



RELEASE NOTES

1.7 | April 2016 | 3725-71943-0021

Polycom® RealAccess™



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What's New in Release 1.7

Polycom® RealAccess™ Release 1.7 includes the features and functionality of previous releases as well as the following:

- **Network Summary** page displays the highest number of calls impacted by packet loss, the most impacted sites, and an overall network score.
- **Conference Utilization** page displays VMR, scheduled or RealConnect conference call details by minutes and number of participants.
- **Concurrent Connection** page summarizes the number of concurrent connections by system type over a specified time period.

In addition, Release 1.7 includes these feature enhancements:

- RMX Capacity page displays these capacity limits:
 - Audio
 - Video
 - Combined audio and video
- RMX Capacity Summary page displays the number of:
 - Total HD Ports
 - Audio Ports
 - Total Video Ports for HD or CIF
- Quick links to the detailed Endpoint Dashboard for easy drilldown from the Performance Summary page.

Release History

This following table shows the RealAccess release history.

Release History

<i>Release</i>	<i>Release Date</i>	<i>Features</i>
1.7	April 2016	<ul style="list-style-type: none"> • Network Summary • Conference Utilization • Concurrent Connections • Feature enhancements
1.6.2	March 2016	<ul style="list-style-type: none"> • Enhanced error messages • New filters on VRM Utilization report
1.6	February 2016	<p>Major features include:</p> <ul style="list-style-type: none"> • VMR utilization filters • Monthly utilization filter • List View export function
1.5	December 2015	Major feature is Self-Service Onboarding and updates to user flows in Analytics.
1.4	October 2015	Major feature is a new Endpoint Dashboard page on the Utilization tab.
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

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	<ul style="list-style-type: none"> RPRM 8x with API RPRM 9.0 no API License 	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

Browser 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
Mozilla Firefox®	Current version
Google Chrome™	Current version
Apple® Safari®	Current version

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 RealAccess.

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.

<i>Component</i>	<i>Description</i>
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 through 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 through 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.

<i>Component</i>	<i>Description</i>
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"> • ≥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 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

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	9.0.0 ¹
Polycom RealPresence Collaboration Server (RMX)	8.6
Polycom® RealPresence® Access Director™	4.2
Polycom® RealPresence® CloudAXIS® Suite	1.7.0
Polycom® RealPresence® 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*.

¹ API requires administrator privileges.

Known Issues and Limitations

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

Known 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-127	On the Tutorial Library page, there are no videos for Lync 2013, RealPresence Desktop, or RealPresence Mobile.	No workaround in this release.
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.

Known Limitations with RealAccess

<i>Category</i>	<i>Description</i>	<i>Workaround</i>
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.

<i>Category</i>	<i>Description</i>	<i>Workaround</i>
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.
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.
User Experience	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 is available.
User Experience	Utilization Summary and Endpoint Dashboard show inconsistent call counts for room.	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

There are no resolved issues for RealAccess 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](#).

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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