

Polycom® RealAccess™

Cloud Edition

Polycom announces the release of version 2.0 software for Polycom® RealAccess™, Cloud Edition. This document provides the latest information about the RealAccess, Cloud Edition service delivery platform.

Contents

What's New in Release 2.0	1
Release History	3
Security Updates	3
Platform Requirements	3
Browser Requirements	4
Virtual Machine Server Requirements	4
Products Tested with this Release	6
System Constraints and Limitations	7
Resolved Issues	8
Known Issues	8
Get Help	9
Copyright and Trademark Information	9

What's New in Release 2.0

The Polycom RealAccess, Cloud Edition 2.0 release includes the features and functionality of previous releases and includes the following new features:

- Meeting Metrics
- Advanced Asset Management
- Other Changes in this Release

Meeting Metrics

Polycom RealAccess 2.0 introduces a new Meeting tab that provides meeting metrics and reports for your executive or non-IT staff to better analyze your video collaboration usage from a business level. Instead of only counting calls and numbers of ports used by your organization, the Executive Summary provides filters for the following:

- Count of meetings (based on call type)
- Hours of meetings
- Calls over/under five minutes
- Averages for number of participants, meeting duration, and type of meeting (audio or video)

Advanced Asset Management

Polycom RealAccess 2.0 provides advanced asset management to allow you to fine tune reports for your endpoint assets. You can upgrade or downgrade your system type, enable or disable endpoint performance measurement, enable or disable an endpoint in the utilization count, or hide test systems so that their numbers don't impact your performance and usage metrics.



The column with the endpoint edit option may be hidden on your screen due to browser limitations. To edit an endpoint in the Endpoint Grid, either slide the scroll bar at the bottom of the page all the way to the right to view the **Commands** column or click or tap **Edit Columns** and clear the check boxes next to columns that you do not wish to view.

Other Changes in this Release

Minor changes in this release include the following:

- Printing Reports
- Report Enhancements

Printing Reports

If you use the Google Chrome browser, you have the option to print PDF versions of your reports on some pages in Polycom RealAccess 2.0.

Report Enhancements

To better facilitate reporting, Polycom RealAccess 2.0 includes reporting enhancements on the following pages:

- **Performance Summary** - Updated filtering to improve error handling
- **Asset > List View**

Release History

The following table lists the release history of Polycom RealAccess.

Release History

Release	Release Date	Features
2.0	September 2016	<ul style="list-style-type: none"> • Meeting metrics page • Advanced asset management • Report printing • Enhanced reporting features

RealAccess Version Information

The RealAccess service delivery platform is available in both a Cloud Edition and an On-Premises Edition. The following table provides versioning information for the two editions.

RealAccess Versioning Information

Release Information	On-Premises Version	VM Versions	Cloud Version
Initial Release	2.0	plcm-realaccess-sql-2.0.1-2.0.0 plcm-realaccess-util-2.0.1-2.0.0 plcm-realaccess-web-2.0.1-2.0.1	2.0

Security Updates

Please refer to the [Polycom Security Center](#) for information about known and resolved security vulnerabilities.

Platform Requirements

The following hardware requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

The RealAccess service delivery platform 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, the RealAccess service delivery platform monitors some or all of the components listed in the following table.

Required and Optional RealPresence Platform Components

Required/Optional	Component	Version	Description
Required	Polycom® RealPresence® DMA®	6.2.1.1 or higher (recommended)	<ul style="list-style-type: none"> • Signaling • Call control • Bridge virtualizations
Required	Polycom® RealPresence® Resource Manager	<ul style="list-style-type: none"> • 8.x with API • 9.0 with no API license 	<ul style="list-style-type: none"> • Provisioning, • Managing endpoints • Scheduling meetings
<ul style="list-style-type: none"> • Optional for portal • Required for VMR 	Polycom® RealPresence® Collaboration Server (RMX)®	8.2.0 or higher	Polycom multi-point control unit (MCU) for hosting conferences

Browser Requirements

The following software requirements were determined based on test scenarios. Your system's actual performance may vary based on software or hardware configurations.

The RealAccess service delivery platform provides 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 service delivery platform portal agent.

RealAccess Portal Agent Minimum Browser Requirements

Browser	Version
Microsoft Internet Explorer®	11
Mozilla Firefox®	14.0 or higher
Google Chrome™	30.0 or higher
Apple® Safari®	7.0 or higher

Microsoft Browser Limitations

Enterprise security policies that use Internet Explore require adding `realaccess.polycom.com` as a trusted site in the **Internet Options > Security Tab > Trusted sites > Sites**.

Microsoft Edge is not supported in the RealAccess service delivery platform.

Virtual Machine Server Requirements

Your RealAccess, Cloud Edition virtual machine is supported in VMware, KVM, Xen, and Hyper-V environments. The following tables list the minimum requirements for the supported virtual environments.

RealAccess Portal Agent Minimum Server Requirements per VM Instance

Component	Description
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 installations.
Virtual Cores	2 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	Each host must be v5.0 or higher and support 64-bit VM installations.
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

Component	Description
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 installations.
Virtual Cores	2 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	Each host 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

Component	Description
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 installations.
Virtual Cores	2 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	Each host 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 Hyper-V Instance

Component	Description
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 installations.
Virtual Cores	2 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 Hyper-V hosts	Each host must support 64-bit VM installations.
Any software client	Access to the host machine.

Products Tested with this Release

The RealAccess service delivery platform is tested with other products. The following list is not a complete inventory of compatible equipment. It indicates the products that have been tested for compatibility with this release.

Polycom supports mixed Hyper-V/VMware environments, but Polycom has not tested all configurations/combinations.



Polycom recommends that you upgrade your Polycom devices with the latest software versions, as compatibility issues may already have been addressed by software updates. Refer to the [Current Polycom Interoperability Matrix](#) to match Polycom devices with the latest software release.

Products Tested with this Release

Product	Tested Versions
Polycom RealPresence DMA	6.3.2
Polycom RealPresence Resource Manager	9.0.0 ^a
Polycom RealPresence Collaboration Server (RMX)	8.6.3
Polycom® RealPresence® Access Director™	4.2
Polycom® RealPresence® Web Suite	2.1.0
Polycom® RealPresence® Media Suite	2.5

^a API requires administrator privileges.

System Constraints and Limitations

The following table lists all known system constraints and limitations in this release of Polycom RealAccess.

System Constraints and Limitations

Category	Description	Workaround
Browser	The user interface intermittently misaligns when using Internet Explorer 11.	Use another browser such as Chrome, Firefox, or Safari.
Interoperability	On the Assets > Models menu of the portal, 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.
User Experience	Some equipment listed on the Asset > Models page has the same display name. For example HDX8000 HD and POLYCOMHDX800 HD both display as "HDX8000."	No workaround is available.
User Experience	SIP calls are not listed on the Utilization > Summary and Utilization > List View and Endpoint Dashboard pages, but SIP call details do display on the Utilization > Trends page	No workaround is available.
User Experience	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 is available.

System Constraints and Limitations

Category	Description	Workaround
User Experience	Utilization Summary and Endpoint Dashboard show inconsistent call counts for rooms.	No workaround is available.
User Experience	You must wait 24 hours after deploying RealAccess before the Analytics functionality is available.	No workaround is available.

Resolved Issues

The following table lists resolved issues in this release of Polycom RealAccess.

Resolved Issues

Category	Issue Number	Resolved in Release	Description
User Experience	PHNX-69	2.0	An endpoint that is removed from the RealPresence Resource Manager system still appears on the Assets tab of the portal.

Known Issues

The following table lists all known issues and suggested workarounds for Polycom RealAccess.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
User Experience	PHNX-101	1.0	On the Utilization > Summary menu 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.

Known Issues

Category	Issue ID	Found in Release	Description	Workaround
User Experience	PHNX-586	2.0	When changing the Utilization Summary filter from Duration (HH:MM) to Count , the reports display 00:00 instead of the correct count values.	Refresh your browser window.
User Interface	PHNX-108	1.0	The Privacy Policy displays in English when Korean or Brazilian Portuguese are selected.	No workaround in this release.

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](#).

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.

Copyright and Trademark Information

Copyright© 2016, 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.