the required credentials, you can use the RealPresence Platform Director system to deploy Polycom software. For complete instructions on how to use the RealPresence Platform Director system see the *Polycom RealPresence Platform Director Administrator Guide*.

You cannot use the RealPresence Platform Director system to deploy a Hyper-V Virtual Edition. For a Hyper-V Virtual Edition, you must deploy the software using Hyper-V tools and then add the instance to the RealPresence Platform Director system.

Choose from the following installation methods:

- Install the RealPresence Access Director System Software Using Your Virtual Environment Tools
- Install the RealPresence Access Director System Software Using the RealPresence Platform Director System

## Install the RealPresence Access Director System Software Using Your Virtual Environment Tools

If you install the RealPresence Access Director, Virtual Edition, using your virtual environment tools, you will still need to use the RealPresence Platform Director system to manage licensing of your Polycom software.

---

### TASK

1. To install the **RealPresence Access Director** system using your virtual environment tools:
2. Refer to the documentation for your virtual environment tools for instructions on installing a virtual instance.
3. Install an instance of the RealPresence Access Director, Virtual Edition.
4. Assign a static IP address to the instance using the console if your VM environment does not use DHCP.

*ADDITIONAL INFORMATION:* See Assign a Static IP Address.

5. After the installation is complete, log in to the RealPresence Access Director system's web user interface to complete your initial configuration.

*ADDITIONAL INFORMATION:* See Configure Initial Network Settings-Virtual Edition.

### Assign a Static IP Address

The RealPresence Access Director system requires a static IP address for your system's instance. If your VM environment is not using DHCP, you must assign a static IP with the console before continuing to configure your system. If your VM environment has a DHCP server, it will assign an IP address to the instance. You can then assign a static IP using the console or assign the static IP from the RealPresence Access Director system's web interface during initial configuration.

**NOTE:** *Assign only one static IP address during initial network configuration*

*During installation and initial network configuration, you need to assign one static IP address to the management interface (eth0). After installation is complete, you can configure additional IP addresses for the other network interfaces from the RealPresence Access Director web user interface.*

---

**TASK**

1. **To assign an IP address to the system within your virtual environment tools:**
2. Power on the newly-installed VM.
3. Access the console.
4. Click in the console window, press **Enter** if necessary to see the login prompt, and log in with user ID *polycom* and password *polycom*.

*ADDITIONAL INFORMATION:* A shell interface appears that enables you to configure the network.

5. Choose option 2 and follow the prompts to configure the following initial network settings:

- IP address
- Subnet Mask
- Default Gateway IP

The system reboots.

6. Press **CTRL + ALT** to release the cursor from the console.

*ADDITIONAL INFORMATION:* Then close the console window.

## **Install the RealPresence Access Director System Software Using the RealPresence Platform Director System**

If your RealPresence Platform Director system was installed in a VMware vCenter environment with the required credentials, you can use the RealPresence Platform Director system to deploy Polycom software. For complete instructions on how to use the RealPresence Platform Director system see the *Polycom RealPresence Platform Director Administrator Guide*.

You cannot use the RealPresence Platform Director system to deploy a Hyper-V Virtual Edition. For a Hyper-V Virtual Edition, you must deploy the software using Hyper-V tools and then add the instance to the RealPresence Platform Director system.

When you install an instance of the RealPresence Access Director, Virtual Edition, using the RealPresence Platform Director system, you must provide initial network settings during the installation process. For complete instructions on installing an instance and managing licenses, see the *Polycom RealPresence Access Director System Administrator Guide*, available at Polycom Support.

---

**TASK**

1. To install the **RealPresence Access Director** System Software Using the RealPresence Platform Director System:

2. Install an instance of the RealPresence Access Director, Virtual Edition, according to the instructions in the *Polycom RealPresence Access Director System Administrator Guide*.
3. Enter the following network information during the installation:
  - **IPv4 Address:** the static or DHCP-assigned IP address of the virtual instance of the RealPresence Access Director system.
  - **IPv4 Subnet Mask:** the subnet mask for the RealPresence Access Director system's static IP address.
  - **IPv4 Default Gateway:** the IP address of the gateway used to route network traffic outside the subnet.
4. After the installation is complete, log in to the RealPresence Access Director system's web user interface to complete your initial configuration.

*ADDITIONAL INFORMATION:* See Configure Initial Network Settings-Virtual Edition.

## Appliance Edition Installation

If you have ordered the RealPresence Access Director, Appliance Edition, you will need to install the server. If the RealPresence Access Director system software is not pre-installed on your server, you can install the system software using the RealPresence Access Director USB Configuration Utility and DVD, or just the DVD.

To install the RealPresence Access Director, Appliance Edition, complete the following process:

- Review the most recent *Polycom RealPresence Access Director System Release Notes*
- Verify Shipment Contents
- Unpack and Install the Hardware
- Appliance Edition Software Installation

### Verify Shipment Contents

Polycom Rack Server shipments include the server and other contents. You should verify the type of server and other contents of your shipment when you unpack the system. As noted in the following table, some items may arrive in a separate shipment.

Item	R630 and R620	R220
1 Polycom Rack Server	X	X
1 system DVD	May be shipped separately	May be shipped separately
1 blank USB flash drive (RealPresence DMA and RealPresence Access Director systems ONLY)	X	X
1 USB flash drive labeled <i>Diagnostics</i> that contains server diagnostics utilities. Use these utilities only under the direction of Polycom Global Services.	X	X
Power cord(s)	May be shipped separately	May be shipped separately
Rail kit	Slide rails with cable management arm	Static rails
Bezel with Polycom badge	X	X
RealPresence Access Director, Appliance Edition, license and activation key	May be shipped separately	May be shipped separately
Polycom warranty letter	X	X
<i>Product Information Guide</i>	X	X

## Unpack and Install the Hardware

The RealPresence Access Director system, Appliance Edition can be installed on the following servers:

- Polycom Rack Server 630 (R630)
- Polycom Rack Server 620 (R620)
- Polycom Rack Server 220 (R220)

You should verify the type of server and other contents of your shipment when you unpack the system.

---

### TASK

1. **To unpack and install the hardware**

2. Examine the shipping container for damage.  
*ADDITIONAL INFORMATION:* If you find damage, file a claim with the delivery carrier. Polycom is not responsible for damage sustained during shipment of this product.
3. Open and review the container packing slips.
4. Open the container and examine the contents for damage.  
*ADDITIONAL INFORMATION:* If you find damage, file a claim with the delivery carrier. Keep all shipping materials in case you need them later.
5. Unpack your system and identify each item.  
*ADDITIONAL INFORMATION:* A single-server RealPresence Access Director system shipment includes the items listed in Shipment Contents.
6. Assemble the rails and install the server in the rack.  
*ADDITIONAL INFORMATION:* To rack-mount a server, see the following instructions:
  - Polycom Rack Server 630 (R630) server:  
<http://www.dell.com/support/home/us/en/04/product-support/product/poweredge-r630/manuals>
  - Polycom Rack Server 620 (R620) server:  
<http://www.dell.com/support/home/us/en/04/product-support/product/poweredge-r620/manuals>
  - Polycom Rack Server 220 (R220) server:  
<http://www.dell.com/support/home/us/en/04/product-support/product/poweredge-r220/manuals>
7. Connect the server's power cable(s) to the server and connect a VGA cable from the server to the monitor.
8. Connect all power cables into a grounded electrical outlet or separate power source, such as an uninterruptible power supply (UPS) or power distribution unit (PDU).
9. Connect a monitor and keyboard to the server.
10. Press the power button on the server and on the monitor.  
*ADDITIONAL INFORMATION:* The power indicators should light.
11. Create one access password for the system BIOS.
12. Set the correct system time in the system BIOS.
13. Install the bezel (optional).
14. **For Polycom Rack Server 630 (R630) or 620 (R620) servers only:** Connect the GB 1 Ethernet port to the enterprise network.  
*ADDITIONAL INFORMATION:* The GB 1 Ethernet port is the eth0 network interface, which must be used for this purpose.

15. **For Polycom Rack Server 220 (R220) servers only:** Connect the Port 0 Ethernet port to the enterprise network.

*ADDITIONAL INFORMATION:* The Port 0 Ethernet port is the eth0 network interface, which must be used for this purpose.

## Appliance Edition Software Installation

After you install the RealPresence Access Director system server, you can install the system software by using the USB Configuration Utility and the system DVD, or by using only the DVD.

The USB Configuration Utility enables you to configure your initial system settings and save them to the blank USB flash drive. When you insert the USB flash drive into the server and then install the system software from the DVD, your initial settings will be configured during installation.

If you install the system software using only the DVD, you will be prompted to enter your initial settings during the installation process.

Before you install the system, complete the First-Time Setup Worksheet to note your general network settings (see Complete the First-Time Setup Worksheet). Then follow the instructions for the installation method you choose:

- Install the System Software Using the USB Configuration Utility and DVD
- Install the System Software Using the DVD

### Install the System Software Using the USB Configuration Utility and DVD

You can download the RealPresence Access Director, Appliance Edition, USB Configuration Utility to the blank USB flash drive shipped with your system and use this tool to configure your system.

**CAUTION:** *Do not use other USB devices during installation*

*When you install the RealPresence Access Director system software on the server, no other USB device can be attached to the server. Ensure that only the USB flash drive with the USB Configuration Utility files is connected to the server before you continue the installation. After the installation is complete, other USB devices may be connected to the server.*

---

#### TASK

1. **To install the system software using the USB Configuration Utility and DVD:**

2. On a Windows computer, download the RealPresence Access Director USB Configuration Utility ZIP file from support.polycom.com.
3. Connect the blank USB flash drive shipped with your system to the Windows computer.
4. Unzip the USB Configuration Utility files *to the root of the blank USB drive*.

*ADDITIONAL INFORMATION:* The USB Configuration Utility files must be at the root of the flash drive, not in a folder.

**Note:** Install and run the USB Configuration Utility files only on the blank (unused) USB flash drive included in your RealPresence Access Director server shipment.

5. Double-click **usb-gui.exe** to start the USB Configuration Utility.

*ADDITIONAL INFORMATION:*



6. Enter the network values from the First-Time Setup Worksheet.
7. Click **Save**.  
*ADDITIONAL INFORMATION:* Your configuration settings are saved to the root of the USB flash drive. The script saves a lan-cfg.txt file to the root of the USB flash drive.
8. Remove the USB flash drive from the computer.
9. Turn on the RealPresence Access Director system server and insert the DVD.
10. Insert the USB flash drive into one of the server's USB ports and disconnect all other USB devices.



11. Restart the system server.
12. The server boots from the DVD, and the installation starts.  
*ADDITIONAL INFORMATION:* Installation takes approximately 15 minutes, after which the DVD ejects and the server restarts. During startup, the server reads the network settings from the USB flash drive and applies them to your RealPresence Access Director system.
13. From a Windows computer, log in to the RealPresence Access Director web-based user interface and complete your initial configuration.  
*ADDITIONAL INFORMATION:* See System Configuration.

## Install the System Software Using the DVD

You can install the RealPresence Access Director system software using only the system DVD included in your shipment.

---

### TASK

1. **To install the system software using the DVD:**
2. Connect a monitor and keyboard to the server.
3. Insert the DVD into the server and turn on the server.
4. At the system prompts, configure the following settings for your system and press **Enter** after you complete each setting.

*ADDITIONAL INFORMATION:* **Note:** To accept the default settings, press **Enter** at each prompt without changing the default information.

Prompt	Default Setting
Enter the RPAD profile	2
Enter the RPAD hostname	rpad
Enter the RPAD domain name	
Enter the RPAD IP address	192.168.200.12
Enter the netmask for the RPAD	255.255.255.0
Enter the Default Gateway for the RPAD	192.168.200.1
Enter a DNS for the RPAD	198.168.1.100

### **System default settings can be revised after installation**

*If you accept the system default settings during the initial installation, you can later revise the settings from the RealPresence Access Director system web user interface.*

5. Press Enter to start the installation process.
6. Installation takes approximately 15 minutes, after which the DVD ejects and the server restarts.
7. From a Windows computer, log in to the RealPresence Access Director web-based user interface and complete your initial configuration.

*ADDITIONAL INFORMATION:* See System Configuration.

# System Configuration

After you install your RealPresence Access Director system, Appliance or Virtual Edition, you need to complete the initial configuration of your system, as described in the following topics:

- Log in to the RealPresence Access Director System Web User Interface
- System Licenses
- Add a New Administrator Account
- Delete the Default Administrator Account
- Configure Initial Network Settings-Virtual Edition
- Configure Initial Network Settings-Appliance Edition
- Additional Configuration

## Log in to the RealPresence Access Director System Web User Interface

You must complete the initial configuration of your RealPresence Access Director system from the web user interface.

---

### TASK

1. To log in to the **RealPresence Access Director** system web user interface:

2. On a Windows computer connected to the same network subnet as the RealPresence Access Director system, open a browser window and enter your system's IP address as follows:
  - If you accepted the default settings during installation of the Appliance Edition, enter  
`https://192.168.200.12:8443/`
  - If you assigned a static IP address for your Appliance Edition or Virtual Edition system, enter  
`https://<yourstaticIPaddress>:8443/`
  - If you used a DHCP-assigned IP address for the Virtual Edition instance you installed, enter  
`https://<DHCPaddress>:8443/`

*STEP RESULT:* The end-user license agreement for the RealPresence Access Director system displays.
3. Click **Accept** and log in to the system with the following credentials:
  - **User ID:** admin
  - **Password:** Polycom12#\$

*STEP RESULT:* The RealPresence Access Director system's web user interface opens, displaying the Dashboard. From its menus, you can complete your system configuration.

## System Licenses

Once you've finished first time setup, you will need to license your system. This process depends on which edition you have installed.

- License Your Virtual Edition with RealPresence Platform Director
- License Your Appliance Edition System

### License Your Virtual Edition with RealPresence Platform Director

You will need to ensure the RealPresence Platform Director system can communicate with your Virtual Edition so it can be licensed and monitored.

- If you used the RealPresence Platform Director system to deploy your system, this is done automatically.

- If you used your virtual environment tools to install the system, you need to add your system instance to the RealPresence Platform Director if you have not done so already.

For complete instructions on how to use the RealPresence Platform Director system, see the *RealPresence Platform Director System Administrator Guide*.

## License Your Appliance Edition System

If you deployed an Appliance Edition system, you need to license the system using an activation key code or license file.

For complete instructions on how to license your Appliance Edition system, see the *Polycom RealPresence Access Director System Administrator Guide* or online help.

# Add a New Administrator Account

One administrator account is created when you install the RealPresence Access Director system. After you log in to the web user interface, Polycom strongly recommends that you create a new administrator user account with personal login information. After you add the new administrator account, you should then delete the original administrator account created during installation.

When you use the RealPresence Platform Director system to install an instance of the RealPresence Access Director, Virtual Edition, you must specify the administrator user credentials for the RealPresence Access Director system. The administrator credentials that you enter in the RealPresence Platform Director system **MUST** match the administrator credentials in the RealPresence Access Director system. Therefore, if you change the administrator user credentials in the RealPresence Access Director web user interface, you must update the credentials for that instance in the RealPresence Platform Director system. See the *Polycom RealPresence Platform Director System Administrator Guide*, available at [support.polycom.com](http://support.polycom.com).

---

### TASK

1. **To add a new administrator account:**
2. In the RealPresence Access Director user interface, go to **User > Users > Add**.

3. In **General Info**, complete the following fields:

*ADDITIONAL INFORMATION:*

Field	Description
First name	User's first name
Last name	User's last name
User ID	User's login name
Password	User's system login password <b>Note:</b> The password length must be 9-20 characters and contain at least one upper case letter, one lower case letter, and one number.
Confirm Password	Repeat user's system login password

4. Click **Associated Roles**.
5. Under **Available roles**, select **Administrator**.
6. Click the right arrow to add the **Administrator** role to the **Selected roles** list.
7. Click **OK**.
8. If you have a Virtual Edition system, log out of the RealPresence Access Director user interface and enter the new administrator user credentials in the RealPresence Platform Director system.

## Delete the Default Administrator Account

After you create a new administrator account, you need to delete the default administrator account created when you installed the system.

**CAUTION:** *For virtual instances, do not delete the original administrator account until after you revise the user credentials in the RealPresence Platform Director system.*

*After you create a new administrator account in the RealPresence Access Director user interface, you must log out and then update the administrator user credentials in the RealPresence Platform Director system. You can then log back in to the RealPresence Access Director system and delete the original (default) administrator account.*

---

**TASK**

1. **To delete the original administrator account:**
  2. In the RealPresence Access Director user interface, go to **User > Users**.
  3. Select the administrator account that was created during the initial installation of the system.
  4. Under **Actions**, click **Delete**.
  5. In the **Confirm Action** dialog, click **Yes** to delete the account.
- 

## Configure Initial Network Settings-Virtual Edition

When you install an instance of the RealPresence Access Director, Virtual Edition, you must provide the following network settings during the installation process:

- **IPv4 Address:** the static or DHCP-assigned IP address of the virtual instance of the RealPresence Access Director system.
  - If you use a DHCP-assigned IP address, you must assign a static IP address when you access the RealPresence Access Director web user interface for the first time. After you assign a static IP address, the DHCP IP address cannot be used.
- **IPv4 Subnet Mask:** the subnet mask for the RealPresence Access Director system's static IP address.
- **IPv4 Default Gateway:** the IP address of the gateway used to route network traffic outside the subnet.

---

**TASK**

1. **To configure network settings in the Virtual Edition:**
2. In the RealPresence Access Director user interface, go to **Admin > Network Settings**.

3. Click **Configure Network Setting**, then complete the following fields:
  - **Hostname:** Enter the hostname of the RealPresence Access Director system.
  - **Primary DNS:** Enter the IP address of the DNS server.
4. Click **Next**.
5. In the **Step 2 of 3: Advanced Network Settings** window, do one of the following:
  - If you assigned a static IP address when you installed your system, confirm the **IPv4 Address** is correct.
  - If you used a DHCP-assigned IP address, enter a static **IPv4 Address**.
6. Confirm the following system values are correct:
  - **IPv4 Subnet Mask**
  - **IPv4 Default Gateway**
7. Click **Next**.
8. In the **Step 3 of 3: Service Network Settings** window, select the static IP address of the eth0 interface for each type of traffic, as shown in the following table:

*ADDITIONAL INFORMATION:*

Settings	Field
SIP/H.323	<ul style="list-style-type: none"> <li>• External signaling IP</li> <li>• Internal signaling IP</li> </ul>
Media Relay	<ul style="list-style-type: none"> <li>• External relay IP</li> <li>• Internal relay IP</li> </ul>
Management IP	<ul style="list-style-type: none"> <li>• Management IP</li> </ul>
Access Proxy	<ul style="list-style-type: none"> <li>• External Access Proxy IP                             <ul style="list-style-type: none"> <li>– If the eth0 IP address is not already listed, select it from the <b>Available IP address</b> list and click the right arrow to move the IP address to the <b>External Access Proxy IP</b> list.</li> </ul> </li> <li>• Internal Access Proxy IP</li> </ul>

9. Click **Done**, then click **Commit and Reboot Now**.

*ADDITIONAL INFORMATION:* The system reboots and applies your network settings.



# Configure Initial Network Settings-Appliance Edition

Some network settings are configured when you install the system software. You can configure the remaining settings from the web user interface.

**NOTE:** *Configure Network Settings for eth0*

*Configure your initial network settings for the eth0 network interface. You can configure the network settings for eth1, eth2, and/or eth3 after the initial configuration. See the Polycom RealPresence Access Director System Administrator Guide for further instructions.*

---

## TASK

1. **To configure initial network settings in the Appliance Edition:**
2. Go to **Admin > Network Settings**.
3. Click **Configure Network Setting**.
4. In the **Step 1 of 3: General Network Settings** window, confirm your system values for the following settings (these should match the values in your First Time Setup Worksheet):
  - **Hostname**
  - **Primary DNS**
  - **Domain**
5. Click **Next**.
6. In the **Step 2 of 3: Advanced Network Settings** window, confirm or revise the values you entered for the eth0 interface when you installed the system:
  - **IPv4 Address:** the static IP address of the RealPresence Access Director system.
  - **IPv4 Subnet Mask:** the subnet mask of the RealPresence Access Director system's static IP address.
  - **IPv4 Default Gateway:** the IP address of the gateway server used to route network traffic outside the subnet.
7. Click **Next**.

8. In the **Step 3 of 3: Service Network Settings** window, select the IP address of the eth0 interface for each type of traffic, as shown in the following table:

*ADDITIONAL INFORMATION:*

Settings	Field
SIP/H.323	<ul style="list-style-type: none"> <li>• External SIP/H.323 Signaling IP</li> <li>• Internal SIP/H.323 Signaling IP</li> </ul>
Media Relay	<ul style="list-style-type: none"> <li>• External Media Relay IP</li> <li>• Internal Media Relay IP</li> </ul>
Management	<ul style="list-style-type: none"> <li>• Management IP</li> </ul>
Access Proxy	<ul style="list-style-type: none"> <li>• External Access Proxy IP               <ul style="list-style-type: none"> <li>– If the eth0 IP address is not already listed, select it from the <b>Available IP address</b> list and click the right arrow to move the IP address to the <b>External Access Proxy IP</b> list.</li> </ul> </li> </ul>

9. Click **Done > Commit and Reboot Now.**

*STEP RESULT:* The system restarts and applies your network settings.

## Additional Configuration

Once you have configured the initial settings for your RealPresence Access Director, Appliance or Virtual Edition, you will need to perform additional configuration tasks.

See the *Polycom RealPresence Access Director System Administrator Guide* to complete these tasks:

- Configure time settings
- Configure network settings for more than one network interface
- Configure certificates
- Configure basic access control list rules
- Configure access proxy settings
- Configure SIP and H.323 signaling and media relay settings
- Configure TURN server settings

- Associate users with roles. You will need at least one user with the administrator role
- Integrate the system with a Microsoft Active Directory
- Create federated or neighbored relationships with systems outside of your enterprise network
- Configure log settings
- Configure SNMP settings

See the *Polycom Unified Communications in RealPresence Access Director System Environments Solution Deployment Guide* to complete these tasks:

- Configure the DNS settings
- Configure the firewall and ports
- Integrate the system with a Polycom RealPresence DMA system for gatekeeper and SIP registrar services
- Integrate the system with a Polycom RealPresence Resource Manager system that dynamically provisions endpoints
- Deploy two RealPresence Access Director systems in a tunnel configuration.
- Deploy two RealPresence Access Director systems with High Availability (HA)