



**DEPLOYMENT GUIDE**

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# **Polycom® RealAccess™**

## **On-Premises Edition**



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# About This Guide

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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

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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"><li>• Utility Processing server</li><li>• Database server</li><li>• Web server</li></ul>

## 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

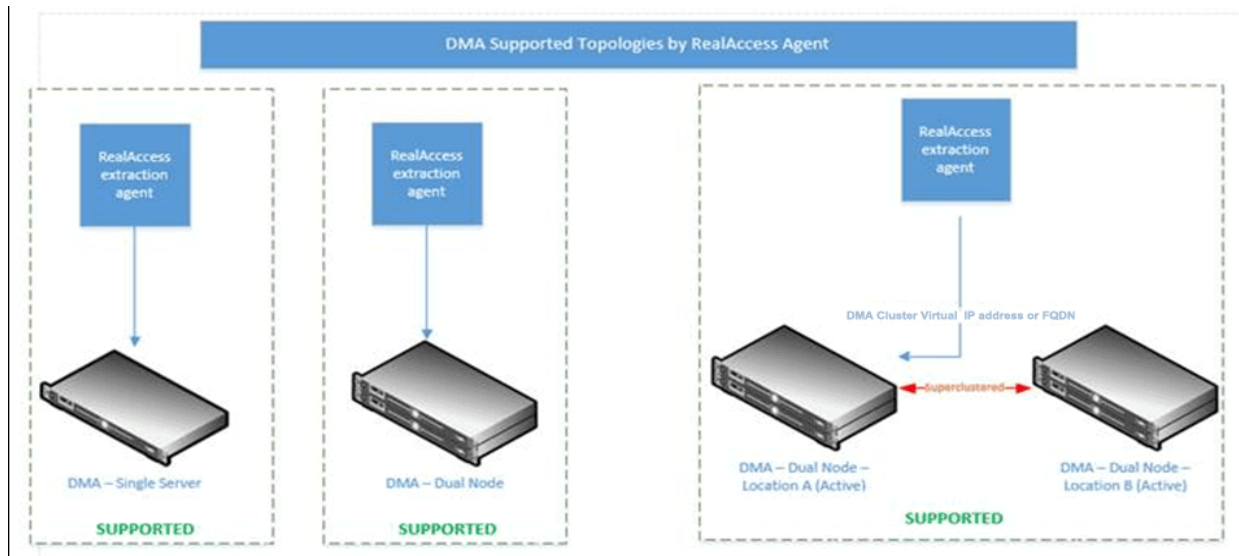
- Super-clustered RealPresence DMA systems

**RealPresence Resource Manager:**

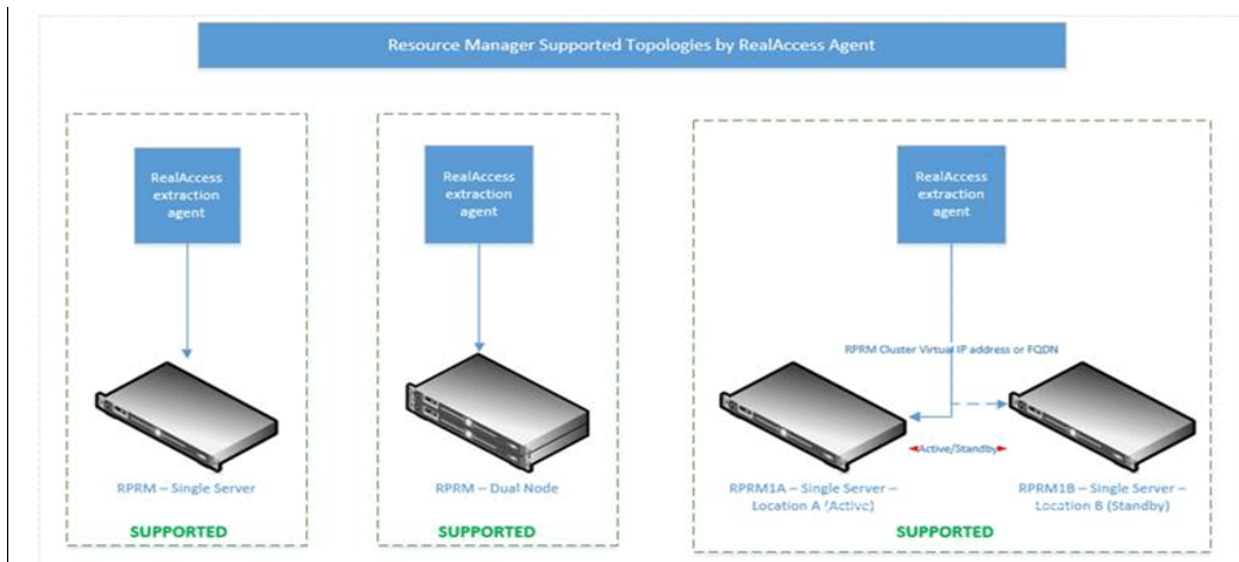
- A single RealPresence Resource Manager server
- Dual-node local redundant RealPresence Resource Manager servers
- Geographically separate RealPresence Resource Manager servers if configured in an active/standby configuration

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**



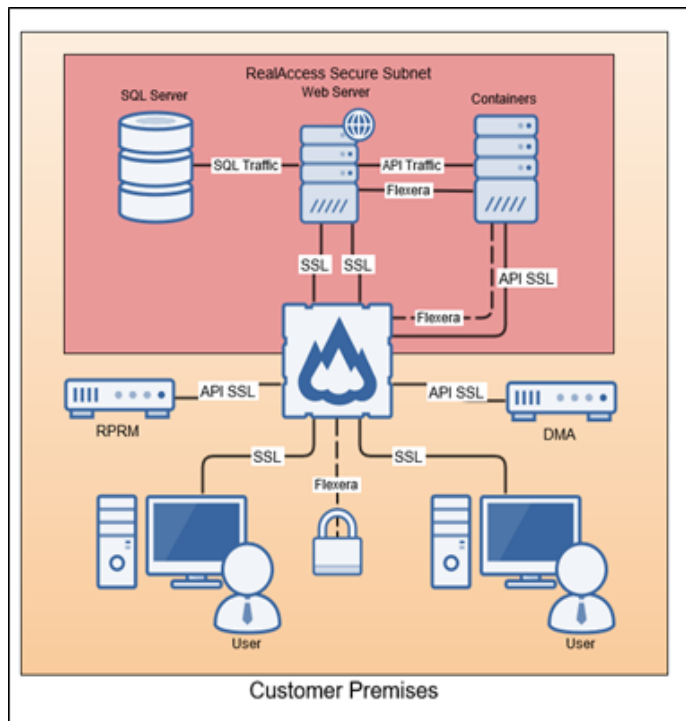
## On-Premises Edition Architecture

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

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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"> <li>• SSDs are preferred</li> <li>• RAID1 SSD configuration is recommended</li> </ul>
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"> <li>The recommended drive layout is as follows: <ul style="list-style-type: none"> <li>⤴ C: 125 GB (OS)</li> <li>⤴ D: 125 GB (SQL)</li> <li>⤴ E: 450 GB (backup)</li> </ul> </li> <li>OS and SQL should be on SSDs</li> <li>RAID6 SSD configuration is recommended</li> <li>Backups can be in HD, but they will take longer to complete</li> </ul>
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"> <li>SSDs are preferred</li> <li>RAID1 SSD configuration is recommended</li> </ul>
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
<b>Admin Functions</b>					
Any host	Any	Utility server	22	TCP	SSH for configuring the thin client (admin)
<b>Basic Functions</b>					
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
<b>System Functions</b>					
Utility server	Any	Web IIS server	443	TCP	Subscription and configuration messages
		Database server	514	UDP	Subscription and configuration messages
			1433	TCP	Subscription and configuration messages
		RealPresence DMA VIP address	8443	TCP	API calls
Utility server	Any	RealPresence Resource Manager VIP address	8443	TCP	API calls
		SMTP relay server	25	TCP	SMTP

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

Source	Source Port	Destination	Dest. Port	Protocol	Usage
<b>Admin Functions</b>					
Any host	Any	Database server	3389	TCP	Remote desktop
<b>Basic Functions</b>					

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

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

**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
<b>User Functions</b>					
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
<b>Utility Server Information</b>		
User Name	polycom	Default administrator account credentials.
Password	!Polycom123	Default administrator account credentials.
IP Address		

**RealAccess, On-Premises Edition Software Installation Setup Worksheets**

<b>Configuration Information</b>	<b>My System Values</b>	<b>Description</b>
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. 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.
<b>Database (SQL) Server Information</b>		
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. This value must be consistent among all three server configurations.
<b>Web Server Information</b>		
Password	!Polycom123	Default administrator account credentials.
IP Address (IPv4)		
Subnet Mask		
Gateway		
Primary DNS Server		
Secondary DNS Server		



**RealAccess, On-Premises Edition Software Installation Setup Worksheets**

Configuration Information	My System Values	Description
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. This value must be consistent among all three server configurations.

**RealAccess, On-Premises Edition Portal Configuration Setup Worksheets**

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

**RealAccess, On-Premises Edition Portal Configuration Setup Worksheets**

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



Polycom 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

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.

#### **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**
  - **IP SQL Server**
  - **IP Web Server**
- 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.

### 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.
- 7 Click **Update**.
- 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.

### 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.
- 11 Click **Update**.
- 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:

- [Log In and License RealAccess](#)
- [Configure Customer Information](#)
- [Configure Customer Domain](#)
- [Configure Email Settings](#)
- [Configure RealPresence Platform Components](#)

### ***Log In and License RealAccess***

Your first login to the portal requires that you license the service.

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

#### **To log in to the RealAccess, On-Premises Edition portal and license the service:**

- 1 Using a browser, enter your Web server IP address or DNS name and log in using the default administrator account credentials:
  - **Username:** default@example.org
  - **Password:** ExamplePassword123!
- 2 In the License Details section copy the **System ID**.
- 3 Email the **System ID** to [RealAccess@Polycom.com](mailto:RealAccess@Polycom.com) to request a license.
- 4 Once you receive an email with your license information, copy and paste it into the **Update License** field and click **Update License**.
- 5 Accept the End User License Agreement (EULA) by enabling the **I Accept** check box and click **Submit**.
- 6 Log in using the default administrator account credentials (Step 1 above).

## 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.

### 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	
External Address SSH Connection (TCP Port 22)	Make sure that the relevant ports on your firewall are open.
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"> <li>• 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.</li> <li>• 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.</li> </ul>
RealPresence DMA TCP Port 8443 (DMA IP address)	

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**RealAccess Connectivity Troubleshooting Scenarios (continued)**

Test Scenario	Possible Solution(s) for Unsuccessful Tests
RealPresence DMA CDR	
RealPresence Resource Manager Inventory	<ul style="list-style-type: none"> <li>• A “204” response message means the command has been successfully received</li> <li>• A 401 message means that either the username or password is incorrect.</li> <li>• A “403” message means the user does not have permission to request information.</li> </ul>
RealPresence DMA MCU Utilization	<p>NOTE: These roles must be enabled:</p> <ul style="list-style-type: none"> <li>• RealPresence DMA: auditor and provisioning</li> <li>• RealPresence Resource Manager: device administrator, auditor, and operator</li> </ul>
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](#).