

UPGRADE GUIDE

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Polycom® RealAccess™

On-Premises Edition



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Before You Begin

This document tells you how to upgrade the Polycom® RealAccess™, On-Premises Edition service delivery platform from version 2.0 to version 2.2.

Overview of RealAccess, On-Premises Edition Service Delivery Platform

The RealAccess, On-Premises service delivery platform gives you actionable information about your Polycom collaboration solutions. The RealAccess, On-Premises service delivery platform resides on servers within your company's firewall.

The RealAccess platform retrieves information from the customer's Polycom® RealPresence® Distributed Media Application™ (DMA™) system and Polycom® RealPresence® Resource Manager system and reports on any and all Polycom endpoint products your collaboration network might have.

Audience and Purpose

This *Polycom RealAccess On-Premises Edition Upgrade Guide* provides information primarily for two audiences:

- **Installers** — Users who install and configure a Polycom collaboration network and maintain the network infrastructure
- **Administrators** — Users who configure a Polycom collaboration network, manage user accounts, and maintain the network infrastructure

This Upgrade Guide assumes the user is familiar with concepts and terms related to the configuration, operation, and performance of the user's collaboration network. In addition, this document assumes the user has experience or familiarity with the following:

- System installation and administration of one of the following virtual environments:
 - VMware
 - Hyper-V
- Polycom-related Microsoft products such as Exchange and Skype
- Video conferencing technology
- Network and database administration

Related Documentation

In addition to this guide, the available documentation that describes the RealAccess, On-Premises service delivery platform includes:

- *Polycom RealAccess On-Premises Edition Operations Guide*
- *Polycom RealAccess On-Premises Edition Deployment Guide*
- *Polycom RealAccess On-Premises Edition Release Notes*
- *Polycom RealAccess Offer of Source for Open Source Software*

Get Help

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

Polycom and Partner Resources

To find all Polycom partner solutions, see [Strategic Global 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, 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.

Preparing for the Upgrade

An upgrade of your RealAccess, On-Premises service delivery platform from version 2.0 to version 2.2 requires you to install a VM package on both the Utility and Web servers and to configure those servers to work in your current network.



You do not upgrade the SQL server.

Review the Release Notes

Review the *RealAccess, On-Premises Edition Service Delivery Platform, Version 2.2 Release Notes* at <http://documents.polycom.com/sites/default/files/static/realaccess/2.2.x/onprem/index.html>.

Back up Database Files

Polycom recommends that you back up the following database files for the **SQL Server 2014 Management Studio**.

- Configuration data (jokakiaviper01)
- User data (phoenix)

Use the console of your virtual environment on the SQL server to back up these files.

Get Configuration Information

Before upgrading the software, the RealAccess, OnPremises service delivery platform, you need the configuration information for the old instances of the RealAccess software on the Utility and Web servers.

- 1 Do one of the following steps so you have a record of your Utility and Web server configurations:
 - Obtain the following worksheets used in your original installation:
 - ◆ RealAccess, On-Premises Edition Software Installation Setup Worksheets
 - ◆ RealAccess, On-Premises Edition Portal Configuration Setup Worksheets
 - Record or print the following:
 - ◆ For the Utility Server, record or print the configuration information from the RealAccess Utility Server Configuration on your virtual environment console.
 - ◆ For the Web Server, record or print the configuration information from the RealAccess Configuration Utility on your virtual environment console.

The information you need is listed in the following table:

RealAccess, On-Premises Edition Software Installation Setup Worksheets

Configuration Information	My System Values
Utility Server Information	
User Name	polycom
Password	!Polycom123
IP Address	
IP Netmask IP Address	
IP Network IP Address	
IP Broadcast IP Address	
IP Gateway IP Address	
IP DNS IP Address	
IP NTP IP Address	
IP SQL Server IP Address	
IP Web Server IP Address	
Web Server Information	
Password	!Polycom123
IP Address (IPv4)	
Subnet Mask	
Gateway	
Primary DNS Server	
Secondary DNS Server	
Database (SQL) Server IP Address or Host Name	
Utility Server IP Address	
NTP Server Host Name or IP Address	

Upgrade

To upgrade your RealAccess, On-Premises Edition service delivery platform, you must do the following:

- Download the Software
- Install the Software on both the Utility and Web servers
- Configure the Utility and Web servers
- Verify the Upgrade

Download the Software

The RealAccess, On-Premises Edition software packages are located on the Polycom Licensing Center. Polycom sends you an email containing information on accessing those packages. For more information on obtaining the software or if you need to register for an account on the Polycom Licensing Center, contact [Polycom Support](#).

To download the RealAccess, On-Premises Edition software packages:

- 1 Using a supported browser, log in to the Polycom Licensing Center using the URL and credentials sent to you.
- 2 Select the file(s) that are appropriate (you can download the files in any order) and save them to your system.
- 3 If the file is a zip archive, extract the archive.

Install the Software on the Utility Server

Once you have downloaded the two VM software packages to your system, install RealAccess, On-Premises Edition software in your virtual environment.



You must install each virtual machine in the order presented in this section:

- 1 Utility server
- 2 Web server



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



Do *not* change the time zone on any of the three servers (Utility, SQL, and Web). Keep the time zone at GMT (UTC +00:00).

To install the RealAccess, On-Premises Edition virtual machines:

- 1 Refer to the documentation of your virtual environment tools for instructions on installing a virtual instance of RealAccess service delivery platform.
- 2 Install the RealAccess software on the Utility server in your virtual environment. Do not power on the instance of software..
- 3 Install the RealAccess software on the Web server in your virtual environment. Do not power on the instance of software.

Configure the Utility Server

Configure the new instance of software on the Utility server. Use the configuration data of the old instance as listed in the setup worksheets or as recorded from the configuration pages for old instance.



Do *not* change the time zone on the Utility server. Keep the time zone at GMT (UTC +00:00).

To configure the Utility server:

- 1 In your virtual environment, power off the old instance of RealAccess software on the Utility server. *Do not* delete the old instances.
- 2 Power on the new instance of RealAccess software.
- 3 Log in to the server console with these credentials:
 - **Username:** polycom
 - **Password:** !Polycom123
- 4 Enter **raopconfig** at the prompt and log in using !Polycom123 as the password.
- 5 Configure the following parameters:
 - **IP Address**
 - **IP Netmask**
 - **IP Network**
 - **IP Broadcast**
 - **IP Gateway**
 - **IP DNS**
 - **IP NTP**



You can enter one or two NTP servers. To enter two, use the following format:

```
<NTP_server_name1>,0x9 <NTP_server_name2>,09a
```

For example, if your two NTP servers are called **NTP1.polycom.com** and **NTP2.polycom.com**, then you would enter:

```
NTP1.polycom.com,0x9 NTP2.polycom.com,0xa
```

These NTP server settings must match those of the SQL and Web servers. If you change your NTP settings with the upgrade, you must change the settings on the SQL server, even though the SQL server is not upgraded. See [Add a Second NTP Server](#).

➤ **IP SQL Server**

➤ **IP Web Server**

The time zone for this server *must* be GMT (UTC +00:00). Do *not* change it.

- 6 To change the password, enter **p** and type your new password.

Note: Password changes are immediate.

- 7 Enter **s** to save the configuration parameters and reboot.

Configure the Web Server

Configure the new instance of the RealAccess software on the Web server. Use the configuration data of the old instance as listed in the setup worksheets or as recorded from the configuration pages for old instance.



Do *not* change the time zone on the Web server. Keep the time zone at GMT (UTC +00:00).

Do not assign a domain name to the Web server that is a sub-domain.

To configure the Web server:

- 1 In your virtual environment, power off the old instance of RealAccess software on the Web server. *Do not* delete the old instances.
- 2 Power on the new instance of RealAccess software.
- 3 Open a console window to the server.
- 4 Log in to the **Polycom User** screen using **!Polycom123** as the password.
- 5 Open the **Real Access Configuration Utility** on the desktop.
- 6 Select the **System Configuration** tab and configure the following parameters:
 - **IP Address (IPv4)**
 - **Subnet Mask**
 - **Gateway**
 - **Primary DNS**

- **Secondary DNS** (optional)
- 7 Click **Update IP Address**.
- 8 Select the **Application Configuration** tab and enter the Database (SQL) server's IP address or host name in the **Database Hostname/IP** field.
- 9 Click **Save DB Changes**.
- 10 Enter the Utility server's IP address in the **Utility Server Address** field.
- 11 Click **Save AMQ Changes**.
- 12 Select the **NTP** tab and enter the NTP DNS or IP address in the **NTP (Network Time Protocol) host name** field.



You can enter one or two NTP servers. To enter two, use the following format:

```
<NTP_server_name1>,0x9 <NTP_server_name2>,09a
```

For example, if your two NTP servers are called **NTP1.polycom.com** and **NTP2.polycom.com**, then you would enter:

```
NTP1.polycom.com,0x9 NTP2.polycom.com,0xa
```

These NTP server settings must match those of the SQL and Utility servers. If you change your NTP settings with the upgrade, you must change the settings on the SQL server, even though the SQL server is not upgraded. See [Add a Second NTP Server](#).

- 14 Click **Update**.
The time zone for this server **must** be GMT (UTC +00:00). Do **not** change it.
- 15 Select the **Web Configuration** tab and enter the password for the existing Web certificate so the certificate can be used.



The password was issued with the certificate when you originally received it. If you forgot and don't have the certificate password, you must create a new .pfx file containing a new certificate or certificate chain and upload it after the upgrade is complete. See "Upload a Certificate" in *Polycom RealAccess, On-Premised Edition Operations Guide*.

- 16 Close the configuration utility window and reboot the system.

Verify the Upgrade

Verify that the RealAccess, On-Premise Edition service delivery platform is receiving data.

- 1 Log into the Web interface of the RealAccess service delivery platform.
- 2 Click **Support**, then select **Status**.
This page shows the RealAccess connectivity tests you can run.
- 3 Select the **Test All Connections** button to run the connectivity tests.
 - If you see a green **Active** in the **Results** column, you have a successful connection.
 - If you see a red **Inactive** in the **Results** column, you have an unsuccessful connection. Use the following table to troubleshoot some possible scenarios:

RealAccess Connectivity Troubleshooting Scenarios

Test Scenario	Possible Solution(s) for Unsuccessful Tests
External Address ICMP Connection	
External Address SSH Connection (TCP Port 22)	
OpenVPN Connection	Make sure that the relevant ports on your firewall are open.
OpenVPN SSH Connection (TCP Port 22)	
RealPresence Resource Manager TCP Port 8443 (RealPresence Resource Manager IP address)	<ul style="list-style-type: none"> If any of these tests fail, ping the agent IP address using the ping utility for the RealPresence DMA or RealPresence Resource Manager system. If ICMP is disabled on your network, do a trace route instead. If you are successful with a ping or trace route, check that TCP ports 8443 and 2341 are open in both directions between the agent's IP address and RealPresence DMA and RealPresence Resource Manager systems.
RealPresence DMA TCP Port 8443 (DMA IP address)	
RealPresence DMA CDR	
RealPresence Resource Manager Inventory	<ul style="list-style-type: none"> A "204" response message means the command has been successfully received A 401 message means that either the username or password is incorrect. A "403" message means the user does not have permission to request information.
RealPresence DMA MCU Utilization	<p>NOTE: These roles must be enabled:</p> <ul style="list-style-type: none"> RealPresence DMA: auditor and provisioning RealPresence Resource Manager: device administrator, auditor, and operator
RealPresence Resource Manager CDR	
If all tests are unsuccessful	Reboot the agent and run the tests again.

4 Check for data on the following pages to verify operation on the new software:

- **Setup | Customer**
- **Setup | Customer Domain**

➤ Setup | Agent

Convert Your License

The RealAccess, On-Premises Edition service delivery platform, release 2.2, uses standard Polycom licenses. To convert your 2.0 license to the new 2.2 license, please send a licensing email request to realaccess@polycom.com.

Add a Second NTP Server

The RealAccess, On-Premises Edition service delivery platform, release 2.2, can be assigned two NTP servers.

To add a second NTP server:

- 1 Access the **Real Access Utility Server Configuration tool** in the console of your RealAccess Utility server.
- 2 On the NTP tab, enter the two NTP servers using the following format:

```
<NTP_server_name1>,0x9 <NTP_server_name2>,0xa
```

For example, if your two NTP servers are called **NTP1.polycom.com** and **NTP2.polycom.com**, then you would enter:

```
NTP1.polycom.com,0x9 NTP2.polycom.com,0xa
```

- 3 Access the **Real Access Configuration Utility** tool in the console of your RealAccess Database server.
- 4 On the NTP tab, enter the two NTP servers using the same format as used for the Utility server.
- 5 Access the **Real Access Configuration Utility** tool in the console of your RealAccess Web server.
- 6 On the NTP tab, enter the two NTP servers using the same format as used for the Utility server: