



DEPLOYMENT GUIDE

1.0.1 | January 2018 | 3725-09901-000A

Polycom Cloud Relay



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Polycom Cloud Relay

Topics:

- [Preparing to Install the Polycom Cloud Relay](#)
- [Installing the Polycom Cloud Relay](#)

The Polycom Cloud Relay is a virtual machine that resides on your network that provides a container for Polycom agents that you can use to access Polycom Cloud Services. These services include Polycom RealConnect Hybrid service and are automatically updated via Polycom's Cloud Services after you configure.

Preparing to Install the Polycom Cloud Relay

Before installing the Polycom Cloud Relay, you should ensure that you meet the minimum host guidelines in your VM environment, opened up the required ports and registered for a Polycom Cloud Service account..

Supported Virtual Environments

Polycom supports both Hyper-V on Windows Server 2012, 2012 R2, and 2016 and VMware vSphere ESXi 5.x and 6.x..

Host Installation Guidelines

Use the following guidelines when installing your Polycom Cloud Relay into your VM environment.

Component	Deployment Settings
Virtual Cores	1
CPU	2 GHz
Memory	4 GB
Storage	50 GB

Required Ports for Polycom Cloud Relay

The following inbound and outbound ports are required for Polycom Cloud Relay connectivity.

Outbound Ports

Port	Description
443 TCP	HTTPS. Polycom Cloud Services and application download.

Port	Description
5671 TCP	AMQP(s). Required for access to the Azure Data Center IP addresses .

Inbound Ports (from LAN to Polycom Cloud Relay)

Port	Description
22 TCP	SSH (available to polycom user for remote configuration). This port is optional.

Test Your Connection to the Polycom Cloud

After configuring the necessary ports, verify that your network configuration allows a connection to Polycom Cloud Services.

Conduct this test from the network where you intend to install the Polycom Cloud Relay.

When in a Microsoft environment, you can use Microsoft Powershell to conduct this test.

Procedure

1. Within Microsoft Powershell, use the following command to your connection to Polycom Cloud Services:

```
Test-NetConnection -computername servicebus.plcm.vc -Port 5671
```

Note: You can ignore any ICMP failure error messages.

Installing the Polycom Cloud Relay

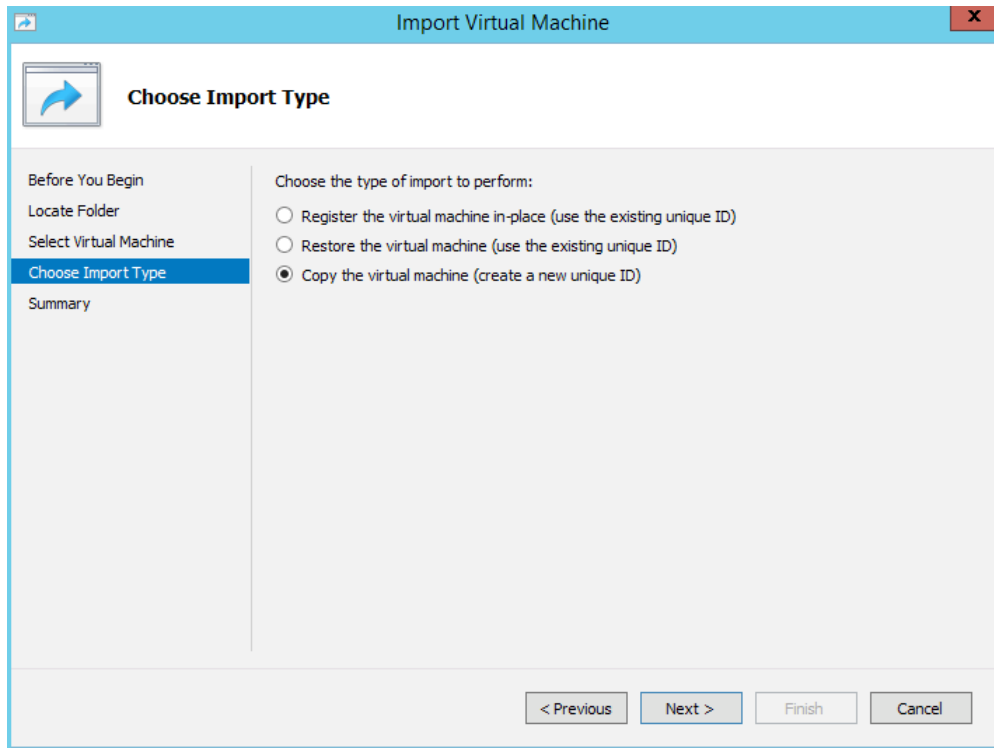
The Polycom Cloud Relay is a virtual machine that resides on your network that provides a container for Polycom agents that you can use to access Polycom Cloud Services. These services include Polycom RealConnect Hybrid service.

Install the Polycom Cloud Relay

Install the Polycom Cloud Relay using your virtual environment tools

Polycom supports installing the Polycom Cloud Relay into either a Hyper-V or VMware environment.

Note: If installing a Hyper-V version, you must use the **Copy** option to ensure that the VM is created with a unique UUID.



Configure System Settings for the Polycom Cloud Relay

You need to configure the system settings for the Polycom Cloud Relay.

By default the Polycom Cloud Relay is configured to support network setup via DHCP. Polycom recommends changing this to static IP addressing. In addition, DNS is also required to complete configuration. Specifically, your DNS server needs to be able to resolve both external and internal addresses.

Even in networks that support DHCP, Polycom recommends verifying the network configuration, hostname, and DNS settings by following these steps.

Procedure

1. In your VM environment, power on the recently installed Polycom Cloud Relay virtual machine.
2. Access the console.
3. Click in the console window, press **Enter** if necessary to see the login prompt, and log in with user ID `polycom` and password `polycom`
4. After entering the default credentials, you are prompted to change the polycom user's password.
5. Select the **Configure** option to configure your Polycom Cloud Relay system.
6. Configure DNS, hostname and network. DNS is mandatory to complete the configuration.

Note: If using DHCP, verify that the settings displayed here are correct.

Retrieve the Polycom Cloud Relay Registration Code

You must retrieve the registration code to use in the Polycom Cloud Services portal.

You use this code to identify the Polycom Cloud Relay in the Polycom Cloud Services portal and enable integration of Polycom Cloud Relay services.

After retrieving the code, immediately register your Polycom Cloud Relay with the Polycom Administration portal. If you fail to do so within 60 minutes, the code will expire and you will need to repeat these steps to get a new code.

Procedure

1. Within your VM environment, access the console for the Polycom Cloud Relay.
2. Click in the console window, press **Enter** if necessary to see the login prompt, and log in with the polycom user credentials.
A shell interface displays.
3. Select **Integrate** to view the registration code.
4. Use this code to immediately register the relay within the Polycom Cloud Services portal.

Next, you need to go to the Polycom Cloud Service Administration portal and complete the registration.

Add the Polycom Cloud Relay to the Polycom Cloud Services Portal

You need the registration code from the Polycom Cloud Relay to add the Polycom Cloud Relay device to your Polycom Cloud Services portal.

Procedure

1. Navigate to the [Polycom Cloud Service administration portal](#) and log in.
You are automatically sent account login information when you order a Polycom cloud service such as Polycom RealConnect Hybrid or Polycom RealConnect for Office 365. If you do not have a login already, contact your Polycom sales representative.
2. In the Polycom Cloud Services Administration portal, click **Device Management**.
3. To add a new device, click **Add**.
4. From the **Type** drop-down list, select **Cloud Relay**.
5. Enter the following device information:

Device Information	Description
Device Name	Enter a name for the Polycom Cloud Relay, it can be up to 40 Unicode characters
Registration Code	Enter the Registration code you retrieved from the Polycom Cloud Relay console.

6. Click **Save**.

Complete the Integration with the Polycom Cloud Services Administration Portal

You need to return to the Polycom Cloud Relay console to complete the integration with Polycom Cloud Service.

Procedure

1. Within the Polycom Cloud Relay console, select **Integrate**.
The Polycom Cloud Relay connects to Polycom Cloud Service and downloads any services that you are subscribed to such as RealConnect Hybrid.
2. Within the Polycom Cloud Relay console, select **Application Status** and verify that your services are running. The services you see varies according to what services you are subscribed to.
3. Navigate to the [Polycom Cloud Service](#) portal and log in.
 - a. Within the Polycom Cloud Service Administration portal, click **Device Management**.
 - b. In the device list, select the Cloud Relay you added to the portal earlier and verify that the status is online, that the IP is correct.
The Polycom Cloud Relay details may take up to five minutes to propagate to the Polycom Cloud Administration portal. If you don't see any details, please wait and then repeat this step.