Polycom® RealPresence® Web Suite

Contents

About This Guide

This guide provides the information you need to install the Polycom® RealPresence® Web Suite or Polycom® RealPresence® Web Suite Pro system, complete the basic network configuration of the RealPresence Web Suite Services and Experience portals.

After completing the steps described in this guide, see the *Polycom® RealPresence® Web Suite Administrator Guide* at Polycom Support for instructions on how to complete the configuration tasks and manage your RealPresence Web Suite or RealPresence Web Suite Pro system.

Except where otherwise noted, references throughout this guide to RealPresence Web Suite also apply to RealPresence Web Suite Pro.

Audience, Purpose, and Required Skills

This guide is written for a technical audience (IT personnel, network administrators, or telecommunications administrators) responsible for managing the enterprise network infrastructure and installing and configuring network software and hardware, including telecommunications and video conferencing equipment. It assumes the following knowledge and skills:

- Knowledge of network configuration, IP addressing, DNS, and security certificates
- Knowledge of virtual machine environment and competence in deploying and configuring VMs in the relevant hypervisor
- Knowledge of telecommunications practices and protocols, video conferencing network and traffic requirements, and the specifics of the enterprise telecommunications infrastructure plan

This guide assumes that you are deploying and setting up instances of the RealPresence Web Suite Services Portal and Experience Portal in a Polycom® RealPresence® Platform environment that includes:

- Polycom® RealPresence® Distributed Media Application™ (DMA®) 7000, Virtual Edition
- Polycom® RealPresence® Collaboration Server (RMX®), Virtual Edition
- Polycom® RealPresence® Access Director™ solution (alternatively, an Acme Packet Net-Net Enterprise Session Director may be used to secure firewall traversal)

The RealPresence Platform environment may also include:

- Polycom® RealPresence® Platform Director™
- Polycom® RealPresence® Resource Manager

You must be able to configure the components in your RealPresence Platform environment to support RealPresence Web Suite or have access to someone who can.

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 *Getting Started Guide*, the following RealPresence Web Suite documentation is available at Polycom Support:

● *Polycom RealPresence Web Suite Release Notes*

● *Polycom RealPresence Web Suite Administrator Guide*

● *Polycom RealPresence Web Suite Offer of Source for Open-Source Software*

● *Polycom RealPresence Web Suite User Guide*

● *Polycom RealPresence Web Suite Quick Tips Guide*

VMware vSphere® support and documentation is available at:

● https://www.VMware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html (and select documentation for your specific version)

● https://my.VMware.com/web/VMware

Microsoft® Hyper-V® support and documentation is available at:

● https://technet.microsoft.com/en-us/library/hh831531.aspx (Hyper-V in Windows Server 2012 R2)

● https://technet.microsoft.com/library/hh833684.aspx (Hyper-V Server 2012 R2)

To learn more about Polycom RealPresence Platform products, visit Polycom Support for information and downloads for the following:

● RealPresence DMA

● RealPresence Resource Manager

● RealPresence Access Director

● RealPresence Collaboration Server (RMX)

● RealPresence Platform Director

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, 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.

Documentation Feedback

We strive to improve the quality of our documentation, and we appreciate your feedback. Please send your email with questions or suggestions to DocumentationFeedback@polycom.com.

Preparing for System Installation

This section describes how to prepare for the initial installation and setup of the Polycom RealPresence Web Suite system. This chapter includes the following sub-sections:

● Virtual Environment Requirements
● Prepare for Software Deployment
● Complete the Setup Worksheets
● Start and Restart Order for RealPresence Web Suite Components

Virtual Environment Requirements

The RealPresence Web Suite system can be deployed in the following virtual environments:

● An environment equipped with a VMware vSphere infrastructure (vCenter or ESXi host)
● An environment equipped with a Microsoft Hyper-V infrastructure (Microsoft Windows Server 2012 R2 with the Hyper-V role)

The environment into which the RealPresence Web Suite portals are deployed must meet the requirements outlined in the Release Notes for the version you are deploying. The Release Notes outline the latest hardware, software, network port, web browser, and virtual machine requirements for running the application in your virtual environment.

Prepare for Software Deployment

Complete the tasks outlined below to prepare to deploy the RealPresence Web Suite portals in your virtual data center environment. Record the relevant information in the setup worksheets that follow this section.

To prepare for deployment of the RealPresence Web Suite portals:

1 Read the *Polycom RealPresence Web Suite Release Notes* at Polycom Support for the version that you are deploying, and confirm that your environment meets the requirements.

2 Obtain the URL and login credentials for the Polycom Licensing Center. The URL and login credentials are included in the email that Polycom sent to your organization to confirm the purchase of license entitlements for your RealPresence products.

3 To access the VMware or Hyper-V host and configure the RealPresence Web Suite portals, ensure that you have a PC with:

   ➢ 1280x1024 (SXGA) minimum display resolution; 1680x1050 (WSXGA+) or greater recommended
   ➢ Current version of Mozilla Firefox or Google Chrome browser
   ➢ Network access to your data center

> ➢ The VMware vSphere Client or Hyper-V Manager, as appropriate for your environment

4 Ensure you have the correct credentials needed for the installation.

> ➢ For a Hyper-V deployment, ensure that you have login credentials for the Microsoft Hyper-V server that will host the RealPresence Web Suite portals, or if applicable, the Microsoft System Center Virtual Machine Manager (VMM) that manages the Hyper-V hosts.

> ➢ For a VMware deployment, ensure that you have login credentials for the VMware vCenter or ESXi server that will host the RealPresence Web Suite portals and that your VMware user login has permission to deploy Open Virtualization Format/Open Virtualization Appliance (OVF/OVA) files.

> ➢ If deploying in a vCenter environment and you want to use RealPresence Platform Director to deploy and monitor your RealPresence Web Suite portals, ensure that RealPresence Platform Director has the appropriate administrator login credentials and permissions for the vCenter environment where RealPresence Web Suite is being installed.
>
> See Appendix 1 of the *Polycom RealPresence Platform Director Administrator Guide* at Polycom Support for information on specific permissions required.

5 Verify that Network Time Protocol (NTP) is enabled on the hosts to which the portals will be deployed and that the NTP server is the same as on the RealPresence DMA system so that time remains synchronized between the hosts, the RealPresence Web Suite portals, and the RealPresence DMA system.

6 Confirm that the required ports are available. For a list of ports used in a RealPresence Web Suite installation, see "Ports and Protocols" in the *Polycom RealPresence Web Suite Administrator Guide*.

7 Download the RealPresence Web Suite Hyper-V Export (*.zip) files (for Hyper-V) or OVA files (for VMware) from Polycom Support, and note the location of the files on your network.

8 Obtain the required IP addresses and Fully Qualified Domain Names (FQDNs):

> ➢ Internal IP addresses and FQDNs for the RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal to enable access from inside the enterprise network.

> ➢ External IP addresses and FQDNs for the RealPresence Web Suite Experience Portal and RealPresence Access Director to enable access from outside the enterprise network.

Split Domain Name System (also known as split horizon DNS) is required for correct RealPresence Web Suite Experience Portal name resolution from inside and outside the network. Refer to the *RealPresence Access Director System Administrator Guide* at Polycom Support for detailed information about split DNS and network traversal.

9 Ensure that Application Layer Gateway (ALG) and all Session Initiation Protocol (SIP) helper functions are turned off on the firewall.

10 On the RealPresence DMA system, do the following:

> ➢ Enable SIP device authentication.

> ➢ Create the device authentication credentials to be used by RealPresence Web Suite clients.

> ➢ Specify a prefix for unauthorized (guest) calls.

> ➢ Create dial rules for unauthorized (guest) calls.

Complete the Setup Worksheets

This section provides worksheets that help you deploy and configure the RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal.

Before you begin the portal deployment, print the Setup Worksheets that follow and complete the fields in the My System Values column of each.

> **Note: Refer to other documents for more information on specific fields**
>
> The worksheets provide brief descriptions of the fields. For more detailed information about specific fields, refer to the *Polycom RealPresence Web Suite Administrator Guide* and, where appropriate, the *Polycom RealPresence DMA 7000 System Operations Guide* or the system online help.

Use the information in these worksheets to help you configure the portals, so have them handy when you begin performing the configuration tasks described in the *Polycom RealPresence Web Suite Administrator Guide*.

Setup Worksheet for the Lightweight Directory Access Protocol (LDAP) Server Configuration

LDAP Options	My System Values	Description
Forest Root Domain		The forest root domain name for the organization, such as *polycom.com* or *microsoft.com*.
Secure		Establishes a secure connection to the LDAP server. Note: If you select **Secure**, you must upload the trust certificate of the LDAP server in the Services Portal. See "Upload Certificates or a Certificate Chain" in the *Polycom RealPresence Web Suite Administrator Guide*.
Port		The port through which LDAP communicates. The standard ports are: • 389 for non-secure (LDAP) • 636 for secure (LDAP-S)
Username		The LDAP service account user ID.
Password		The login password for the service account user ID.

Setup Worksheet for the Simple Mail Transfer Protocol (SMTP) Server Configuration

SMTP Options	My System Values	Description
Server		The FQDN or IP address of the SMTP server.
Secure		Establishes a secure connection to the SMTP server.
Port		The port to use to connect to the SMTP server. The standard ports are: • 25 for non-secure (SMTP) • 587/465 for secure (SMTP-S)
Login ID		The SMTP service account user ID.

Setup Worksheet for the Simple Mail Transfer Protocol (SMTP) Server Configuration (continued)

SMTP Options	My System Values	Description
Password		The login password for the service account user ID.
Sender Mail ID		The email ID to be used as the return address for notifications sent by the RealPresence Web Suite Services Portal. This is typically configured as a null or no reply address.

Setup Worksheet for the Server Settings

Server Settings	My System Values	Description
Experience Portal (MEA) Server	https://	The URL, including the FQDN assigned to the IP address, of the RealPresence Web Suite Experience Portal. This information is used to construct the meeting links. Ensure that this domain name is accessible to all users of the solution, including any users who may be located outside the organization.
Services Portal (WSP) Server	https://	The URL, including the FQDN assigned to the IP address, of the RealPresence Web Suite Services Portal. This information is used to construct the login link to the RealPresence Web Suite Services Portal. Make sure that this domain name is accessible to all users who can access this portal.

Note: Multiple RealPresence DMA systems

If RealPresence Web Suite will need to connect to multiple RealPresence DMA systems, you will need multiple copies of the setup worksheet that follows, one for each RealPresence DMA system that RealPresence Web Suite must access.

Setup Worksheet for RealPresence DMA Configuration on Services Portal

Settings	My System Values	Description
Name		A nickname to assign to the RealPresence DMA system to distinguish it in the RealPresence Web Suite Services Portal configuration.
Host		The FQDN or IP address of the RealPresence DMA system. For an appliance RealPresence DMA system consisting of two co-located redundant servers, enter the system virtual IP address or FQDN.

Setup Worksheet for RealPresence DMA Configuration on Services Portal (continued)

Settings	My System Values	Description
Port		The Transmission Control Protocol (TCP) port number used to communicate with the RealPresence DMA system. Port 8443 is standard.
VMR Prefix		The dialing prefix assigned to this RealPresence DMA system, if any. Prefixes added to Virtual Meeting Rooms (VMRs) can be used to assign a specific set of VMRs to a specific RealPresence DMA system. Specifying this value allows the portals to know where to direct API requests concerning a specific VMR ID. For example, if DMA-1 has the dialing prefix *11* and DMA-2 has no dialing prefix, all portal requests for VMRs with ID *11xxxx* would be directed to DMA-1 and requests concerning any other VMR ID would be directed to DMA-2. To set up a prefix on the RealPresence DMA system, see the *Polycom RealPresence DMA 7000 System Operations Guide*.
Common SIP Username		The user ID to authenticate SIP sessions for users who have authenticated with the RealPresence Web Suite Services Portal. This is the user ID you set up on the RealPresence DMA system when you created the device authentication credentials to be used by RealPresence Web Suite clients (see step 10 of Prepare for Software Deployment).
Common SIP Password		The password for Common SIP Username.
Default Admin		A user ID with system administrator privileges on the RealPresence DMA system. If the RealPresence DMA system is integrated with Enterprise Directory, this must be an Enterprise Directory user with access to all domains (not a local user defined on the RealPresence DMA system) to be able to search the VMRs of all users. See the *Polycom RealPresence DMA 7000 System Operations Guide* for more information.
Admin Password		The password for the Default Admin user.
Owner Domain		The domain of the user account assigned to create meetings in the RealPresence DMA system. For a local user (not in Enterprise Directory), enter LOCAL.

Setup Worksheet for RealPresence DMA Configuration on Services Portal (continued)

Settings	My System Values	Description
Owner Username		The user ID of the user account assigned to create meetings in the RealPresence DMA system. The user does not need to be an administrator.
		For information on how to create a user ID in the RealPresence DMA system, see the *Polycom RealPresence DMA 7000 System Operations Guide*.
Generate VMR From Range		The range of numbers to use for RealPresence Web Suite VMRs. The RealPresence Web Suite Services Portal generates VMR numbers on the RealPresence DMA system randomly within the specified range.
		This lets you separate the temporary VMRs created specifically for RealPresence Web Suite meetings from other VMRs on the same RealPresence DMA system.
		The range must be positive numbers (10-digit maximum) specified from lowest to highest. For example, a range of 100 to 9999 generates VMRs with 3 or 4 digits from 100 through 9999.

Note: Multiple access points

You will need multiple copies of the access point setup worksheet that follows, one for each access point that your configuration requires. For instance, in order to provide access from both inside and outside the network for both authenticated and unauthenticated (guest) callers, four SIP access points are needed. Additional access points are needed to support other transport protocols.

Setup Worksheet for Access Point Configuration

Setting	My System Values	Description
Location		A name for this access point that distinguishes it from other access points. An access point is a network location that is routed directly or indirectly to the RealPresence DMA system through which clients or endpoints can join a conference.
Transport		The transport protocol associated with this access point. Select from SIP, H.323, TUNNEL, ISDN, and Public Switched Telephone Network (PSTN). For information on provisioning endpoints for SIP, see the *Polycom RealPresence Resource Manager Operations Guide at* Polycom Support. For information on enabling SIP calls for mobile apps, see the help files for Polycom® RealPresence® Mobile at Polycom Support.
Dial string		Dial strings (SIP URI, Tunnel URI, H.323 E.164 enum, PSTN phone number) are used by an endpoint to join a conference. Typically for SIP, TUNNEL, and H.323 callers outside the network, this string includes the IP address or domain name (preferred) of the edge traversal device (RealPresence Access Director or Acme) providing access to this RealPresence DMA system. It should also contain the `{{ LobbyCode|getvmr }}` placeholder for the VMR. For instance, the dial string for a SIP access point for callers outside the network should look like this: `sip:{{ LobbyCode|getvmr }}@`*\<rpad-FQDN\>*
Auth Mode		Select one of the following: • For an access point used by endpoints without SIP credentials (guests), select **NoAUTH**. • For an access point used only by endpoints with SIP credentials (such as authenticated browser and RealPresence Mobile users provided with the Common SIP Username and Common SIP Password), select **AUTH**. • For an access point that may be used by either class of endpoints, select **SHARED**.
Dial Prefix (Optional)		A prefix to add to dial string used when dialing this access point. This prefix can be used by the access point to route the call or to distinguish between authenticated callers and unauthenticated guests.

Setup Worksheet for Date Time Configuration

Setting	My System Value	Description
NTP Server		The Network Time Protocol server FQDNs or IP addresses. The RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal synchronize their time and date settings from the NTP servers. Caution: All your RealPresence Platform products and their hosts must use the same NTP servers so that time remains synchronized among them.
Time Zone		The time zone to which the portals must be configured. By default, the portals are configured to the UTC time zone.

Start and Restart Order for RealPresence Web Suite Components

When you start the RealPresence Web Suite system, ensure to start the RealPresence Web Suite Services Portal and the configured RealPresence DMA system before starting the RealPresence Web Suite Experience Portal. Failure to do so impacts the API that handles feature functionality on the RealPresence Web Suite Experience Portal.

When you restart the RealPresence Web Suite Services Portal or the configured RealPresence DMA system, ensure to also restart the RealPresence Web Suite Experience Portal afterwards. Failure to do so impacts the API that handles feature functionality on the RealPresence Web Suite Experience Portal.

System Installation

This section describes how to deploy the RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal and make them accessible in your virtual network. After you finish these tasks, you can configure the portals as described in the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support).

The portals can be deployed in a VMware vSphere environment or in a Microsoft Hyper-V environment. We recommend deploying the RealPresence Web Suite Services Portal first.

Before you begin, complete the tasks and setup worksheets in Preparing for System Installation. Then proceed with the tasks described in the following sub-sections:

- Deploying the RealPresence Web Suite Software Packages
- Configuring Network Settings
- Verifying Portal Accessibility

Deploying the RealPresence Web Suite Software Packages

RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal installation packages are available as VMware Open Virtual Appliance (OVA) files or as Microsoft Hyper-V Export (zipped image) files. The subsections that follow provide information on deploying the portals as virtual machines using the OVA or Hyper-V Export files.

Deploy the OVA Packages—VMware

You can deploy the RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal as virtual machines in a VMware vSphere environment using the OVA Template files for the RealPresence Web Suite software package.

A vSphere client connected to an ESXi server or vCenter can be used to deploy the RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal OVA Template files. Use your data center standard VMware deployment procedure. If necessary, consult the appropriate documentation at vmware.com/support.html.

To deploy RealPresence Web Suite in your VMware environment using the vSphere client:

1 Confirm that your system includes the prerequisites and meets the requirements listed in the Release Notes for the version of the RealPresence Web Suite software that you are deploying.

2 If you have not already done so, download the appropriate *.ova files from Polycom Support.

3 Using the vSphere client on your vSphere ESXi host server, deploy the *.ova files for the Services Portal and Experience Portal into your VMware environment. Select **Thin Provision** and **Power on after deployment**.

Alternatively, in a VMware vCenter with the proper permissions, you can use a RealPresence Platform Director instance to deploy the RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal. For more information, see the *Polycom RealPresence Platform Director Administrator Guide* at Polycom Support. It includes instructions for adding both new and existing instances of RealPresence Platform component products, including RealPresence Web Suite, to the RealPresence Platform Director system.

Deploy the Hyper-V Packages—Hyper-V

You can deploy the RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal as virtual machines on Microsoft Hyper-Visor (Hyper-V) Server 2012 R2 using the Hyper-V Export (*.zip) files for the RealPresence Web Suite software package, each of which is a zipped image file that contains:

- A Virtual Hard Disk (VHD) file containing the portal application running on the CentOS 6.6 operating system, the most recent version of Microsoft Linux Integration Services (LIS), and the Polycom Software End User License Agreement (EULA).
- A configuration (XML) file containing information about the portal virtual machine environment.

Hyper-V Manager or Windows PowerShell can be used to deploy the RealPresence Web Suite Hyper-V Export files in your Hyper-V environment. Use your data center standard Hyper-V deployment procedure. If necessary, consult the appropriate documentation at technet.microsoft.com.

To deploy RealPresence Web Suite in your Hyper-V environment:

1 Confirm that your system includes the prerequisites and meets the requirements listed in the Release Notes for the version of the RealPresence Web Suite software that you are deploying.

2 If you have not already done so, download the appropriate Hyper-V Export (*.zip) files from Polycom Support and save them to the hard drive where Hyper-V Manager is installed.

3 Using Hyper-V Manager or Windows PowerShell, deploy the Hyper-V Export files for the RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal into your Hyper-V environment.

Configuring Network Settings

Because the RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal both operate as web servers within a virtual server environment, you must configure both virtual web servers with IP addresses and DNS names, and those addresses and names must be included in the network settings within your virtual server environment.

Perform the following tasks to configure network settings for both portals:

- Assign Static IP Addresses to Both Portals
- Set the Time Settings on Both Portals

Assign Static IP Addresses to Both Portals

When the portal instances boot up, the IP addresses are obtained using Dynamic Host Configuration Protocol (DHCP). You can use the vSphere client or Hyper-V Manager to view the IP and Media Access Control (MAC) addresses for each instance. Make note of the addresses for both portals.

Polycom recommends that you assign static IP addresses to the RealPresence Web Suite Services Portal and RealPresence Web Suite Experience Portal instances, rather than allowing them to obtain IP addresses through DHCP. One way to do so is to modify the configuration in your DHCP server to map the IP address of each portal VM to its MAC address. Then assign that IP address to the VM by changing its network settings using the restricted shell.

> **Note: Additional IP and FQDN configuration needed**
> This procedure only assigns each portal the internal IP address that identifies it on the enterprise network. As described in Prepare for Software Deployment, these IP addresses must be mapped to FQDNs in DNS, and the RealPresence Web Suite Experience Portal and RealPresence Access Director must also have externally-facing IP addresses and FQDNs (using split DNS) for access from outside the network.

To assign static IP addresses to the two portals:

1 Open the vSphere or Hyper-V Manager console for the RealPresence Web Suite Services Portal VM.

2 Log in to the restricted shell using *polycom* as both your username and password. When prompted to do so, change the default password.

New shell user passwords must include the following:

➢ At least 14 characters

➢ At least one upper case character

➢ At least one lower case character

➢ At least one non-alphanumeric character

In addition, they must not be any of the following:

➢ Dictionary word or palindrome

➢ Previously used password

➢ Case change or rotated version of old password

➢ Too similar to old password (fewer than five characters changed)

➢ Too systematic (three or more sequential characters, such as def or 987, or repeated characters, such as aaa or ###)

3 Enter **show_network_info** to view the current network settings.

4 Enter **change_network_settings** and follow the prompts to modify the current network settings. Disable DHCP, enable static IP, and configure the static IP settings and DNS settings.

The network services are restarted so that the new settings take effect.

5 Open the console for the RealPresence Web Suite Experience Portal VM and repeat step 2 through step 4 to modify its network settings.

For more information on configuring network settings using the restricted shell, see "Restricted Shell Commands" in the *Polycom RealPresence Web Suite Administrator Guide*.

Set the Time Settings on Both Portals

You can use restricted shell of each portal to view or change the configured Network Time Protocol (NTP) servers and time zone.

> **Note: Time settings are also available in the administration interface of each portal**
>
> Instead of using the shell, you can view or change the NTP servers and time zone in each portal administration interface. In particular, choosing the time zone is easier in the administration interface of each portal. See the "Platform Settings" section for each portal in the *Polycom RealPresence Web Suite Administrator Guide*.

To set the time settings of the two portals using the restricted shell:

1   Using the vSphere or Hyper-V Manager console for the RealPresence Web Suite Services Portal VM, log in to its restricted shell as the *polycom* user.

2   Enter **change_ntp** to view the current NTP servers and follow the prompts to specify one or more new NTP servers

   The factory default NTP servers are from the CentOS pool at ntp.org.

> **Caution: Time must be synchronized among all RealPresence Platform products**
>
> All your RealPresence Platform products, including RealPresence DMA, RealPresence Access Director, RealPresence Collaboration Server (RMX), the RealPresence Web Suite portals, and their hosts must use the same NTP servers so that time remains synchronized among them.

3   Enter **change_timezone** to view the current time zone. Follow the prompts to change the time zone, pressing **ENTER** repeatedly to scroll through a list of 608 time zones from which to choose, and finally entering the number of the desired time zone at the prompt that appears at the end of the list.

   The factory default time zone is UTC.

4   Log in to the restricted shell of the RealPresence Web Suite Experience Portal and repeat step 2 and step 3 to modify the time settings.

Verifying Portal Accessibility

After you deploy both portals and complete the basic network configuration, you can use a web browser to open the portals using the Domain Name System (DNS) names you assigned to them.

> **Admin Tip: For increased security, create at least one new Super Admin account**
>
> To ensure secure administrator access to the RealPresence Web Suite Services Portal, we recommend that you add an individual account with Super Admin credentials for each authorized person and delete the generic *admin* account. See the "User Management" section of the *Polycom RealPresence Web Suite Administrator Guide* for more information.

Open the RealPresence Web Suite Services Portal

The RealPresence Web Suite Services Portal provides a web interface where authorized administrators can configure and manage the system and authorized users can schedule and start meetings.

To open the administrative and provisioning interface for the RealPresence Web Suite Services Portal:

1 Obtain the RealPresence Web Suite Service Portal FQDN as assigned through the DNS server.

2 In the web browser address bar, enter the RealPresence Web Suite Services Portal FQDN.

3 Log in with Super Admin credentials. For the first login, enter *admin* as the **Username** and *Polycom12#$* as the **Password**.

4 When prompted, enter a new password for the default administrator account.

5 Click **Agree** to accept the End User License Agreement (EULA) and proceed with the configuration.

You can now configure the RealPresence Web Suite Services Portal for use. See Next Steps.

Open the RealPresence Web Suite Experience Portal

The RealPresence Web Suite Experience Portal provides a meeting interface that includes features such as content sharing, group chat, and privacy settings. All users who attend meetings require access to the RealPresence Web Suite Experience Portal. It also provides a separate administrator interface for configuring and managing the portal.

To open the administrator interface on the RealPresence Web Suite Experience Portal:

1 Obtain the RealPresence Web Suite Experience Portal FQDN, as assigned through the DNS server.

2 In the web browser address bar, enter the RealPresence Web Suite Experience Portal FQDN with the port 9445 in the following format:

```
https://<ServerFQDN>:9445
```

3 Log in to the RealPresence Web Suite Experience Portal administrator interface with Super Admin credentials. For the first login, enter *admin* as the **Username** and *Polycom12#$* as the password.

4 When prompted, enter a new password for the default administrator account.

The new RealPresence Web Suite Experience Portal administrator passwords must be at least eight characters and include the following:

➢ At least one uppercase character

➢ At least one lowercase character

➢ At least one numeric character

5 Click **Save**.

You can now configure the RealPresence Web Suite Experience Portal to be accessed by users to attend meetings. See Next Steps.

> **Note: End user access to the RealPresence Web Suite Experience Portal**
> End users access the RealPresence Web Suite Experience Portal with a web browser using the URL in the following format: `https://<ServerFQDN>` (no port number required).

Next Steps

You are now ready to license the portals, install certificates, and configure the portals for use as described in the *Polycom RealPresence Web Suite Administrator Guide* (available at Polycom Support). See "Set Up

RealPresence Web Suite" in the *Administrator Guide* to get started. It provides a high-level summary of the configuration tasks with links to the detailed procedures.