



DEPLOYMENT GUIDE

Release 2.2 | June 2017 | 3725-50158-001C

Polycom® RealAccess™

On-Premises Edition



Copyright© 2016, Polycom, Inc. All rights reserved. No part of this document may be reproduced, translated into another language or format, or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc.

6001 America Center Drive
San Jose, CA 95002
USA

Trademarks Polycom®, the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries.



All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

Disclaimer While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

Limitation of Liability Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

End User License Agreement By installing, copying, or otherwise using this product, you acknowledge that you have read, understand and agree to be bound by the terms and conditions of the [End User License Agreement](#) for this product. The EULA for this product is available on the Polycom Support page for the product.

Patent Information The accompanying product may be protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

Open Source Software Used in this Product This product may contain open source software. You may receive the open source software from Polycom up to three (3) years after the distribution date of the applicable product or software at a charge not greater than the cost to Polycom of shipping or distributing the software to you. To receive software information, as well as the open source software code used in this product, contact Polycom by email at OpenSourceVideo@polycom.com.

Customer Feedback We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.

Polycom Support Visit the [Polycom Support Center](#) for End User License Agreements, software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.

Contents

- About This Guide 5**
 - RealAccess Service Delivery Platform Editions 5
 - Audience, Purpose and Required Skills 5
 - Get Help 5
 - Polycom and Partner Resources 5
 - The Polycom Community 5

- Product Overview 6**
 - Supported Platform Environments 6
 - On-Premises Edition Architecture 8
 - Unsupported Configurations 9

- Preparing for System Deployment 10**
 - RealAccess Hardware and Software Requirements 10
 - Operating System Requirements 10
 - Browser Requirements 10
 - Server Requirements 11
 - Utility Server 11
 - Database (SQL) Server 11
 - Web Server 12
 - Firewall Rules Checklist 12
 - Complete the Setup Worksheets 15
 - Onboarding 18

- System Installation 19**
 - Download the Software 19
 - Install the Software 20
 - Configuring the RealAccess, On-Premises Edition Servers 21
 - Configure the Utility Server 21
 - Configure the Database (SQL) Server 22
 - Configure the Web Server 23
 - Configuring the RealAccess, On-Premises Edition Portal Agent 24

Activate Your RealAccess Licenses	24
Activate Your RealAccess Licenses Online	24
Activate Your RealAccess Licenses On-Premises Using a File	25
The Assets Model View page appears . Your licenses have been activated.	26
Configure Customer Information	26
Configure Customer Domain	27
Configure Email Settings	27
Configure RealPresence Platform Components	28
Test Connections	28

About This Guide

This guide provides the deployment information that you need to deploy the On-Premises Edition of the Polycom® RealAccess™ service delivery platform. Once you've completed the deployment, see the *Polycom RealAccess On-Premises Edition Operations Guide* for additional configuration and customization tasks you can perform.

RealAccess Service Delivery Platform Editions

The RealAccess service delivery platform is available in a Cloud Edition and an On-Premises Edition. The functionality described in this document applies to only the On-Premises Edition; for information on deploying the Cloud Edition, see the *Polycom RealAccess Cloud Edition Deployment Guide*.

Audience, Purpose and Required Skills

This document is written for a technical audience. You must know or have the following:

- Basic computer and network system administration skills
- Virtual machine (VM) concepts
- Network configuration, including IP addressing, subnets, gateways, domains, DNS, time servers, and possibly network routing

If necessary, obtain the assistance of the appropriate IT or network administration personnel before proceeding.

Get Help

For more information about installing, configuring, and administering Polycom products, refer to **Documents and Downloads** at [Polycom Support](#).

Polycom and Partner Resources

To find all Polycom partner solutions, see [Strategic Global 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, simply 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.

Product Overview

Polycom RealAccess, On-Premises Edition brings the RealAccess service delivery platform to customers who cannot use the cloud deployment model due to their organization's compliance, governance, or security policies. Some RealAccess, On-Premise Edition features have additional security measures designed to protect customer data collected from their Polycom® RealPresence® Platform deployment.



Customers who deploy the RealAccess, On-Premise Edition must ensure that it is never accessible to the Internet.

The RealAccess, On-Premises Edition features are summarized in the following table.

RealAccess, On-Premises Edition Features

Feature	Description
Edition Features	Identical to the Cloud Edition except for administration features
Configuration Options	On-premises only
Onboarding Options	Fee-based only
Video Meeting Room (VMR) Subscription Duration	30 days
SSO Integration Options	Fee-based only
Installation Components	Three component to install: <ul style="list-style-type: none">• Utility Processing server• Database server• Web server

Supported Platform Environments

The RealAccess service delivery platform supports environments with Polycom® RealPresence® DMA® and Polycom® RealPresence® Resource Manager with single, dual, and grouped systems.

RealPresence DMA:

- A single RealPresence DMA server
- Dual-node local redundant RealPresence DMA servers

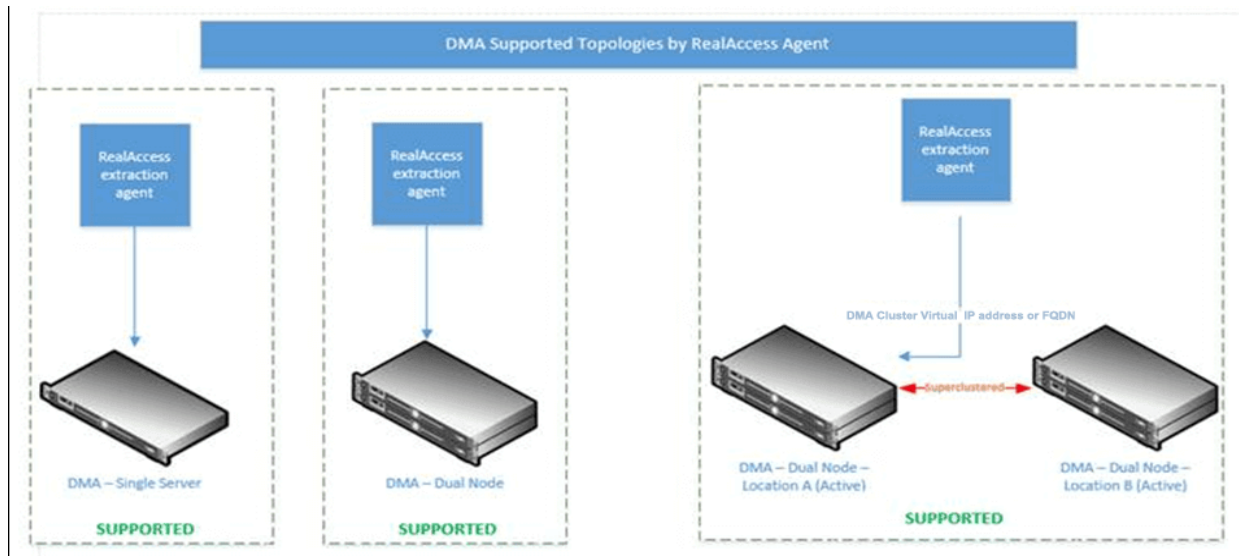
- Super-clustered RealPresence DMA systems

RealPresence Resource Manager:

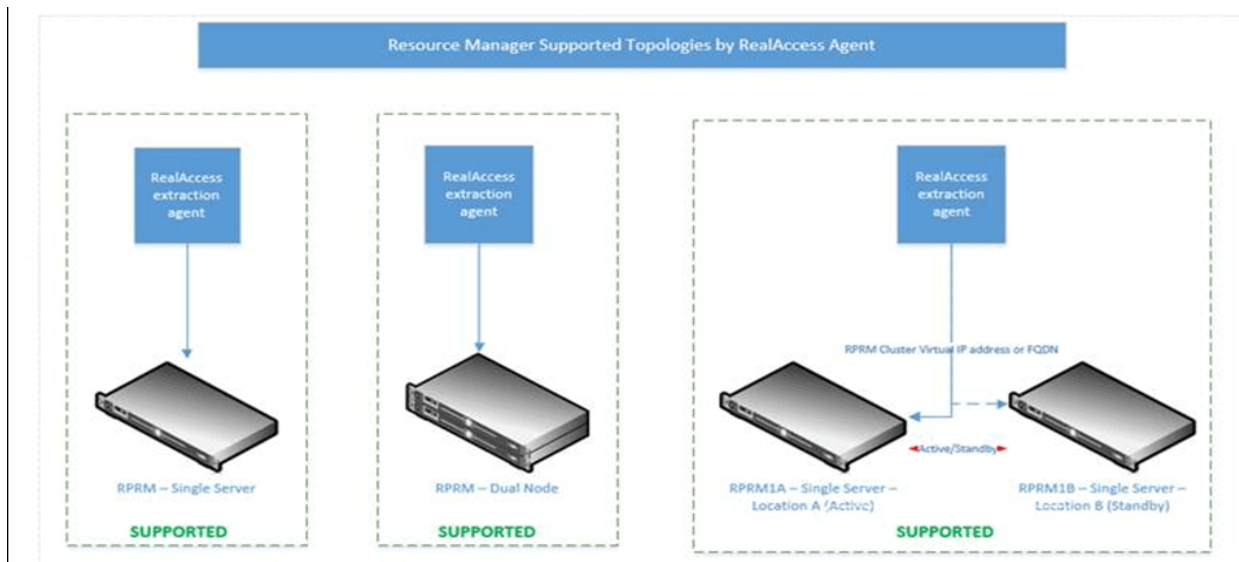
- A single RealPresence Resource Manager server
- Dual-node local redundant RealPresence Resource Manager servers
- Geographically separate RealPresence Resource Manager servers if configured in an active/standby configuration

The following diagrams provide an overview of the environments supported by the RealAccess service delivery platform.

RealAccess supported environments - RealPresence DMA



RealAccess supported environments - RealPresence Resource Manager



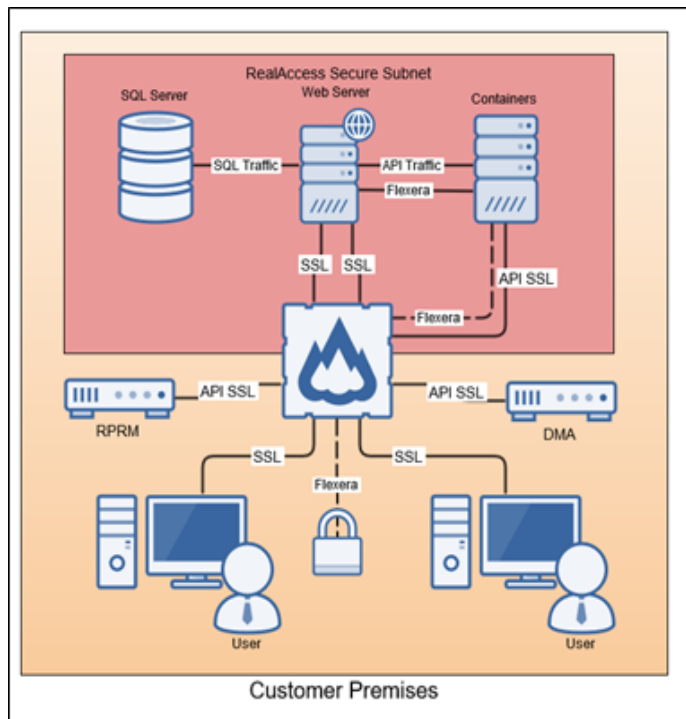
On-Premises Edition Architecture

The RealAccess, On-Premises Edition service delivery platform consists of three primary components with several secondary components running on the container system:

- **Database (SQL) server** Data storage and retrieval
- **Web server** Wraps the SQL data and displays it in a browser and provides API connections from the utility processors that query Polycom devices
- **Container host** Utility processing, including these secondary components:
 - **ActiveMQ** Provides the messaging layer to request data from the Polycom devices and serves as a FIFO queue for data processing
 - **Processing utilities** Services the ActiveMQ queue and requests data from Polycom devices
 - **Flexera** License server that runs in a CentOS-based container

The following schematic depicts the RealAccess, On-Premises Edition deployment architecture.

RealAccess, On-Premises Edition architecture



A few things to note:

- The RealAccess, On-Premises Edition service delivery platform resides on the Web server and within the Container.
- The Polycom APIs on the RealPresence DMA and RealPresence Resource Manager systems retrieve the asset and CDR logs/MCU usage information, respectively.
- The Web server provides both API SSL- and HTTPS-based access to the RealAccess Analytics and Video Tutorials.

Unsupported Configurations

Polycom does not support two conditions that can negatively affect the RealAccess service delivery platform performance:

- **Joining the customer's domain:** The RealAccess service delivery platform does not support joining a customer domain. If the customer joins the service delivery platform to a customer domain, Polycom is not responsible for supporting the end result.
- **Installing antivirus software:** The RealAccess service delivery platform does not support installing customer-provided antivirus software. Customers who use antivirus software must install and configure it themselves. Polycom is not responsible for supporting the end result.

Preparing for System Deployment

The RealAccess service delivery platform monitors components of the Polycom RealPresence Platform, which enables standards-based video-conferencing collaboration using hardware and software endpoints from Polycom and other optional vendors. The RealAccess service delivery platform uses a data extraction software agent to provide detailed information about your RealPresence Platform components.

RealAccess Hardware and Software Requirements

This section details the hardware and software requirements and environments needed to deploy the RealAccess service delivery platform. For more information on RealPresence Platform requirements and products tested with the RealAccess service delivery platform, see the *Polycom RealAccess On-Premises Edition Release Notes*.

Operating System Requirements

The following operating systems are used in your RealAccess, On-Premises Edition service delivery platform deployment:

- Windows Server 2012R2
- Linux Ubuntu 14.04
- Microsoft SQL Server 2014
- Container: Docker and Kubernetes

Browser Requirements

Before deploying the RealAccess service delivery platform agent, verify that your browser meets the requirements outlined in the following table.

RealAccess Agent Minimum Browser Requirements

Browser	Version
Microsoft Internet Explorer®	11 (include realaccess.polycom.com in the Trusted sites list)
Mozilla Firefox®	14.0 or higher
Google Chrome™	30.0 or higher
Apple® Safari®	7.0 or higher

Server Requirements

The RealAccess, On-Premises Edition software package operates as a set of virtual machines. Ensure that you have administrator login credentials to the virtual environment in which the agent is being installed.

The instance must be installed on a server that meets the minimum requirements in one of the supported virtual environments:

- VMware
- Hyper-V

Three servers comprise the RealAccess, On-Premises Edition service delivery platform: the Utility server, the Database (SQL) server, and the Web server. Each server has its own requirements.

Utility Server

The Utility server provides the container host processing environment and includes the following secondary components:

- **ActiveMQ** provides the messaging layer for RealAccess, On-Premises Edition to request data, and it serves as a FIFO queue for data processing.
- **Processing Utilities** is the service that directly connects to configured devices to request the data that RealAccess, On-Premises Edition uses.
- **Licensing** is the module that runs in a CentOS-based container.

RealAccess, On-Premises Edition Utility Server Requirements

Component	Description
Operating System	Linux (open-source license provided)
Virtual Cores	4 virtual cores
RAM	8 GB
Accessible Storage	125 GB Note the following recommendations: <ul style="list-style-type: none"> • SSDs are preferred • RAID1 SSD configuration is recommended
Applications	Utility Processes (open-source and/or license provided)

Database (SQL) Server

The Database (SQL) server stores and returns RealAccess, On-Premises Edition data, including but not limited to pertinent authentication data, graph generation data, and list views.

RealAccess, On-Premises Edition Database (SQL) Server Requirements

Component	Description
Operating System	Windows 2012R2 (license provided)
Virtual Cores	4 virtual cores
RAM	16 GB
Accessible Storage	700 GB Note the following recommendations: <ul style="list-style-type: none"> The recommended drive layout is as follows: <ul style="list-style-type: none"> ⤴ C: 125 GB (OS) ⤴ D: 125 GB (SQL) ⤴ E: 450 GB (backup) OS and SQL should be on SSDs RAID6 SSD configuration is recommended Backups can be in HD, but they will take longer to complete
Applications	SQL Server 2014 (license provided)

Web Server

The Web server wraps the data provided by the SQL server and displays it in a web page for the user's browser. The Web server also provides the API connections necessary for the return of data from the Utility processors which query the configured devices.

RealAccess, On-Premises Edition Web Server Requirements

Component	Description
Operating System	Windows 2012R2 (license provided)
Virtual Cores	4 virtual cores
RAM	8 GB
Accessible Storage	125 GB Note the following recommendations: <ul style="list-style-type: none"> SSDs are preferred RAID1 SSD configuration is recommended
Applications	RealAccess (license provided)

Firewall Rules Checklist

The following tables provide a checklist of firewall rules for each On-Premises server used for the RealAccess, On-Premises Edition service delivery platform. RealAccess, On-Premises Edition requires few ports to be open for usage and administrative purposes.

RealAccess, On-Premises Edition Utility Server Firewall Rules Checklist

Source	Source Port	Destination	Dest. Port	Protocol	Usage
Administration Functions					
Any host	Any	Utility server	22	TCP	SSH for configuring the thin client (admin)
Basic Functions					
Utility Server	Any	Database server		ICMP	Ping (for keep alives)
		Web IIS server		ICMP	Ping (for keep alives)
		DNS server	53	TCP	DNS request
		NTP server	123	UDP	NTP time sync request
System Functions					
Utility server	Any	Web IIS server	443	TCP	Subscription and configuration messages
		Database server	514	UDP	Subscription and configuration messages
		Database server	1433	TCP	Subscription and configuration messages
		RealPresence DMA VIP address	8443	TCP	API calls
		RealPresence Resource Manager VIP address	8443	TCP	API calls
		SMTP relay server	25	TCP	SMTP
		Platform Director/RPRM	3333, 9333	TCP	Licenses for Polycom RealAccess Platform managed in OnPerm mode with a Platform Director/RPRM
		64.14.29.0/24 (normal) 64.27.162.0/24 (disaster recovery)	80, 443	TCP	Licenses for Polycom RealAccess Platform managed in online mode - Server Licensing

RealAccess, On-Premises Edition Database (SQL) Server Firewall Rules Checklist

Source	Source Port	Destination	Dest. Port	Protocol	Usage
Administration Functions					
Any host	Any	Database server	3389	TCP	Remote desktop
Basic Functions					
Database Server	Any	Utility server		ICMP	Ping (for keep alives)
		Web IIS server		ICMP	Ping (for keep alives)
		DNS server	53	TCP	DNS request
		NTP server	123	UDP	NTP time sync request
System Functions					
Database server	Any	Web IIS server	443	TCP	Subscription and configuration messages
		Utility server	61616	TCP	Subscription and configuration messages

RealAccess, On-Premises Edition Web Server Firewall Rules Checklist

Source	Source Port	Destination	Dest. Port	Protocol	Usage
Administration Functions					
Any host	Any	Web IIS server	3389	TCP	Remote desktop
Basic Functions					
Web Server	Any	Utility server		ICMP	Ping (for keep alives)
		Database server		ICMP	Ping (for keep alives)
		DNS server	53	TCP	DNS request
		NTP server	123	UDP	NTP time sync request
System Functions					

RealAccess, On-Premises Edition Web Server Firewall Rules Checklist

Source	Source Port	Destination	Dest. Port	Protocol	Usage
Web server	Any	Database server	514	TCP	Subscription and configuration messages
			1433	TCP	Subscription and configuration messages
		Utility server	61616	TCP	Subscription and configuration messages
		Utility server	9000	TCP	Flexera pod messages
User Functions					
Any host	Any	Web server	80	TCP	HTTP traffic
		Web server	443	TCP	HTTP traffic

A few notes:

- **DNS** is required for routing internal email.
- **NTP** is required to synchronize time on all systems.
- **SMTP** sends notifications, new user registration, and password reset emails through an SMTP Relay that accepts mail or routes it to internal users.

Complete the Setup Worksheets

This section provides setup worksheets that help you deploy the RealAccess service delivery platform.

Print the worksheets and complete the fields in the **My System Values** column of each. Then use the information in the worksheets to help you perform the installation and configuration procedures.



When configuring the Utility server, you can only use the IP address information. DNS information is not supported for this server.

RealAccess, On-Premises Edition Software Installation Setup Worksheets

Configuration Information	My System Values	Description
Utility Server Information		
User Name	polycom	Default administrator account credentials.
Password	!Polycom123	Default administrator account credentials.

RealAccess, On-Premises Edition Software Installation Setup Worksheets

Configuration Information	My System Values	Description
IP Address		
IP Netmask IP Address		
IP Network IP Address		
IP Broadcast IP Address		
IP Gateway IP Address		
IP DNS IP Address		
IP NTP IP Address		NTP server IP address. You can assign up to two NTP servers. This value must be consistent among all three server configurations.
IP SQL Server IP Address		IP address for your RealAccess, On-Premises Edition Database (SQL) server.
IP Web Server IP Address		IP address for your RealAccess, On-Premises Edition Web server.
Database (SQL) Server Information		
Password	!Polycom123	Default administrator account credentials.
IP Address (IPv4)		
Subnet Mask		
Gateway		
Primary DNS Server		
Secondary DNS Server		
NTP Server Host Name or IP Address		NTP server information. You can assign up to two NTP servers. This value must be consistent among all three server configurations.
Web Server Information		
Password	!Polycom123	Default administrator account credentials.
IP Address (IPv4)		
Subnet Mask		
Gateway		
Primary DNS Server		

RealAccess, On-Premises Edition Software Installation Setup Worksheets

Configuration Information	My System Values	Description
Secondary DNS Server		
Database (SQL) Server IP Address or Host Name		IP address for your RealAccess, On-Premises Edition Database (SQL) server.
Utility Server IP Address		IP address for your RealAccess, On-Premises Edition Utility server.
NTP Server Host Name or IP Address		NTP server information. You can assign up to two NTP servers. This value must be consistent among all three server configurations.

RealAccess, On-Premises Edition Portal Configuration Setup Worksheets

Configuration Information	My System Values	Description
Login and Licensing Information		
Default User Name	default@example.org	Default administrator account credentials.
Default Password	ExamplePassword123! (case sensitive)	Default administrator account credentials.
System ID		
Customer Administrator Information		
Customer Administrator		
Primary Contact		
Secondary Contact		
Customer Purchase Order Number		Required field.
Customer Domain Information		
Customer Name		
Email Domain		
SSO	Yes or No	This option is determined if your deployment includes the optional SSO integration.
Email Settings Information		
"From" Name		
"From" Address		

RealAccess, On-Premises Edition Portal Configuration Setup Worksheets

Configuration Information	My System Values	Description
Server Host/IP		
Account User Name		
Account Password		
RealPresence DMA Information		
IP Address		Use the virtual IP address if you have a redundant configuration.
User Name		User name for your system account must have a minimum of auditor and provisioning roles).
Password		Password for your system account must have a minimum of auditor and provisioning roles).
RealPresence Resource Manager Information		
IP Address		Use the virtual IP address if you have a redundant configuration
User Name		User name for your system account must have a minimum of device administrator, auditor, and operator roles)
Password		Password for your system account must have a minimum of device administrator, auditor, and operator roles)

Onboarding

The RealAccess, On-Premises Edition service delivery platform requires fee-based onboarding.

Polycom personnel performs all of the onboarding steps needed to start your RealAccess service delivery platform deployment. Once the onboarding phase is complete, you are then responsible for installing the RealAccess service delivery platform software in your virtual environment.



Fee-based onboarding has optional single sign on (SSO) integration that is managed by a Polycom project manager.

Your Polycom RealAccess Analytics start of service coincides with the date of project completion sign-off.

System Installation

Once the onboarding phase is complete, you are ready to install the RealAccess service delivery platform software in your virtual machine environment. The RealAccess, On-Premises Edition service delivery platform is a package of three virtual machine (VM) templates: the Utility server, the Database (SQL) server, and the Web server.

Ensure that your virtual host environment meets the requirements for the three virtual machines. Refer to the [Server Requirements](#) section for more information.

Although the time required to download the three virtual machine software bundles depends on your connection rate, the estimated installation and configuration times listed should help you plan your installation activities.

RealAccess, On-Premises Edition Software Deployment Time Estimates

Function	Utility Server	Database Server	Web Server
File Name	plcm-realaccess-util	plcm-realaccess-sql	plcm-realaccess-web
File Size	2.2 GB	17.1 GB	9.0 GB
Estimated VM installation (spinup) time	11 minutes	39 minutes	25 minutes
Estimated VM configuration time	3 minutes	2 minutes	3 minutes
Estimated RealAccess portal configuration time	Approximately 30 minutes total		

Download the Software

The RealAccess, On-Premises Edition software packages are located on the Polycom Licensing Center. For more information on obtaining the software or if you need to register for an account on the Polycom Licensing Center, contact [Polycom Support](#).

To download the RealAccess, On-Premises Edition software packages:

- 1 Using a supported browser, log in to the Polycom Licensing Center using the URL and credentials sent to you.
- 2 Select the file(s) that you want to download (you can download the files in any order) and save them to your system.
- 3 If the file is a zip archive, extract the archive.

Install the Software

Once you have downloaded the three VM software packages to your system, you can install RealAccess, On-Premises Edition in the following virtual environments:

- VMware
- Hyper-V



Polycorn recommends that a virtual environment administrator install virtual machine software. After the deployment, additional configuration should be done by someone who understands video conferencing.

The total estimated installation (spinup) time for all three software packages is approximately 75 minutes, with individual installation times as follows:

- Utility server: 11 minutes
- Database (SQL) server: 39 minutes
- Web server: 25 minutes



You must install each virtual machine in the order presented in this section:

- 1 Utility server
- 2 Database (SQL) server
- 3 Web server



Do *not* change the time zone on any of the three servers (Utility, SQL, and Web). Keep the time zone at GMT (UTC +00:00).

Use your standard virtual environment tools to deploy the RealAccess, On-Premises Edition virtual machine software.

To install the RealAccess, On-Premises Edition virtual machines:

- 1 Refer to the documentation of your virtual environment tools for instructions on installing a virtual instance.
- 2 Install the Utility server software in your virtual environment using the information you recorded in the [Complete the Setup Worksheets](#) section.
- 3 Wait until the Utility server software package is imported and powered on before continuing.
- 4 Install the Database (SQL) server software in your virtual environment using the information you recorded in the [Complete the Setup Worksheets](#) section.
- 5 Wait until the Database (SQL) server software package is imported and powered on before continuing.
- 6 Install the Web server software in your virtual environment using the information you recorded in the [Complete the Setup Worksheets](#) section.
- 7 Wait until the Web server software package is imported and powered on before continuing.

Configuring the RealAccess, On-Premises Edition Servers

This section consists of three server configuration procedures that must be performed in the order presented:

- [Configure the Utility Server](#)
- [Configure the Database \(SQL\) Server](#)
- [Configure the Web Server](#)



You must install each virtual machine in the order presented in this section:

- Utility server
- Database (SQL) server
- Web server

Configure the Utility Server

First, configure the Utility server in your RealAccess, On-Premises Edition service delivery platform deployment.

Use the information you recorded in the [Complete the Setup Worksheets](#) section to complete this procedure.



Do *not* change the time zone on the Utility server. Keep the time zone at GMT (UTC +00:00).

If the server is within a domain, that domain *cannot* be assigned group policies within your Active Directory.

To configure the Utility server:

- 1 Open a console window to the server.
- 2 Log in to the server with these credentials:
 - **Username:** polycom
 - **Password:** !Polycom123
- 3 Enter **raopconfig** at the prompt and log in using !Polycom123 as the password.
- 4 Configure the following parameters:
 - **IP Address**
 - **IP Netmask**
 - **IP Network**
 - **IP Broadcast**
 - **IP Gateway**
 - **IP DNS**
 - **IP NTP**



You can enter one or two NTP servers. To enter two, use the following format:

```
<NTP_server_name1>,0x9 <NTP_server_name2>,09a
```

For example, if your two NTP servers are called **NTP1.polycom.com** and **NTP2.polycom.com**, then you would enter:

```
NTP1.polycom.com,0x9 NTP2.polycom.com,0xa
```

➤ **IP SQL Server**

➤ **IP Web Server**

The time zone for this server *must* be GMT (UTC +00:00). Do *not* change it.

- 5 To change the password, enter **p** and type your new password.

Note: Password changes are immediate.

- 6 Enter **s** to save the configuration parameters and reboot.

Configure the Database (SQL) Server

Next, configure the Database (SQL) server in your RealAccess, On-Premises Edition service delivery platform deployment.

Use the information you recorded in the [Complete the Setup Worksheets](#) section to complete this procedure.



Do *not* change the time zone on the SQL server. Keep the time zone at GMT (UTC +00:00).

If the server is within a domain, that domain *cannot* be assigned group policies within your Active Directory.

To configure the Database (SQL) server:

- 1 Open a console window to the server.
- 2 Log in to the **Polycom User** screen using **!Polycom123** as the password.
- 3 Open the **Real Access Configuration Utility** on the desktop.
- 4 Select the **System Configuration** tab and configure the following parameters:
 - **IP Address (IPv4)**
 - **Subnet Mask**
 - **Gateway**
 - **Primary DNS**
 - **Secondary DNS** (optional)
- 5 Click **Update IP Address**.
- 6 Select the **NTP** tab and enter the NTP DNS or IP address in the **NTP (Network Time Protocol) host name** field.



You can enter one or two NTP servers. To enter two, use the following format:

```
<NTP_server_name1>,0x9 <NTP_server_name2>,09a
```

For example, if your two NTP servers are called **NTP1.polycom.com** and **NTP2.polycom.com**, then you would enter:

```
NTP1.polycom.com,0x9 NTP2.polycom.com,0xa
```

7 Click **Update**.

The time zone for this server *must* be GMT (UTC +00:00). Do *not* change it.

8 To change the password, use one of the standard options for your Windows 2012R2 server.

9 Close the configuration utility window and reboot the system.

Configure the Web Server

Last, configure the Web server in your RealAccess, On-Premises Edition service delivery platform deployment.

Use the information you recorded in the [Complete the Setup Worksheets](#) section to complete this procedure.



Do *not* change the time zone on the Web server. Keep the time zone at UTC/GMT.

If the server is within a domain, that domain *cannot* be assigned group policies within your Active Directory.

To configure the Web server:

- 1** Open a console window to the server.
- 2** Log in to the **Polycom User** screen using **!Polycom123** as the password.
- 3** Open the **Real Access Configuration Utility** on the desktop.
- 4** Select the **System Configuration** tab and configure the following parameters:
 - **IP Address (IPv4)**
 - **Subnet Mask**
 - **Gateway**
 - **Primary DNS**
 - **Secondary DNS** (optional)
- 5** Click **Update IP Address**.
- 6** Select the **Application Configuration** tab and enter the Database (SQL) server's IP address or host name in the **Database Hostname/IP** field.
- 7** Click **Save DB Changes**.
- 8** Enter the Utility server's IP address in the **Utility Server Address** field.
- 9** Click **Save AMQ Changes**.
- 10** Select the **NTP** tab and enter the NTP DNS or IP address in the **NTP (Network Time Protocol) host name** field.



You can enter one or two NTP servers. To enter two, use the following format:

```
<NTP_server_name1>,0x9 <NTP_server_name2>,09a
```

For example, if your two NTP servers are called **NTP1.polycom.com** and **NTP2.polycom.com**, then you would enter:

```
NTP1.polycom.com,0x9 NTP2.polycom.com,0xa
```

11 Click **Update**.

The time zone for this server **must** be GMT (UTC +00:00). Do **not** change it.

12 To change the password, use one of the standard options for your Windows 2012R2 server.

13 Close the configuration utility window and reboot the system.

Configuring the RealAccess, On-Premises Edition Portal Agent

Your RealAccess, On-Premises Edition service delivery platform is not completely operational until you configure the portal agent by completing the following tasks:

- [Activate Your RealAccess Licenses](#)
- [Configure Customer Information](#)
- [Configure Customer Domain](#)
- [Configure Email Settings](#)
- [Configure RealPresence Platform Components](#)

Activate Your RealAccess Licenses

To use the RealAccess service delivery platform, you must activate two licenses:

- The Assets/Video license
- The Analytics license

You can activate your RealAccess licenses in one of two ways:

- Online over the Internet
- On-premises using a file

Activate Your RealAccess Licenses Online

You can activate your RealAccess licenses online over the Internet.

To activate your RealAccess licenses online:

- 1 Locate the email, sent by Polycom, that contains the license activation codes.
If you do not have the email, access the activation codes over the Internet at the following path:
<http://support.polycom.com> > License and Product Registration > Activation/Upgrade > All other Polycom products
- 2 On your computer, open a browser and enter the IP address or DNS name of your Web server.
The RealAccess Log In page appears.
- 3 Log in to RealAccess with the following credentials:
 - **Username:** default@example.org
 - **Password:** ExamplePassword123!The Product Activation | Product License Center page appears.
- 4 Under **Step 1** on the **RealAccess Product License Center** page, select **Online**.
- 5 Under **Step 2** on the **Product License Center** page, select **Add activation code**.
- 6 Copy the activation code for **RAOP, ENABLE LIC** listed in the email, and paste the code in the **Activation Id** field.
- 7 Select **Update**.
- 8 Under Step 2, select **Add activation Id** again.
- 9 Copy the activation code for **RAOP, ANALYTICS** listed in the email, and paste the code in the **Activation Id** field.
- 10 Select **Update**.
- 11 Select **Activate**.
A progress bar appears, followed by a confirmation message that the license was successful.

Activate Your RealAccess Licenses On-Premises Using a File

You can activate your RealAccess licenses on-premises using a file.

To activate your RealAccess licenses on-premises using a file:

- 1 Locate the email, sent by Polycom, that contains the license activation codes.
If you do not have the email, access the activation codes over the Internet at the following path:
<https://polycom.flexnetoperations.com/>

<http://support.polycom.com> > License and Product Registration > Activation/Upgrade > All other Polycom products
- 2 Open a console window to the server.
- 3 Log in to RealAccess with these credentials:
 - **Username:** default@example.org
 - **Password:** ExamplePassword123!
- 4 On the **RealAccess Product License Center** page, select **Offline**.

- 5 Copy the **Host ID**, which is displayed in the upper left corner of the **RealAccess Product License Center** page.
- 6 Create an email that includes the following information:
 - The **Host ID**
 - Your **Customer Name**
 - The two activation codes from the email
- 7 Send the email to realaccess@polycom.com
Polycom sends back to you an email with a response file attachment.
- 8 Download and unzip the response file attachment from the email.
The unzipped file displays a .bin file with the format **<activation_code>.bin**.
- 9 Click on **Import Response File** and upload the file sent in the email.
- 10 Click **Activate**.
A progress bar appears, followed by a confirmation message that the license was successful.
- 11 Log back in to RealAccess with the following credentials:
 - **Username:** default@example.org
 - **Password:** ExamplePassword123!
 The following **End User License Agreement** appears.



If the **End User License Agreement** is grayed out, make sure you have Adobe Reader installed on your PC.

- 12 Select **I accept**, and click **Submit**.

The **Assets | Model View** page appears. Your licenses have been activated.

Configure Customer Information

A default customer account already exists in the RealAccess, On-Premises Edition service delivery platform. Use this procedure to rename the default account to your own company name and to capture important contact information.

Use the information you recorded in the [Complete the Setup Worksheets](#) section to complete this procedure.



To configure the customer information, you must have the customer purchase order (PO) number for the **Customer PO** field.

To configure the customer information:

- 1 Click **Admin** at the bottom of the page and go to **Setup > Customers**.
- 2 Click **Edit** by the **Default Client** entry.
- 3 Configure the following fields as appropriate for your deployment:
 - **Customer Name**

- **Customer PO** (required) Customer purchase order number
 - **Primary Contact**
 - **Secondary Contact**
- 4 Click **Update**.

Configure Customer Domain

This procedure configures a user domain so users and administrators can log in to the portal.

Use the information you recorded in the [Complete the Setup Worksheets](#) section to complete this procedure.



In order to use the Assets Map within Analytics, you must email the name of your customer domain to realaccess@polycom.com. Also, for users to use the Assets Map, you must also allow Internet access for the computers from which users access RealAccess, On-Premises Edition service delivery platform.

To configure the customer domain:

- 1 Click **Admin** at the bottom of the page and go to **Setup > Customer Domains**.
- 2 Click **Create Customer Domain**.
- 3 Configure the following fields:
 - **Customer Name**, if you edited it in previous configuration steps
 - **Domain** for the users who will access the RealAccess, On-Premises Edition service delivery platform
 - **Single Sign On (SSO)** if applicable to your deployment; check to enable, clear to disable



You can assign SSO integration to only one customer domain.

- 4 Click **Update**.

Configure Email Settings

This procedure identifies an email account for delivering notifications about the service.

Use the information you recorded in the [Complete the Setup Worksheets](#) section to complete this procedure.

To configure the email settings:

- 1 Click **Admin** at the bottom of the page and go to **Setup > Email Configuration**.
- 2 Configure the following fields:
 - **“From” name**
 - **“From” address**
 - **Server host/IP**

- **Account username**
 - **Account password**
- 3 Click **Update**.

Configure RealPresence Platform Components

You must add your RealPresence DMA and RealPresence Resource Manager information to create the correct agent for the RealAccess, On-Premises Edition service.

Use the information you recorded in the [Complete the Setup Worksheets](#) section to complete this procedure.

To configure the RealAccess, On-Premises Edition components:

- 1 On the RealAccess home page, click the **Admin** link at the bottom of the page.
- 2 Select **Setup > Agent**.
- 3 In the **DMA** section, click **Add a new DMA** and enter the information related to your RealPresence DMA system.
- 4 Click **Update** to add the RealPresence DMA system.
- 5 In the **Resource Manager** section, click **Add a new RPRM** and enter the information related to your RealPresence Resource Manager system.
- 6 Click **Update** to add the RealPresence Resource Manager system.

Test Connections

Once you've installed the RealAccess service delivery platform software, test your connection to the RealAccess portal.



Before you begin this section, ensure that the Firewall Checklist is complete.

If you see pages without data, there might be a connectivity issue. Try the following to reset your connection:

- You can troubleshoot these issues on the **Support** page where you can test the connections to the RealAccess Agent, RealPresence DMA, and RealPresence Resource Manager.
- Check the solution connectivity by using the ping utility in RealPresence DMA and RealPresence Resource Manager to check these network connections.

To test the RealAccess connectivity:

- 1 Click **Support**, then select **Status**.
This page shows the RealAccess connectivity tests you can run.
- 2 Select the **Test All Connections** button to run the connectivity tests.
 - If you see a green **Active** in the **Results** column, you have a successful connection.
 - If you see a red **Inactive** in the **Results** column, you have an unsuccessful connection. Use the following table to troubleshoot some possible scenarios:

RealAccess Connectivity Troubleshooting Scenarios

Test Scenario	Possible Solution(s) for Unsuccessful Tests
External Address ICMP Connection	Make sure that the relevant ports on your firewall are open.
External Address SSH Connection (TCP Port 22)	
OpenVPN Connection	
OpenVPN SSH Connection (TCP Port 22)	
RealPresence Resource Manager TCP Port 8443 (RealPresence Resource Manager IP address)	<ul style="list-style-type: none"> If any of these tests fail, ping the agent IP address using the ping utility for the RealPresence DMA or RealPresence Resource Manager system. If ICMP is disabled on your network, do a trace route instead. If you are successful with a ping or trace route, check that TCP ports 8443 and 2341 are open in both directions between the agent's IP address and RealPresence DMA and RealPresence Resource Manager systems.
RealPresence DMA TCP Port 8443 (DMA IP address)	
RealPresence DMA CDR	
RealPresence Resource Manager Inventory	<ul style="list-style-type: none"> A "204" response message means the command has been successfully received A 401 message means that either the username or password is incorrect. A "403" message means the user does not have permission to request information.
RealPresence DMA MCU Utilization	<p>NOTE: These roles must be enabled:</p> <ul style="list-style-type: none"> RealPresence DMA: auditor and provisioning RealPresence Resource Manager: device administrator, auditor, and operator
RealPresence Resource Manager CDR	
If all tests are unsuccessful	Reboot the agent and run the tests again.

If your RealAccess Agent and RealPresence Platform products appear to be configured properly after troubleshooting the connections, but you still do not see data on the **Asset Management** or **Analytics** pages, do the following:

- Check the RealAccess **About** page to verify that your service agreement has not expired.
- Contact your local Polycom representative.

If your subscriptions are active and you are still having connectivity issues, contact [Polycom Support](#).