

# Polycom® RealAccess™

## Cloud Edition

Polycom announces the release of version 2.1 software for Polycom® RealAccess™, Cloud Edition. This document provides the latest information about the RealAccess, Cloud Edition service delivery platform.

## Contents

|  |          |
|--|----------|
| <b>What's New in Release 2.1</b> .....           | <b>1</b> |
| <b>Release History</b> .....                     | <b>2</b> |
| <b>Security Updates</b> .....                    | <b>2</b> |
| <b>Platform Requirements</b> .....               | <b>2</b> |
| <b>Browser Requirements</b> .....                | <b>3</b> |
| <b>Virtual Machine Server Requirements</b> ..... | <b>4</b> |
| <b>Products Tested with this Release</b> .....   | <b>5</b> |
| <b>System Constraints and Limitations</b> .....  | <b>6</b> |
| <b>Resolved Issues</b> .....                     | <b>7</b> |
| <b>Known Issues</b> .....                        | <b>7</b> |
| <b>Get Help</b> .....                            | <b>8</b> |
| <b>Copyright and Trademark Information</b> ..... | <b>8</b> |

## What's New in Release 2.1

The Polycom RealAccess, Cloud Edition 2.1 release includes the features and functionality of previous releases and includes the following new features:

- Hide Inactive MCU Name from Analytics
- Error Dashboard
- Export Capability on RMX Capacity Page

## ***Hide Inactive MCU Name from Analytics***

Polycom RealAccess 2.1 enables you to exclude inactive MCUs from Analytics reports. This feature also removes redundant metrics due to renaming an MCU asset by enabling you to hide the old MCU name in reports.

## ***Error Dashboard***

Polycom RealAccess 2.1 includes an **Error Dashboard** that enables you to quickly troubleshoot a particular type of error by showing the sites, systems, and users that most frequently generate the error.

## ***Export Capability on RMX Capacity Page***

Polycom RealAccess 2.1 includes an export capability on the **RMX Capacity** page to download data to an Excel spreadsheet.

## **Release History**

The following table lists the release history of Polycom RealAccess.

### **Release History**

| Release | Release Date   | Features  |
|---------|----------------|---|
| 2.1     | December 2016  | <ul style="list-style-type: none"> <li>Hide inactive MCU from analytics</li> <li>Error Dashboard</li> <li>Export capability on RMX Capacity page</li> </ul>             |
| 2.0     | September 2016 | <ul style="list-style-type: none"> <li>Meeting metrics page</li> <li>Advanced asset management</li> <li>Report printing</li> <li>Enhanced reporting features</li> </ul> |

## **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"> <li>• Signaling</li> <li>• Call control</li> <li>• Bridge virtualizations</li> </ul>        |
| Required  | Polycom® RealPresence® Resource Manager            | <ul style="list-style-type: none"> <li>• 8.x with API</li> <li>• 9.0 with no API license</li> <li>• 10.0.1 with no API license</li> </ul> | <ul style="list-style-type: none"> <li>• Provisioning,</li> <li>• Managing endpoints</li> <li>• Scheduling meetings</li> </ul> |
| <ul style="list-style-type: none"> <li>• Optional for portal</li> <li>• Required for VMR</li> </ul> | 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"> <li>• ≥2.0 GHz (Intel Xeon E5 Series or better CPU)</li> <li>• ≥2.5 GHz (Intel Xeon 5500 Series or better CPU)</li> </ul> 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"> <li>• ≥2.0 GHz (Intel Xeon E5 Series or better CPU)</li> <li>• ≥2.5 GHz (Intel Xeon 5500 Series or better CPU)</li> </ul> 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"> <li>• ≥2.0 GHz (Intel Xeon E5 Series or better CPU)</li> <li>• ≥2.5 GHz (Intel Xeon 5500 Series or better CPU)</li> </ul> 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 Xen 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"> <li>• ≥2.0 GHz (Intel Xeon E5 Series or better CPU)</li> <li>• ≥2.5 GHz (Intel Xeon 5500 Series or better CPU)</li> </ul> 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                        | 6.4.0               |
| Polycom RealPresence Resource Manager           | 10.0.1 <sup>a</sup> |
| Polycom RealPresence Collaboration Server (RMX) | 8.7.1               |
| Polycom® RealPresence® Access Director™         | 4.2                 |
| Polycom® RealPresence® Web Suite                | 2.1.2               |
| Polycom® RealPresence® Media Suite              | 2.7                 |

<sup>a</sup> 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 <b>Assets &gt; Models</b> 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 <b>Asset &gt; Models</b> 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 <b>Utilization &gt; Summary</b> and <b>Utilization &gt; List View</b> and <b>Endpoint Dashboard</b> pages, but SIP call details do display on the <b>Utilization &gt; Trends</b> 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 | <b>Utilization Summary</b> and <b>Endpoint Dashboard</b> 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-595     | 2.1                 | City and Country data entered in the <b>Site Friendly Name</b> page is not saved.   |
| User Experience | PHNX-108     | 2.1                 | The Privacy Policy displays in English when Korean or Brazilian Portuguese are selected.  |
| User Experience | PHNX-574     | 2.1                 | Several page and graph titles are broken into two lines.  |
| User Experience | PHNX-580     | 2.1                 | The <b>Login Activity</b> page displays garbled field labels.   |
| User Experience | PHNX-590     | 2.1                 | The <b>Utilization Summary</b> on the <b>Endpoint Dashboard</b> incorrectly indicates no activity.  |
| User Experience | PHNX-586     | 2.1                 | When changing the <b>Utilization Summary</b> filter from <b>Duration (HH:MM)</b> to <b>Count</b> , the reports display 00:00 instead of the correct count values. |

## 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 <b>Utilization &gt; Summary</b> menu of the portal, total <b>Calls</b> and <b>Duration</b> are incorrect when the <b>Period of Analysis</b> is filtered by <b>Yesterday, Last Week, Last Month, Last 30 Days,</b> and <b>Custom</b> . 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. |

## 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.

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