FREQUENTLY ASKED QUESTIONS

1.4 | November 2015 | 3725-71943-001C1

Polycom® RealAccess™

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Polycom® RealAccess™ Frequently Asked Questions

Refer to these frequently asked questions while troubleshooting the Polycom® RealAccess™ service delivery platform.

Troubleshooting: No Priority One tickets

RealAccess is not a service that affects components, so no support ticket should be designated as Priority One.

What are the virtual machine requirements to deploy RealAccess?

You can find this information under Server Requirements in the latest *Polycom RealAccess Release Notes*.

What are the firewall rules for RealAccess?

You can find this information under Firewall Rules Checklist in the *Polycom RealAccess Getting Started Guide*.

How is my data stored and who can see it?

Data storage and other security concerns are addressed in the *Polycom RealAccess Security White Paper*.

How long does it take to onboard and begin using RealAccess?

If firewall rules are in place, the process should take around a week.

What if the RealAccess agent is unable to establish a VPN tunnel?

Check the Firewall Rules Checklist in the *Polycom RealAccess Getting Started Guide* to make sure that the relevant ports on your firewall are open.

What if the agent is unable to reach the Polycom RealPresence® DMA® and Polycom® RealPresence® Resource Manager systems?

Using the ping utility from the RealPresence DMA and RealPresence Resource Manager systems, ping the agent IP address. If the ICMP is disabled on the customer network, do a trace route instead.

If you are successful with a ping or trace route, check that TCP port 8443 and TCP port 2341 are bidirectional between the agent's IP address and the RealPresence DMA and RealPresence Resource Manager systems.

What if the agent reaches the RealPresence DMA and RealPresence Resource Manager systems, but there is no data displayed on the portal?

If no data displays on the **Utilization**, **Performance**, or **Capacity** pages, do the following with the RealPresence DMA system:

1. Make sure that the user credentials created for RealAccess have at least auditor privileges.
2. Using a REST client and RealAccess credentials, run the following API command on the RealPresence DMA system and see if it works: **https://DMAIPAddress:8443/api/rest/billing**

   (Note: The CDRs are pulled every five minutes.)

If no data displays on the **Assets** page, do the following with the RealPresence Resource Manager system:

1. Make sure that the user credentials created for RealAccess have at least auditor privileges.
2. Using a REST client and RealAccess credentials, run the following API command on the RealPresence Resource Manager and see if it works: **https://RPRMIPAddress:8443/api/rest/devices/export-inventory**

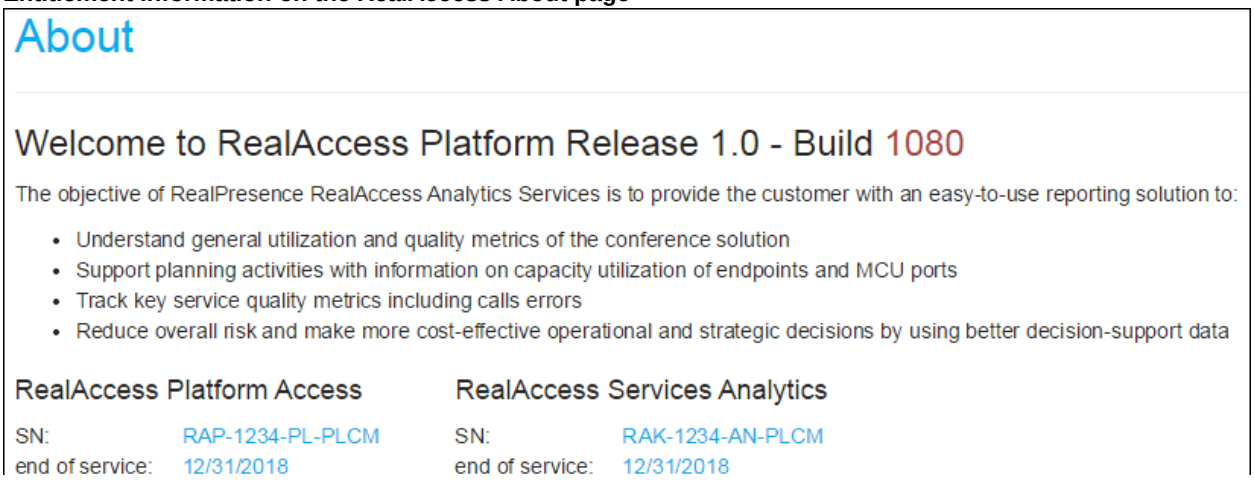
   (Note: The inventory is pulled every 24 hours.)

What if everything is properly configured, but data still does not display on the portal?

If your agent and RealPresence Platform products appear to be properly configured, check your entitlement information on the RealAccess **About** page.

Separate subscriptions are required for RealAccess Platform Access and RealAccess Service Analytics, as shown in the following figure.

Entitlement information on the RealAccess About page



If your subscription is active and you are still having connectivity issues, contact your Polycom Representative.

How do I log in to RealAccess?

Log in at **realaccess.polycom.com**. You will receive a link to verify your email address and can then enter your login information.

- **Active Directory** Check the Active Directory SAML file provided by the customer and escalate to engineering support.
- **Non-Active Directory** RealAccess is a self-service sign-in platform. Using a valid email address from your domain, you sign up as a first-time user and receive login credentials through a confirmation email.

How much bandwidth is needed for RealAccess?

Bandwidth usage is minimal. CDRs generated by your RealPresence DMA system are pulled every five minutes, and the inventory from the RealPresence Resource Manager system is pulled once a day.

Can the number of registered users be limited?

No, each user with a valid domain can create a RealAccess account using an email address.

Does the agent ever need to update?

Any OS patches, updates, and hotfixes for the agent are pushed through the tunnel already established between the agent and the portal. This happens in the background during the maintenance window, and service is unaffected.

Can penetration testing be performed on the agent?

Penetration testing on the agent is done on a case-by-case basis. Contact your Polycom Representative for more information.

What if the IP address or the network configuration that I am running the RealAccess agent on changes?

Go to the agent page on the RealAccess portal and submit a request for new instance files (.OVA or .VHD, depending on your deployment). When you receive the files, implement the new .OVA or .VHD delivery.

What if the RealPresence DMA or RealPresence Resource Manager IP address or login credentials change?

Go to the agent page on the RealAccess portal and update all configuration information. Then click **New Jobs**.