



FREQUENTLY ASKED QUESTIONS

Q3 2013 Update: RealPresence® Access Director™

Polycom Sales and Partner FAQs

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Enabling video collaboration within and beyond your firewall, RealPresence Access Director, a powerful component of the Polycom® RealPresence® Platform, enables users to collaborate over video from virtually any location or device, providing support for business-to-business and intra-company collaboration.

What is RealPresence® Access Director™?

RealPresence® Access Director™ is a software-based edge server that enables users within and beyond the firewall to securely access video services—whether at home, in the office, or on the go.

How does RealPresence Access Director fit into the RealPresence Platform?

RealPresence Access Director is a key component of the RealPresence® Platform. Access Director supports a variety of endpoints including Polycom® RealPresence® Desktop, RealPresence® Mobile, and RealPresence® HDX® Series. It is tightly integrated with RealPresence® Resource Manager to monitor, manage, and control all the devices on your network and RealPresence® Distributed Media Application™ (DMA) to manage and distribute calls across the network. Together, these solutions provide a scalable, secure, and powerful video collaboration solution for your organization.

What communication protocols are supported?

RealPresence Access Director supports both H.323 and SIP (AVC and SVC).

What is the call capacity on RealPresence Access Director?

RealPresence Access Director supports from 25 to 1,000 concurrent calls, in multiples of 25 calls. Each call license allows one Remote, Guest or B2B call via SIP (AVC and SVC) or H.323. This enables large-scale deployment of desktop and mobile video.

What types of use cases are supported?

- **SIP and H.323 Remote Users** (e.g. employees) to securely and transparently connect to the enterprise UC network as managed users, with the same functionality they would have if they were on-network.
- **SIP and H.323 Guest Users** (e.g. customers, partners, vendors) can securely connect (dial) to other enterprises UC networks, however they cannot receive calls from that same network.
- **SIP and H.323 B2B calling** (e.g. federated network) to connect through a trusted connection to other enterprises' UC networks, enabling them to dial and receive calls as if they were part of the same company.

How does Access Director compare with the Polycom VBP solutions?

- Access Director supports SIP and H.323 calls. VBP supports only H.323 calls.
- Access Director supports AVC and SVC calls. VBP supports only AVC calls.

When is a Video Border Proxy (VBP) still required?

A VBP is only required when the customer wishes to have an internal gatekeeper with the border proxy, which VBP provides. This is only recommended for very small deployments and is not needed if RealPresence Resource Manager and DMA are part of the video network.

What is an example of a guest user calling scenario?

Company A is meeting with a consultant, John Jones, on a weekly basis. They prefer to meet over video to save time and travel costs. Company A sets up a weekly video meeting on their network via a Virtual Meeting Room. John Jones joins the video meeting by dialing VMR@polycom.com (SIP) or IP.address##VMR (H.323).

What is an example of a B2B calling scenario?

Company A meets with Company B on a regular basis. They needed to reduce travel time and costs so they decided to schedule their meetings over video. Company A's IT administrator worked with Company B's IT administrator to secure a federated network connection between the two. Now employees from both companies can dial each other by extension as if they were part of one company.

Why is non-federated H.323 B2B calling not supported?

RealPresence Virtualization Manager (DMA) currently cannot gateway calls from SIP to H.323 if it has not been preconfigured for a particular destination.

Why is non-federated SIP B2B calling not supported?

RealPresence Access Director currently cannot complete SIP B2B calls if it has not been preconfigured with the appropriate transport (UDP, TCP or TLS) to use for a particular destination.

Does RealPresence Access Director support interoperability with third-party endpoints and gatekeepers?

With v3.0, RealPresence Access Director supports interoperability with Cisco VCS Expressway.

Support for other third-party endpoints and gatekeepers is TBD, depending on field input.

Does RealPresence Access Director support H.323 Remote Users?

Support for H.460, which is required for this use case, is now supported with v3.0. However, Polycom recommends that, where possible, customers upgrade from H.323 to SIP to improve functionality, interoperability and scalability.

What if a customer does not have RealPresence Resource Manager?

RealPresence Access Director only performs NAT/Firewall traversal and other security functions; it is highly recommended that customers use RealPresence Resource Manager for management of endpoints, both internal and external. What ports will have to be opened in the firewall for the RPAD device to communicate from the DMZ?

Appendix A of the RealPresence Access Director Deployment Guide details all of the ports that must be opened through the customer firewall(s) for each function.

Does RealPresence Access Director support Scalable Video Coding (SVC)?

Yes. SVC has been supported since the initial release of RealPresence Access Director.

What is the maximum bandwidth allowed by RealPresence Access Director?

When deployed in a one-interface configuration, up to 400Mb/s is supported. When deployed in a four-interface configuration, up to 1Gb/s is supported.

There is no licensing limit on bandwidth, only the number of concurrent calls.

How is RealPresence Access Director managed?

RealPresence Access Director offers the same GUI, upgrade process, configuration backup and other management features as RealPresence DMA and RealPresence Resource Manager.

When will RealPresence Access Director support ICE/STUN/TURN?

Support for ICE/STUN/TURN is currently targeted for 1H2014.

Does the use of call media encryption affect system capacity?

RealPresence Access Director relays call media as-is, whether encrypted by the endpoints or not, so there is no performance impact.

Is a firewall traversal device required at both ends of a call?

RealPresence Access Director handles traversal of NAT/Firewall devices at both the local and remote sites. No additional traversal is required at the remote end, which greatly reduces the cost and complexity of deployment.

Is Network Address Translation (NAT) required on the local firewall?

NAT between the DMZ and WAN (Internet) is optional; NAT between the DMZ and LAN is not allowed. Additionally, both firewalls should have any SIP or H.323 Application Layer Gateway (ALG) features disabled as this may conflict with RealPresence Access Director functionality.

Is High Availability (HA) supported?

High Availability (HA) with stateless failover is currently targeted for 1H2014. Stateful failover is currently targeted for 2H2014.

How does Access Director benefit the video network administrator?

When integrated with the RealPresence Resource Manager and DMA, Access Director provides a seamless experience for a video network administrator to support and manage employee devices that are not located on-premise (e.g. home workers or traveling employees).

How does the Access Director compare to other firewall traversal and session border controller products/solutions?

Please visit the Competitive Resource Center on the [SRC](#) or [Polycom PartnerConnect](#) for information regarding competitive solutions vs. RealPresence Access Director.