



RELEASE NOTES

1.3 | September 2015 | 3725-71943-002D

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Polycom® RealAccess™



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# What's New in Release 1.3

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Polycom® RealAccess™ 1.3 includes the features and functionality of previous releases as well as the following new features.

- [More Performance Metrics](#)
- [Test Your Connectivity](#)
- [Help Button for Troubleshooting](#)

## More Performance Metrics

The new **Summary** page on the **Performance** tab gives you an overview of errors in your network, including how and where errors occur.

A summary widget lets you filter errors by level of severity (**Fatal**, **Critical**, **Warning**, **Info**, and **Debug**) over a specified period of time. There also are a variety of menus to help you analyze errors from location and endpoint perspectives.

## Test Your Connectivity

On the **Status** page, click the **Test All Connections** button to test the connections to your agent and Polycom® RealPresence® DMA® and Polycom® RealPresence® Resource Manager systems. You also can test the ability to make RESTful API calls from the RealAccess cloud to your Polycom RealPresence Platform products.

## Help Button for Troubleshooting

A **Help** button on the **Status** page directs you to online documentation for RealAccess; specifically, you can find troubleshooting scenarios for unsuccessful connectivity tests.

To find this troubleshooting information, click **Help** and go to **RealAccess Tutorial Library and Other Resources > Other Resources**. Select the **To test your RealAccess connectivity:** dropdown, then the **RealAccess Connectivity Troubleshooting Scenarios** dropdown to see a table of possible solutions for unsuccessful tests.



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

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

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## Other Feature in this Release

The following section describes the minor feature in this release of RealAccess.

### Select Your Time Zone

You can set your time zone, which is reflected in time-related data throughout RealAccess.

To change your time zone, select your username on the top right of the screen, click **User Profile**, and choose from the **Time Zone** dropdown.

You will see a reference to the time zone that you selected on the top-right of each page.

# Release History

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This following table shows the release history of RealAccess.

## Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.3	September 2015	Major features include a new Summary page on the Performance tab; a tool to test RealAccess connectivity; and a Help button for documentation.
1.2	July 2015	Major features include more analytics tools on the Utilization tab.
1.1	May 2015	Major features include enhanced Asset Management and Capacity tabs and new Support page tools.
1.0	April 2015	Initial release.

# Service Requirements

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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	RealPresence DMA	v6.2.1.1 or better (recommended)	Signaling, call control, and bridge virtualization
Required	RealPresence Resource Manager with API license	v8.1.0 or better	Provisioning and managing endpoints and scheduling meetings
Optional for portal; required for VMR	Polycom® RealPresence® Collaboration Server (RMX®)	v8.2.0 or better	Polycom Multipoint Control Unit (MCU) for hosting conferences

## Software 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 <a href="http://realaccess.polycom.com">realaccess.polycom.com</a> in trusted sites list)
Mozilla Firefox®	Current version
Google Chrome™	Current version
Apple® Safari®	Current version

## 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"> <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 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"> <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 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"> <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 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 Hyper-V 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"><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 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 Hyper-V hosts	Hyper-V host must support 64-bit VM installations.
Hyper-V client	Access to the host machine.

# Products Tested with this Release

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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: Hyper-V/VMware environments

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

## Products Tested with this Release

<i>Product</i>	<i>Tested Versions</i>
Polycom RealPresence DMA	6.3.0
Polycom RealPresence Resource Manager	8.4.0
Polycom RealPresence Collaboration Server (RMX)	8.5.3
Polycom <sup>®</sup> RealPresence <sup>®</sup> Access Director <sup>™</sup>	4.2
Polycom <sup>®</sup> RealPresence <sup>®</sup> CloudAXIS <sup>®</sup> Suite	1.7.0
Polycom <sup>®</sup> RealPresence <sup>®</sup> Capture Server	1.8



## 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*.

# Known Issues

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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-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-101	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.
User Experience	PHNX-112	A point-to-point call from a registered RealPresence Desktop endpoint to a nonregistered HDX endpoint does not appear in reporting data on the portal.	No workaround in this release.
User Experience	PHNX-127	On the Tutorial Library page, there are no videos for Lync 2013, RealPresence Desktop, or RealPresence Mobile.	No workaround in this release.
User Experience	PHNX-139	On the Performance > Trends menu 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.
User Interface	PHNX-108	The Privacy Policy displays in English when Korean or Brazilian Portuguese are selected.	No workaround in this release.

## Limitations

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

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**Known Limitations with RealAccess**

<i>Category</i>	<i>Description</i>	<i>Workaround</i>
Browser	The user interface intermittently misaligns when using Internet Explorer 10 or 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.

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# Resolved Issues

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The following table lists the resolved issues in RealAccess 1.3.

## Resolved Issues

<i>Category</i>	<i>Issue No.</i>	<i>Description</i>
User Experience	PHNX-171	On the Performance > Trends menu of the portal, there occasionally is a delay in data appearing in the List View when Period of Analysis is filtered by Custom and Start Date. There are instances in which no List View data is displayed. (This also happens on the Utilization > Trends and Utilization > List View menus.)

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# Get Help

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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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