AudioCodes One Voice[™] for Microsoft[®] Skype for Business

Mediant™ Appliances Mediant 800 CCE & Mediant Server CCE

Microsoft Skype for Business Cloud Connector Edition (CCE)

Version 2.1.0





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Notice

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Document Revision Record

Document #	Description
28080	Initial document release for Version 1.0.
28081	Update to the link for downloading the latest CloudConnector.msi.
28082	Update to support CCE 1.4.1.
28083	Update to support Mediant CCE Appliance 2.0.0.
28084	Update for version Mediant CCE Appliance 2.0.0.6
28085	Update for version Mediant CCE Appliance 2.0.2
28086	Replaced Server CCE Appliance Rear View figure.
28087	Update for Windows license activation and support for Cloud Connector Edition Version 1.4.2.
28088	Update for Version 2.1.0 - CCE Dashboard and SBC Wizard Installation.

Documentation Feedback

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1 Introduction

Thank you for purchasing the Mediant 800 CCE Appliance for Microsoft Skype for Business and the Mediant Server CCE Appliance for Microsoft Skype for Business Cloud Connector Edition for Version 2.1.0. Please read this manual before starting your deployment.

The guide provides the following:

- Information regarding the default configuration of the AudioCodes Mediant 800 Server CCE unit.
- The steps to deploy the AudioCodes CCE into an enterprise environment.
- Information on how to restore the CCE to default.

Download the latest documentation at: <u>http://www.audiocodes.com/downloads</u>.

Throughout this guide, AudioCodes Mediant 800 Server Cloud Connector Edition Appliance is referred to as Mediant CCE Appliance.

This document refers to Microsoft CCE Version 2.0.0 and AudioCodes Mediant CCE Appliance Install Wizard Version 2.1.0.

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2 Mediant CCE Appliance Platforms

The Mediant CCE Appliance is deployed on the following platforms:

- AudioCodes Mediant 800 CCE Appliance is installed on the OSN server.
- AudioCodes Mediant Server CCE Appliance is installed on an HP ProLiant server Hyper-V Virtual machine.

Appliance	AudioCodes Mediant 800 CCE Appliance	AudioCodes Mediant Server CCE Appliance
Hardware	Mediant 800 with OSN server	HP ProLiant server
Processor	64-bit processor, four core (4 real cores), 2.70 Gigahertz (GHz)	 Gen8: 64-bit dual processor, six core (12 real cores), 2.10 gigahertz (GHz) Gen9: 64-bit dual processor, six core (16 real cores), 2.10 gigahertz (GHz)
RAM	32 gigabytes (GB) RAM	64 gigabytes (GB) RAM
Disk	Single SSD 512 GB	 Gen8: Four 600 GB 10K RPM 512M Cache SAS 6Gbps disks, configured in a RAID 5 configuration Gen9: Four 600 GB 10K RPM 2G Cache SAS 6Gbps disks, configured in a RAID 5 configuration
NICs	Two physical NICs 1Gbps + one 100Mbps	Gen8: Four 1Gbps NICsGen9: Eight 1Gbps NICs

Table 2-1: CCE Hardware Platforms Specifications



Note: The procedures described in this document are relevant for both Mediant Appliance CCE platforms as described above. In some cases, separate procedures are required for each platform, in which case, this is indicated.

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3 Default Configuration CCE Unit

The Mediant CCE Appliance Host server is installed on the Windows Server 2012 R2 platform with the following:

- **User:** Administrator
- **Password:** R3m0t3Supp0rt
- Host default IP address: 192.168.0.10
- The host server disk includes a Recovery partition that contains the files needed to deploy CCE - CCE software and Software SBC (used for Mediant Server CCE).
- The SBC/Gateway application component (hardware or software) uses the default IP address and default Username/Password as specified in the relevant SBC/Gateway User's Manual.



Important: The local user 'Administrator' should not be deleted under any circumstances as the CCE application uses this user during the CCE installation and in future CCE updates.

3.1 Mediant 800 E-SBC and Media Gateway Default Settings

3.1.1 Login

Username: Admin Password: Admin

3.1.2 IP Address Information

Factory default IP address: 192.168.0.2

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4 **CCE Installation**

This section describes how to install the CCE. Before commencing with the installation, note the pre-installation information described in the section below.

4.1 **Pre-Installation Information**

The following describes the pre-installation information which should be read before commencing the CCE installation.

4.1.1 References

Before commencing the setup, refer to the references below that describe how to plan and configure the Skype for Business CCE. Reviewing these sources is very important for the successful CCE setup. The procedures described in this document assume that the user has reviewed these sources:

- Plan for Skype for Business Cloud Connector Edition [1] <u>https://technet.microsoft.com/en-us/library/mt605227.aspx</u>
- Configure Skype for Business Cloud Connector Edition [2] <u>https://technet.microsoft.com/en-us/library/mt605228.aspx</u>
- Upgrading from old CCE version to CCE 2.0.0 <u>https://technet.microsoft.com/en-us/library/mt740656.aspx</u>



Note: References are made throughout this document to [1] and [2] above.

4.1.2 **Prerequisites**

Note the following prerequisites before commencing the installation:

- Review the above links from Microsoft.
- Confirmation that Office 365 with the CloudPBX license (E5 license or E3 + Cloud PBX) and all required DNS and SRV records created for the Office 365 tenant have been configured.
- Office 365 Global Tenant Administrator credentials account or Office 365 Skype for Business Administrator account.

See <u>https://support.office.com/en-us/article/About-Office-365-admin-roles-da585eea-f576-4f55-a1e0-87090b6aaa9d.</u>

- Allocation of the following six IP addresses in the internal LAN/Corporate DMZ range:
 - CCE Host server LAN/Corporate DMZ
 - CCE Edge LAN/Corporate DMZ
 - CCE DC LAN/Corporate DMZ
 - CCE Mediation LAN/Corporate DMZ
 - CCE CMS LAN/Corporate DMZ
 - Gateway/SBC LAN/Corporate DMZ
- One external IP address (WAN/Internet DMZ)
 - Edge WAN/Internet DMZ

- External certificate, use one of the two options:
 - One external certificate from a public Certification Authority (CA) which must have an exportable private key according to MSFT requirements [see Reference 1 above].
 - Using the CCE Install Wizard for creating a CSR, in this case need a certificate without a private key.

For Troubleshooting certificates issues, refer to the Microsoft Troubleshooting issue at: <u>https://technet.microsoft.com/en-us/library/mt740658.aspx.</u>

- The Enterprise firewall has been setup according to MSFT requirements [see Reference 2 above].
 - A correct firewall configuration. See <u>https://technet.microsoft.com/en-us/library/mt605227.aspx</u> for more information
- The BIOS has been set correctly for optimal performance, according to Appendix A on page 63.

Note: Microsoft's Cloud Connector Edition update is triggered by Microsoft Office 365:



- When performing Operating System updates, the CCE platform is disabled until the CCE updates have completed.
- The CCE update may also restart the CCE Host server.

4.1.3 Remote Connection

You can connect to the Mediant CCE appliance Host server either vie remote desktop connection (RDP) or by connecting a keyboard, mouse and a screen. Use the following default credentials to connect to the Remote Desktop credentials:

- **User:** Administrator
- Password: R3m0t3Supp0rt
- Host default IP address: 192.168.0.10

4.1.4 Network Interfaces

The AudioCodes CCE Install Wizard creates several virtual switches for the usage of the CCE Virtual Machines under the following names:

- Internalif OSN Internal network that communicates with the Software SBC (CCE Server only)
- Internet DMZ Connects to the corporate network or corporate DMZ
- **Corporate DMZ** Connects to the Internet or Internet DMZ



Figure 4-1: Typical Network Connection View (Mediant 800)







Note: When installing on the Mediant Server CCE platform, the Install Wizard allocates two virtual NICs for the software-based SBC both are which are associated to physical NIC1. For a different SBC networking configuration, use the Hyper-V Virtual Switch Manager to define the required settings.

The 'Internallf OSN' Virtual Switch must be the first Virtual Switch used by the SBC. (This Virtual Switch is used for internal communication between the host and the SBC.)

4.1.5 CCE Appliance Platforms

This section describes the network interfaces of the CCE Appliance platform.

4.1.5.1 Mediant 800 CCE Appliance

The CCE uses the two external NICs on the OSN server (rear panel). These ports are labelled GE1 and GE2.





Important: Do not change, delete or edit any of defined NIC interfaces other than setting the IP settings of the **vEthernet (Corporate DMZ)**.

The Gateway/SBC (front panel) NIC is used to connect to the Gateway and SBC application.



> To connect mouse and keyboard to the OSN:

- 1. Connect computer peripherals (e.g., mouse and keyboard) to the USB ports (Standard-A type) labeled **USB**.
- 2. Connect a monitor using a 15-Pin D-type male connector to the VGA female port, labeled VGA (this VGA cable is not supplied).

Figure 4-6: Connecting OSN Server and Acquiring IP Address

4.1.5.2 Server CCE Appliance

On the Mediant Server CCE Appliance, there are four 1000 GbE LAN NICs for Gen8 and eight 1000 GbE LAN NICs for Gen9. The CCE uses two of these NICs.

In the event where the Software SBC is installed on the Server CCE Appliance platform, you can share the same NICs with the CCE or define separate NICs.









Figure 4-8: Rear View Gen9 – Use Option 2

Figure 4-9: Mediant Server (HP) Network Interfaces – Gen8



- **NIC1 NIC4** are physical NIC interfaces.
- The vEthernet (Corporate DMZ) is a virtual NIC interface that uses NIC1 as its physical interface. Use the vEthernet (Corporate DMZ) interface to set your Host IP settings.

Figure 4-10: Mediant Server (HP) Network Interfaces – Gen9



- **NIC1 NIC8** are physical NIC interfaces.
- The vEthernet (Corporate DMZ) is a virtual NIC interface that uses NIC1 as its physical interface. Use the vEthernet (Corporate DMZ) interface to set your Host IP settings.



Important: Do not change, delete or edit any of defined NIC interfaces other than setting the IP settings of the **vEthernet (Corporate DMZ)**.

4.1.6 CCE Deployment Scenarios

The CCE server is combined with the AudioCodes Gateway/SBC and can be deployed in multiple scenarios. See the diagram below which illustrates the supported deployments options:



Figure 4-11: CCE and Gateway/SBC Deployment Options

Deploying multiple CCEs and Gateways/SBCs allows you to enhance your site capacity, and implement High Availability (HA) configuration for the CCE instance and also for Gateway/SBC redundancy configuration. The following deployment scenarios are supported:

- **Scenario 1:** Single CCE Appliance and Gateway/SBCs
- **Scenario 2**: Single CCE connected to multiple Gateway/SBCs
- Scenario 3: Multiple CCE configured as HA where each CCE is connected to all Gateways/SBCs

4.1.7 Single Site with High Availability (HA) Compared to Multi-site Deployments

The following table lists the differences between a single PSTN site with HA support and multiple PSTN sites deployment (Multi-Site).

It is important that you set the different configuration values according to the rules described in the table below:

	557 (, , ,
Item	Single-Site with HA	Multi-Site
Site Directory	Requires the same shared folder across instances.	Requires a different shared folder across PSTN sites instances.
SIP Domains	Domain names and order should be the same across instances.	Domain names and order should be the same across PSTN sites.
Site name	Same Site Name across instances	Different Site Name across PSTN sites.
Edge Certificate	May use the same certificate for all CCE in the site (may use wildcard). Note: Wildcards can only be used for the Edge External Pool FQDN. SIP domains can't use Wildcards.	May use the same certificate for all CCE in all sites, the certificate should include all sites SAN (may use wildcard). Note: Wildcards can only be used for the Edge External Pool FQDN. SIP domains can't use Wildcards.
VM password	Recommended to use the same password across instances.	May use different password across PSTN sites.
Virtual machines Internal IP	Different across instances.	Different across PSTN sites.
Edge External pool FQDN	Same across instances.	Different across PSTN sites.
External IP Edge	Different across instances.	Different across PSTN sites.
PSTN GW settings	Same gateway and order across instances.	Different cross PSTN sites.
DNS record	Add records with the same External Access FQDNs and different IP addresses.	Add records with different External Access FQDNs and different IP addresses.

Table 4-1: Single Site with High Availability (HA) and Multi-site Deployments

Setup hybrid tenant

Set PeerDestination

Set PeerDestination for fallback.

ltem	Single-Site with HA	Multi-Site
Setup gateway	Mediation Server (MS) GW M:N mapping in this site.	PSTN Gateway(s) in each PSTN site should only connect to the Mediation Server(s) in the same site.

4.2 Installing CCE

This section describes how to install the CCE on one of the CCE Appliance platforms (as described in Section 2 on page 9).

4.2.1 Step 1: Prepare Operating System

The procedure below describes how to prepare the operating system.

> To prepare the operating system:

- 1. Define the correct date and time on the host server.
- 2. Define the computer name.



Note: The computer name is used as the CCE name in Skype for Business Online.

3. Define the host IP address. The host must be able to connect to the Internet.

The AudioCodes Mediant CCE Appliance is supplied with Windows Server 2012 R2 Standard Edition OEM licenses, with the Microsoft Product License code stickers attached to the server hardware.

Notes:

- It is important that you login with the local user name 'Administrator' when performing the installation. Logging in with any other local user will cause the installation to fail.
- It is recommended to photograph or copy the Windows product key slickers and save them in a safe place for future use. You may need them for a system re-installation or if your server is physically placed in a rack where it may be difficult to access the Windows sticker during the installation process.

4.2.2 Step 2: Run CCE Setup Wizard

The procedure below describes how to run the CCE Setup Wizard.

- **To run the CCE Setup Wizard:**
- 1. Access the Recovery (D/E) partition.

Figure 4-12: PC Directory

👝 l 💽 🛄 👳 l		Recovery (D:)		_	. 🗆 X
File Home Sh	are View				× 🕐
€ ⊚ - ↑ 🖬 •	This PC Recovery (D:)		∨ 🖒 Search	Recovery (D:)	Q
🛛 📴 Videos	^ Name	Date modified	Туре	Size	
▷ Windows (C:)	CCESources	9/20/2016 2:39 AM	File folder		
A Covery (D:)	Windows2012R2	9/20/2016 2:44 AM	File folder		
A CCESources	CCE.Setup.Wizard	9/20/2016 2:39 AM	Shortcut	2 KB	
▷ Install □ Install □ ISO ▷ ISO ▷ ISO	■ Host	9/20/2016 2:48 AM	XML Document	8 KB	
4 items 1 item selecte	ed				:==

2. Double-click **CCE.Setup.Wizard**. The Install Wizard checks for CCE Install Wizard updates. If a newer version of the Install Wizard is found, it will start downloading the new version. Once the new version has been downloaded, the installer will close itself and run the new downloaded Install Wizard.



æ	AudioCodes Mediant CCE Appliance Installation Wizard - v2.0.5.15	_ _ ×
	AudioCodes Mediant CCE Appliance	You already have the latest y
	Installer ver: 2.0.5.15	
	CCE Appliance	
	< gadk	Next > Exit

3. Click **Next** to continue.

4.2.3 Step 3: Enable AudioCodes and Microsoft License Agreement

Read and agree to the AudioCodes and Microsoft end user license agreements. Microsoft license agreements are part of the Microsoft component installation. This step installs the PowerShell modules required for CCE setup.

- To install PowerShell modules:
- 1. On the License Agreement screen, select the I have read and understand the text above checkbox.

Figure 4-14: License Agreement

٩	AudioCodes Mediant CCE Appliance Installation Wizard
L	icense Agreement
	End-User License Agreement This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law. For the full license terms, please visit
	Aaudiocodes-CCE-appliance-end-user-license-agreement
	I have read and understand the text above.
	< Back Next > Exit



2. Click **Next**.; the following screen appears:



Startup checks and actions
Startup checks and actions
Print Back Install Cancel v
● Please Wait
< Back Next > Stop

3. Select the I accept the terms in the License Agreement and follow the Skype for Business Online Cloud Connector PowerShell setup.

Install CloudConnector.msi Install SkypeOnlinePowershell.ex	Skype for Business Online, Windows PowerShell Module MICROSOFT SOFTWARE LICENSE TERMS SKYPE FOR BUSINESS ONLINE WINDOWS POWERSHELL MODULE These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft undates. I agree to the license terms and conditions
•	Please Wait

Figure 4-16: Skype for Business Online, Windows PowerShell Module

4. Select the I agree to the license terms and conditions and follow the Skype for Business Online Windows PowerShell setup.

5. At this stage, the system checks that all prerequisites have been installed correctly. Click **Next**.

	Audio	Codes Mediant CCE Appliance	Installation Wizard			1
rtup checks and actions						
Check CCE Powershell						
Install CloudConnector.ms						
Install SkypeOnlinePowers	hell.exe					
Check execution policy0	к					
Checking HyperV module.	ОК					
Checking HyperV feature.	. OK					
Checking GPO Policy UK	al switch					
Completed	ai switch Ok					
completed						
				a Daula Di Na da		
				< back Next >	E	xit

Figure 4-17: Startup Checks and Modules

6. Make sure you that have completed the listed prerequisites before continuing to the next step, and then click **Next**.

Figure 4-18: Prerequisites

¢	AudioCodes Mediant CCE Appliance Installation Wizard - v2.0.5.8	- 0	x
	Information		
	Before you start with CCE installation:		
	1. Make sure your server is set with correct Date and Time.		
	2. Make sure host IP address is set (see quick installation guide).		
	3. Make sure host computer name is defined (will be used as the CCE appliance name). After changing the computer name and reset the server please run the wizard application again.		
	4. Make sure External CCE Certificate is available and created according to Microsoft definition for CCE. A CSR can be created via the application.		
	< Back Next >	E	at

4.2.4 Step 4: Install/Uninstall CCE

At this stage, the installer checks if an older or previous attempt to install the CCE has been performed. If it detects an older version of the CCE, it displays the Uninstall option. If this is the first time you have installed the CCE on this server, the Install Wizard skips this step.

The procedure below describes how to install/uninstall the CCE:

- > To install the AudioCodes Mediant CCE application:
- 1. Click the **Install** option.
- 2. Click Next.
- > To uninstall the AudioCodes Mediant CCE application:
- 1. Click the **Uninstall** option (usually done in case you encounter errors with the previous installation).
- 2. Click Next.

Figure 4-	19:	Select	Task
-----------	-----	--------	------

AudioCodes Mediant CCE Appliance Installation Wizard	-		x
Select Task			
Install - Install the AudioCodes Mediant CCE Appliance			
O Uninstall - Remove installed components			
		5 . "	
< gadk <u>N</u> ext >		Exit	



Note: In some cases, the Uninstall may not completely clean the previous installation of the Office 365 tenant. In case it fails to uninstall, you need to follow the steps described in Section B.1 on page 71.

4.2.5 Step 5: Set CCE General Information

The procedure below describes how to set the CCE general information.

You can select between a single CCE server installation or multiple CCE servers installed in a High Availability (HA) CCE configuration in a single site.

To set the CCE Installation Type:

- 1. Select the 'First CCE in Site' option in case you are installing the first CCE server in HA configuration or for a standalone CCE deployment (Scenario 1 and 2).
- 2. Select the 'HA' option in case you are installing additional CCE servers in the same site. (Scenario 3).
- 3. In the 'Site Directory' field, enter the CCE site directory (if it's not the first CCE, point the Site Directory to the shared directory used by the first CCE on the site as the site directory). The site root directory is used to hold the Windows OS image, CCE bits, Cloud Connector installation files and CCE CA certificates. This folder is also used by the CCE for the HA synchronization. For Scenario 1&2, you can use a local folder such as C:\CCE\Site.

When installing an HA configuration, this folder should be defined as a shared folder that is accessible for all CCE servers in the same site (Scenario 3).

The shared folder may be used as a local folder on the first CCE installed in this site.

The shared folder should either be read/write accessible to anyone (i.e. no password) or it should be password protected. In case password protection is implemented, the user name should be 'cceService' and the password should be the password that is defined in the "Register CCE" step.

When the CCE Wizard copies files to the site directory, it uses the credentials of the user that logged in to the CCE Host and ran the CCE Wizard. This user must have access to the share directory as well.

Best practice is to use same password on all CCEs in the site for the Host Administrator and for the Register step in the CCE Wizard.

- 4. Enter your Office 365 Global Tenant administrator credentials (User Name and Password) or Office 365 Skype for Business Administrator account.
- 5. The system tries to connect to your Office 365 tenant to fetch additional information to be used during this installation.
- 6. Click the **Next** button to continue.



	0			
ŵ j	AudioCodes Mediant	CCE Appliance Installation Wizard - v	/2.0.5.8	– – X
CCE General Information				
	Installation Type:	Standalone CCE or First CCE in HA		
		⊖ HA		
	Site Directory:	C:\CCE\site ····		
	Skyp	e For Business Online tenant admin credentials		
	User:			
	Password:	*		
Load INI				
			< Back Next >	Exit

Figure 4-20: Set General Information

7. This step is optional: You can use the Load INI button if you have a predefined CCE ini file. The Install Wizard will use this file during the installation.

4.2.6 Step 6: Set CCE Site Information

The procedure below describes how to set your CCE Site information. Each CCE server is associated with a single PSTN Site, where a PSTN Site can host up to 16 CCE servers.

- **To set the CCE Site Information:**
- 1. Select the site to add this CCE server from the Select site for CCE options.

Figure	1-21.	Sot	Sito	Information
rigure	4-21.	Jei	Sile	iniormation

¢	AudioCodes Mediant CCE Appliance Installation Wizard			-		x	
Site inform	ation						
	Select site for CCE:	Audiocodes	 Sip Domai 	ns: cce.acvoca.com			
E	idge External Pool FQDN:	ap.erez.vocanom.com		erez.vocanom.com			
L	ist of CCEs on the selecte	d site					
	Name	Deployment Status	Mediation Server Fqdn	Mediation Server IP Address		1	
	CC1	Upgraded	MediationServer.erez.vocanom.local	10.21.56.239			
	CCE2	Upgraded	Mediation56A1A2.erez.vocanom.local	10.21.29.63			
	Create new Site						
				<back next=""></back>		Exit	:

2. In case a new site needs to be created, click the **Create new Site** button, the following window opens:

	New Site	_ D X
New Site Name:		
Edge external pool FQDN:		•
	Granta	
	Greate	

Figure 4-22: Add New Site

- a. Set the new Site name.
- b. Set the new Site Edge external pool FQDN and select the correct SIP domain from the available SIP domain that you already created in your Office 365 tenant.
- c. Click the **Create** button, the installer creates the new site and adds it to the site list in the Site Information dialog.
- Select the SIP Domains for this site by selecting the correct items in the SIP Domains list (select the SIP domains that are used by Office 365 users associated with this PSTN Site). Important: the same SIP domains must be selected in all CCE's in the same site.

- 4. The table at the bottom of this dialog displays all the existing CCEs already defined in the selected site.
- 5. Click the **Next** button to continue.

4.2.7 Step 7: Manage External Certificates

The CCE server requires a certificate for the external Edge obtained from a public Certificate Authority (CA). The procedure below describes how to manage this certificate.

In case you don't have a public certificate for your deployment, the Install Wizard provides you with an easy tool for generating a Certificate Signing Request (CSR) to be signed by a certificate authority (CA).

The CCE Install Wizard allows you to import an existing certificate generated by an external certificate authority (CA).

4.2.7.1 Step 7-1: Generate CSR

Use this step in case you don't have a PFX certificate for the CCE Edge, in this step you will need to create a new CSR, sign it using a public CA and them upload the certificate to the CCE install wizard.

- To generate certificate CSR:
- 1. Open the Generate CSR tab.
- 2. Select the wildcard certificate option in case you plan to create single Wildcard certificate to be used on all Edge pool servers.



Note: Wildcards can only be used for the Edge External Pool FQDN. SIP domains can't use Wildcards.

- **3.** The 'Common Name' field identifies the pool name that you assigned to the Edge components associated with the certificate.
- 4. **Optional:** Fill in your company details in the following fields:
 - Country Code
 - Location
 - Organization
 - State
 - Organization Unit
- 5. **Optional:** Add additional Subject Alternate Name DNS if required, using the **Add** button.
- 6. From the 'Key Length' drop-down list, select **2048**.

Figure 4-23: Generate CSR

Ŷ	AudioCodes Mediant CCE Appliance Installation Wizard	_ 🗆 X				
External Certificate Manage External Certificate						
Import Certificate Generate CSR If you don't have a certificate please	e fill the form below and generate the CSR. We will generate for you the CSR in c:\cce\certificate folder					
Common Name:	wildcard certificate ap.erez.vocanom.com					
Subject Alternative Name DNS:	Image: Splat and Sp					
	Add State/Province: Organization unit:					
Key Length: Generate CSR						
<back next=""> Exit</back>						

- 7. Click the Generate CSR button.
- 8. The installer generates a new CSR and saves it on the CCE host under the C:\CCE\Certificate folder. The installer displays the new CSR file name.



	Certificate
0	Certificate Request was generated at C:\CCE\certificate\3cbb5abb-faaa-48a8-af37-f36cc23ebabb-cce.csr.
	Ok Open Folder

- **9.** At this stage, you will need to sign your CSR with the Certificate Authority for acquiring a valid public Certificate.
- **10.** Copy the signed certificate to the CCE host C:\CCE\Certificate folder.
- **11.** Select the **Import Certificate** tab to upload your signed certificate.
- **12.** Select the certificate file in the External Certificate path file. Use the ···button to browse to this file.
- **13.** Click the **Set Certificate** button, the installer checks the certificate validity and displays the information status in the area below.



AudioCodes Mediant CCE Appliance Installation Wizard	_ 🗆 X
External Certificate Manage External Certificate	×
Import Certificate Generate CSR	
External Certificate path: C:\CCE\certificate\636220245817308346.pfx	··· view
Certificate Password:	د ه
Generating PFX file OK PFX filename: C:\CCE\certificate\636220245817308346.pfx PFX password: 54310 Check for certificate validation rules Setting Certificate to C:\CCE\certificate\636220245817308346.pfx OK	*
Set Certificate	
< <u>B</u> ack	lext > Exit

Figure 4-25: Import Certificate

14. Review the information status and then click the **Next** button.

4.2.7.2 Step 7-2: Import the PFX Certificate

Use this step in case you already have a PFX certificate that contains a private key and full certificate chain for the CCE Edge.

- > To import the PFX certificate:
- 1. Open the **Import Certificate** tab.
- 2. Copy your PFX certificate to the CCE host C:\CCE\Certificate folder.
- 3. Select the PFX certificate file in the External Certificate path file. Use the ···button to browse to this file.
- 4. Enter the PFX certificate password; make sure you type the correct password.

	Addreedda mediane ees Apphanee madnaton maard	
Atemal Certificate Manage External Certifica	ate	
Import Certificate General	te CSR	
External Certificate path:	C:\CCE\certificate\636216765749620299.pfx	••• <u>view</u>
Certificate Password:	•••••	د
Setting Certificate to C	CCCE\certificate\636216765749620299.pfx OK	
	Set Certificate	

Figure 4-26: Import Certificate

- 5. Click the **Set Certificate** button; the installer checks the certificate validity and displays the information status in the area below.
- 6. If all **OK**, click the **Next** button to continue to the next step.

4.2.8 Step 8: Set Common Configuration

The procedure below describes how set the common CCE configuration.

> To set the CCE common configuration:

- 1. Set the CCE Internal Corporate network settings: Subnet mask, Default GW and DNS address (in case multiple DNS addresses are required, add them with space separators).
- 2. Set the CCE Internet network settings: Subnet mask, Default GW and DNS address. (In case multiple DNS addresses are required, add them with space separators).
- **3.** Optional: Set the CCE location information including Country code, State and City/Location.
- 4. Optional: In case your company uses the Windows Server Update Services (WSUS), set its IP address in the WSUS Server and WSUS Status Server fields. In case these fields are left empty, the CCE checks for updates from the internet.
- 5. Click the **Next** button.

¢	AudioCodes Me	ediant CCE Appliance Installation Wizard	_ _ X
CCE Common Co	nfiguration		×
Corporate Net	work	Internet	
Subnet mask:	255.255.0.0	Subnet mask: 255.255.255.240	
Default GW:	10.21.0.1	Default GW: 195.189.192.33	
DNS:	10.1.1.11	DNS: 80.179.52.100	
Location		Windows Server Update Servi	ce
Country Coder	n –	WSUS Server:	
State/Province:		WSUS Status Server:	
City/locality:	Redmond		
city/Loculity.	incomo no		
			< Back Next > Exit

Figure 4-27: Set Common Configuration

4.2.9 Step 9: Set CCE Configuration

The procedure below describes how set the CCE different Virtual Machines (VM) configuration.

- **To set the CCE VM configuration:**
- 1. Set the CCE virtual machine IP address per all four Virtual machines (AD, CMS, Mediation, and Edge).
- 2. The computer name of all four VMs is defined by the installer and cannot be changed.
- **3.** For the CCE Edge, set the external SIP IP address (use public IP addresses if there is no NAT or NAT address).
- 4. Set the **External Media IP address** (currently only one IP address is supported, so this should be the same External SIP IP address).
- 5. The External Media Pool name field is already filled by the installer according to the external SIP Pool name and there is no need to change it.
- 6. Set the External Public IP address; the Public External IP addresses should only be specified if NAT is used. If NAT is not used, do not fill this field.
- 7. Set the **Number of media ports**. This represents the port range for the external Media Relay. This range should be an even number from 100 to 10000. For both TCP and UDP, each concurrent call requires two ports. So the concurrent call capability for the Media Relay should be number of ports divided by 2.



Note: The number of supported concurrent calls also depends on the capacity of the PSTN Gateway.

8. Click the **Next** button.

		č	
۲		AudioCodes Mediant CCE Appliance Installation Wizard	
CCE Configuratio	n		×
Active Directo	ry	Edge	
Computer Name: IP:	AD4EED9F 10.21.27.11	Computer Name: Edge4EED9F Internal IP: 10.21.27.14	
CMS Server		External SIP IP: 195.189.192.36	
Computer Name:	CMS4EED9F	External Media Relay	
IP:	10.21.27.12	External Media IP: 195.189.192.36	
Mediation Ser	ver	External Media pool Name: ap	
Computer Name: IP:	Mediation4EED9F	External Public IP: Number of media ports: 10000	
		< Back Next >	Exit

Figure 4-28: Set CCE VM Configuration

4.2.10 Step 10: Set Gateway Configuration

The procedure below describes how to define the CCE Gateway configuration.

> To set the CCE Gateway configuration:

- From the Enable Refer Support drop-down list, select True. This defines whether SIP REFER support is enabled or disabled on the Gateway/SBC. The default value is True.
- 2. From the Forward PAI drop-down list, select **True**. This defines whether the P-Asserted-Identity (PAI) header will be forwarded along with the call.
- 3. From the EnableFastFailoverTimer drop-down list, select **True**. This defines whether outbound calls that are not answered by the gateway within 10 seconds will be routed to the next available trunk. If there are no additional trunks then the call will automatically be dropped.
- **4.** From the ForwardCallHistory drop-down list, select **True**. This defines whether Call History information will be forwarded through the trunk.

Ŷ		Au	udioCodes Med	iant C	CE Applian	ce Instal	lation Wizard	- v2.1.0.19		_ 🗆 X		
CCE Gateway Configuration												
Enable Refer Support: Forward PAI:	True False	•	EnableFastFailov ForwardCallHisto	erTimer: ry:	True False	• •						
Gateways												
Gateway Index		FQDN		IP			Port		Protocol			
•	1 gw1.ErezGen9.cce.local		10.21.27.235		5060		TCP					
				1								
			Add	Delete	Selected	Edit	1					
								< Back	Next >	Exit		

Figure 4-29: Set Gateway Configuration

5. Click the Add button to add new Gateway definition.
Figure 4-30: Edit Gateway Settings

¢			AudioCodes Mediant CCE Ap	pliance Installation Wiza	rd 🗕 🗖 🗙
СС	E GateWay Confi <u>c</u>	juration			
Ena For	able Refer Support: ward PAI:	True 🔻			
Ga	ateways	50011			
	Gateway Index: IP:	1 10.21.27.15	ur .	FQDN: OGW1.cce.local	Protocol
I	Port:	5060		Protocol: TCP	Update Cancel
			Add Delete Selected	Edt 🕇 ↓	
				[< Back Next > Exit

- 6. Set the Gateway/SBC SIP IP address and port and protocol.
- 7. Set the Gateway/SBC FQDN address. (The recommended value for this field is Gateway <index>.<site name>.cce.local. This value can be an IP address as well, if TCP is used and not TLS.
- 8. Click the **Update** button to add the new Gateway/SBC settings.
- **9.** For sites with multiple gateways, configure the additional Gateways settings using the **Add** button.
- **10.** When complete, click the **Next** button.

Note:

- In case your site has multiple Gateway/SBC and CCEs:
 - Make sure the order of all Gateway/SBC are the same, use the up/down arrows to set the exact order.
 - \checkmark Make sure the Gateway FQDN is the same in all defined CCEs.
- You can configure up to 16 Gateway settings in the Gateway table.

4.2.11 Step 11: Copy and Download Files

The Wizard copies all the required files from the recovery partition to the selected site directory. It downloads the latest CCE bits from the Microsoft site in case there is a newer version available. At the end of the process, it prepares the Windows VHDX file as the master that is used to prepare the CCE Virtual machines.



Note: In case there are multiple CCEs on a site, the installer tries to copy files to the site directory. In case of network directory, the installer prompts whether you would like to skip this operation and use the files already available in the site directory; it is recommended to perform the Copy action if the files are old on the site directory.

> To copy and download files:

1. Wait for the download operation to complete; the **Next** button is active.

Figure 4-31: Copy and Download Files

۲	AudioCodes Mediant CCE Appliance Installation Wizard
СС	E Bits Download
	The StartDownload log is in C:\CCE\appliance\Log\CCE3_StartDownload_08_00_2017_01_22_11_00_36.log. The current scripts version is 6.0.9319.320. There are no instances currently running. DownloadUrlRoot: Start downloading version file. From: https://go.microsoft.com/fwlink/?LinkId=746642, To: \\10.21.56.99\cce\Site\Bits\VersionInfo\CCE3-target-temp.txt Downloading https://go.microsoft.com/fwlink/?LinkId=746642 to \\10.21.56.99\cce\Site\Bits\VersionInfo\CCE3-target-temp.txt Version file download completed. Local version: 1.4.1, target server version: 1.4.1 Installed version is the same as target version: Starting download of Skype for Business Cloud Connector Edition files. File SfbBits-6.0.9319.256 downloaded in \\10.21.56.99\cce\Site\Bits\SfbBits: True Skype for Business Cloud Connector Edition files download finished. CcVersion: 1.4.1 Preparing vhdOK Completed
	< Back Next > Exit

4.2.12 Step 12: Register the CCE Appliance

The procedure below describes the steps to set the CCE Admin password and how to register in the Office 365 as a new CCE.

- To Register and install the instance:
- 1. Enter the cceService password. The cceService is an administrator account that is used for managing the CCE. The CCE domain Administrator, Virtual Machines local Administrator and safe mode Admin passwords are the same as the cceService password by default. It is also for accessing to the shared site directory (see Step 5 in Section 4.2.5).
- 2. Enter the CaBackupFile password. This password will be used to save/open the CCE CA root certificate.



Note: Its recommended to use same cceService and CaBackupFile password over all CCEs in the same site.

Figure 4-32: Register CCE Appliance with Office 365

٢	/	AudioCodes Mediant CCE Ap	pliance Installation Wizard - v	/2.1.0.11	- 🗆 X
Re	egister CCE Appliance with Offic CCE Appliance will be registered a	e 365 s: WIN-48IMAS7GG33			
	CceService password: CABackupFile password:		Confirm CceService password: Confirm CABackupFile password:		4) 4)
	You are about to register th	nis appliance as WIN-48IMAS7G	G33		*
					-
				< Back Next >	Exit

3. Click the **Next** button.



æ	AudioCodes Mediant CCE Appliance Installation Wizard	_ D X
AudioCodes Mediant CCE Appliance Installation Installing CCE, installation process might take a w	hie.	
WorkerInstallCcAppliance starting OK Disable auto-update		
	Please Wait	
	< Back Next >	Stop

Figure 4-33: Register CCE Appliance with Office 365

4. At this stage, the installer starts installing the CCE components.



Note: This step takes approximately 90 minutes. It disables auto update while performing the setup.

5. At the end of the process, check that the installation has completed without errors and verify that the Hyper-V Manager includes all 4 CCE virtual machines as shown in the figure below.

1111	Hyper-	V Manag	ger	
<u>File Action View H</u> elp				
Hyper-V Manager	V <u>i</u> rtual Machines			
	Name	State	CPU Usage	Assigned M
	1.4.1 - Audiocodes - AD	Running	0 %	2048 MB
	1.4.1 - Audiocodes - CMSServer	Running	0 %	3072 MB
	1.4.1 - Audiocodes - EdgeServer	Running	0 %	4096 MB
	1.4.1 - Audiocodes - MediationServer	Running	0 %	4096 MB

Figure 4-34: Hyper-V Manager Virtual Machines

6. It is recommended to access all VMs and verify that all automatic/automatic delay services are running.

4.2.13 Step 13: Set the CCE Update Configuration

The Microsoft Office 365 periodically updates the CCE operating system and the Skype for Business roles every time new updates are available.

The updates are pushed automatically to the CCE server and perform system upgrade. During the upgrade, the CCE may not be operational. The CCE Install Wizard allows you to define the time frames to perform these updates. It is recommended to define the time windows to perform the updated at company non-working hours.

In a High Availability deployment, the Office 365 applies updates sequentially to each CCE.

Office 365 allows the definition of multiple different update time windows per "Site".

Update time windows are identified by Time window name and update settings.

> To set the CCE and OS update time windows:

- 1. Select the Update Time Windows from the CCE Update list as the time windows to be used for the CCE Bits updates (you may select multiple time windows).
- 2. Select the Update Time Windows from the OS Update list as the time windows to be used for the OS updates (you may select multiple time windows).

ê	AudioCodes Mediant CCE Appliance Installation Wizard	_ 🗆 X
Set CCE update time window		~
Current Site: Erez1		
CCE Update BitsUpdateDefault OsUpdateDefault AlwaysOn rontest rontest2 rontest4 contest5 Erez zzz	OS Update BitsUpdateDefault OS Update OS Update OS UpdateDefault AwaysOn orntest orntest2 orntest4 orntest5 Frez 222	Ĵ
Type: Weekly	Type: Weekly	
Duration: 1.00:00:00	Duration: 1.00:00:00	
DayOfMonth: 0	DayOfMonth: 0	
WeeksOfMonth:	WeeksOfMonth:	
DaysOfWeek: Saturday	DaysOfWeek: Saturday	
Add new time window		
	< Back	lext > Exit

Figure 4-35: Set CCE and OS Update Configuration



3. You can add new time windows definitions using the **Add new time window** button:

			Add	new time	e window	6		
Name:	1						Ĵ)	
	Week Mont	dy hly						
	Days:	Sun	Mor	n 🔲 Tue	🗌 Wed	Thu	🗌 Fri	Sat
Start time:	Days: 00:00	Sun	Mo	n 🗌 Tue	🗌 Wed	Thu	🗌 Fri	Sat

Figure 4-36: Add New Update Time Window

- 4. Enter the name of the new time window.
- 5. Select either the Weekly or Monthly update option.
- 6. Select the days of the week to allow the update.
- 7. Select the start time and the duration to allow the update.
- 8. Click the **OK** button, the new time window is created and added to the available time window list. You can select the new time windows for your CCE site.
- 9. Once compete, click the **Next** button to continue.



Note: If you want to disable automatic OS or CCE updates, set the Time Windows Duration to "0".

4.2.14 Step 14: Set the Windows Activation Key

In this step you will need to enter the two Windows server license activation keys. The Installer will use the activation keys to activate the Host and all the four virtual machines.

During Microsoft CCE updated new virtual machines will be installed, the new virtual machines will require Windows operating system to be reactivated. The CCE Dashboard will reactivate the keys automatically. This will be done up to 24 hours from the upgrade.

You can find the two Windows license activation key stickers attached to the Mediant CCE Appliance at the bottom side.

- > To set the Windows License activation keys:
- 1. Enter both Windows activation keys to the Key #1 and Key #2 fields. Make sure you type the correct key value during this stage. There is no validation to the key value and an error may occur later when the installer will try to activate the Windows OS.

	AudioCadaa Ma	diast CCE Appliance lestallation Minord		_ 0
	AudioCodes Me	ediant CCE Appliance installation wizard -	V2.0.5.13	
Vindows Operation System /	Activation Keys			
Vindows server activation l	(ey #1:	Windows server activation key #2:		
(BWY2-M DEK-4)	P2G	MXCBK-NYY		
ey #1 will be used to activate the ost and the AD and CMS virtual	ne CCE appliance machines.	Key #2 will be used to activate the CCE appliance Mediation and Edge virtual machines.		
Load activation keys file				
			< Back Next	> Exit

Figure 4-37: Windows OS Activation key

2. Once compete, click the **Next** button to continue.



Note: To activate the Windows license, make sure that host and all four virtual machines have access to the Internet.

4.2.15 Step 15: Add Software SBC on the Mediant Server CCE Appliance

For AudioCodes Mediant Server CCE Appliance (based on the HP server), the Install Wizard adds AudioCodes Software SBC as an extra Virtual machine. To configure the AudioCodes Virtual Software SBC, refer to document *LTRT-10406 Mediant Virtual Edition SBC Installation Manual Ver. 7.0.*

- > To add software SBC on the CCE Appliance:
- Click **Next** button to continue.

Figure 4-38: SBC Software Installation

æ	AudioCodes Mediant CCE Appliance Installation Wizard	-		X	
SBC software installation					
				-	
SBC InstallsOK					
Completed					
				Ŧ	
	< Back Next >		Exi	t]

4.2.16 Step 16: Set the Gateway/SBC Certificate

At this stage, you will be able to set the collocated Gateway/SBC certificate. This certificate is required in case TLS is used to secure the connection between the Gateway/SBC and the CCE Mediation server.

In case TLS is not required you can select the **Skip** button.

The new certificate will be signed by the CCE internal CA automatically and be uploaded to the Gateway/SBC under Context Index 0



Note: The new certificate will override any other certificate in Context 0.

> To set the Gateway/SBC certificate:

1. Select the correct Gateway/SBC FQDN from the 'Common Name' field.

Figure 4-39: Set the Gateway/SBC Certificate

AudioCodes Mediant CCE Appliance Installation Wizard	_		x
SBC/GW Certificate			~
Common Name: GW1.Erez2.cce.local The following step will create a certificate for the Coexist GW/SBC and will overwrite context 0 certificate on the GW, needed in case TLS is used. You can skip this step by pressing Skip Request a new CSR Generate a new Certificate Read the CA Certificate Upload certificate to server Upload CA Certificate to server	/SBC.	It is	4
< Back Next >		Exit	

2. Click the Next button to continue.





Figure 4-40: Installation Complete

3. Click **Finish.** The Wizard will start to install the CCE Dashboard.

4.2.17 Step 17: Install CCE Dashboard and SBC Wizard

At this stage, the CCE Wizard will install the CCE Web Dashboard and the SBC Wizard. The installation can take several minutes.

- > To install the CCE Dashboard and SBC Wizard:
- 1. This step is a continuation from the previous step. After the CCE Dashboard has been installed you can open a Web browser and the URL is the CCE IP Address used to start the dashboard. (There is a separate manual for the dashboard.)

۲	AudioCodes Mediant CCE Appliance Installation Wizard - v2.0.5.25	- 🗆 X
	AudioCodes CCE Appliance Installation Completed	
	Installing Please wait while Setup installs CCE Setup on your computer.	
	Extracting files C:\Users\ADMINI~1\AppData\Local\Temp\2\is-CFMTU.tmp\setup_CCE_infra.exe	
	Cancel	
	< Back Einish	

Figure 4-41: Ins	stallation Complete	- Install CCE c	lashboard
------------------	---------------------	-----------------	-----------

Figure 4-42: Installation Complete – Install SBC Wizard

Run SBC wizzard Image: Constant of the wizard	æ	AudioCodes Mediant CCE Appliance Installation Wizard	
You have successfully completed the wizard Run SBC wizzard Image: Completed the wizard Do you want to run SBC wizard now? Image: To dose this wizard, dick Finish		AudioCodes CCE Appliance Installation Completed	
Run SBC wizzard Image: Construction of the second standard stand		You have successfully completed the wizard	
To dose this wizard, click Finish		Run SBC wizzard Image: Do you want to run SBC wizard now? Tes	
		To close this wizard, click Finish	

2. Click **Finish.** You are asked if you wish to run the SBC Wizard to configure the SBC device using the SBC Wizard and then to generate an *ini* file at the end of the process.

4.2.18 Step 18: Configure AudioCodes Mediant SBC

To configure the SBC, you can use the SBC Wizard which opens automatically at the end of the AudioCodes Mediant CCE Install Wizard process.

Figure 4-43: SB	Configuration	Wizard Welcome
-----------------	---------------	----------------

T	SBC Configuration Wizard	x
ion Wizard	Welcome This wizard will assist you with the initial configuration of AudioCodes Mediant SBC product.	
SBC Configurat	The wizard first asks you to select a configuration template and network setup. Once done, you will be prompted to fill in a short questionnaire to describe your network topology and configuration details. The wizard concludes by creating a configuration file, which you need to load to the device through the Web management interface.	2 >
	Wizard version: <u>2.6</u> Template Pack version: <u>2.10</u> (175 templates, 35 PBXs, 89 SIP trunks)	
AudioCodes	For support or feedback, please send e-mail to: <u>sbcwizard@audiocodes</u> .	<u>.com</u>
Help	< <u>B</u> ack <u>N</u> ext > Cancel	

Configure the AudioCodes Mediant 800 E-SBC and Mediant Gateway or Mediant Software SBC according to your PSTN/SIP trunk connection. For more information, refer to the relevant product documentation:

- Mediant 800B E-SBC and Media Gateway User's Manual
- Mediant Software SBC Virtual and Server Editions User's Manual
- Skype for Business Mediant SBC for ITSP SIP Trunking Configuration Note

4.2.19 Step 19: Post-Installation Configuration

Once the installation has completed, perform the post installation steps according to instructions in the *Configure Cloud Connector integration with your Office 365 tenant* link <u>https://technet.microsoft.com/en-us/library/mt740651.aspx</u>:

- Configure the firewall
- Set up PSTN gateways
- Update the domain for your tenant
- Add DNS records in Office 365 for your Edge
- Set up your users in Office 365
- Enable users for Cloud PBX voice and voice mail services
- Assign users to PSTN sites

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5

Recovering CCE Image from USB

The AudioCodes Mediant CCE Appliance is shipped with the Host server pre-installed; however, in some cases customers may need to re-install or recover the CCE image.

This section describes the process for recovering the Mediant CCE Appliance (restore to default).



Warning: All data will be removed from the hardware device during the recovery process. During this process, a warning message is displayed, which prompts for permission to continue before data is erased.



Note: It is important to use the USB dongle delivered with the appliance. If you create a new USB dongle make sure it is labelled as "ACSSetup".

This section describes the following recovery procedures:

- Recovering AudioCodes Mediant Server CCE Appliance image (see below).
- Recovering AudioCodes Mediant 800 CCE Appliance image (see Section 5.1.2 on page 55).

5.1 Recovering Mediant Server CCE Appliance Image

The procedure below describes how to re-install or recover the CCE image on the following environments:

- HP Gen8
- HP Gen9

5.1.1 HP Gen8

The procedure below describes how to re-install the CCE image software on the Mediant Server CCE Appliance.

- > To re-install the CCE image software on the Mediant Server CCE Appliance:
- 1. Insert the Mediant CCE Appliance recovery USB Drive to the front USB port.
- 2. Power up the server.
- 3. When the HP Splash screen appears, press **F11** for the Boot Menu.



Figure 5-1: HP Splash Screen HP ProLiant

lvanced Memory Protection Mode: Advanced ECC Support dundant ROM Detected - This system contains a valid backup system ROM. et Ambient Temperature: 23C/73F

Press any key to view Option ROM messages

ystem BIOS - P64 (07/02/2013) 1982, 2013 Hewlett-Packard Development Company, L.P. oard Error

ocessor(s) detected, 6 total cores enabled, Hyperthreading is enabled c 1: Intel(R) Xeon(R) CPU X5650 @ 2.67GHz | Speed: 6.4 GT/s Power Profile Mode: Balanced Power and Performance ver Regulator Mode: Dynamic Power Savings

Setup F11 = Boot Menu

4. Select Option 3) One Time Boot to USB DriveKey.

Figure 5-2: One Time Boot



5. After selecting the USB key from which to boot, the WinPE Splash screen appears:



Figure 5-3: WinPE Splash Screen

6. After the WinPE commences, you will see a Command line window, prompting you to continue with the installation.

Figure 5-4: Continue with Installation

C-4.	Administrator: X:\windows\system32\cmd.exe - startnet.cmd
X:\win	dows\system32>wpeinit
X:\win	dows\system32>ipconfig /renew
Window	vs IP Configuration
No ope	ration can be performed on Ethernet 4 while it has its media disconnected.
No ope	ration can be performed on Ethernet 3 while it has its media disconnected.
No ope	ration can be performed on Ethernet 2 while it has its media disconnected.
No ope	ration can be performed on Ethernet while it has its media disconnected.
X:\win	dows\system32>powershell "Set-ExecutionPolicy 'Bypass'"
X:\win	dows\system32>powershell InitSetup.ps1
Contin This i contin [Y] Ye	nue with installation Installation will wipe all data from the hard disk, do you want to Nue? Is [N] No [?] Help (default is "Y"):

7. Click <Enter>, or <Y> followed by <Enter>, to continue the installation process.



Warning: All data will be erased from the device during installation.

The installer software will now partition and format all HDD storage of the hardware platform, and copy the contents of the USB to the recovery partition. The software will install Windows 2012R2 as the operating system and may reboot several times.

Figure 5-5: Copying Files from USB to Recovery



8. Once Windows 2012 R2 has been installed, you may remove the USB key.

5.1.2 HP Gen9

The procedure below describes how to re-install the software on the Mediant Server CCE Appliance.

- > To install the software on the Mediant Server CCE Appliance:
- 1. Insert the Mediant CCE Appliance recovery USB Drive to the front USB port.
- 2. Power up the server.
- 3. When the HP Splash screen appears, press **F9** for the System Utility Menu.

Figure 5-6: HP Splash Screen

		_	
	Hev	vlett Pa erprise	ckard
CD Copyright 1982 - 2017 Hewlett Packard Enterprise Development LP HP ProLiant DL360 Gen9 HICS Usersian: PF89 0.2.40 (02/17/2017) Serial Mumber: C236439834		and the	-L I
System Memory: 64 60 2 Processor(s) detected, 16 total cores enabled, Hyperthreading is disabled Proc 1: Intel 09 Memon00 CPU ES-2620 v4 0 2.100Hz Proc 2: Intel 09 Memon00 CPU ES-2620 v4 0 2.100Hz			
HEE Fouce: Froil Le Mode: Maximum Performance Pawer Boyulator Mode: Static High Performance Albanced Henory Protection Mode: Advanced BCC Support Lalet Habient Temperature: 15°C / 59°F Boot Mode: Legacg BECS			
Redundant RDM Detected - This system contains a valid backup system RDM HPE SmartMemory authenticated in all populated DIMM slots.		Smart Storage	Smart Array
Starting drivers. Please wait, this may take a few moments Power and Thermal Calibration	Power Regulator	Bettery V Dynamic Power Capping	HPE SmartHemory
iLO 4 1Fv4: 10.21.50.228 iLO 4 1Fv6: FED0::E207:18FF:FEFD:05D0	HPE RESTNA API	intelligent Provisioning	Sea of Sensors 30
F9 System Utilities F10 Intelligent Provisioning F11 Boot Menu F12 Metwork Boot	LO LO Management Engine	ILO Advarced	Agentiess Management

4. Select System Configuration:





5. Select BIOS/Platform Configuration:

Figure 5-8: System Configuration

Þ	BIOS/Platform Configuration (RBSU)
	iLO 4 Configuration Utility
	Embedded RAID 1 : Smart Array P440ar Controller
	Embedded LOM 1 Port 1 : HP Ethernet 1Gb 4-port 331i Adapter - NIC
	Enbedded LOM 1 Port 2 : HP Ethernet 1Gb 4-port 331i Adapter - NIC
	Embedded LOM 1 Port 3 : HP Ethernet 1Gb 4-port 331i Adapter - NIC
	Embedded LOM 1 Port 4 : HP Ethernet 16b 4-port 331i Adapter - NIC
	Embedded FlexibleLOM 1 Port 1 : HP Ethernet 1Gb 4-port 366FLR Adapter - NIC
	Embedded FlexibleLOM 1 Port 2 : HP Ethernet 16b 4-port 366FLR Adapter - NIC
	Embedded FlexibleLOM 1 Port 3 : HP Ethernet 1Gb 4-port 366FLR Adapter - NIC
	Embedded FlexibleLOM 1 Port 4 : HP Ethernet 16b 4-port 366FLR Adapter - NIC

6. Select Boot Options:





7. Select Legacy BIOS Boot Order:





8. Continue and boot from the recovery USB dongle.

9. Select Option 3) One Time Boot to USB DriveKey:

Figure 5-11: One Time Boot



10. After selecting the USB key from which to boot, the WinPE Splash screen appears:



Figure 5-12: WinPE Splash Screen

11. After the WinPE commences, you will see a command line window, prompting you to continue with the installation.

Figure 5-13: Continue with Installation

C-9.	Administrator: X:\windows\system32\cmd.exe - startnet.cmd
X:\win	ndows\system32)wpeinit
X:\win	ndows\system32>ipconfig /renew
Window	vs IP Configuration
No ope	eration can be performed on Ethernet 4 while it has its media disconnected.
No ope	eration can be performed on Ethernet 3 while it has its media disconnected.
No ope	eration can be performed on Ethernet 2 while it has its media disconnected.
No ope	eration can be performed on Ethernet while it has its media disconnected.
X:\win	ndows\system32>powershell "Set-ExecutionPolicy 'Bypass'"
X:\win	ndows\system32>powershell InitSetup.ps1
Contin This i contin [Y] Ye	nue with installation installation will wipe all data from the hard disk, do you want to nue? es [N] No [?] Help (default is "Y"):

12. Click <Enter>, or <Y> followed by <Enter>, to continue the installation process.



Warning: All data will be erased from the device during installation.

The installer software will now partition and format all HDD storage of the hardware platform, and copy the contents of the USB to the recovery partition. The software will install Windows 2012R2 as the operating system and may reboot several times.

Figure 5-14: Copying Files from USB to Recovery



13. Once Windows 2012 R2 has been installed, you may remove the USB key.

5.2 Recovering Mediant 800 CCE Appliance Image

The procedure below describes how to install or re-install the CCE software on the AudioCodes Mediant 800 CCE Appliance.

- To install or re-install the software on the AudioCodes Mediant 800 CCE Appliance:
- 1. Plug in the Mediant 800 appliance's OSN server accessories:
 - a. Connect computer peripherals (e.g., mouse and keyboard) to the USB ports (Standard-A type) labeled **USB**.
 - **b.** Connect the CCE Upgrade and Recovery USB dongle to one of the USB ports, labeled **USB**.
 - **c.** Connect a monitor using a 15-Pin D-type male connector to the VGA female port; labeled **VGA** (this VGA cable is not supplied).

Figure 5-15: Plugging OSN Server Accessories



- 2. Power up the OSN server.
- 3. When the AMI BIOS Splash screen is displayed, press **F2** for Setup Menu.
- 4. Navigate to the Save & Exit page, move the cursor down to Boot Override, and select the USB key. In the example below, the USB device appears as **MultipleCard Reader**.





Figure 5-16: Mediant 800 Boot Override

5. Press Enter; the Mediant 800 OSN server restarts.



Warning: Failure to set the First Boot device and Boot Override correctly can result in the server performing an endless loop, constantly rebooting from the USB (partitioning, formatting, and installing Windows each time).

6. After restarting, the Mediant 800 CCE appliance's OSN server boots from the USB key (once only) and the WinPE Splash screen appears:

Figure 5-17: WinPE Splash Screen



7. After WinPE starts, a command line window is displayed, prompting you if you wish to continue with the installation. Click **Enter**, or **Y** followed by **Enter** to continue the installation process.

Figure 5-18: Continue with Installation

C-1.	Administrator: X:\windows\system32\cmd.exe - startnet.cmd
X:\vin	ows\system32>wpeinit
X:\win	ows\system32>ipconfig /renew
Window	IP Configuration
No ope	ation can be performed on Ethernet 4 while it has its media disconnected.
No ope	ation can be performed on Ethernet 3 while it has its media disconnected.
No ope	ation can be performed on Ethernet 2 while it has its media disconnected.
No ope	ation can be performed on Ethernet while it has its media disconnected.
X:\win	ows\system32>powershell "Set-ExecutionPolicy 'Bypass'"
X:\win	ows\system32>powershell InitSetup.ps1
Contin This i contin [Y] Ye	e with installation stallation will wipe all data from the hard disk, do you want to ? [N] No [?] Help (default is "Y"):



Warning: All data will be wiped from the device during installation.

8. The Installer software will now partition and format the HDD storage of the hardware platform, and copy the contents of the USB key to the recovery partition. The software will install Windows 2012R2 as the operating system and may reboot several times.

Figure 5-19: Copying Files from USB to Recovery



9. Once Windows 2012 R2 has been installed, you may remove the CCE Upgrade and Recovery USB dongle.

A **BIOS Setup**

This appendix describes how to set up the BIOS of the CCE appliance on the following:

- Mediant 800
- Mediant Server

A.1 Setting up the BIOS on the Mediant 800 CCE

The Mediant 800 CCE appliance must operate with Hyper Threading (HT) disabled in the BIOS settings.

- > To setup the BIOS on the Mediant 800 CCE:
- 1. Reset the server and press **DEL** and **F2** to access the BIOS settings.
- Open the CPU Configuration menu (BIOS menu > Configuration > CPU Configuration).

Figure A-1: CPU Configuration





3. Access the 'Hyper-threading ' screen and disable Hyper-threading.

Aptio Setup Utilit	y – Copyright (C) 2016 Americ
CPU Speed Processor Cores Intel HT Technology Intel VT-x Technology Intel SMX Technology 64-bit EIST Technology CPU C3 state CPU C6 state CPU C7 state	2700 MHz 4 Supported Supported Supported Supported Supported Supported Supported Not Supported
L1 Data Cache L1 Code Cache L2 Cache L3 Cache L4 Cache	Hyper-threading Disabled Enabled
Huper-threading Active Processor Cores Limit CPUID Maximum Execute Disable Bit Intel Virtualization Technology EIST CPU C states	[Enabled] [A11] [Disabled] [Enabled] [Disabled] [Disabled]

Figure A-2: Disable Hyper-Threading

A.2 Setting up the BIOS on Mediant Server CCE

The Mediant server CCE appliance must operate with Hyper Threading (HT) disabled and power performance set to maximum in the BIOS settings.

The procedures below describe how to disable HT on the Mediant Server CCE in the following environments:

- HP Gen8
- HP Gen9

A.2.1 Disabling HT in the HP Gen8 Environment

The procedure below describes how to disable HT in the HP Gen8 environment.

- **To disable HT in the HP Gen8 environment:**
- 1. Reset the server and press **F9** to access the BIOS settings.
- 2. From the 'Hyper Threadings Settings' screen, select **System Options**.

Figure A-3: Hyper Threading Settings

```
System Options

Power Management Options

PCI IRQ Settings

PCI Device Enable/Disable

Standard Boot Order (IPL)

Boot Controller Order

Date and Time

Server Availability

Server Availability

BIOS Serial Console & EMS

Server Asset Text

Advanced Options

System Default Options

Utility Language
```

2. From the 'System Options' screen, select **Processor Options**.

Figure A-4: Processor Options

Sy	Serial Port Options		
Po	Embedded NICs		
PC	Advanced Memory Protection		
PC	USB Options		
St	Processor Options		
Bo	NUMLOCK Power-On State		
Da	SATA Controller Options		
Se			
Ser	ver Securitu		



3. From the 'Intel(R) Hyperthreading Options' drop-down list, select **Disabled**.

Figure A-5: Hyper Threading Options

🔅 iLO Integrated Re	mote Console - Server: WIN-F	DS982VVQ65 iLO: ILOC	ZJ5260F35				
Power Switch Virtu	al Drives Keyboard Help						
ROM-Bas	sed Setup	Utility	j, Versi	on 3.0	0		
Copyrig	tht 1982,	2015 He	ewlett-P	ackard	Develo	pment	Con
II	-						- 11 -
ST	No-Evecut	te Memor	Prote	ction			
Po	Intel(R)	llintual	ization	Techn	logu		
PC	Intel(P)	VII cuu	12acion	Techni	brogg		
PC	inter(k)	nyperti	ireading	Uptio	is	100	
PC	Processo	r Core I	Jisable	(Intel	Core S	elect	
St	Intel(R)	Turbo I	Boost Te	chnolo	an a		
Bo	1	d					
Da	Enable	a 🛛 🔚 🗕					
Sel	Disable	ed		1			
Ser					l l	65536	MR
BIC	19 9 9 9 9 1	Consol	SW3 8	ň –		00000	
BIC		Taut	, a lino				
aer	ver Hsse	tlext					
Adv	vanced Up	tions	2000 C		Pro	OC 1:1	nte
Sys	stem Defai	ult Opti	ions		Pr	oc 2:1	inte
Uti	ility Lang	guage					
				11			

A.2.2 Disabling HT in the HP Gen9 Environment:

The procedure below describes how to disable HT in the HP Gen9 environment.

- > To disable HT in the HP Gen9 environment:
- 1. Reset the server and press **F9** to access the BIOS settings (System Utilities).
- 2. Select System Configuration.

Figure A-6: System Configuration



3. From the 'BIOS/Platform Configuration' screen, under System Options, select Processor Options.

Figure A-7: Processor Options



4. Select the 'Intel Hyperthreading' option, and then select **Disabled**.

Figure A-8: Hyper Threading Options

BIOS/Platform Configuration (RBSU)	
System Options + Processor Options	
▶ Intel(R) Hyperthreading Processor Core Disable Processor x2APIC Support	<mark>(Enabled)</mark> [0] [Enabled]
	Enabled Disabled

A.2.3 Power Performance Settings on Mediant Server CCE – HP Gen8

This section describes how to verify the power performance settings of the Mediant Server CCE appliance for HP Gen8.

- > To verify the power performance settings:
- 1. Choose Power Management Options.

Figure A-9: Power Management Options



2. Choose HP Power Profile and verify that the power is set to maximum performance.

Figure A-10: HP Power Profile

Sy H Po HJ PC Re	P Power Profile P Power Regulator edundant Power Supply Mode	
St Boot	Balanced Power and Performance Minimum Power Usage	ШР Ла Во
Date Serv	Maximum Performance Custom	Po
BIOS	Serial Console & EMS	

- **3.** Go to **HP Power Regulator** and verify that it is set to HP Static High Performance Mode.
- 4. Save the Bios settings and exit from the Bios setup

A.2.4 Power Performance Settings on Mediant Server CCE – HP Gen9

This section describes how to verify the power performance settings of the Mediant Server CCE appliance for HP Gen9.

- > To verify the power performance settings:
- 1. From the BIOS/Platform Configuration Menu, select Power Management.

Figure A-11: Power Management Options

BIOS/Platform Configuration (RBSU)

System Options Boot Options Network Options Storage Options Embedded UEFI Shell Power Management Performance Options Server Security PCI Device Enable/Disable Server Availability BIOS Serial Console and EMS Server Asset Information Advanced Options

Date and Time System Default Options

2. Select Power Profile, and then verify that the power has been set to Maximum Performance.

BIOS/Platform Configuration (RBSU)			
Power Management			
▶ Power Profile	[Maximum Performance]		
Power Regulator Minimum Processor Idle Power Core C-State Minimum Processor Idle Power Package C-State	[Static High Performance Mode] [No C-states] [No Package State]		
Advanced Power Options			
Balanced Power and Performance Minimum Power Usage Maximum Performance Custom			

Figure A-12: HP Power Profile

3. Save the BIOS settings and exit from the BIOS setup.

B Known Issues and Workarounds

This appendix describes some general known issues with Office 365 CCE installations and their workarounds. Other known issues can be found on the Release Notes of the CCE.

B.1 Cleaning the Office 365 Tenant

In some cases, the Install Wizard uninstall may not completely clean the Office 365 tenant of the previous installation instance. In such cases, you need to perform the procedure described below to completely clean the CCE from your Office 365 tenant:

- > To clean up the Office 365 Tenant installation:
- 1. Connect via remote desktop to the CCE Host.
- 2. Open PowerShell (run as administrator).
- **3.** Enter the following command:

Import-PSSession (New-CsOnlineSession \$cred)

- 4. Enter the credentials of the Office 365 Admin tenant.
- 5. To remove the current CCE, run the following command (you will need to copy the identity from the correct site to the next command):

Get-CsHybridPSTNAppliance

- Enter the following command to remove the CCE appliance: Unregister-CsHybridPSTNAppliance -Identity <identity here> -Force
- 7. Enter the following command to verify that the CCE has been removed: Get-CsHybridPSTNAppliance

B.2 Updating Master VHDX for VMs

The master VHDX file is used to create the four CCE VMs every time the CCE is installed (manually or automatically when CCE bits are updated). This file is not automatically updated. If you have an old version of the file, you will receive a message to advise that your file is old. You can download the updated file from:

https://s3.eu-central-1.amazonaws.com/downloads-audiocodes/Download/AC_CCE_VHDX.html

Once you have downloaded the file, unzip it to the CCE site directory under \Bits\VHD.



Note: The site directory is shared between all CCEs in the site, so this operation should be done once per site.

The Site directory can be determined by running the *Get-CcSiteDirectory* PowerShell command.

If you are not updating the VHDX:

- You will receive a message that the VHDX file is old.
- After CCE installation (manually or automatically when CCE bits are updated), the VMs will perform the operating system update. This will take more time because the VHDX files don't contain new updates.

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C BIOS Setup

This appendix describes how to set up the BIOS of the CCE appliance on the following:

- Mediant 800
- Mediant Server

C.1 Setting up the BIOS on the Mediant 800 CCE

The Mediant 800 CCE appliance must operate with Hyper Threading (HT) disabled in the BIOS settings.

- > To setup the BIOS on the Mediant 800 CCE:
- 1. Reset the server and press **DEL** and **F2** to access the BIOS settings.
- Open the CPU Configuration menu (BIOS menu > Configuration > CPU Configuration).

Figure C-1: CPU Configuration





3. Access the 'Hyper-threading ' screen and disable Hyper-threading.

Aptio Setup Utilit Configuration	y – Copyright (C) 2016 Americ
CPU Speed Processor Cores Intel HT Technology Intel VT-x Technology Intel SMX Technology 64-bit EIST Technology CPU C3 state CPU C6 state CPU C7 state	2700 MHz 4 Supported Supported Supported Supported Supported Supported Not Supported
L1 Data Cache L1 Code Cache L2 Cache L3 Cache L4 Cache	Hyper-threading Disabled Enabled
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```
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PCI IRQ Settings

PCI Device Enable/Disable

Standard Boot Order (IPL)

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Server Security

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Server Asset Text

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Po	Embedded NICs		
PC	Advanced Memory Protection		
PC	USB Options		
St	Processor Options		
Bo	NUMLOCK Power-On State		
Da	A SATA Controller Options		
Se	Se		
Server Securitu			



B

4. From the 'Intel(R) Hyperthreading Options' drop-down list, select **Disabled**.

Figure C-5: Hyper Threading Options

-Based Setup Utility, Version 3 yright 1982, 2015 Hewlett-Packa	1.00 urd Development Co
Sy No-Execute Memory Protection Polintel(R) Virtualization Teo PC Intel(R) Hyperthreading Opt PC Processor Core Disable (Int Intel(R) Turbo Boost Techno Da Bo I Pnabled Disabled	on Ehnology Sions (el Core Select) Ology
Serv BIOS Serial Console & EMS Server Asset Text Advanced Options System Default Options Utility Language	65536MB Proc 1:Inte Proc 2:Inte

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- 5. To remove the current CCE, run the following command (you will need to copy the identity from the correct site to the next command):

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- Enter the following command to remove the CCE appliance: Unregister-CsHybridPSTNAppliance -Identity <identity here> -Force
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- After CCE installation (manually or automatically when CCE bits are updated), the VMs will perform the operating system update. This will take more time because the VHDX files don't contain new updates.

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