

Polycom® RealAccess™

Cloud Edition

Polycom announces the release of version 2.2 software for Polycom® RealAccess™, Cloud Edition. This document provides the latest information about the RealAccess, Cloud Edition service delivery platform.

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What's New in Release 2.2

The Polycom RealAccess, Cloud Edition 2.2 release includes the features and functionality of previous releases and includes the following new features:

- Assets Geographic Map
- Conference dashboard
- List of participants in a conference
- Report inclusion of audio conference equipment
- Remote administrative access to endpoints from Endpoint Dashboard

- Revision of navigation toolbar to reflect conference dashboard
- Onboarding Form changes

Assets Geographic Map

You can look at a geographic map to quickly locate the endpoints and to see which endpoints are in use at a location.



Your Resource Manager must be running release 9.x or higher for the Assets Map to work properly. In addition, if your network contains more than 1000 endpoints, your Resource Manager must be running release 10.1 in order for the Assets Map to display those endpoints.

Conference Dashboard

The RealAccess platform includes a **Conference Dashboard** that enables you to quickly view summary and detailed information about the conferences that were held in a conference room over a selected time frame,

List of Participants in a Conference

From the new **Conference Dashboard** in the RealAccess platform, you can display detailed information about the participants that attended a conference.

Reporting on Audio Conference Equipment

The RealAccess platform reports on audio-only Polycom endpoints such as the SoundStation series.

Remote Administrative Access to Endpoints from Endpoint Dashboard

From the **Endpoint Dashboard**, you can simply click a new **Manage** link to bring up the **Admin Login** page for the endpoint you are currently viewing.

Revision of navigation toolbar to reflect conference dashboard

An **Analytics | Conference** menu replaces the old **Analytics | Meetings** menu on the toolbar of the RealAccess Web interface. The new menu consolidates all conference-related reports, including the **Meetings | Executive Summary** option and the new **Conference Dashboard**.

Onboarding Form Changes

The Onboarding Form that customers must submit prior to deploying the RealAccess platform has been reorganized. The required information, however, remains the same.

Release History

The following table lists the release history of Polycom RealAccess.

Release History

Release	Release Date	Features
2.2	April 2017	<ul style="list-style-type: none"> Assets Geographic Map Conference Dashboard List of participants in a conference Report inclusion of audio conference equipment Remote administrative access to endpoints from Endpoint Dashboard Revision of navigation toolbar to reflect conference dashboard Onboarding Form changes
2.1	December 2016	<ul style="list-style-type: none"> Hide inactive MCU from analytics Error Dashboard Export capability on RMX Capacity page
2.0	September 2016	<ul style="list-style-type: none"> Meeting metrics page Advanced asset management Report printing Enhanced reporting features

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"> • 9.0.1 with no API license • 10.0.1 with no API license • 10.1.0 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 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"> • ≥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	6.4.0
Polycom RealPresence Resource Manager	10.0.1 ^a
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

^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	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.
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-661	2.2	Endpoint data is not appearing properly or not appearing at all in the Utilization Trend and Utilization List View reports.
User Experience	PHNX-520	2.2	The Meetings Executive Summary page takes a long time to load data.
User Experience	PHNX-313	2.2	Some equipment listed on the Asset > Models page has the same display name. For example HDX8000 HD and POLYCOMHDX800 HD both display as "HDX8000."
User Experience	PHNX-185	2.2	Duplicate call records in CDR data sometimes result in duplicate calls in RealAccess Analytics reports.

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.

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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