



FREQUENTLY ASKED QUESTIONS

1.4 | November 2015 | 3725-71943-001C1

Polycom® RealAccess™



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

Trademarks 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.

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.

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. To receive software information, as well as the open source software code used in this product, contact Polycom by email at OpenSourceVideo@polycom.com.

Customer Feedback We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to 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.

Polycom® RealAccess™ Frequently Asked Questions

Refer to these frequently asked questions while troubleshooting the Polycom® RealAccess™ service delivery platform.



Troubleshooting: No Priority One tickets

RealAccess is not a service that affects components, so no support ticket should be designated as Priority One.

What are the virtual machine requirements to deploy RealAccess?

You can find this information under Server Requirements in the latest *Polycom RealAccess Release Notes*.

What are the firewall rules for RealAccess?

You can find this information under Firewall Rules Checklist in the *Polycom RealAccess Getting Started Guide*.

How is my data stored and who can see it?

Data storage and other security concerns are addressed in the *Polycom RealAccess Security White Paper*.

How long does it take to onboard and begin using RealAccess?

If firewall rules are in place, the process should take around a week.

What if the RealAccess agent is unable to establish a VPN tunnel?

Check the Firewall Rules Checklist in the *Polycom RealAccess Getting Started Guide* to make sure that the relevant ports on your firewall are open.

What if the agent is unable to reach the Polycom RealPresence® DMA® and Polycom® RealPresence® Resource Manager systems?

Using the ping utility from the RealPresence DMA and RealPresence Resource Manager systems, ping the agent IP address. If the ICMP is disabled on the customer network, do a trace route instead.

If you are successful with a ping or trace route, check that TCP port 8443 and TCP port 2341 are bidirectional between the agent's IP address and the RealPresence DMA and RealPresence Resource Manager systems.

What if the agent reaches the RealPresence DMA and RealPresence Resource Manager systems, but there is no data displayed on the portal?

If no data displays on the **Utilization**, **Performance**, or **Capacity** pages, do the following with the RealPresence DMA system:

- 1 Make sure that the user credentials created for RealAccess have at least auditor privileges.
- 2 Using a REST client and RealAccess credentials, run the following API command on the RealPresence DMA system and see if it works: **https://DMAIPAddress:8443/api/rest/billing**
(Note: The CDRs are pulled every five minutes.)

If no data displays on the **Assets** page, do the following with the RealPresence Resource Manager system:

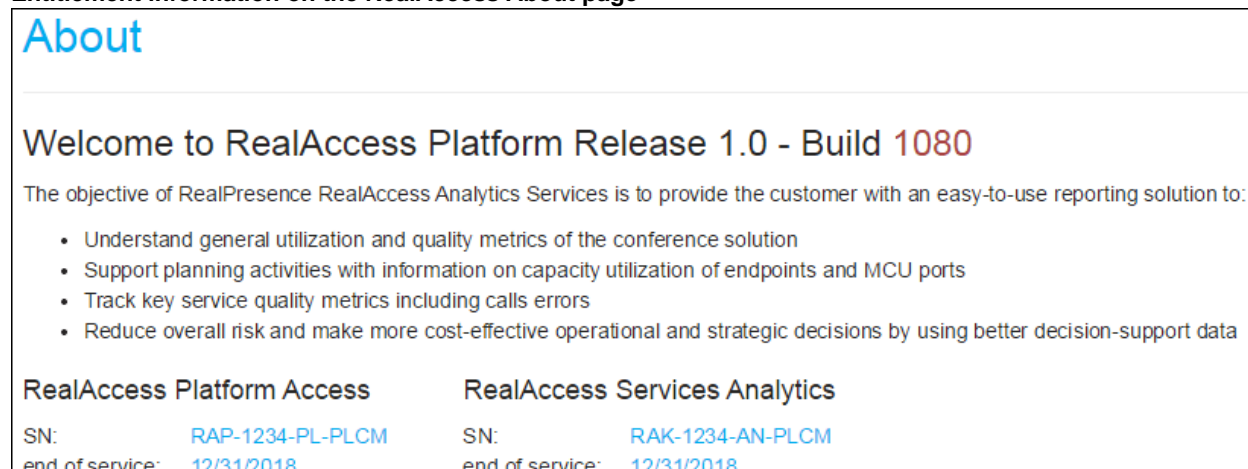
- 1 Make sure that the user credentials created for RealAccess have at least auditor privileges.
- 2 Using a REST client and RealAccess credentials, run the following API command on the RealPresence Resource Manager and see if it works:
https://RPRMIPAddress:8443/api/rest/devices/export-inventory
(Note: The inventory is pulled every 24 hours.)

What if everything is properly configured, but data still does not display on the portal?

If your agent and RealPresence Platform products appear to be properly configured, check your entitlement information on the RealAccess **About** page.

Separate subscriptions are required for RealAccess Platform Access and RealAccess Service Analytics, as shown in the following figure.

Entitlement information on the RealAccess About page



About

Welcome to RealAccess Platform Release 1.0 - Build 1080

The objective of RealPresence RealAccess Analytics Services is to provide the customer with an easy-to-use reporting solution to:

- Understand general utilization and quality metrics of the conference solution
- Support planning activities with information on capacity utilization of endpoints and MCU ports
- Track key service quality metrics including calls errors
- Reduce overall risk and make more cost-effective operational and strategic decisions by using better decision-support data

RealAccess Platform Access	RealAccess Services Analytics
SN: RAP-1234-PL-PLCM	SN: RAK-1234-AN-PLCM
end of service: 12/31/2018	end of service: 12/31/2018

If your subscription is active and you are still having connectivity issues, contact your Polycom Representative.

How do I log in to RealAccess?

Log in at realaccess.polycom.com. You will receive a link to verify your email address and can then enter your login information.

- **Active Directory** Check the Active Directory SAML file provided by the customer and escalate to engineering support.
- **Non-Active Directory** RealAccess is a self-service sign-in platform. Using a valid email address from your domain, you sign up as a first-time user and receive login credentials through a confirmation email.

How much bandwidth is needed for RealAccess?

Bandwidth usage is minimal. CDRs generated by your RealPresence DMA system are pulled every five minutes, and the inventory from the RealPresence Resource Manager system is pulled once a day.

Can the number of registered users be limited?

No, each user with a valid domain can create a RealAccess account using an email address.

Does the agent ever need to update?

Any OS patches, updates, and hotfixes for the agent are pushed through the tunnel already established between the agent and the portal. This happens in the background during the maintenance window, and service is unaffected.

Can penetration testing be performed on the agent?

Penetration testing on the agent is done on a case-by-case basis. Contact your Polycom Representative for more information.

What if the IP address or the network configuration that I am running the RealAccess agent on changes?

Go to the agent page on the RealAccess portal and submit a request for new instance files (.OVA or .VHD, depending on your deployment). When you receive the files, implement the new .OVA or .VHD delivery.

What if the RealPresence DMA or RealPresence Resource Manager IP address or login credentials change?

Go to the agent page on the RealAccess portal and update all configuration information. Then click **New Jobs**.