



Patch Release Notes

Polycom[®] RealAccess[™] On-Premises

Build ID: 2.4.0.2

Released Files:

- plcm-realaccess-sql-2.4.0.2-2.4.0.2-vmdk.ova
- plcm-realaccess-util-2.4.0.2-2.4.0.2-vmdk.ova
- plcm-realaccess-web-2.4.0.2-2.4.0.2-vmdk.ova

Release Date: June 4, 2019

Purpose

This update to the Polycom RealAccess On-Prem Edition v2.2 software provides support for ITP statistics in a SIP environment. This release has a few improvements, bug fixes and a couple of new features.

The purpose of this patch release is to address the following urgent feature request or fix:

This Release Note documents only the changes from the pre-requisite generally available (GA) release. Please refer to the Release Notes for that GA release for the complete documentation.

The last Polycom RealAccess On-Premises Edition v2.2.0. is posted [here](#).

Prerequisites and Configuration Considerations

VMware 6.5.X and above.

Limitations

None

Rollback Considerations

Please note, rollback to the previous software release is not possible. Contact Polycom support if an issue occurred that must be fixed before moving forward.

Software Release Support Information

To report issues or get additional support for this software release, please contact support@poly.com.

What's New/Different in Release 2.2 Patch Release

Utility Server Configuration Thin Client

Old Version

```
RealAccess Utility Server Configuration:
1 - IP Address: 10.223.36.242
2 - IP Netmask: 255.255.254.0
3 - IP Network: 10.223.0.0
4 - IP Broadcast: 10.223.36.255
5 - IP Gateway: 10.223.37.253
6 - IP DNS: 10.223.36.40
7 - IP NTP: 10.236.0.241
8 - IP SQL Server: 10.223.36.243
9 - IP Web Server: 10.223.36.244
d - Debug Mode: info
p - Change polycom PW: *****
q - Change SQL PW: *****

s - Save and Reboot
x - Exit without Saving

Select an option to change the configuration: _
```

New Version

```
RealAccess Utility Server Configuration:
1 - IP Address/Mask: 10.47.71.38/24
2 - IP Gateway: 10.47.71.253
3 - IP DNS: 10.46.10.10
4 - IP NTP: 10.46.10.10
5 - IP SQL Server: False
6 - IP Web Server:
d - Debug Mode: info
p - Change polycom PW: *****
q - Change SQL PW: *****

s - Save and Reboot
x - Exit without Saving

Select an option to change the configuration:
```

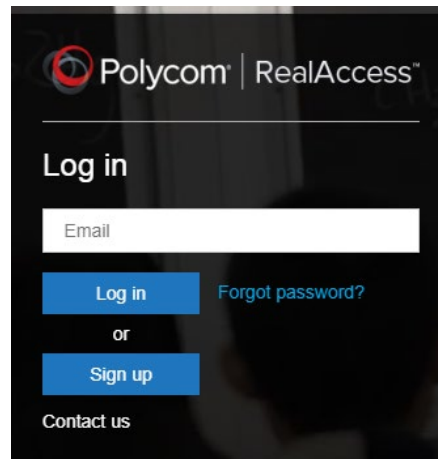
Login Page

Login page will not have **Remember me** (anymore, by design)

Old Version



New Version



Executive Summary Page

This new version has a Consolidated Executive Summary Page. **Note:** Entitlements and Open Tickets are here for future use and not applicable for this release.

RealAccess | Executive Summary

May 13, 2019 – May 17, 2019 (UTC)
Print

Customer Name: RealAccess SN: activation-code=88FD-5702-315A-8BE...

Period: May 13, 2019 – May 17, 2019 Days before expiration: 45

Information Workers: 0 Vertical:

Inventory | Summary

Active Systems
15

By type	More	Active Room	More
Room	10	HDX 8000 HD	4
Immersive	3	Group Series 500	3
Personal	1	Tandberg	2
Unassigned	1	Group Series 310	1

Active Room Systems
10

Entitlement

0 %

■ Expired: 0 ■ Covered: 0

Open Tickets

There is not enough data for the graph

Entitlement

Active Assets under service contract: 0

Active Assets expiring 1-30 days: 0

Active Assets expiring 31-90 days: 0

Active Assets out of coverage: 0

Correlation

0 %

Calls | Summary

Highlights

- 197 Calls (97 % are Video)
- 319 Call Hours
- 9 Conferences
- 14 Conference Hours
- 67 % VMR
- 0 % RealConnect
- 33 % Scheduled
- 86 Max Concurrent Connection

Hours by Model

HDX 8000 HD	143
cisco-cucm12.0	134
Trio 8800	100
Group Series 500	63
Tandberg	43
polycomg7500	30
polycom css lync gateway version 1.7	23
RP Desktop (Windows)	21
Debut	14
Group Series 700	12

Hours by Site

Austin	80
edge 1	8
Atlanta	0

Period of Analysis

Last Week

Filters

Capacity | MCU

Capacity Utilization

Hours of Video

	2019-18	2018-17	
May	1,357	0	↑
Apr	0	0	↑
Mar	0	0	↑
Feb	0	0	↑
Jan	0	0	↑
Dec	0	0	↑
Nov	0	0	↑
Oct	0	0	↑
Sep	0	0	↑
Aug	0	0	↑
Jul	0	0	↑
Jun	0	0	↑

Errors | Success Rate

Success Rate

Success Rate per Site

Atlanta: 100 %

Rooms with Errors

R7_GS500_H323_22595: 2

Network Score

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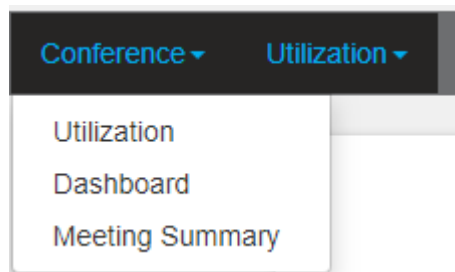
3

Conference Utilization is now called **Conference Summary** page

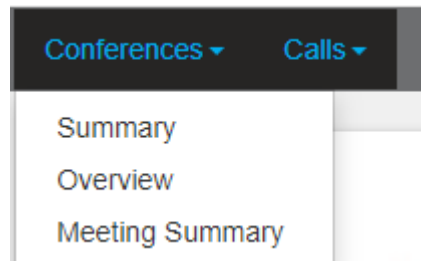
Conference Dashboard dropdown is now **Conference Overview**

The **Utilization** menu item is now **Calls**

Old Version



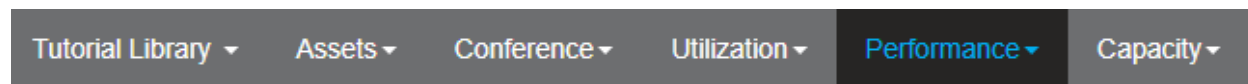
New Version



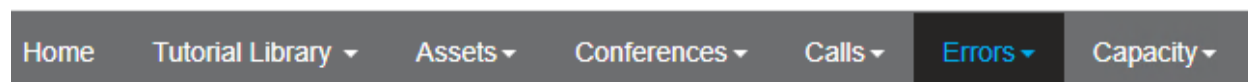
Performance Menu

The **Performance** menu Item is now **Errors**

Old Version



New Version



Endpoint Dashboard

Endpoint Dashboard has two new Features:

Manage - Clicking on this feature would direct to the URL of the endpoint.

Start/Stop Following the Device - Subscribing to an endpoint would notify the user of any Critical Errors with the endpoint in question.

Calls | Endpoint Dashboard

Name: R41_LLeft_HDX8000_22435 Model: HDX 8000 HD
Release: Release - 3.1.13-55006 SN: 881208113EE3CG

[Manage](#) [0 Start following this device](#)

Calls | Endpoint Dashboard

Name: R41_LLeft_HDX8000_22435 Model: HDX 8000 HD
Release: Release - 3.1.13-55006 SN: 881208113EE3CG

[Manage](#) [1 Stop following this device](#)

System Admin Menu

The **System Admin** menu in the **Admin** page has changed:

There is a new dropdown **Model Rules** which is a new feature which allows the end-user to customize Friendly Model Names.

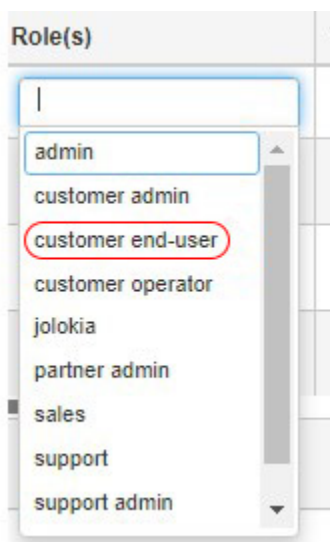
Example: PolycomRealPresenceGroup300.* can be replaced as Group Series 300

Note: This utilizes patterns to identify models as reported the DMA CDRs.

Example: VVX[-_]601 can be replaced by VVX 601

User Role Customer End User

In the Client Config -> Users -> Create Users Page -> User Role -> **customer end-user** has been removed. This is by design as it did not serve any purpose.



Note: Ignore all roles except Admin, Customer Operator, and Videos.