



RELEASE NOTES

Software 1.0 | April 2015 | 3725-71943-002A

RealAccess™



Contents

- What's New in Release 1.0 3**
 - Asset Management3
 - Utilization.....3
 - Performance.....3
 - Capacity3
 - Tutorial Library4
 - Other Features in this Release.....4
 - RealAccess in Multiple Languages.....4
- Release History 5**
- Service Requirements..... 6**
 - Platform Requirements.....6
 - System Requirements.....6
 - Server Requirements7
- Products Tested with this Release 10**
- Known Issues 11**
 - Issues.....11
 - Limitations11
- Get Help 13**
 - The Polycom Community13
- Copyright and Trademark Information..... 14**

What's New in Release 1.0

Polycom® RealAccess™ 1.0 is a new service that provides on-demand, comprehensive analytical reporting of your Polycom® RealPresence® video network. It includes the RealAccess portal, which allows you to monitor your infrastructure and endpoints in a central location.

RealAccess includes the following primary features:

- [Asset Management](#)
- [Utilization](#)
- [Performance](#)
- [Capacity](#)
- [Tutorial Library](#)

Asset Management

Asset Management helps you organize your network's inventory of endpoint types and locations.

Access this feature on the Assets tab of the RealAccess portal (available as a default feature).

Utilization

Utilization helps you understand how your network is being used. Get detailed analysis of calls in your network, such as how many point-to-point calls are being made compared to VMR calls.

Access this feature on the Utilization tab of the RealAccess portal (available depending on your service subscription).

Performance

Performance helps you locate and understand errors in your network over a specific time period.

Access this feature on the Performance tab of the RealAccess portal (available depending on your service subscription).

Capacity

Capacity gives you hourly and daily usage reports of your Polycom® RealPresence® Collaboration Server (RMX®).

Access this feature on the Capacity tab of the RealAccess portal (available depending on your service subscription).

Tutorial Library

The Tutorial Library is a collection of video tutorials to help you use the following Polycom and industry standard endpoints:

- Polycom® RealPresence® Group Series
- Polycom® HDX®
- Microsoft® Lync® 2010
- Microsoft® Lync® 2013
- Polycom® RealPresence® Desktop
- Polycom® RealPresence® Mobile
- Polycom® Touch Control

**Note: Missing videos**

There currently are not videos for Lync 2013, RealPresence Desktop, or RealPresence Mobile.

Access this feature on the Tutorial Library tab of the RealAccess portal (available as a default feature).

**Note: Get latest product information from Polycom Support**

To view the latest Polycom product documentation, visit [Polycom Support](#).

Other Features in this Release

The following item describes a minor feature in this release of RealAccess.

RealAccess in Multiple Languages

RealAccess is available in several languages, including English, Simplified Chinese, French, Korean, and Brazilian Portuguese.

(Note: In this release, the Privacy Policy displays in English when Korean or Brazilian Portuguese are selected.)

Release History

This following table shows the release history of RealAccess.

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.0	April 2015	Initial release.

Service Requirements

Using RealAccess requires meeting the platform, system, and server requirements outlined in this section.



Note: Before using RealAccess

To use RealAccess, you must first deploy the RealAccess portal agent. Please refer to the *Polycom® RealAccess™ Onboarding Guide* for instructions.

Platform Requirements

The RealAccess portal monitors components of the Polycom® RealPresence® Platform, which enables standards-based videoconferencing collaboration using hardware and software endpoints from Polycom and other optional vendors.

Depending on your network setup, RealAccess monitors some or all of the components listed in the following table.

RealPresence Platform Components Required by RealAccess

<i>Required/Optional</i>	<i>Component</i>	<i>Version</i>	<i>Description</i>
Required	Polycom® RealPresence® Distributed Media Application™ (DMA®) with API license	v6.1.0 or higher	Signaling, call control, and bridge virtualization
Required	Polycom® RealPresence® Resource Manager with API license	v8.1.0 or higher	Provisioning and managing endpoints and scheduling meetings
Optional for portal; required for VMR	Polycom® RealPresence® Collaboration Server (RMX®)	v8.2.0 or higher	Polycom Multipoint Control Unit (MCU) for hosting conferences

System Requirements

The RealAccess portal delivers detailed reporting information about your RealPresence video network using a data extraction agent that is installed on-premises.

The following table details the minimum browser requirements for the RealAccess portal agent.

RealAccess Portal Agent Minimum Browser Requirements

<i>Browser</i>	<i>Requirement</i>
Microsoft Internet Explorer®	v10.0 or higher (include realaccess.polycom.com in trusted site list)
Mozilla Firefox®	v14.0 or higher
Google Chrome™	v30.0 or higher
Apple® Safari®	v7.0 or higher

Server Requirements

The RealAccess portal agent is an instance operating as a virtual machine. The instance must be installed on a server that meets the minimum requirements, which are outlined in the following tables.

RealAccess Portal Agent Minimum Server Requirements per VM Instance

<i>Component</i>	<i>Description</i>
CPU	Each instance must be hosted on a physical CPU with the following clock-speed characteristics: <ul style="list-style-type: none"> • ≥2.0 GHz (Intel Xeon E5 Series or better CPU) • ≥2.5 GHz (Intel Xeon 5500 Series or better CPU) Each instance must also support a 64-bit installation.
Virtual cores	Each instance must have two virtual cores
RAM	4 GB
Accessible storage	50 GB
*.OVA file	Latest RealAccess Agent *.OVA file downloaded to your local machine.
One or more ESXi hosts	Must be v5.0 or higher and support 64-bit VM installations. Using a vSphere client, you must be able to access and administer VMware ESXi hosts either directly or via a vCenter host controller.
VMware vSphere vCenter controller	Using a vSphere client, you must be able to access and administer VMware ESXi hosts either directly or via a vCenter host controller.

RealAccess Portal Agent Minimum Server Requirements per KVM Instance

<i>Component</i>	<i>Description</i>
CPU	Each instance must be hosted on a physical CPU with the following clock-speed characteristics: <ul style="list-style-type: none"> • ≥2.0 GHz (Intel Xeon E5 Series or better CPU) • ≥2.5 GHz (Intel Xeon 5500 Series or better CPU) Each instance must also support 64-bit installation.
Virtual cores	Each instance must have two virtual cores.
RAM	4 GB
Accessible storage	50 GB
*.qcow2 file	Latest RealAccess Agent *.qcow2 file, downloaded to your local machine.
One or more KVM hosts	Must be v1.0 or higher and support 64-bit VM installations.
Any software client	Access to the host machine to run KVM management commands.

RealAccess Portal Agent Minimum Server Requirements per Xen Instance

<i>Component</i>	<i>Description</i>
CPU	Each instance must be hosted on a physical CPU with the following clock-speed characteristics: <ul style="list-style-type: none"> • ≥2.0 GHz (Intel Xeon E5 Series or better CPU) • ≥2.5 GHz (Intel Xeon 5500 Series or better CPU) Each instance must also support a 64-bit installation.
Virtual cores	Each instance must have two virtual cores.
RAM	4 GB
Accessible storage	50 GB
*.qcow2 file	Latest RealAccess Agent *.qcow2 file, downloaded to your local machine.
One or more Xen hosts	Must be v4.0 or higher and support 64-bit VM installations.
Any software client	Access to the host machine to run Xen management commands.

RealAccess Portal Agent Minimum Server Requirements per HyperV Instance

<i>Component</i>	<i>Description</i>
CPU	Each instance must be hosted on a physical CPU with the following clock-speed characteristics: <ul style="list-style-type: none">• ≥2.0 GHz (Intel Xeon E5 Series or better CPU)• ≥2.5 GHz (Intel Xeon 5500 Series or better CPU) Each instance must also support 64-bit installation.
Virtual cores	Each instance must have two virtual cores.
RAM	4 GB
Accessible storage	50 GB
*.vhd file	Latest RealAccess software agent *.vhd file, downloaded to your local machine.
One or more HyperV hosts	HyperV host must support 64-bit VM installations.
HyperV client	Access to the host machine.

Products Tested with this Release

RealAccess systems are tested extensively with a wide range of products. While the following list is not a complete inventory of compatible equipment, it indicates the products that have been specifically tested for compatibility with this release.



Note: Supported products

You are encouraged to upgrade all your Polycom systems with the latest software before contacting Polycom support to ensure the issue has not already been addressed by vendor software updates.

Go to [Polycom Support Service Policies](#) to find the current *Polycom Interoperability Matrix*.

Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence Distributed Media Application (DMA)	6.1.0
Polycom RealPresence Resource Manager	8.1.0
Polycom RealPresence Collaboration Server (RMX)	8.2.0
Polycom® RealPresence® Access Director™	4.1
Polycom® RealPresence® CloudAXIS® Suite	1.6.1
Polycom® RealPresence® Capture Server	1.8

Known Issues

The following tables list all known issues and limitations, including available workarounds, in this release of RealAccess.

Issues

This section lists all known issues in this release of RealAccess.

Known Issues with RealAccess

<i>Category</i>	<i>Issue No.</i>	<i>Description</i>	<i>Workaround</i>
User Experience	PHNX-128	On the Assets tab of the portal, the Inactive field on the Count of systems menu always displays "0".	No workaround in this release.
User Experience	PHNX-112	A point-to-point call from a registered RealPresence Desktop endpoint to a non-registered HDX endpoint does not appear in reporting data on the portal.	No workaround in this release.
User Experience	PHNX-101	On the Utilization > Summary tab of the portal, total Calls and Duration are incorrect when the Period of Analysis is filtered by Yesterday, Last Week, Last Month, Last 30 Days, and Custom. This is because only point-to-point and VMR calls are listed. In this release, other call types such as VMR-Lync AVMCU are not considered.	No workaround in this release.
User Experience	PHNX-69	An endpoint that is removed from the Resource Manager still appears on the Assets tab of the portal.	No workaround in this release.
User Experience	PHNX-139	On the Performance > Trends tab of the portal, the current day's calls and errors are not shown in the List View when the Period of Analysis is filtered by Last 30 Days or Last 7 Days.	While call/error details are not available in List View, the total Error Count is still accounted for in the line graph at the top of the page.

Limitations

This section lists all known limitations in this release of RealAccess.

Known Limitations with RealAccess

<i>Category</i>	<i>Description</i>	<i>Workaround</i>
Interoperability	On the Assets > Models tab, there is no Location information displayed for Cisco endpoints. This is because Cisco endpoints, like other non-Polycom endpoints, do not provide location information.	No workaround is available.
Browser	The user interface intermittently misaligns when using Internet Explorer 10 or 11.	Use another browser such as Chrome, Firefox, or Safari.

Get Help

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

To find all Polycom partner solutions, see [Polycom Global Strategic Partner Solutions](#).

For more information on solution with this Polycom partner, see the partner site at [Polycom Global Strategic 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.

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