AudioCodes One Voice™ for Microsoft® Skype for Business

Mediant™ CCE Appliances
Mediant 800 CCE & Mediant Server CCE

Microsoft Skype for Business
Cloud Connector Edition (CCE)

Version 2.1

audiocodes

MEDIANT SERVER
CCE Appliance

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WEEE EU Directive

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Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our Web site at https://www.audiocodes.com/services-support/maintenance-and-support.

Abbreviations and Terminology

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

Related Documentation

Manual Name
Mediant Appliance for Microsoft Skype for Business CCE Installation Manual Ver. 2.1.0

Document Revision Record

LTRT	Description
28140	Initial document release for Version 2.0.0.
28141	Update to Version 2.0.0.6.
28142	Update to Version 2.0.2.
28143	Update to Microsoft Cloud Connector Edition Version 1.4.2.
28144	Update to Version 2.0.5.
28145	Update to Version 2.1.0 and Dashboard Version 7.4.000
28146	Added a Known Constraint and updated Microsoft software version numbers.
28147	New feature - Master VHDX; New procedure - Updating the VHDX on a running CCE

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1 Introduction

This document describes the new features and infrastructure changes of the AudioCodes Mediant Cloud Connector Edition Appliances.

1.1 Items Released

The following components are included in this version:

1.1.1 AudioCodes Software

Product	Version
Mediant CCE Install Wizard	2.1.0
Mediant CCE Dashboard	7.4.000

1.1.2 Microsoft Software

Product	Version
Skype for Business Bits Zip	6.0.9319.398
Scripts MSI	6.0.9319.405
Skype for Business CCE	2.0.0

1.1.3 AudioCodes Gateway and SBC

Product	Version
Mediant Server CCE Appliance	7.20A.150.004
Mediant 800 CCE Appliance	7.20A.150.004

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2   New Features

This release includes the following new features:

Features	Description
CCE Dashboard	The CCE Dashboard has been released in this version and is installed by the CCE Install Wizard. The CCE Dashboard is compatible with SBC Version 7.2.150.xxx or later. The CCE Dashboard provides real information on the CCE appliance and its installed virtual machines including: ▪ Device information about the different Cloud Connector Virtual machines, Host server, Office 365 tenant and the Gateway/SBC ▪ Activity encountered by the CCE Appliance ▪ CCE Tenant topology ▪ Various performance activities and system health of the CCE Appliance ▪ Status of the different services running on each of the CCE roles ▪ Virtual machine's Key Health Indicators of the CCE Edge and Mediation server such as CPU and Available Memory ▪ User-friendly Graphical User Interface (GUI) to manage the CCE ▪ Certificate management ▪ Single-Sign-On (SSO) using one set of login credentials with the Gateway/SBC
SNMP Support	SNMP support has been added. CCE is supported by OVOC from OVOC Version 7.4.
Open SBC Wizard with CCE parameters	When running the SBC Wizard, the CCE Install Wizard passes relevant parameters that are used by the SBC Wizard. e.g., CCE Type, SBC Version, IPs, Ports. The SBC Wizard Version 2.13 is delivered with the CCE Install Wizard.
Host Operating System and VHDX master for the Virtual Machines update	▪ The Host operating system and the VHDX master were updated with the WannaCry security patch. ▪ Master VHDX was updated to support Edge RSA/SHA512 certificates.
Virtual Machines activation after CCE bits upgrade	After the CCE Microsoft bits have been upgraded, the CCE Dashboard service will activate Windows on the Virtual Machines again with same keys used to activate the CCE Install Wizard.
Customization of the CCE Wizard title	The title of the CCE Install Wizard can be customized by adding the following text in the Configuration file to the Windows (for TAP customers) CCE Install Wizard application. In the <appSettings> section add: `<add key="CustomTitle" value=" MSFT" />`

For detailed feature descriptions and configuration instructions, refer to the latest *AudioCodes Mediant CCE Appliance Installation Manual*.

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3   Downloading the New Version

The new release is pre-shipped with new Mediant CCE Appliance hardware orders. For customers who have already purchased the Mediant CCE Appliances product with a previous software version, use the online links to download the new software release with instructions on how to upgrade existing servers.

➢ **To download the latest Mediant CCE Appliance software for the USB:**

1. Click the following link:
   http://downloads-audiocodes.s3.amazonaws.com/Download/AC_CCE_IW.html
2. Downloaded the new version ZIP file to your computer.
3. Extract the ZIP file to a temporary directory.
4. Copy all the files and folders to the USB dongle that was shipped with your CCE Appliance.
5. Make sure you delete all previous files and folders from the USB before copying the new version files and folders.
6. Once the new USB is ready, follow the instructions for re-imaging your CCE appliance with the latest version (refer to the *Mediant Appliance for Microsoft Skype for Business CCE Installation Manual Ver. 2.1.0*).

➢ **To download the latest CCE standalone Dashboard installation:**

1. Click the following link:
   http://s3.eu-central-1.amazonaws.com/downloads-audiocodes/Download/AC_CCE_WEB.html
2. This package is used to install/update the Dashboard on existing CCEs by running the exe file on the CCE.

> **Note:** The CCE Dashboard is part of the USB content. The CCE Install Wizard will install the CCE Dashboard when you complete the CCE installation steps.

➢ **To update only the VHDX on a running CCE:**

1. It's recommended to update production CCE's and new CCE's that have arrived with the old CCE version, with the updated VHDX file that is used as the master VHDX to prepare the four CCE VMs.

> ⚠️ **Note:** The CCE auto-update feature will only update the Wizard and the CCE bits, but not the VHDX master. Updated VHDX contains windows updates, CA root updates and support for RSA/512 certificates.

2. The latest VHDX can be downloaded from:

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

3. The VHDX must be copied to several places:

   - For all CCEs in the site, copy to D:\CCESources\Bits\VHD

   - Copy and unzip the VHDX file to the site directory (once per site)

   ```
   <site directory>\Bits\VHD
   ```

4. To get the site directory, run the *Get-CcSiteDirectory* PowerShell script on the CCE host:

5. Update it (what?) on the USB too, in case it will be used to re-image the CCE in the future or download a complete new USB version:

   ```
   <USB Root>\CCESources\Bits\VHD
   ```

4 Resolved Constraints

The following constraints from the previous versions have been resolved in this version:

Reference	Description
CCE-280	After completing the installation, if the CCE Install Wizard is started again, the 365 Admin Password appears.
CCE-276	When activation fails, the CCE Install Wizard treats it as "successful".
CCE-269	GW FQDN cannot be an IP address.
CCE-220	After the CCE Install Wizard was upgraded, the Install/Uninstall page appears twice.
CCE-219	An exception appears when updating the version.
CCE-217	Multi-site certificate validation for non-wildcard certificates was fixed.
CCE-215	An incorrect error message appears for the wrong certificate password.
CCE-209	Default time Window duration was '0'. It has now been changed to '1 day'.
CCE-207	User can uncheck the default SIP domain.
VI- 142045	After re-imaging, the host uses the DNS on the first NIC. IP setup to the host has been improved after re-imaging to overcome this issue.
CCE-219	An exception appears when updating the version. Note that when updating from an earlier version to Version 2.1.0, it will still have this issue.

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5   Known Constraints

The following are known issues with the new version:

1. The new version requires that your Mediant 800 Gateway/SBC and SW SBC uses at least Version 7.2.150.004 You also need to set the Gateway/SBC ini parameter with **osnInternalVlan=true**.

    Workaround: Check your Gateway/SBC for the correct version and ini value. If required, upgrade the Gateway/SBC version before starting the CCE Install Wizard.

2. An exception occurs in the AC.CCE.Setup.Wizard update, as shown in the figure below. In this case, select the **Close the program** option and the upgrade will continue correctly.

    This issue was fixed in Version 2.1.0. The upgrade from Version 2.1.0 will not have this exception.

Figure 5-1: Stopped Setup Wizard
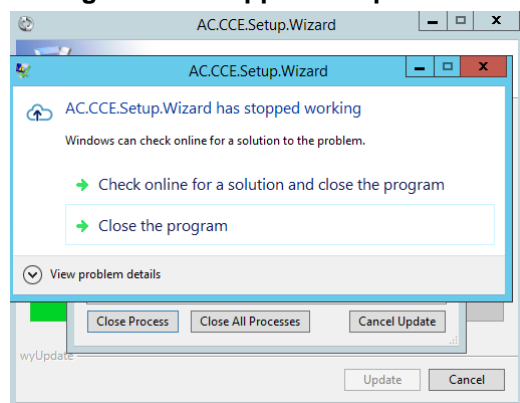
3. Sometimes while running the CCE Install Wizard, in the **Register the CCE Appliance** step, the following error may occur:
    'Prepare Forest Active Directory settings execution failed on an unrecoverable error'.

    Check this error by scrolling up and searching for the error marked in red.

    Workaround: Run the CCE Install Wizard again and select the **Uninstall** option. After the Uninstall process has completed, re-run the CCE Install Wizard.

4. During the 'Gateway/SBC Certificate' step, an error may appear:

    If the Mediant 800 device is used, this step can fail in case the Gateway/SBC does not have the correct version or the 'OsnInternalVlan' parameter is not set to "1".

    Workaround: Upgrade the Gateway/SBC version and make sure the ini parameter is set correctly.

    If the Mediant Server (HP) is used, this step can fail if the Software SBC is not yet up and running.

   **Workaround:** Wait one minute and retry the operation.

5. For the new Microsoft Cloud Connector Edition Version 1.4.2, the DNS is not set on the Internet DMZ leg of the Edge server. The Microsoft Cloud Connector Edition installation only sets the DNS on the Corpnet leg of the Edge server. This can cause a failure with DNS resolving if the CCE AD does not have Internet connectivity or there is a firewall that blocks it from querying the Corpnet DNS that was defined when setting the CCE.

    Workaround: Access the CCE Edge Virtual machine and add the DNS on the Internet leg.

    This has been fixed for the Microsoft Cloud Connector Edition Version 2.0.0.

6. If the operation fails and one of the error messages is: "Management service is working on a task. Please wait and try later", the CCE Manager service is working on some other task.

    Workaround: Wait and retry again after several minutes or stop the CCE Manager service and start it after the operation finishes.

7. Sometimes the Software SBC installation may fail.

    Workaround: Click **Retry** to perform this step again.

8. Bad voice quality may exist on the Mediant Server CCE (based on HP server) due to old NIC drivers or wrong NIC configuration.

    Workaround: Verify that NIC drivers have been updated to Version 17.4.0.0 or later, and validate that VMQ has been disabled on the NIC level. Check all physical NICs by opening **NIC properties** > **Configuration** > **Advanced** > **Virtual Machine Queues** and set to **Disable**.

Figure 5-2: Adapter Properties
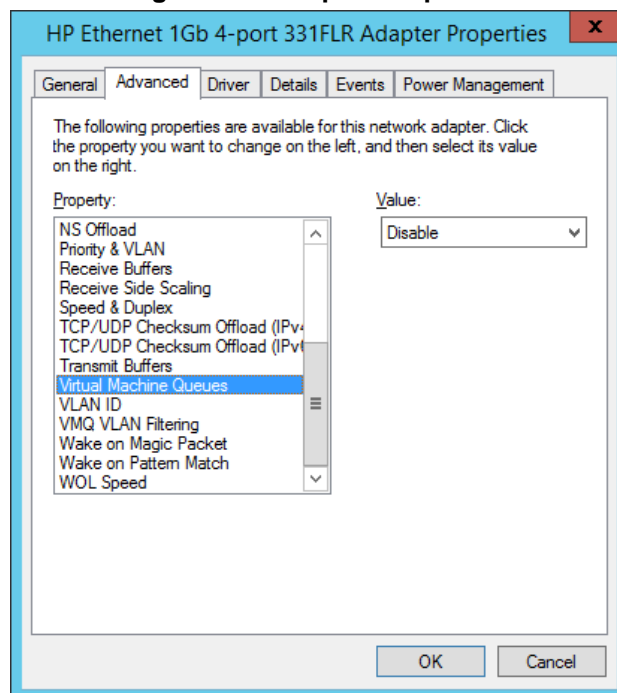
9. Sometimes after the CCE has re-imaged, the static IP is not set for the first NIC (GE1 for Mediant 800, NIC1 for CCE server).

    Workaround: Connect the keyboard and screen to the CCE to set the static IP as needed. (For the Mediant 800, they should be already connected to perform the re-image; for the HP server, you can use the iLO instead of connecting the keyboard and screen.)

10. For High Availability (HA) setup, the CCE Install Wizard copies the files to the share site directory (that can be on the first CCE or share storage). When copying the files, the CCE use the Host log user centennials. By default, set the User to "Administrator" and use the default password if it has not changed.

    When installing an HA configuration, the share site directory (that can be on the first CCE or share storage) must be defined as a shared folder that is accessible for all CCE servers in the same site.

The shared folder may be used as a local folder on the first CCE installed at this site. This folder should either be Read/Write accessible to anyone (i.e., no password) or it should be password protected. If it is protected password, the user name should be 'cceService' and the password should be the password that is defined in the 'Register CCE' step.

When the CCE Install Wizard copies files to the site directory, it uses the credentials of the user which logs to the CCE Host and runs the CCE Install Wizard. This user must have access to the share directory as well.

Best practice is to use same password on all CCEs at the site for the Host administrator and register step in the CCE Install Wizard. CCE VM must have an Internet connection for performing the Windows activation.

11. If the Register step fails, close the CCE Install Wizard, re-open it, and then run the Register step again.

> **Note:** For the latest known issues of the Microsoft Cloud Connector Edition, refer to https://technet.microsoft.com/EN-US/library/mt740658.aspx.

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