Installation Manual

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

audiocodes

MEDIANT SERVER
CCE Appliance

Table of Contents

1 Introduction 7

2 Mediant CCE Appliance Platforms 9

3 Default Configuration CCE Unit 11

3.1 Mediant 800 E-SBC and Media Gateway Default Settings 11
3.1.1 Login 11
3.1.2 IP Address Information 11

4 CCE Installation 13

4.1 Pre-Installation Information 13
4.1.1 References 13
4.1.2 Prerequisites 13
4.1.3 Remote Connection 14
4.1.4 Network Interfaces 14
4.1.5 CCE Appliance Platforms 16
4.1.5.1 Mediant 800 CCE Appliance 16
4.1.5.2 Server CCE Appliance 17
4.1.6 CCE Deployment Scenarios 19
4.1.7 Single Site with High Availability (HA) Compared to Multi-site Deployments 20
4.2 Installing CCE 21
4.2.1 Step 1: Prepare Operating System 21
4.2.2 Step 2: Run CCE Setup Wizard 22
4.2.3 Step 3: Enable AudioCodes and Microsoft License Agreement 23
4.2.4 Step 4: Install/Uninstall CCE 26
4.2.5 Step 5: Set CCE General Information 27
4.2.6 Step 6: Set CCE Site Information 29
4.2.7 Step 7: Manage External Certificates 30
4.2.7.1 Step 7-1: Generate CSR 30
4.2.7.2 Step 7-2: Import the PFX Certificate 33
4.2.8 Step 8: Set Common Configuration 34
4.2.9 Step 9: Set CCE Configuration 35
4.2.10 Step 10: Set Gateway Configuration 36
4.2.11 Step 11: Copy and Download Files 38
4.2.12 Step 12: Register the CCE Appliance 39
4.2.13 Step 13: Set the CCE Update Configuration 41
4.2.14 Step 14: Set the Windows Activation Key 43
4.2.15 Step 15: Add Software SBC on the Mediant Server CCE Appliance 44
4.2.16 Step 16: Set the Gateway/SBC Certificate 45
4.2.17 Step 17: Install CCE Dashboard and SBC Wizard 47
4.2.18 Step 18: Configure AudioCodes Mediant SBC 48
4.2.19 Step 19: Post-Installation Configuration 49

5 Recovering CCE Image from USB 51

5.1 Recovering Mediant Server CCE Appliance Image 51
5.1.1 HP Gen8 51
5.1.2 HP Gen9 55
5.2 Recovering Mediant 800 CCE Appliance Image 59

A BIOS Setup 63

A.1 Setting up the BIOS on the Mediant 800 CCE 63
A.2 Setting up the BIOS on Mediant Server CCE 65
A.2.1 Disabling HT in the HP Gen8 Environment 65
A.2.2 Disabling HT in the HP Gen9 Environment: 67

A.2.3 Power Performance Settings on Mediant Server CCE – HP Gen8 69
A.2.4 Power Performance Settings on Mediant Server CCE – HP Gen9 70
B Known Issues and Workarounds 71
B.1 Cleaning the Office 365 Tenant 71
B.2 Updating Master VHDX for VMs 71
C BIOS Setup 73
C.1 Setting up the BIOS on the Mediant 800 CCE 73
C.2 Setting up the BIOS on Mediant Server CCE 75
C.2.1 Disabling HT in the HP Gen8 Environment: 75
D Known Issues and Workarounds 77
D.1 Cleaning the Office 365 Tenant 77
D.2 Updating Master VHDX for VMs 77

Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from https://www.audiocodes.com/library/technical-documents.

This document is subject to change without notice.

Date Published: February-13-2018

WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

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.

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.
28089	Update for figure caption Figure 4 8: Rear View Gen9 – Use Option 1.

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our Web site at https://online.audiocodes.com/documentation-feedback.

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:
https://www.audiocodes.com/library/technical-documents.

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.

This page is intentionally left blank.

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.

Table 2-1: CCE Hardware Platforms Specifications

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 NICs ▪ **Gen9:** Eight 1Gbps NICs

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.

This page is intentionally left blank.

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

This page is intentionally left blank.

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

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 https://support.office.com/en-us/article/About-Office-365-admin-roles-da585eea-f576-4f55-a1e0-87090b6aaa9d.
- 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: https://technet.microsoft.com/en-us/library/mt740658.aspx.
- The Enterprise firewall has been setup according to MSFT requirements [see Reference 2 above].
  - A correct firewall configuration. See https://technet.microsoft.com/en-us/library/mt605227.aspx 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)

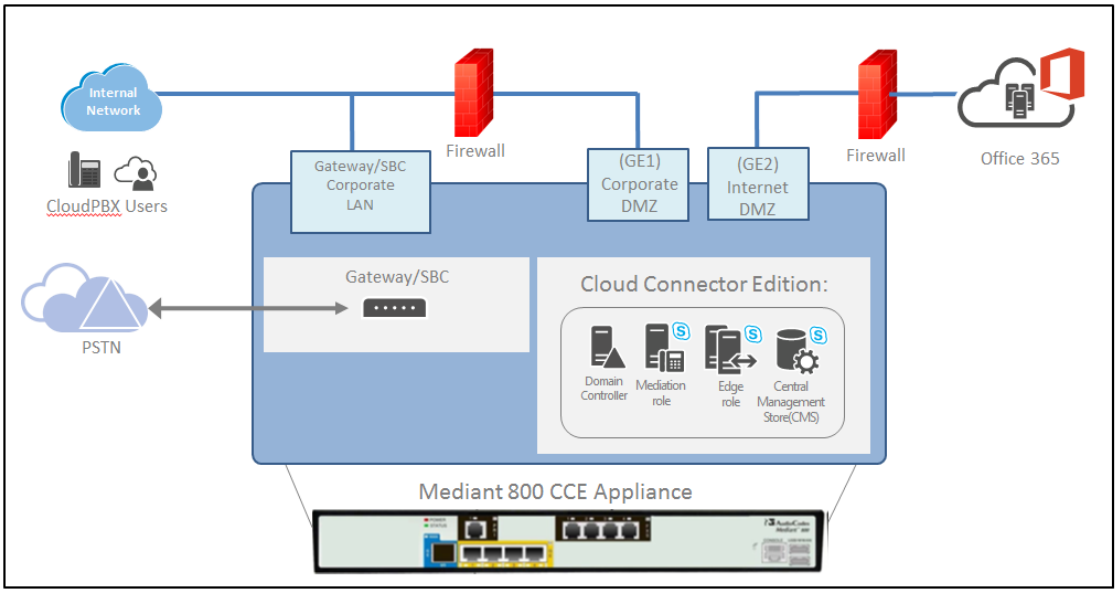
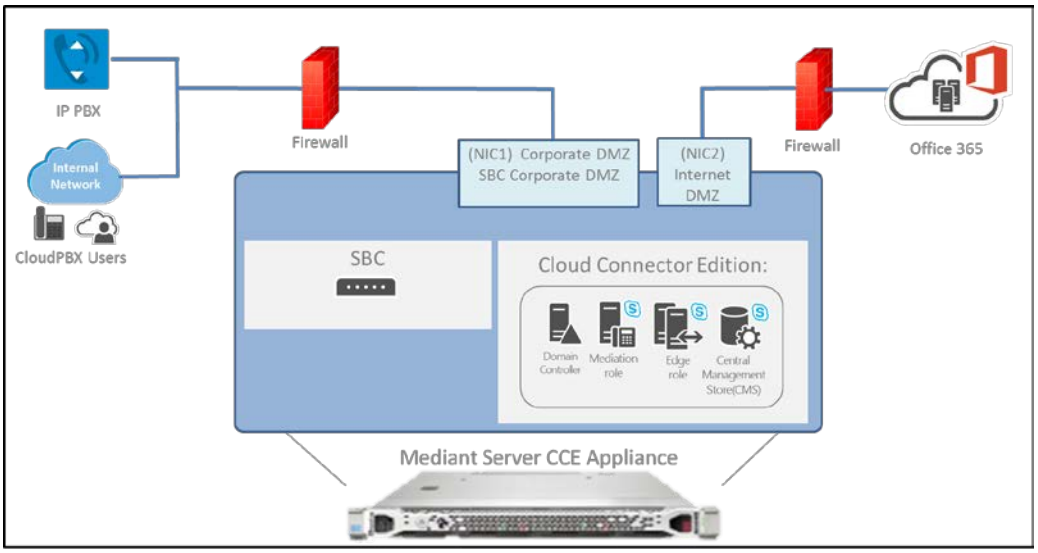


Figure 4-2: Typical Network Connection View (Mediant Server)



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 'InternalIf 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.

Figure 4-3: Rear View

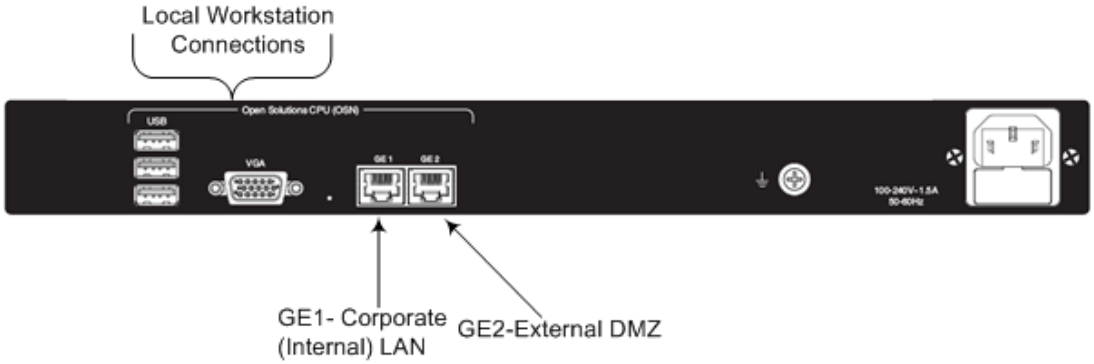
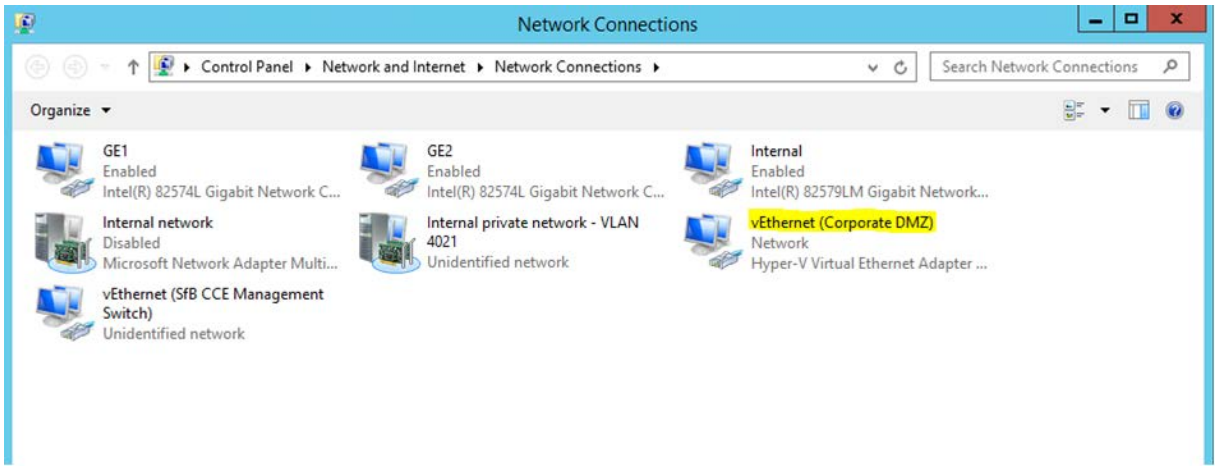


Figure 4-4: Mediant 800 OSN Network Interfaces

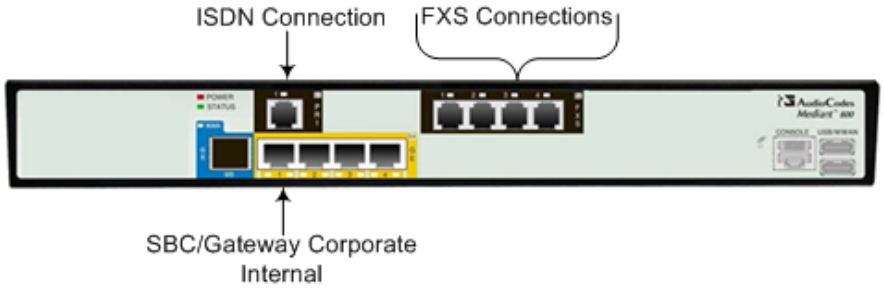


- **GE1**, **GE2** and **Internal** are physical NIC interfaces.
- The **vEthernet (Corporate DMZ)** is a virtual NIC interface that uses GE1 as its physical interface. Use the **vEthernet (Corporate DMZ)** interface to set your Host IP settings.

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

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

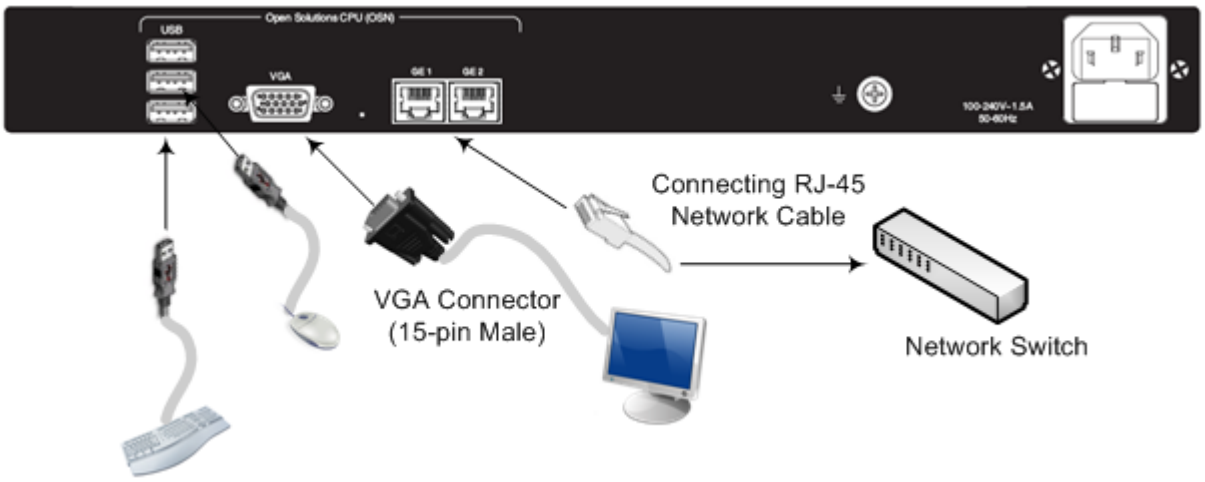
Figure 4-5: Front View



➢ **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 4-7: Rear View Gen8

Figure 4-8: Rear View Gen9 – Use Option 1

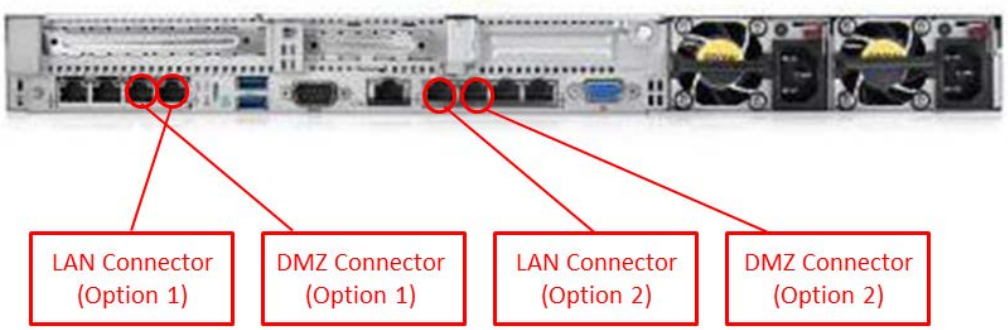
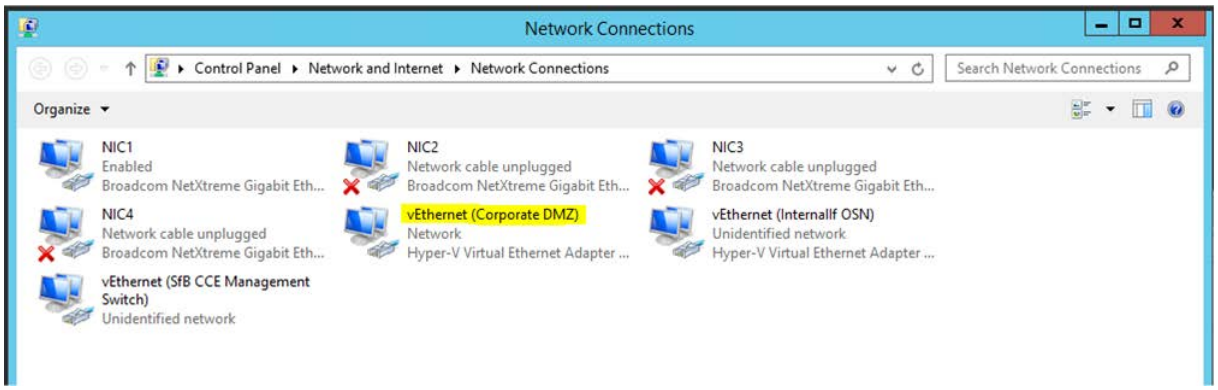
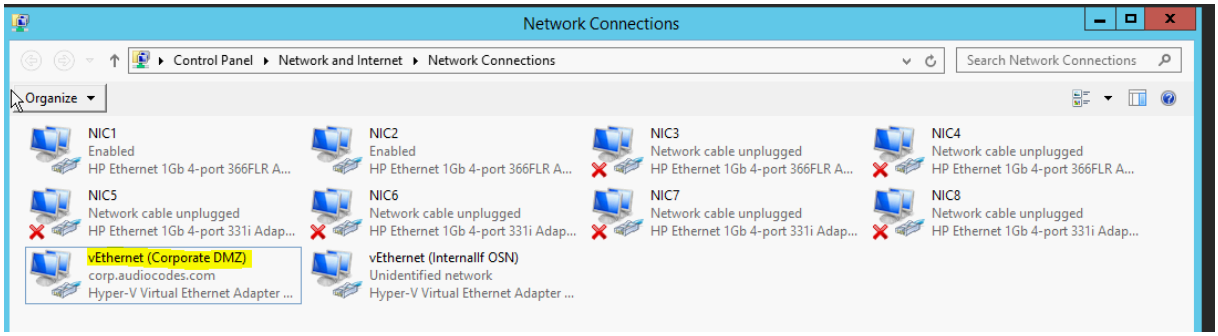


Figure 4-9: Mediant Server (HP) Network Interfaces – Gen8



- **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



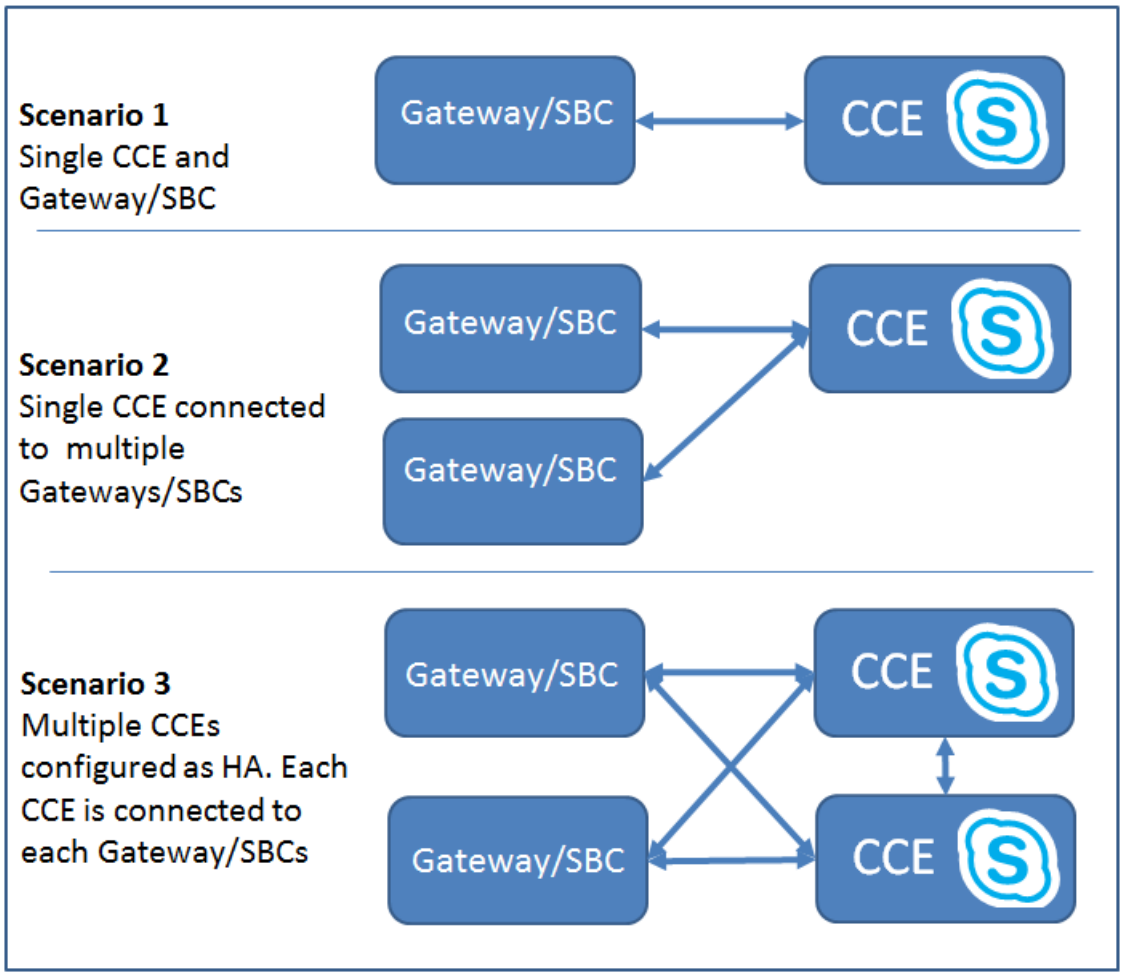
- **NIC1 – NIC8** are physical NIC interfaces.
- The **vEthernet (Corporate DMZ)** is a virtual NIC interface that uses **NIC1** as its physical interface. Use the **vEthernet (Corporate DMZ)** interface to set your Host IP settings.

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:

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

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.

Item	Single-Site with HA	Multi-Site
Setup hybrid tenant	Set PeerDestination	Set PeerDestination for fallback.
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.

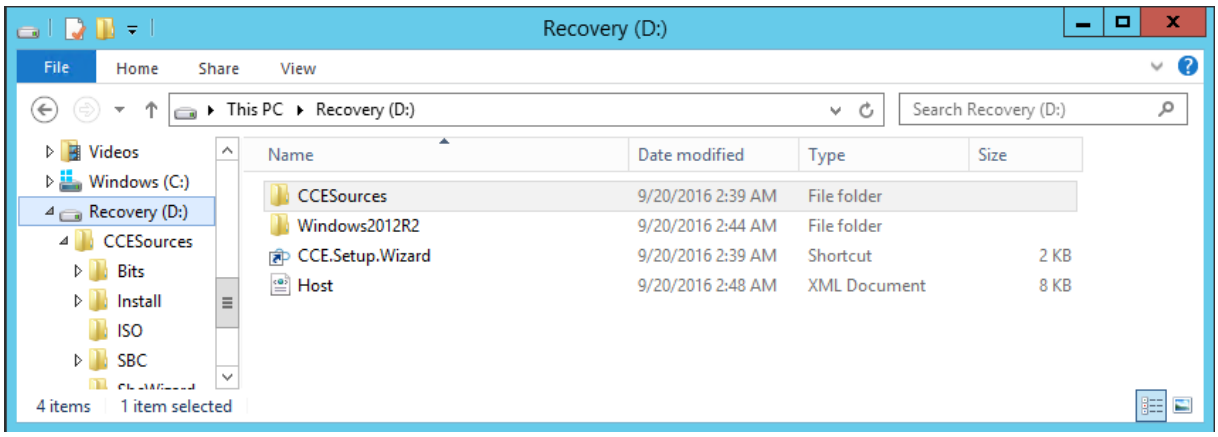
4.2.2 Step 2: Run CCE Setup Wizard

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

➢ **To run the CCE Setup Wizard:**

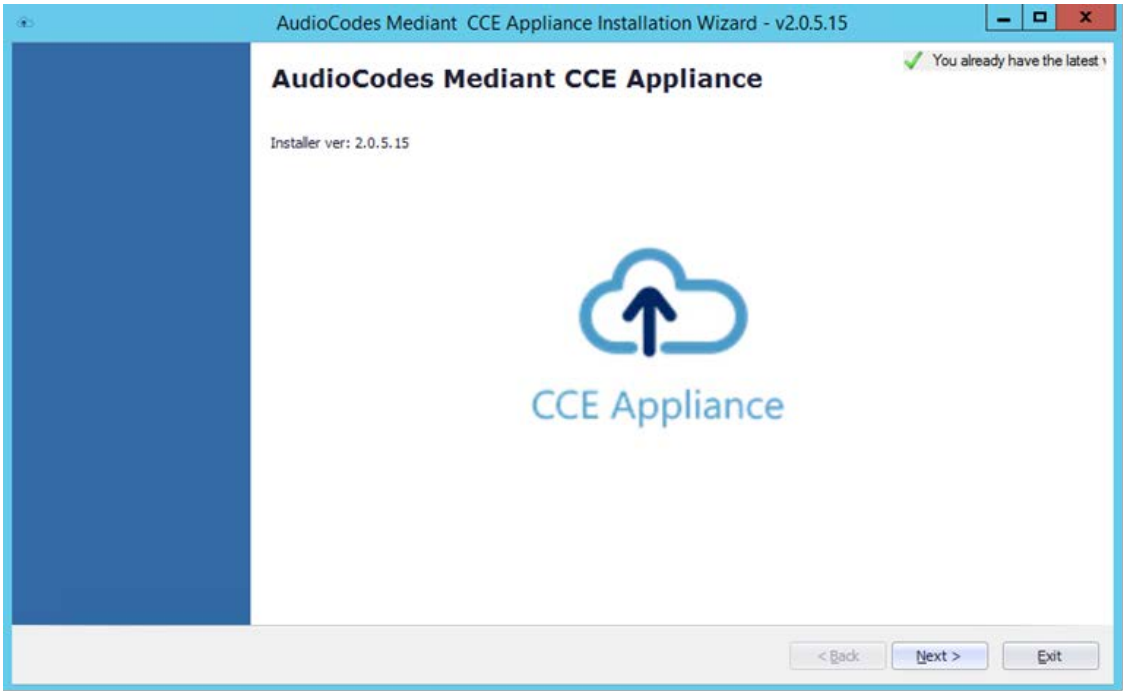
1. Access the Recovery (D/E) partition.

Figure 4-12: PC Directory



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.

Figure 4-13: Mediant Server – CCE Appliance



3. Click **Next** to continue.

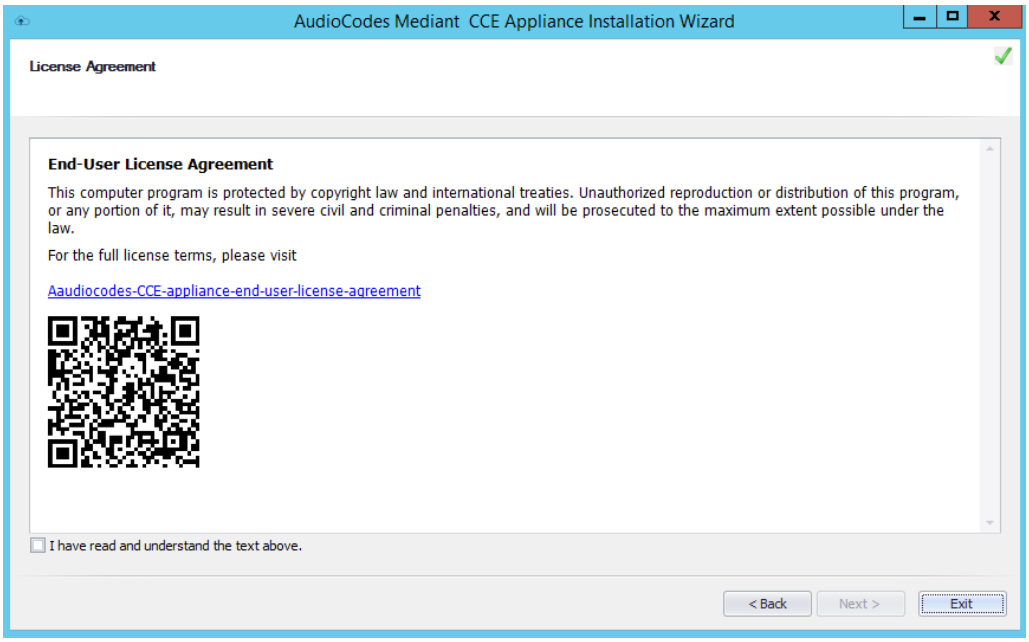
4.2.3 Step 3: Enable AudioCodes and Microsoft License Agreement

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:**

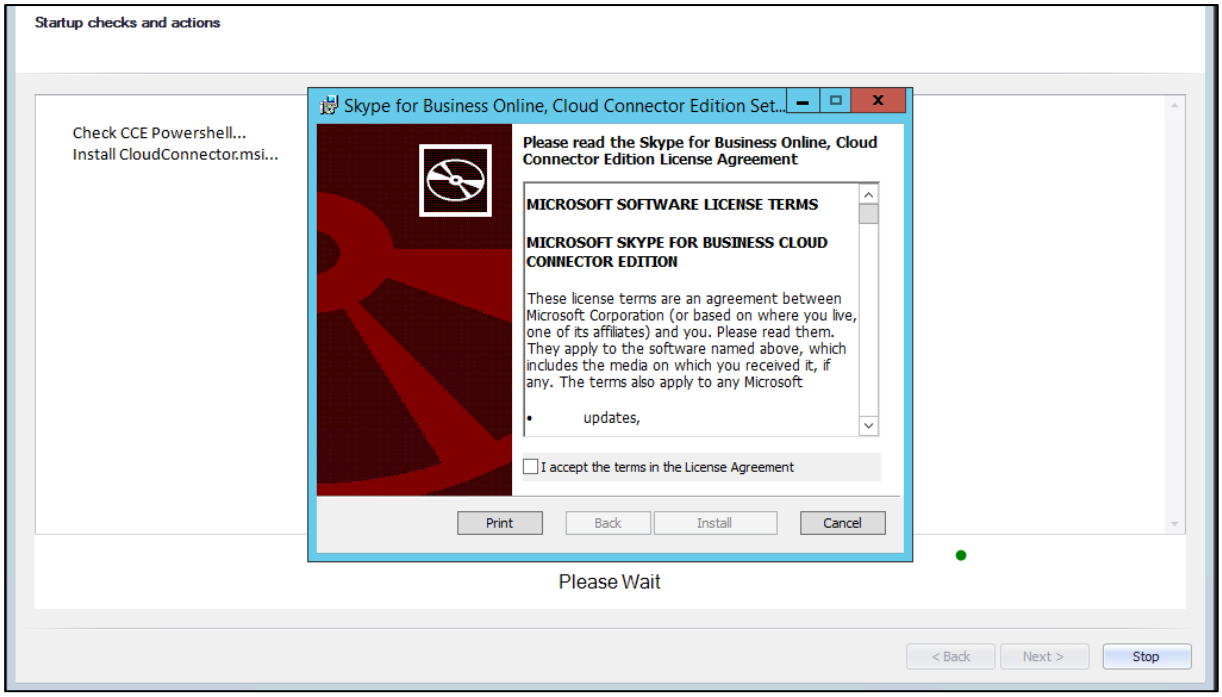
1. On the License Agreement screen, select the **I have read and understand the text above** checkbox.

Figure 4-14: License Agreement



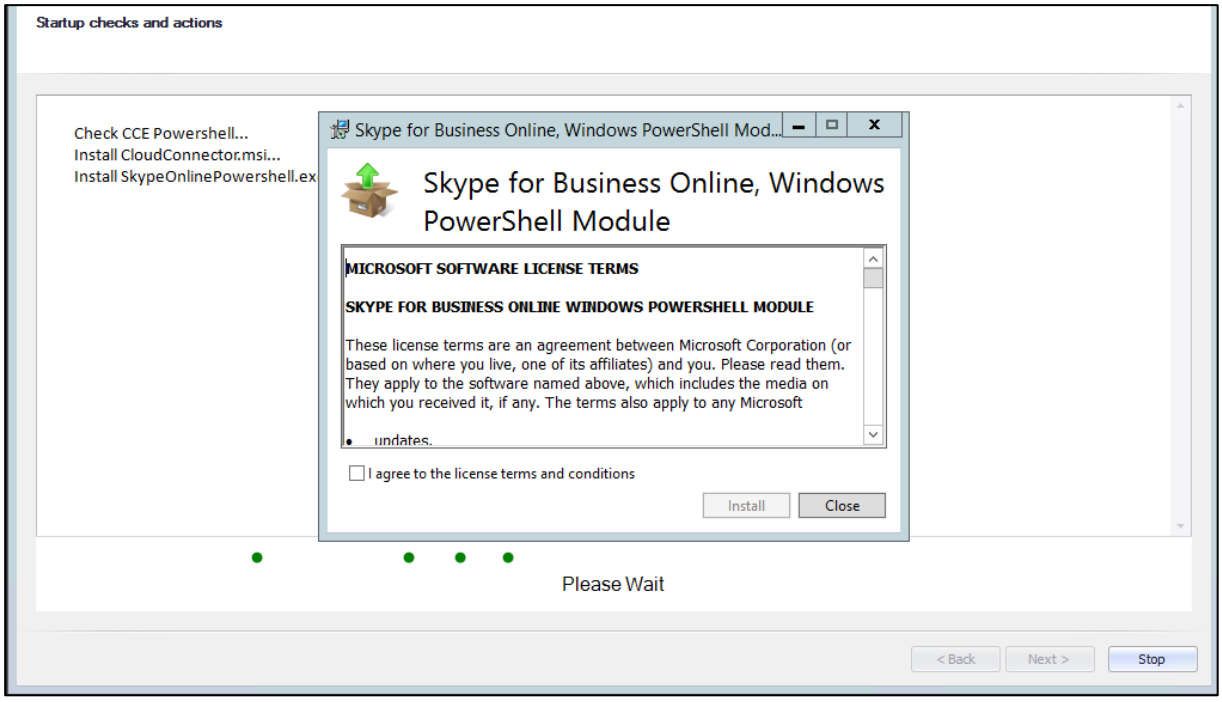
2. Click **Next**.; the following screen appears:

Figure 4-15: Check CCE PowerShell and CCE



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

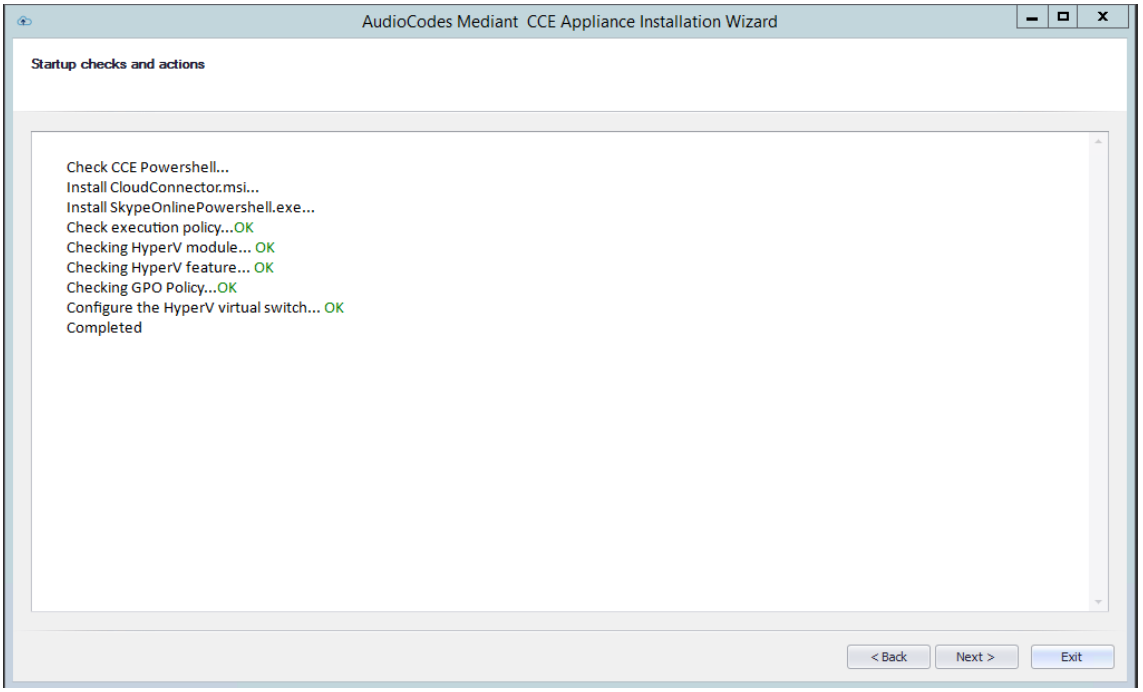
Figure 4-16: Skype for Business Online, Windows PowerShell Module



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

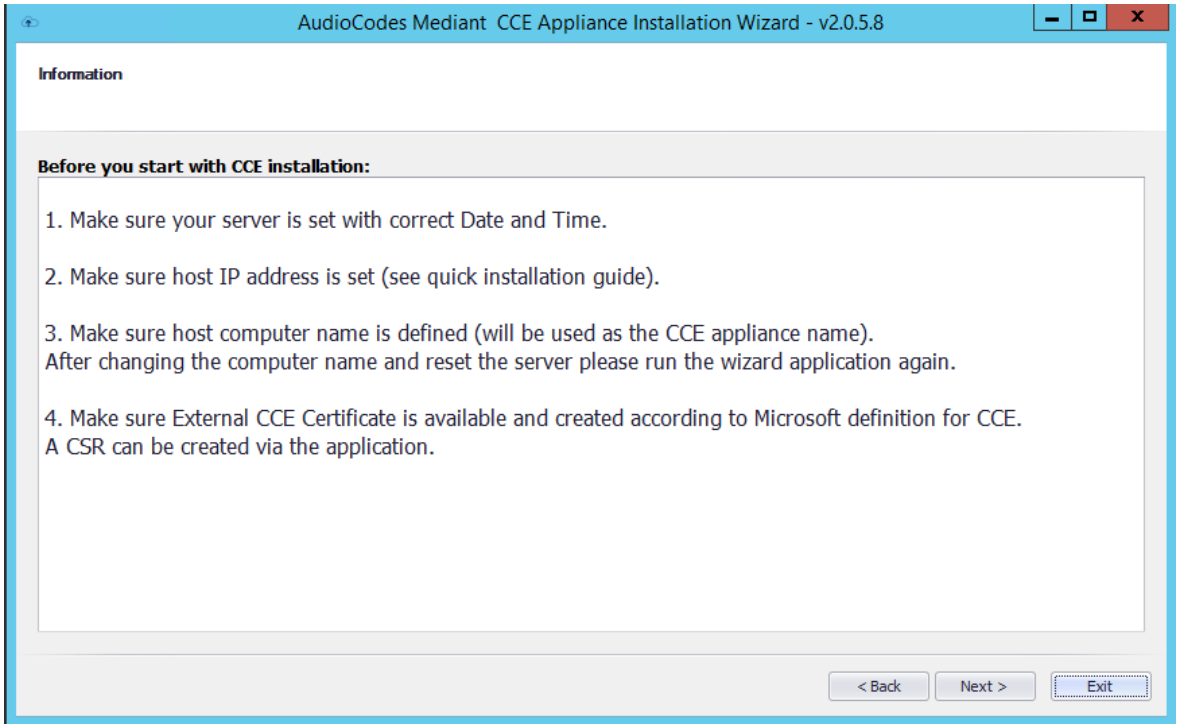
5. At this stage, the system checks that all prerequisites have been installed correctly. Click **Next**.

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



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:

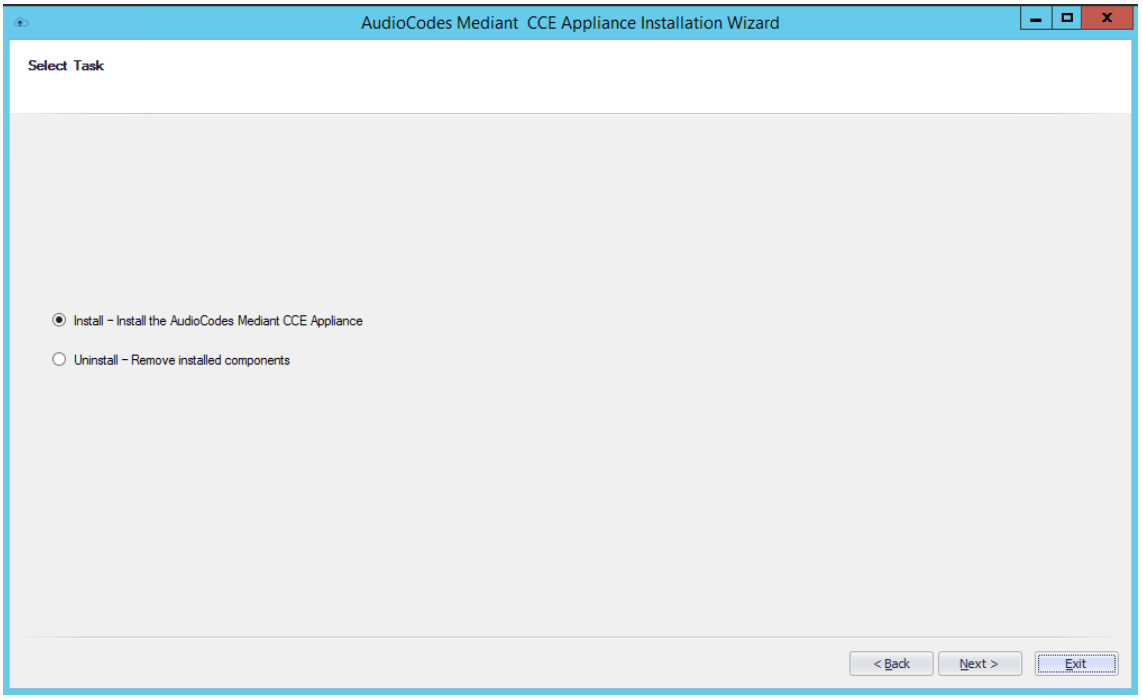
➢ **To install the AudioCodes Mediant CCE application:**

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



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).

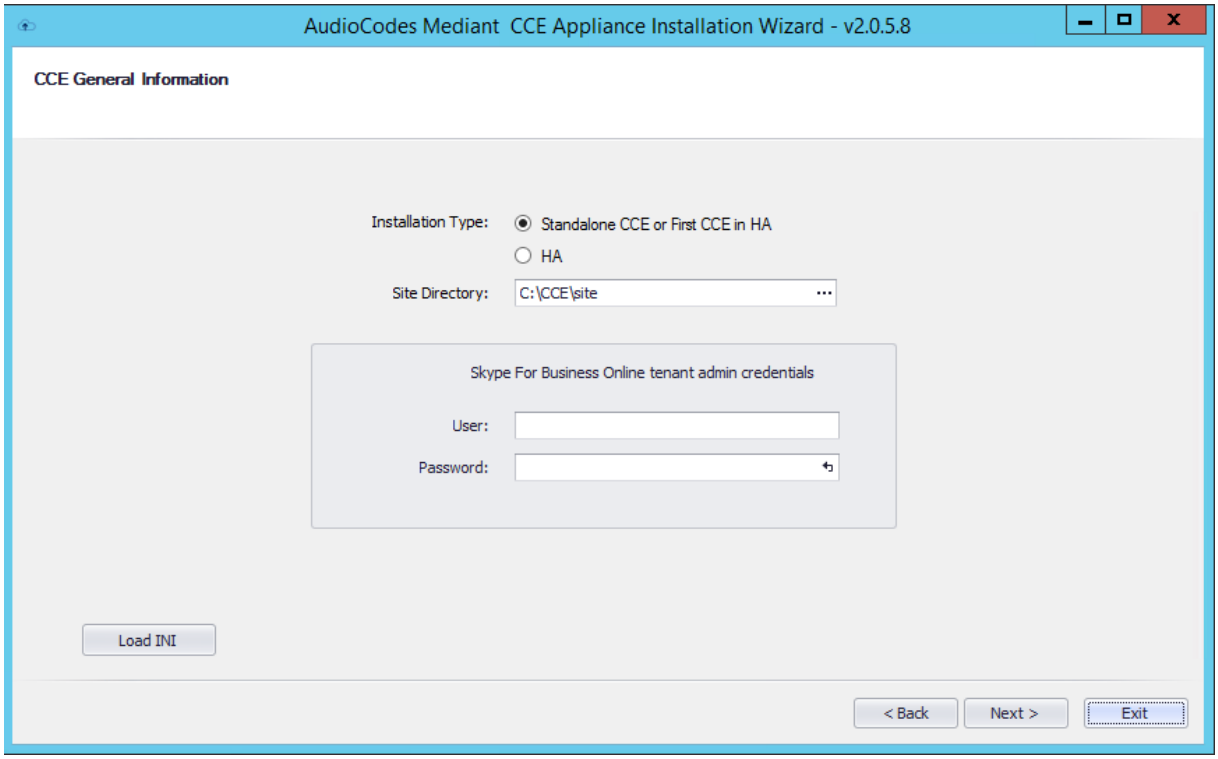
   The shared folder may be used as a local folder on the first CCE installed in this site.

   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.

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.

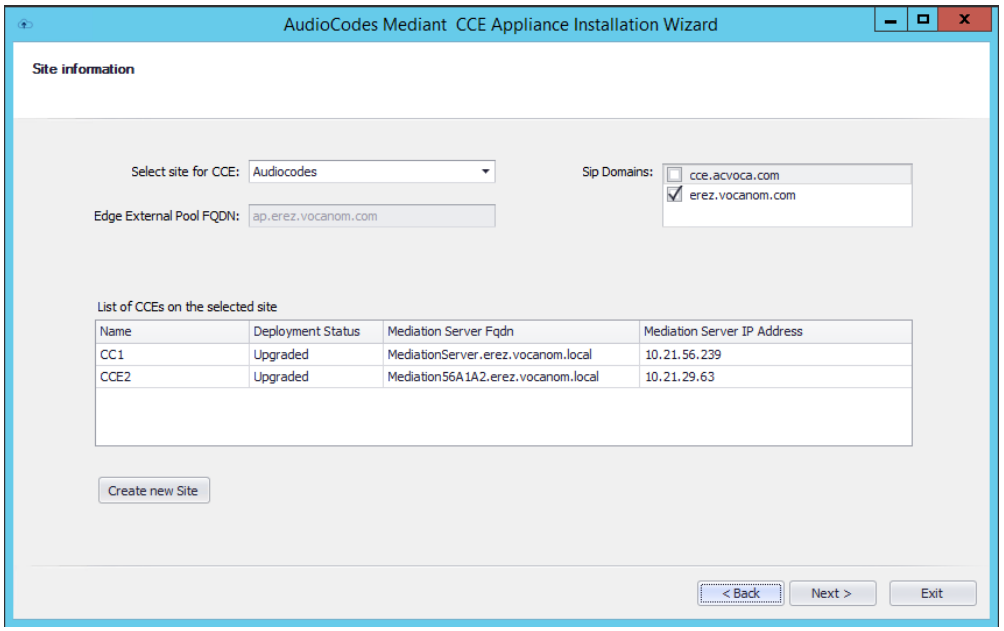
4.2.6 Step 6: Set CCE Site Information

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:**

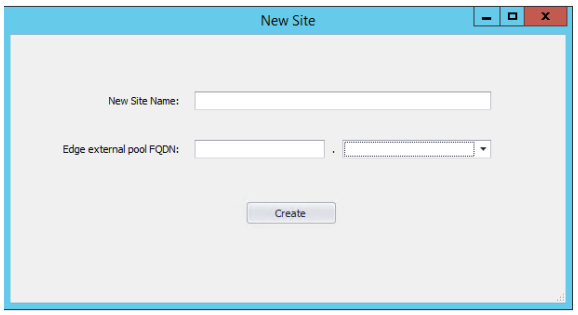
1. Select the site to add this CCE server from the Select site for CCE options.

Figure 4-21: Set Site Information



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

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.

3. 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.

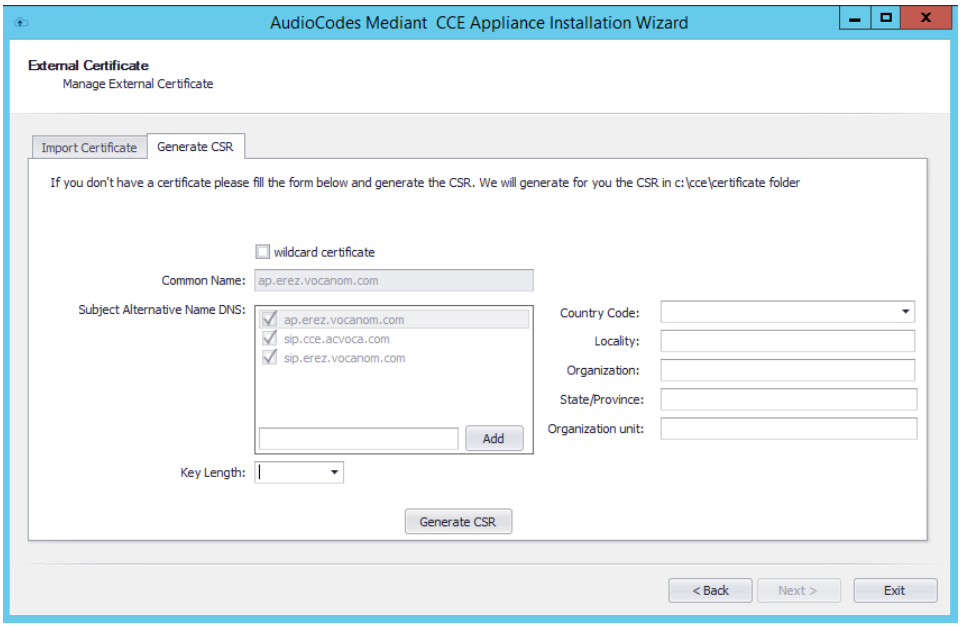
➢ **To generate certificate CSR:**

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.

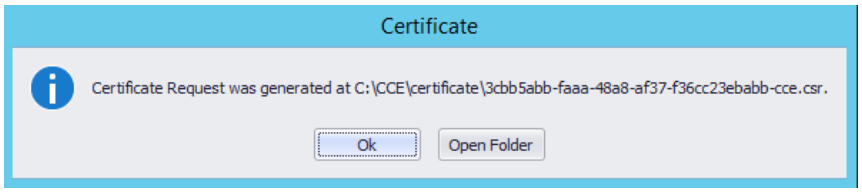
3. The 'Common Name' field identifies the pool name that you assigned to the Edge components associated with the certificate.
4. **Optional:** Fill in your company details in the following fields:
   - Country Code
   - Location
   - Organization
   - State
   - Organization Unit
5. **Optional:** Add 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



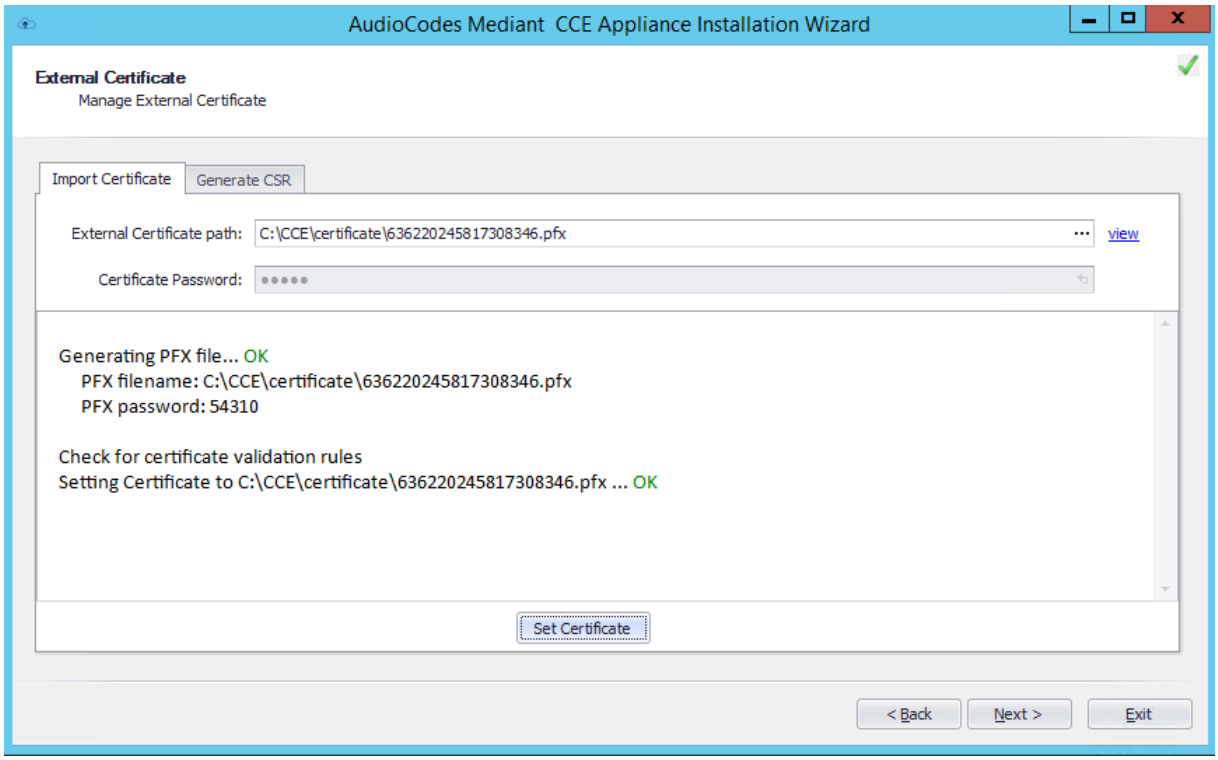
7. Click the **Generate CSR** button.
8. The installer generates a new CSR and saves it on the CCE host under the C:\CCE\Certificate folder. The installer displays the new CSR file name.

Figure 4-24: Certificate Request Generated



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.

Figure 4-25: Import Certificate



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

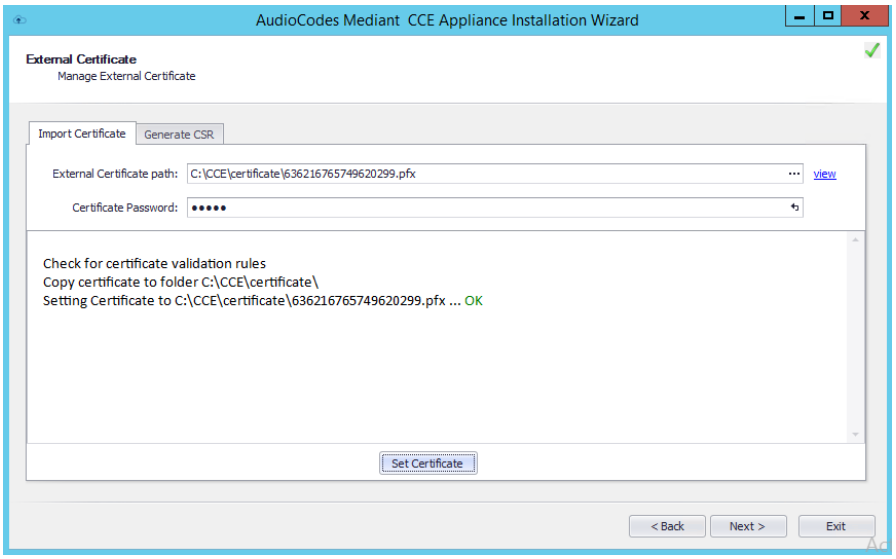
4.2.7.2 Step 7-2: Import the PFX Certificate

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.

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.

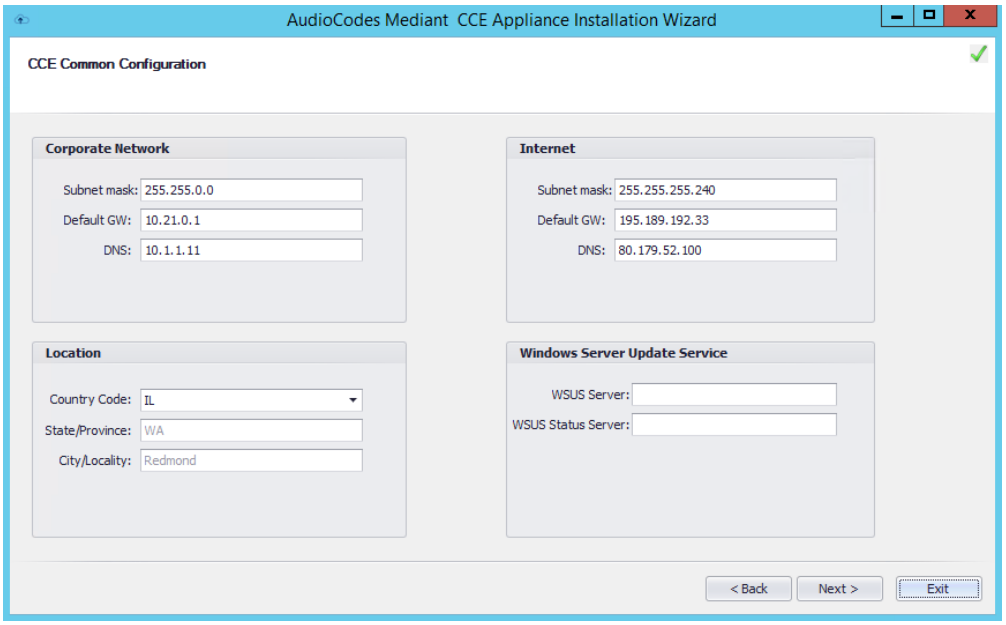
4.2.8 Step 8: Set Common Configuration

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.

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.

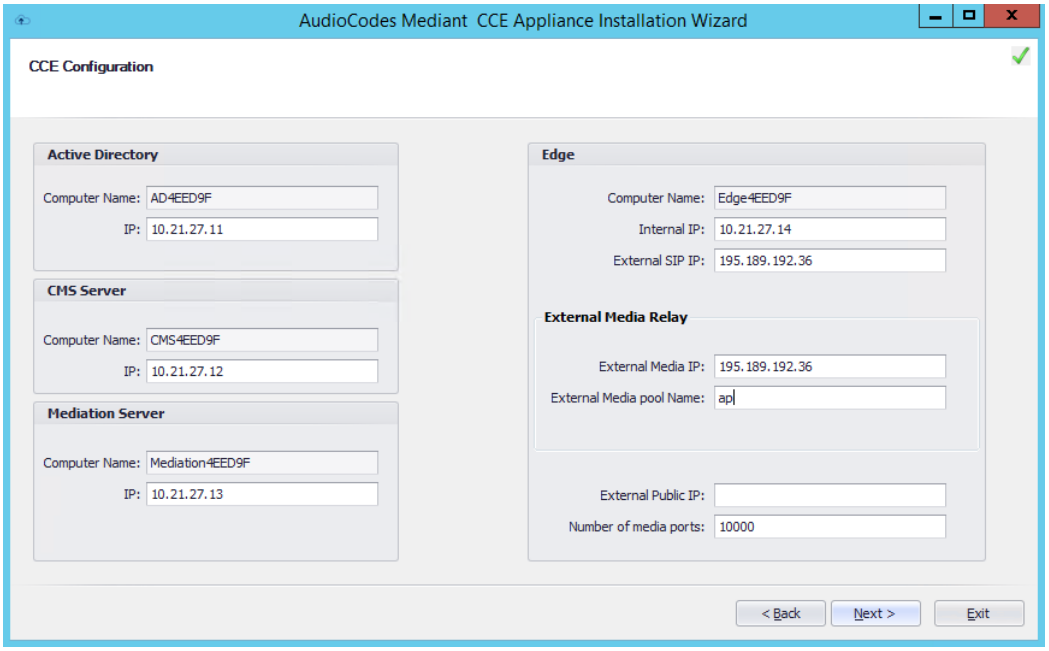
➢ **To set the CCE VM configuration:**

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.

Figure 4-28: Set CCE VM Configuration



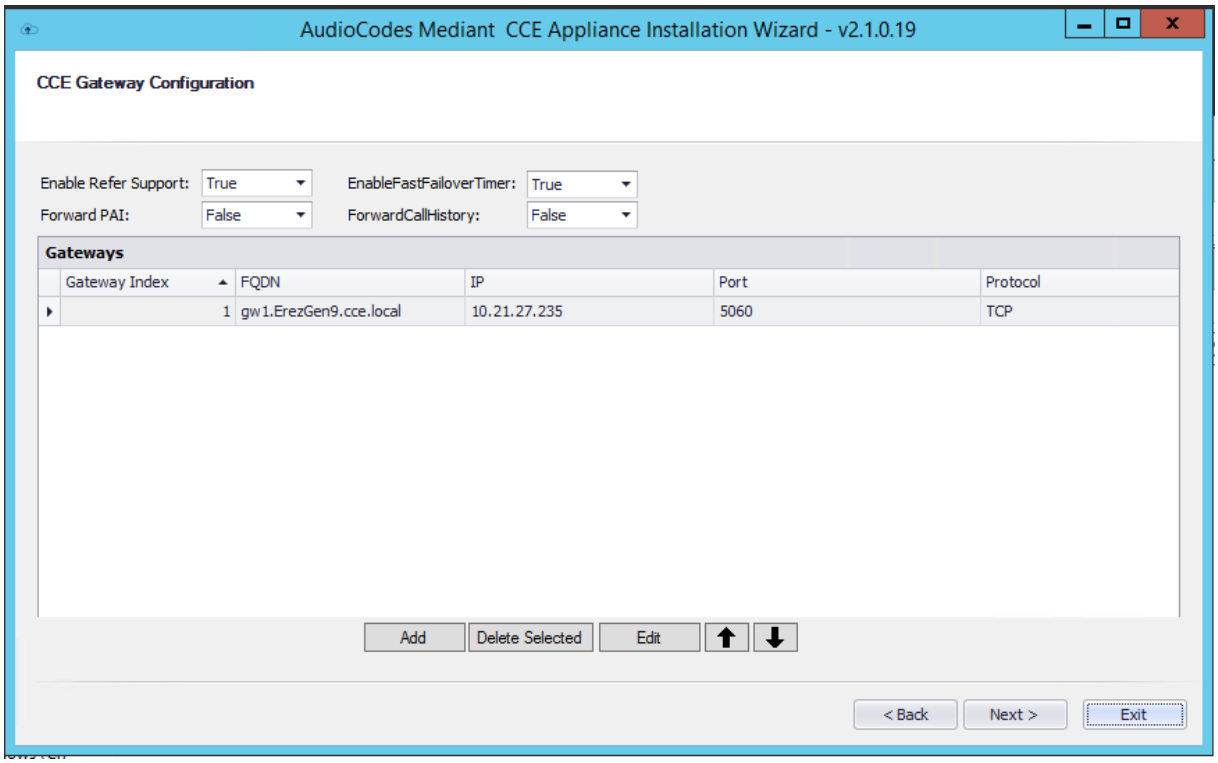
4.2.10 Step 10: Set Gateway Configuration

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

➢ **To set the CCE Gateway configuration:**

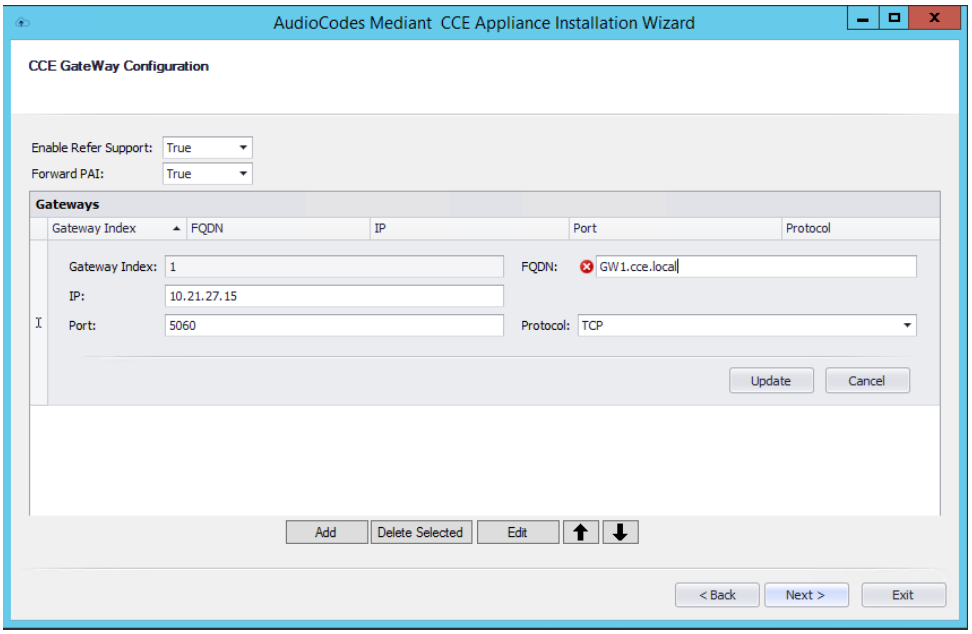
1. From the Enable Refer Support drop-down list, select **True**. This defines whether SIP REFER support is enabled or disabled on the Gateway/SBC. The default value is **True**.
2. From the Forward PAI drop-down list, select **True**. This defines whether the P-Asserted-Identity (PAI) header will be 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.

Figure 4-29: Set Gateway Configuration



5. Click the **Add** button to add new Gateway definition.

Figure 4-30: Edit Gateway Settings



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.
  - √ 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

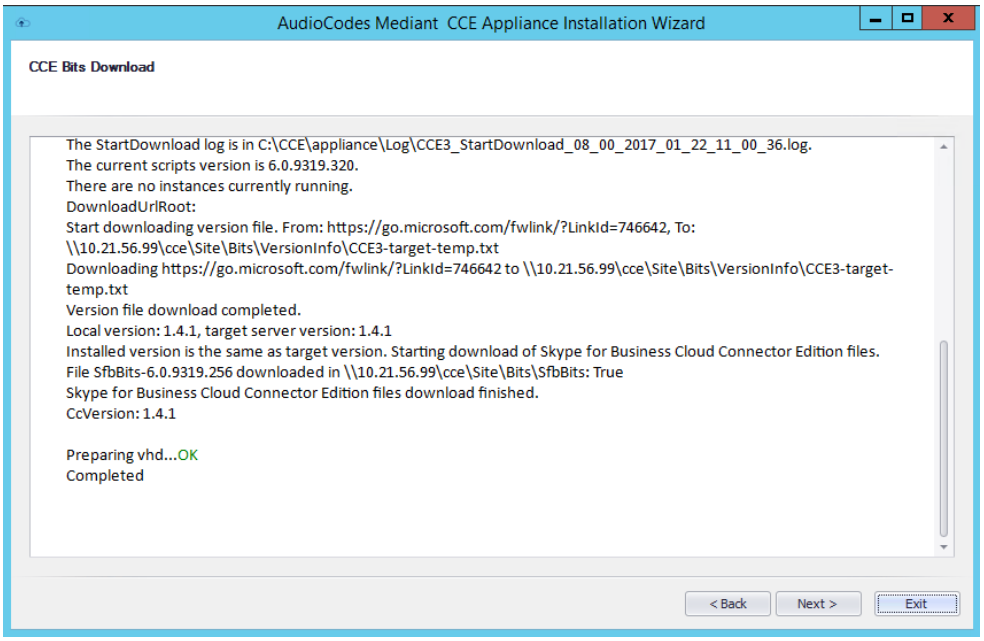
The Wizard copies all the required files from the recovery partition to the selected site directory. It downloads the latest CCE bits from the Microsoft site in case there is a newer version available. At the end of the process, it prepares the Windows VHDX file as the master that is used to prepare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



4.2.12 Step 12: Register the CCE Appliance

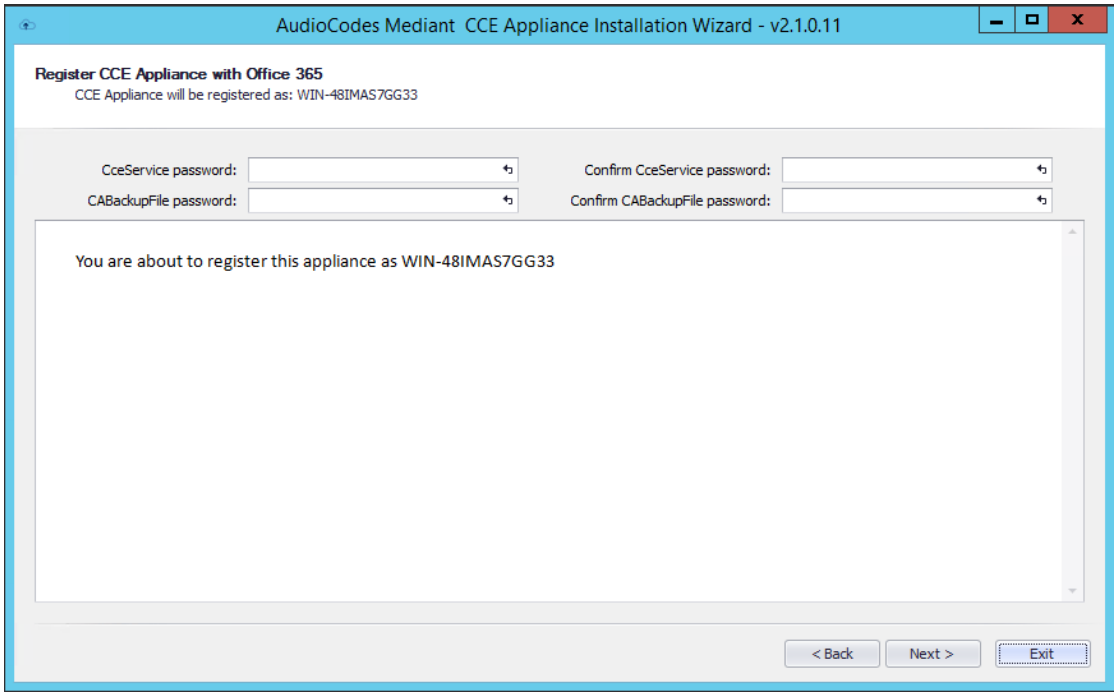
The procedure below describes the steps to set the CCE Admin password and how to register in the Office 365 as a new CCE.

➢ **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.

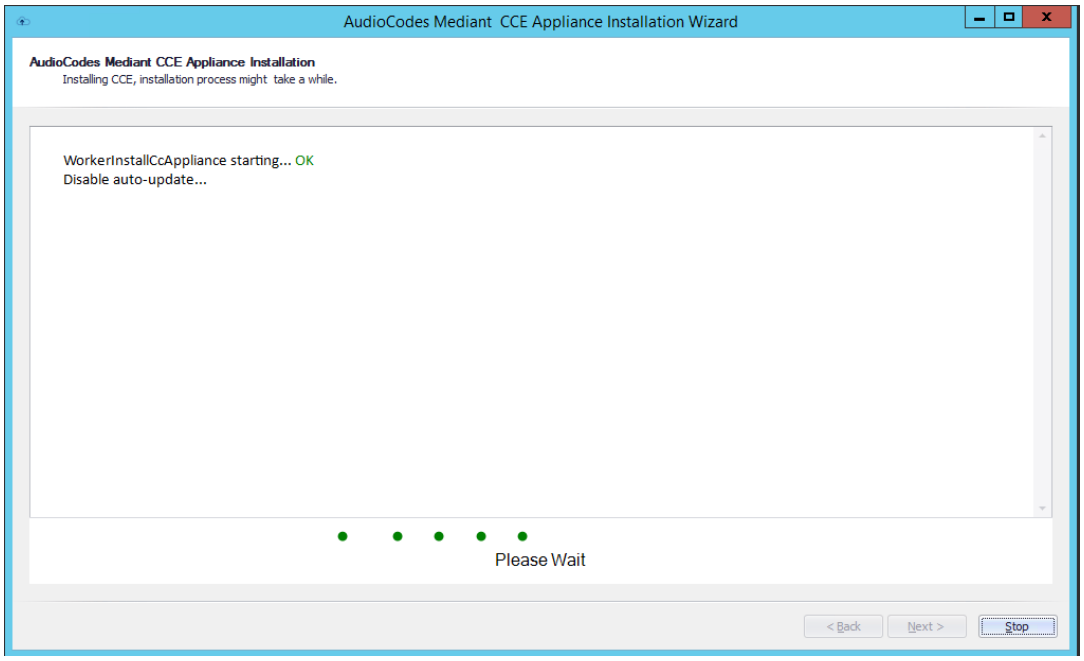
Note: Its recommended to use same cceService and CaBackupFile password over all CCEs in the same site.

Figure 4-32: Register CCE Appliance with Office 365



3. Click the **Next** button.

Figure 4-33: Register CCE Appliance with Office 365

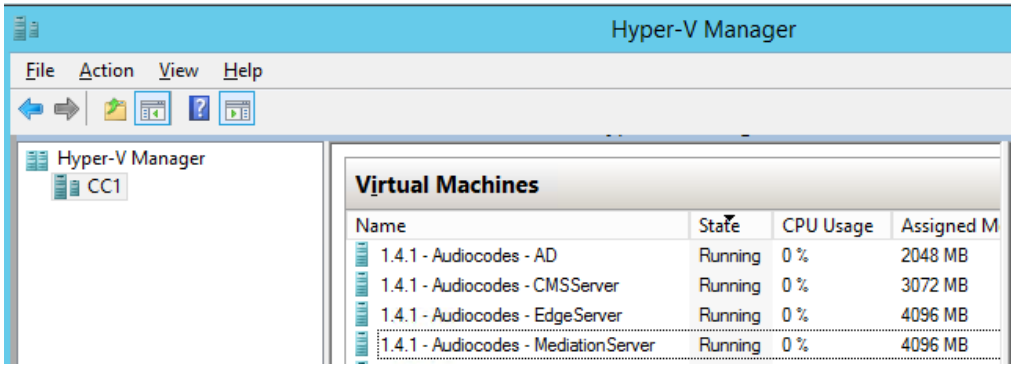


4. At this stage, the installer starts installing the CCE components.

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.

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.

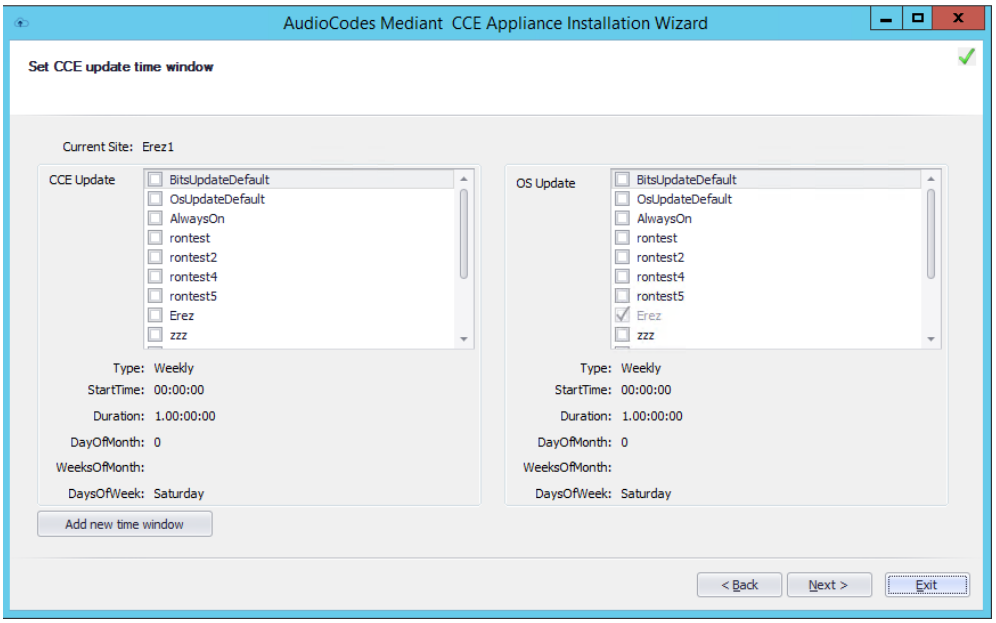
Office 365 allows the definition of multiple different update time windows per “Site”.

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

➢ To set the CCE and OS update time windows:

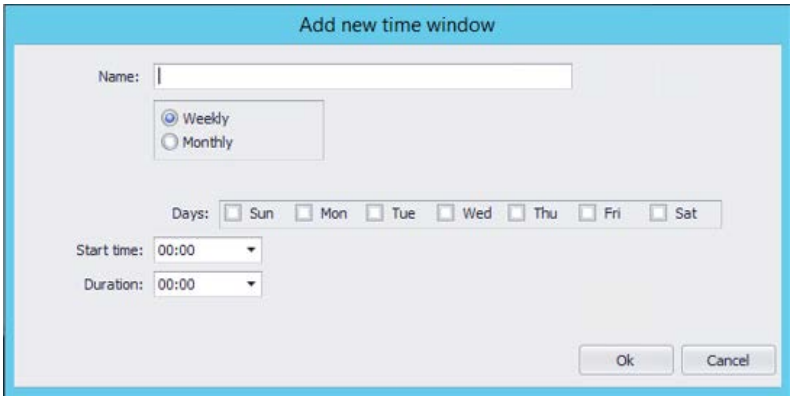
1. Select the Update Time Windows from the CCE Update list as the time windows to be used for the CCE Bits updates (you may select multiple time windows).
2. Select the Update Time Windows from the OS Update list as the time windows to be used for the OS updates (you may select multiple time windows).

Figure 4-35: Set CCE and OS Update Configuration



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

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.

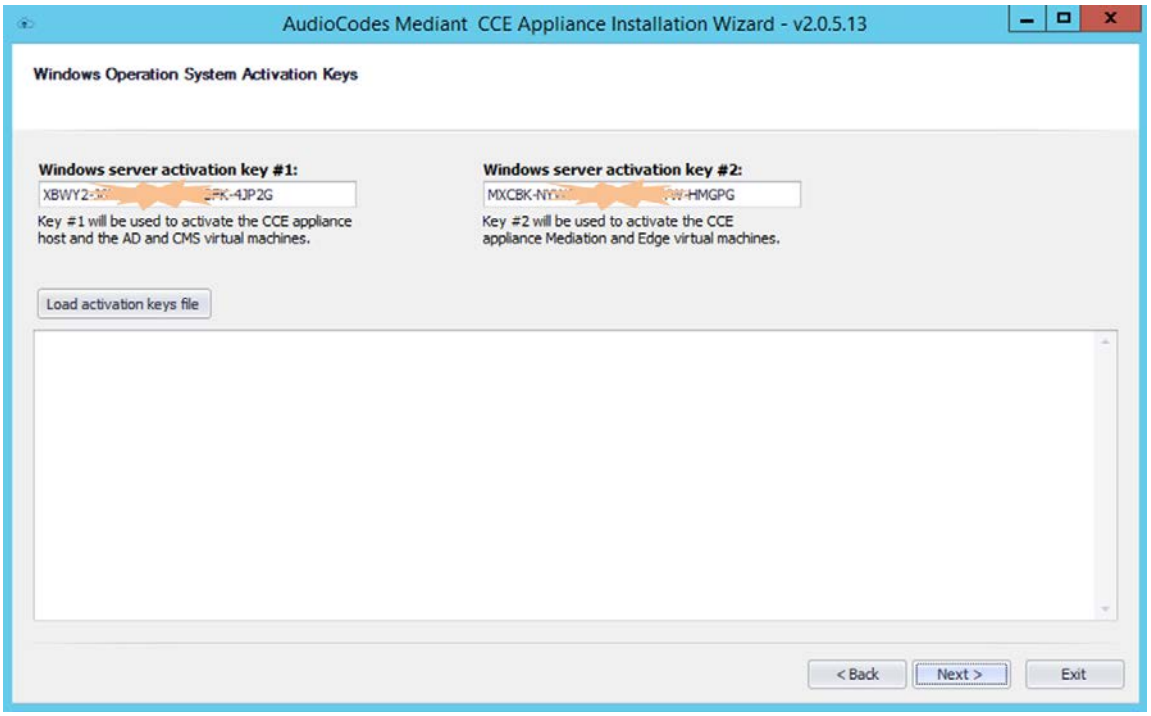
During Microsoft CCE updated new virtual machines will be installed, the new virtual machines will require Windows operating system to be reactivated. The CCE Dashboard will reactivate the keys automatically. This will be done up to 24 hours from the upgrade.

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.

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.

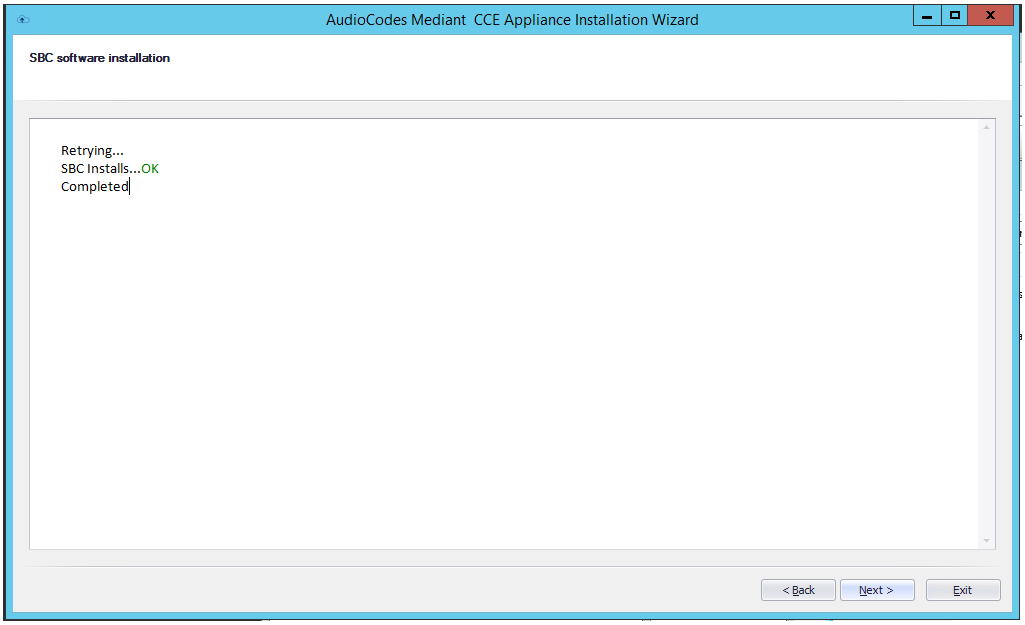
4.2.15 Step 15: Add Software SBC on the Mediant Server CCE Appliance

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



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.

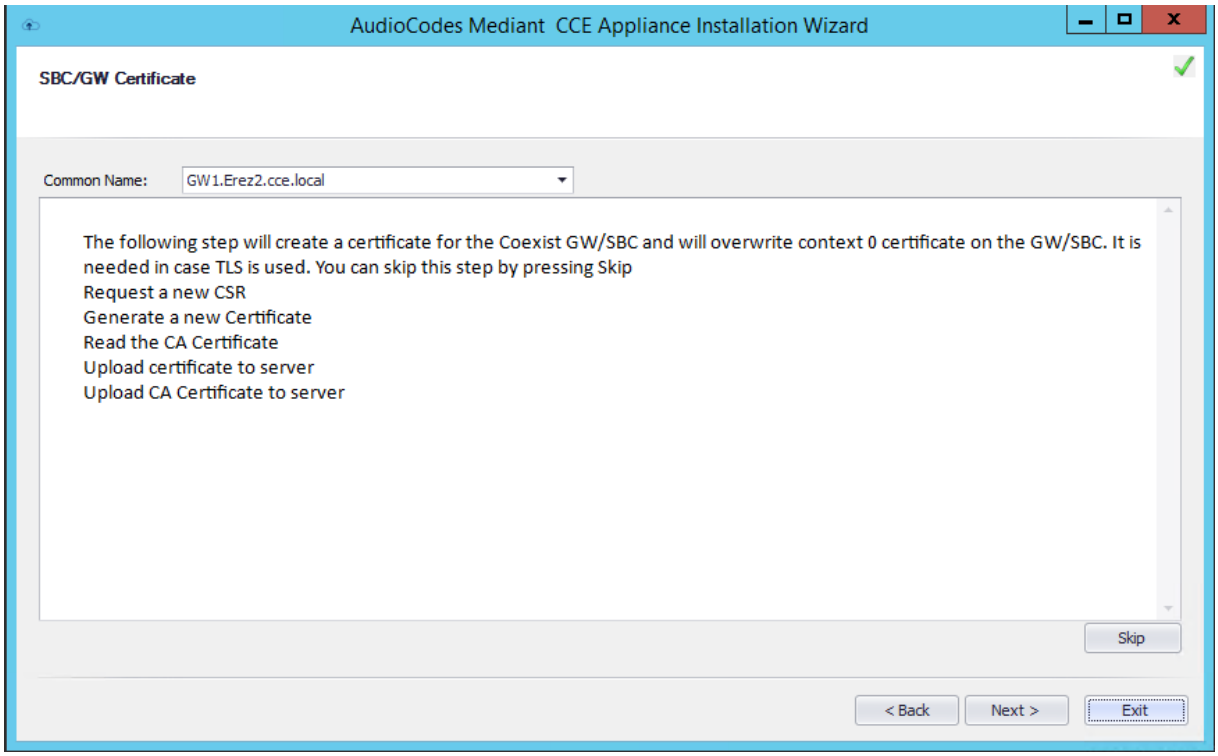
The new certificate will be signed by the CCE internal CA automatically and be uploaded to the Gateway/SBC under Context Index 0

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

➢ **To set the Gateway/SBC certificate:**

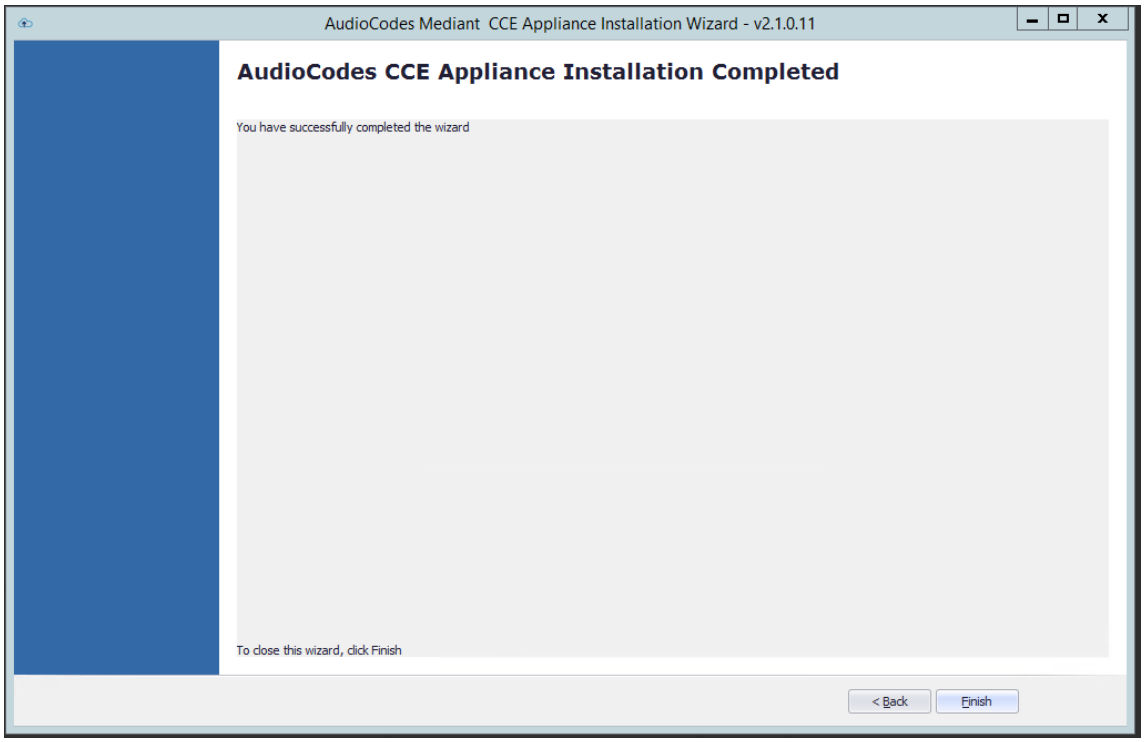
1. Select the correct Gateway/SBC FQDN from the 'Common Name' field.

Figure 4-39: Set the Gateway/SBC Certificate



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.)

Figure 4-41: Installation Complete – Install CCE dashboard

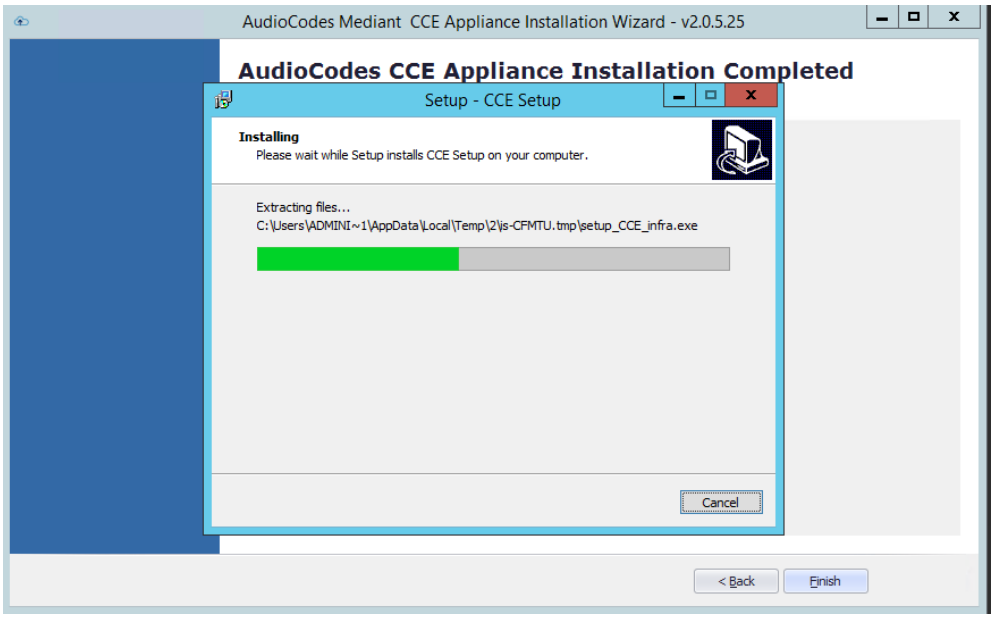
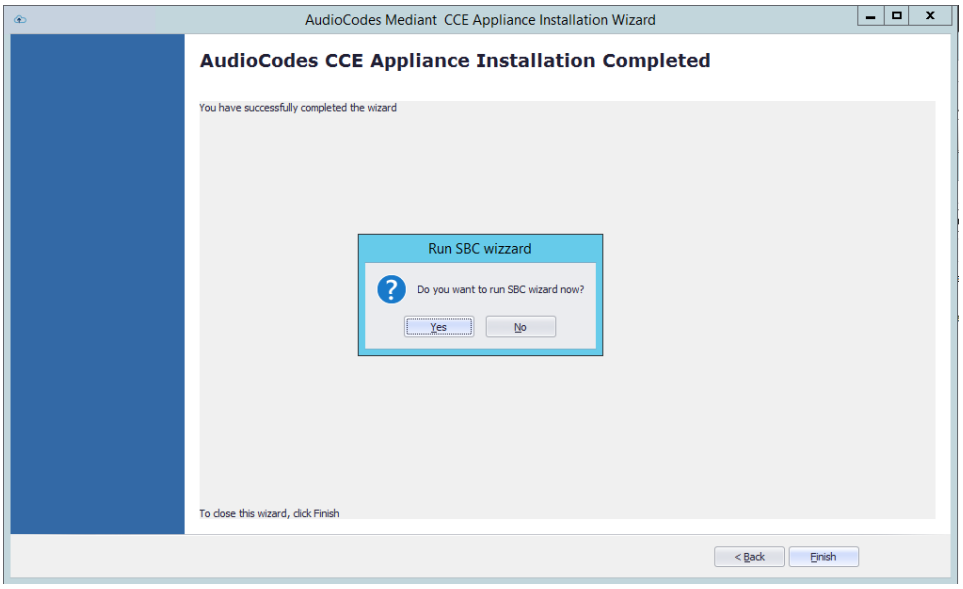


Figure 4-42: Installation Complete – Install SBC Wizard

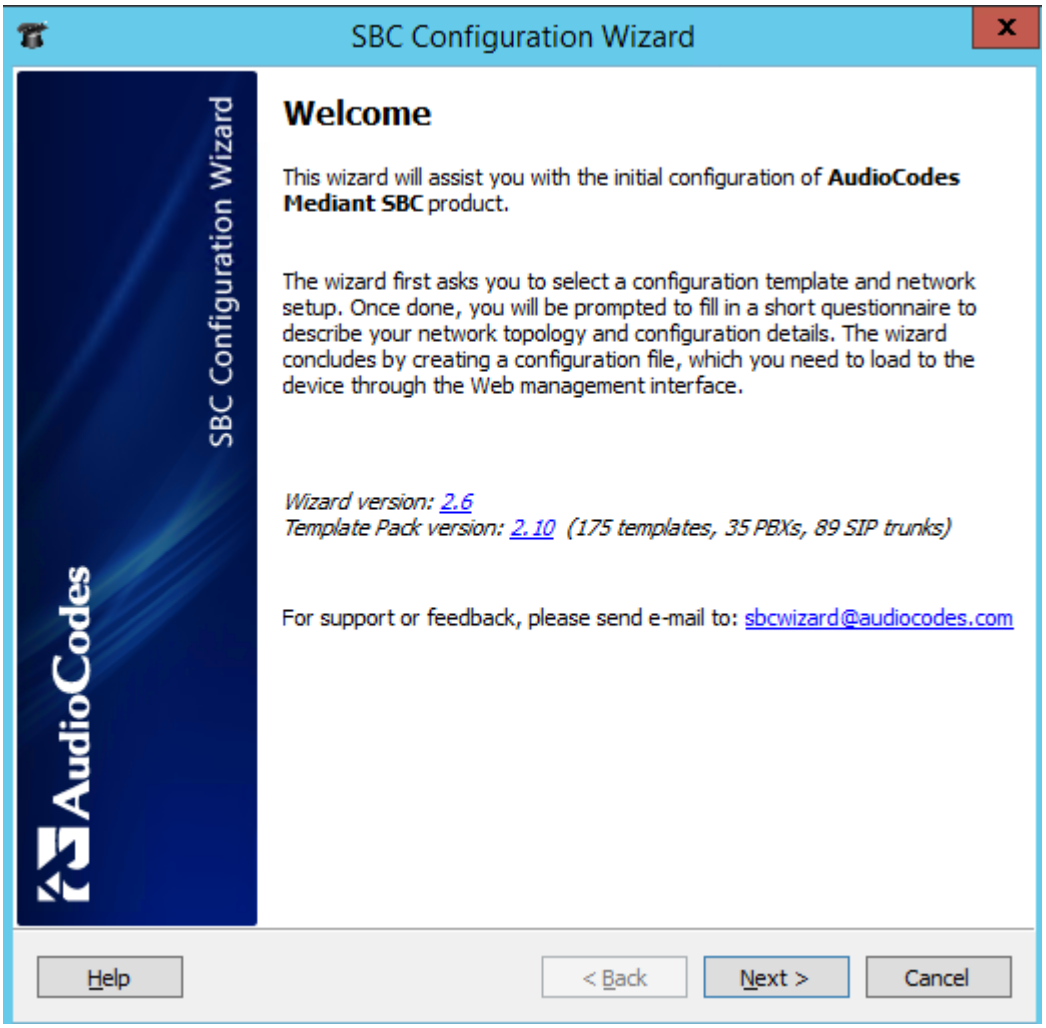


2. Click **Finish.** You are asked if you wish to run the SBC Wizard to configure the SBC device using the SBC Wizard and then to generate an *ini* file at the end of the process.

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: SBC Configuration Wizard Welcome



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 https://technet.microsoft.com/en-us/library/mt740651.aspx:

- 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

This page is intentionally left blank.

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

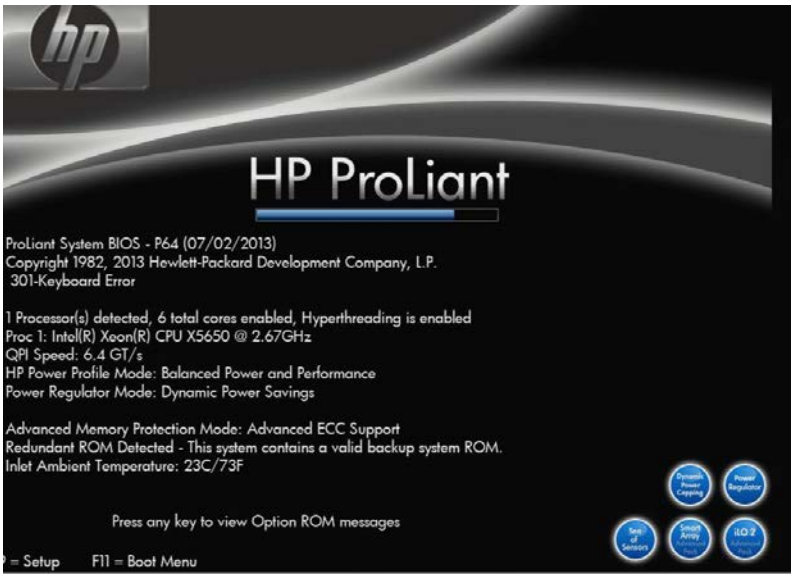
5.1.1 HP Gen8

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:**

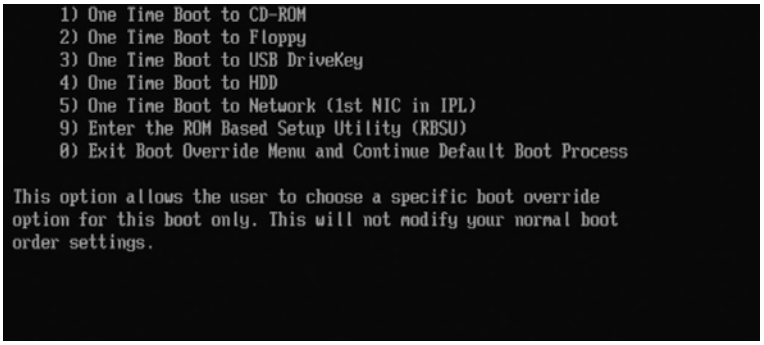
1. Insert the Mediant CCE Appliance recovery USB Drive to the front USB port.
2. Power up the server.
3. When the HP Splash screen appears, press **F11** for the Boot Menu.

Figure 5-1: HP Splash Screen



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

Figure 5-2: One Time Boot

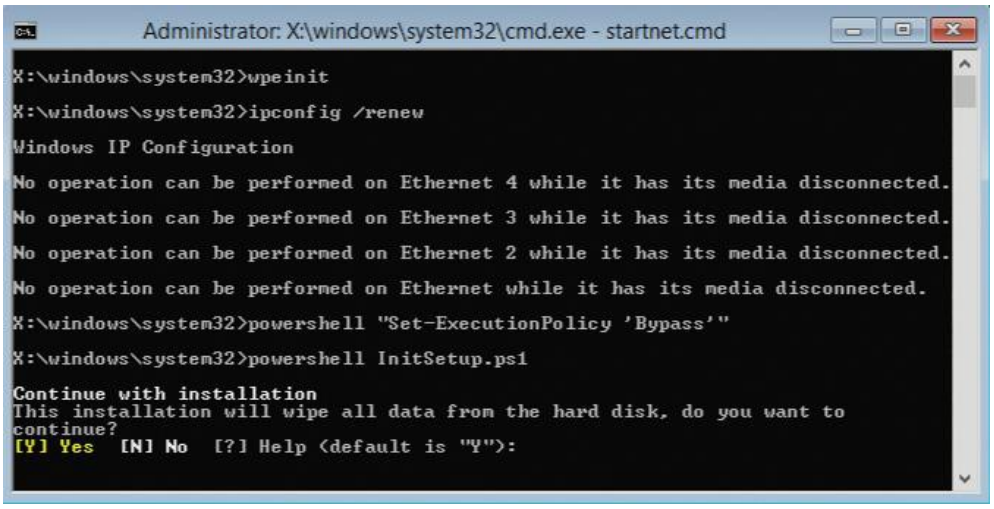


5. After selecting the USB key from which to boot, the WinPE Splash screen appears:

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

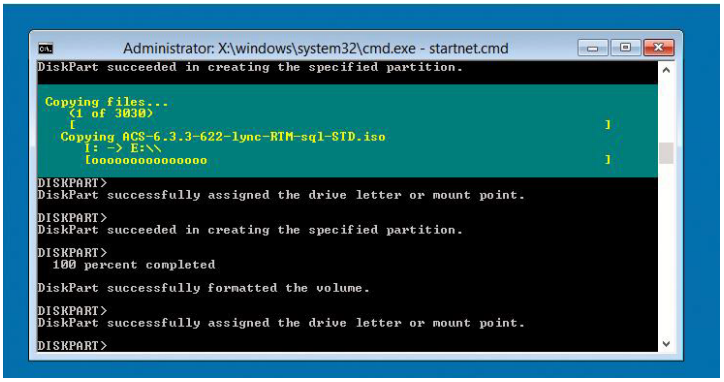


7. Click <Enter>, or <Y> followed by <Enter>, to continue the installation process.

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.

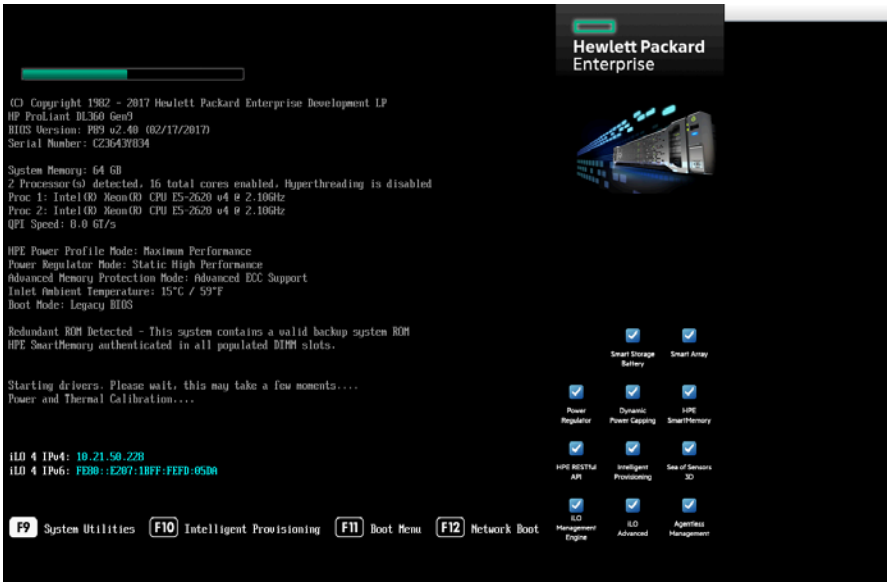
5.1.2 HP Gen9

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:

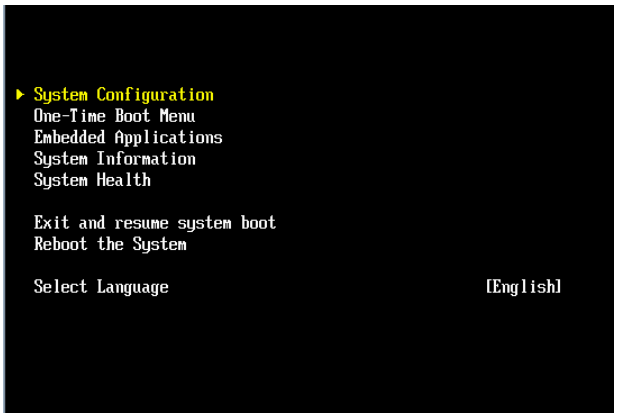
1. Insert the Mediant CCE Appliance recovery USB Drive to the front USB port.
2. Power up the server.
3. When the HP Splash screen appears, press **F9** for the System Utility Menu.

Figure 5-6: HP Splash Screen



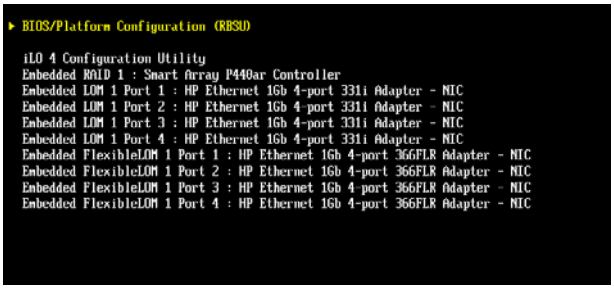
4. Select **System Configuration**:

Figure 5-7: System Configuration



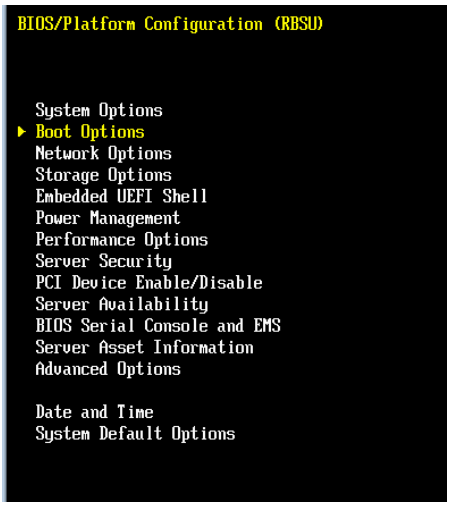
5. Select **BIOS/Platform Configuration**:

Figure 5-8: System Configuration



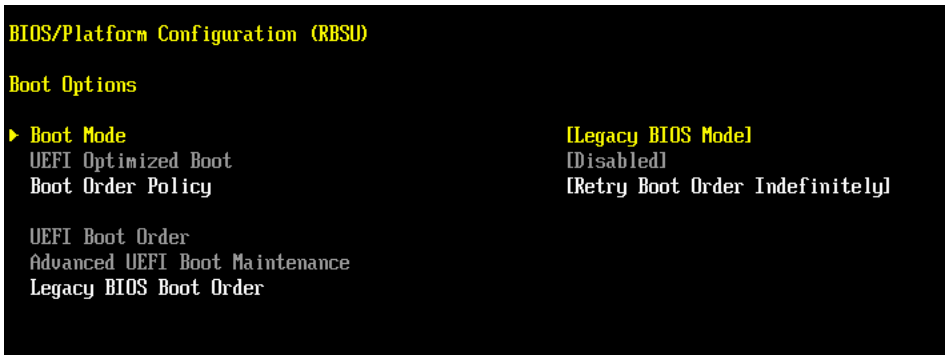
6. Select **Boot Options**:

Figure 5-9: System Configuration



7. Select **Legacy BIOS Boot Order**:

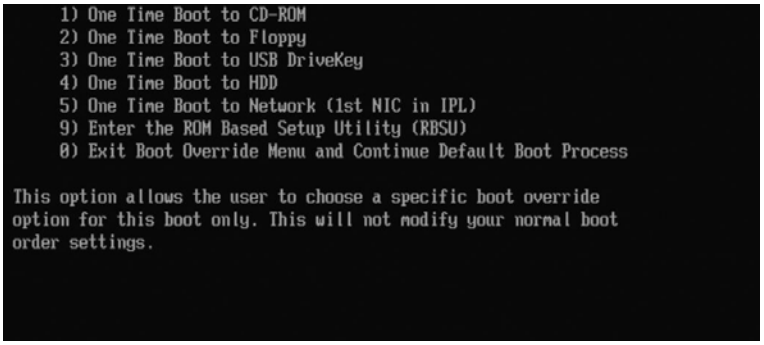
Figure 5-10: Legacy BIOS Boot Order



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

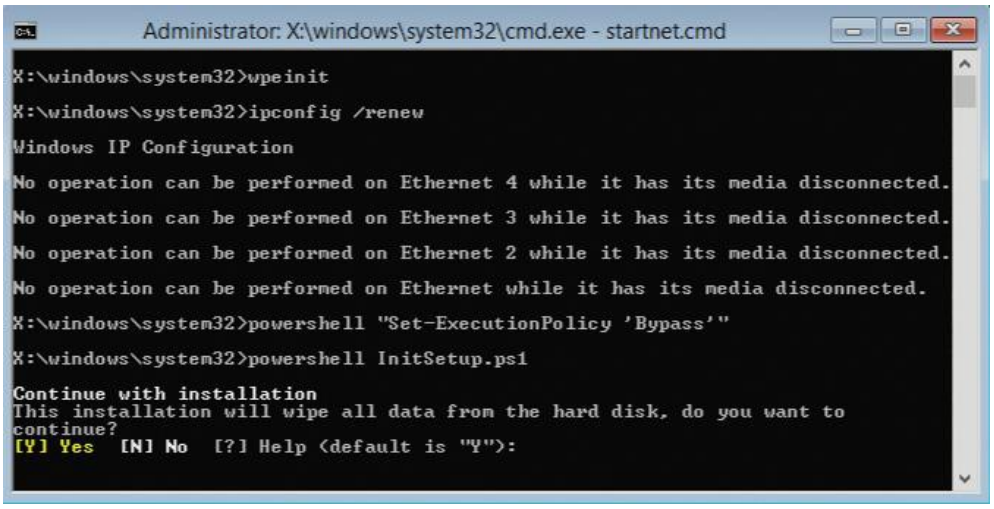


10. After selecting the USB key from which to boot, the WinPE Splash screen appears:

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

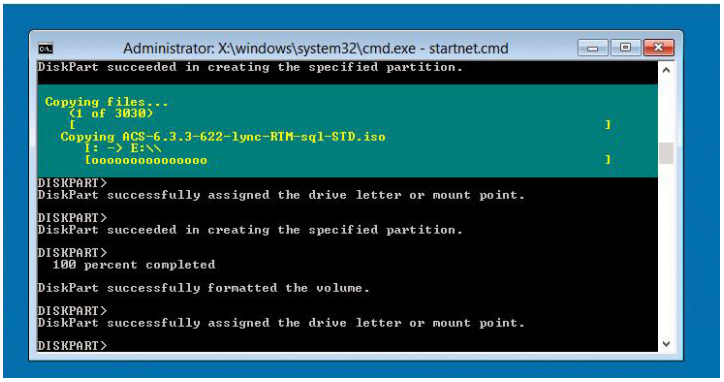


12. Click <Enter>, or <Y> followed by <Enter>, to continue the installation process.

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.

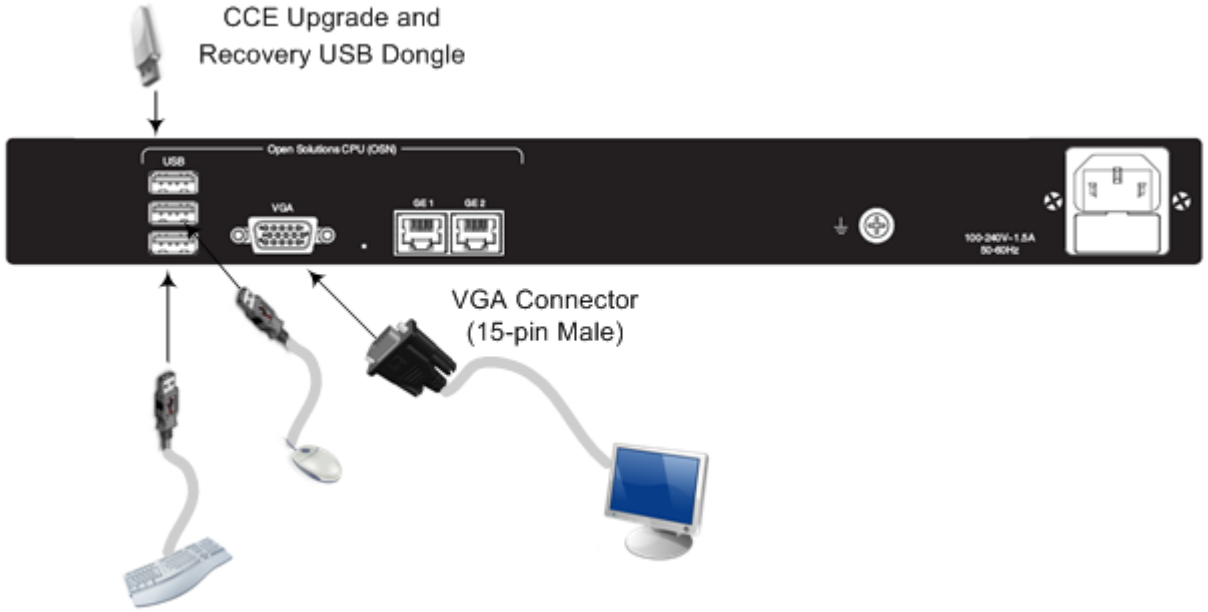
5.2 Recovering Mediant 800 CCE Appliance Image

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:**

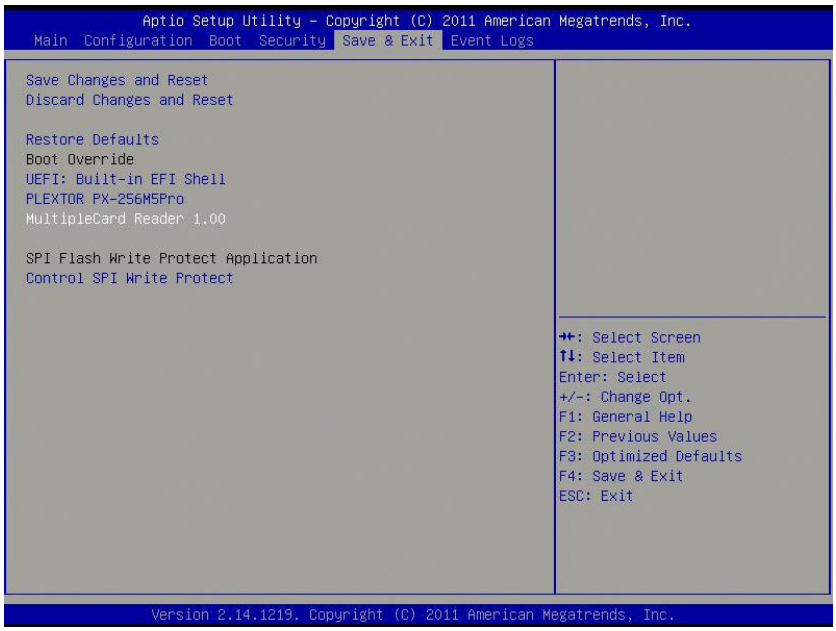
1. Plug in the Mediant 800 appliance's OSN server accessories:
   a. Connect computer peripherals (e.g., mouse and keyboard) to the USB ports (Standard-A type) labeled **USB**.
   b. Connect the CCE Upgrade and Recovery USB dongle to one of the USB ports, labeled **USB**.
   c. Connect a monitor using 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

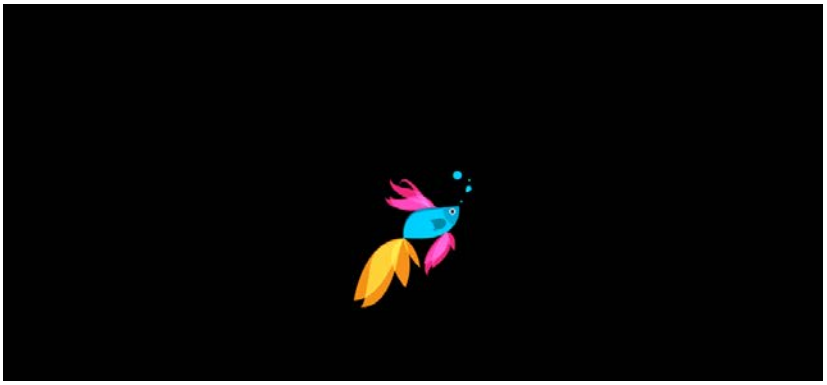


5. Press **Enter**; the Mediant 800 OSN server restarts.

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).

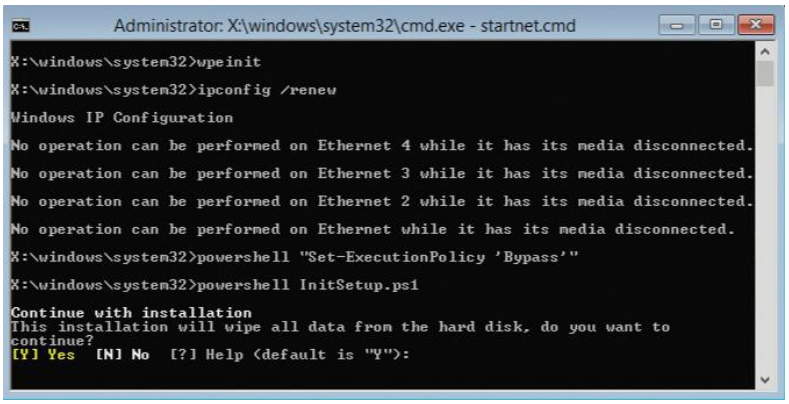
6. After restarting, the Mediant 800 CCE appliance's OSN server boots from the USB key (once only) and the WinPE Splash screen appears:

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.

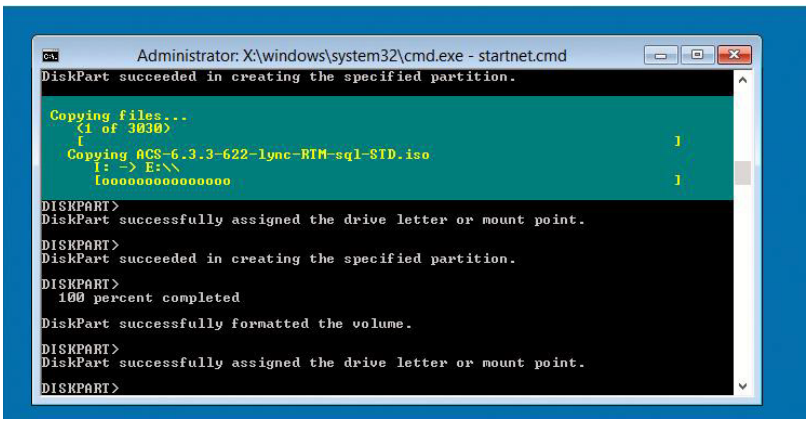
Figure 5-18: Continue with Installation



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

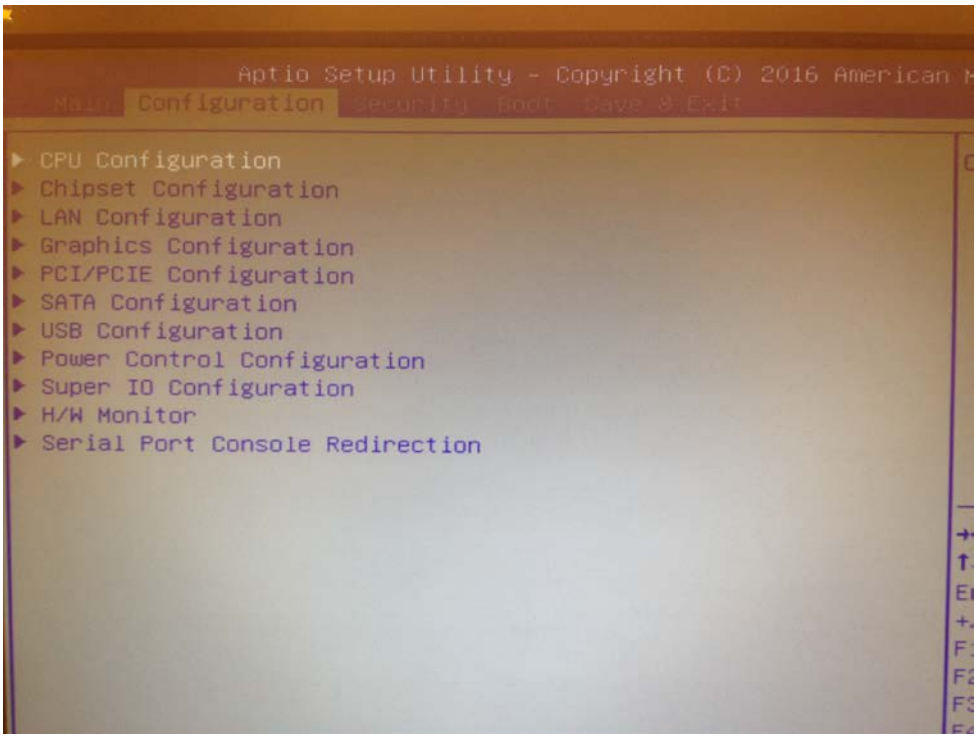
A.1 Setting up the BIOS on the Mediant 800 CCE

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:**

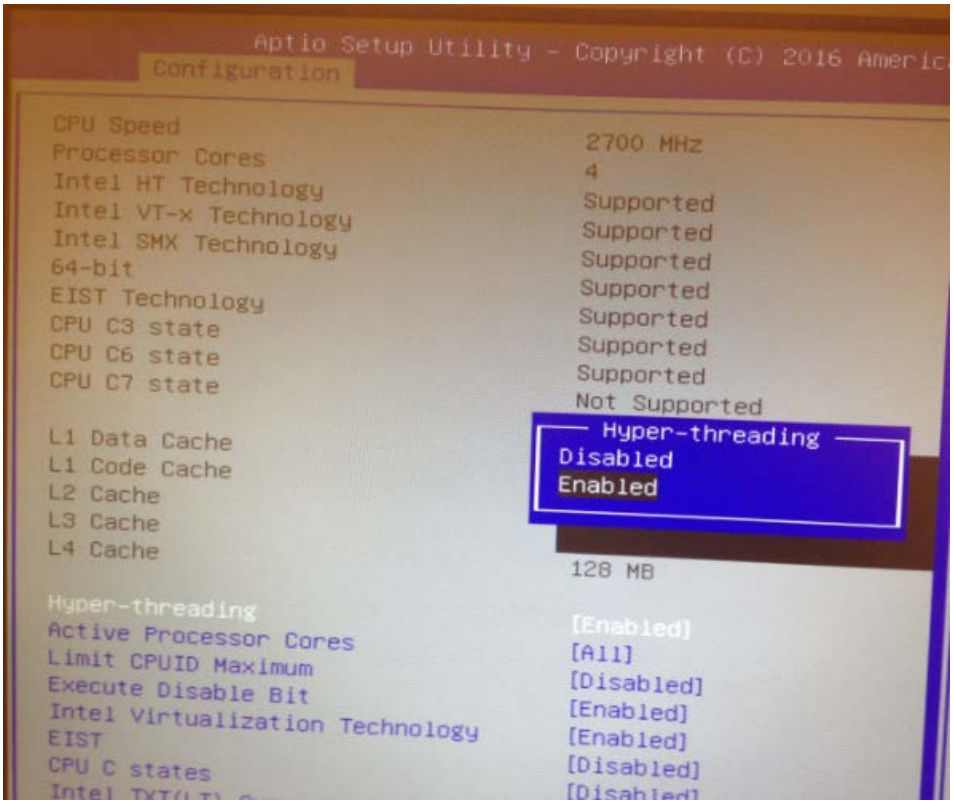
1. Reset the server and press **DEL** and **F2** to access the BIOS settings.
2. Open the CPU Configuration menu (**BIOS** menu > **Configuration** > **CPU Configuration**).

Figure A-1: CPU Configuration



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

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

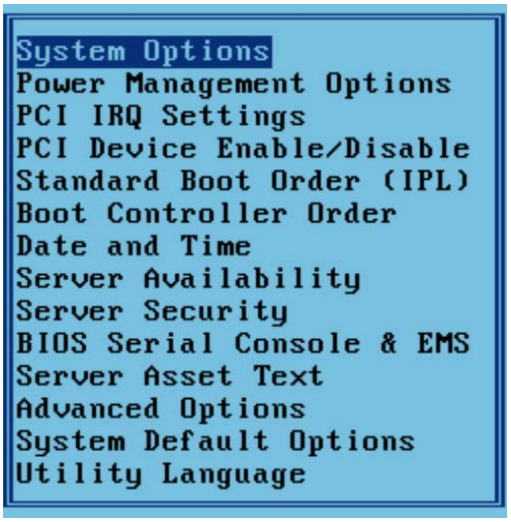
A.2.1 Disabling HT in the HP Gen8 Environment

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



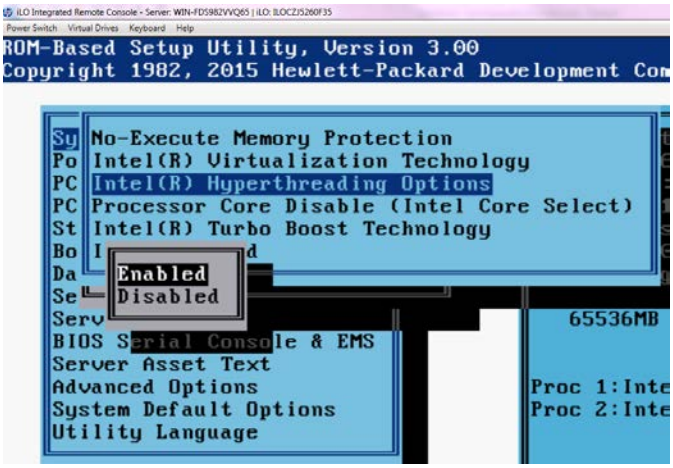
:

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

Figure A-4: Processor Options

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

Figure A-5: Hyper Threading Options



A.2.2 Disabling HT in the HP Gen9 Environment:

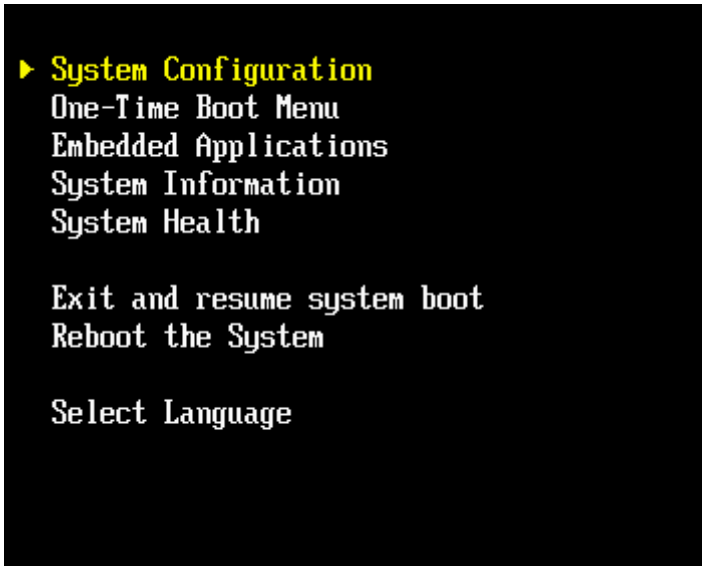
The procedure below describes how to disable HT in the HP Gen9 environment.

➢ **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**.

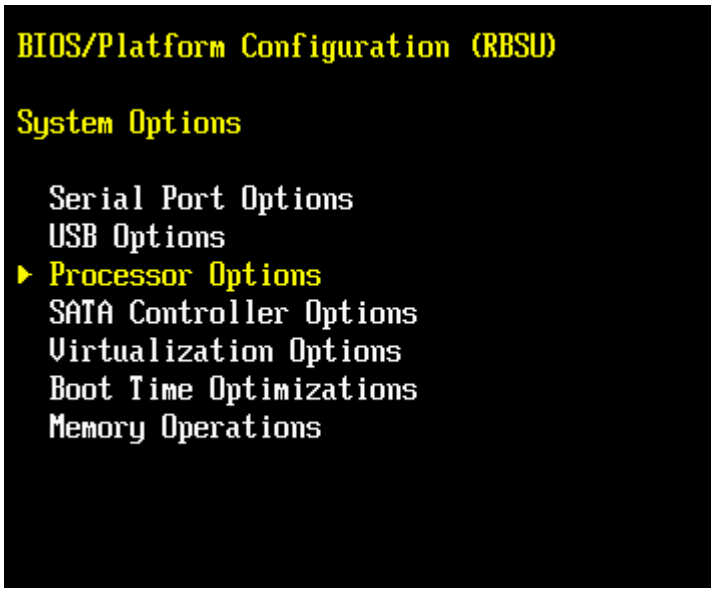
Figure A-6: System Configuration

:



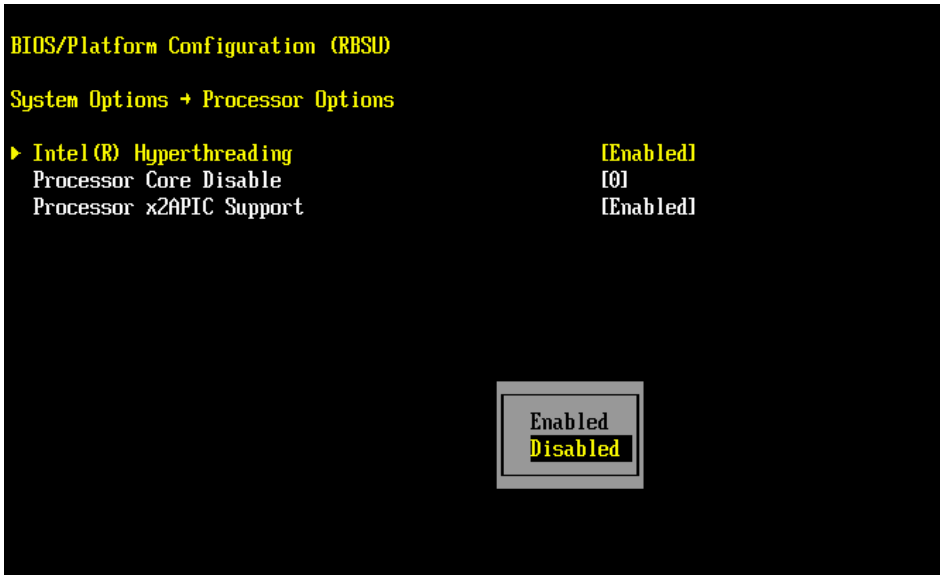
3. From the 'BIOS/Platform Configuration' screen, under **System Options**, select **Processor Options**.

Figure A-7: Processor Options



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

Figure A-8: Hyper Threading Options



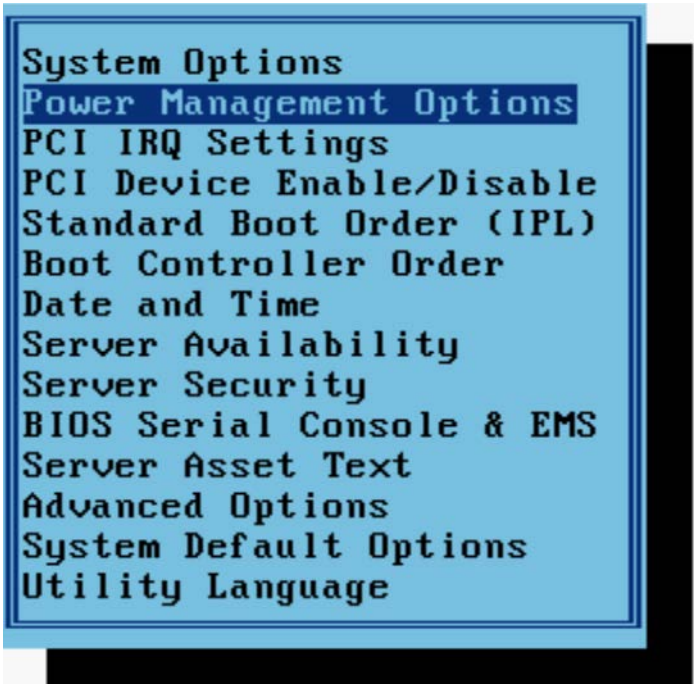
A.2.3 Power Performance Settings on Mediant Server CCE – HP Gen8

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:**

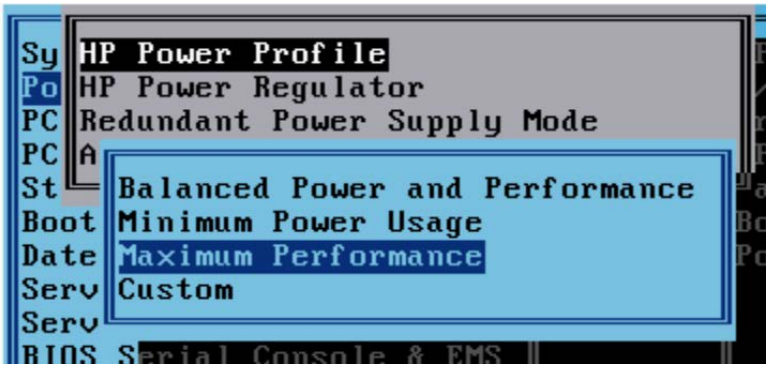
1. Choose **Power Management Options**.

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



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

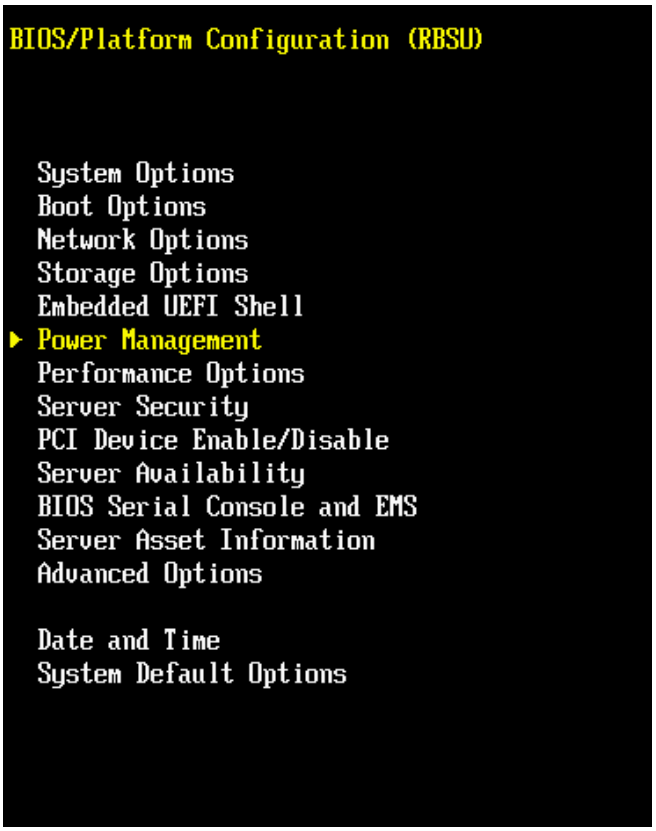
A.2.4 Power Performance Settings on Mediant Server CCE – HP Gen9

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:**

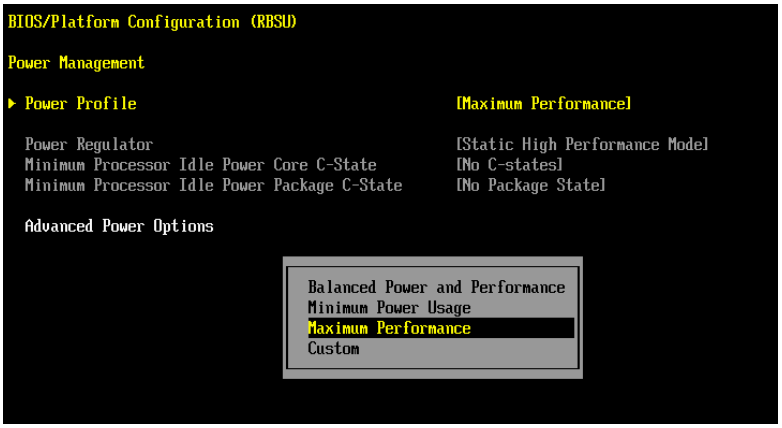
1. From the **BIOS/Platform Configuration Menu,** select **Power Management**.

Figure A-11: Power Management Options



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

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
```
6. 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.

This page is intentionally left blank.

C BIOS Setup

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

- Mediant 800
- Mediant Server

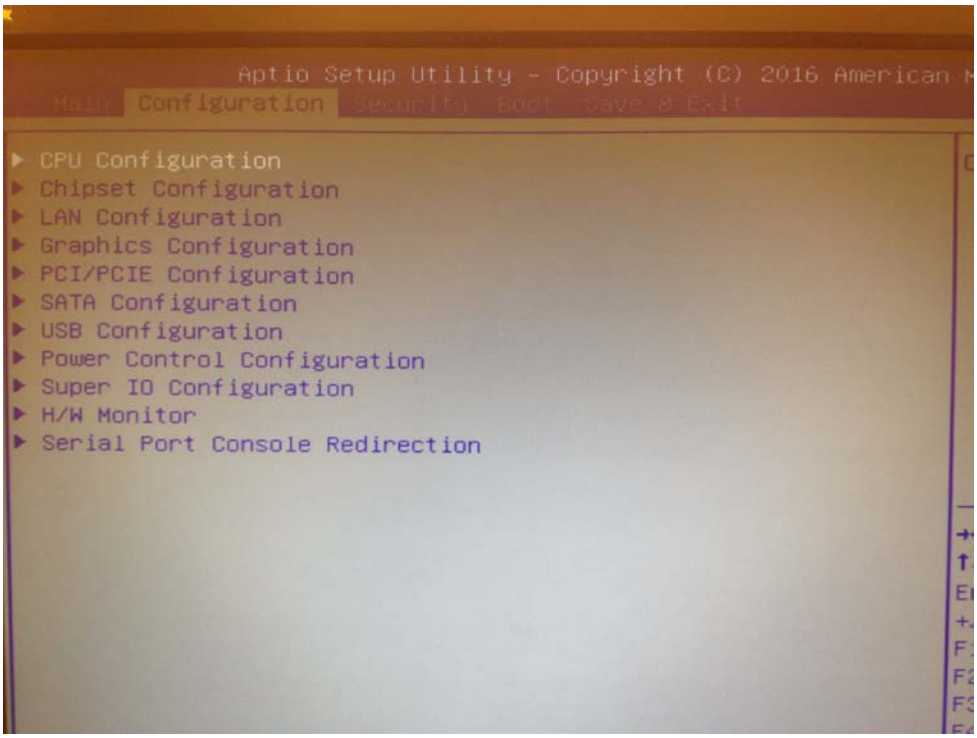
C.1 Setting up the BIOS on the Mediant 800 CCE

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:**

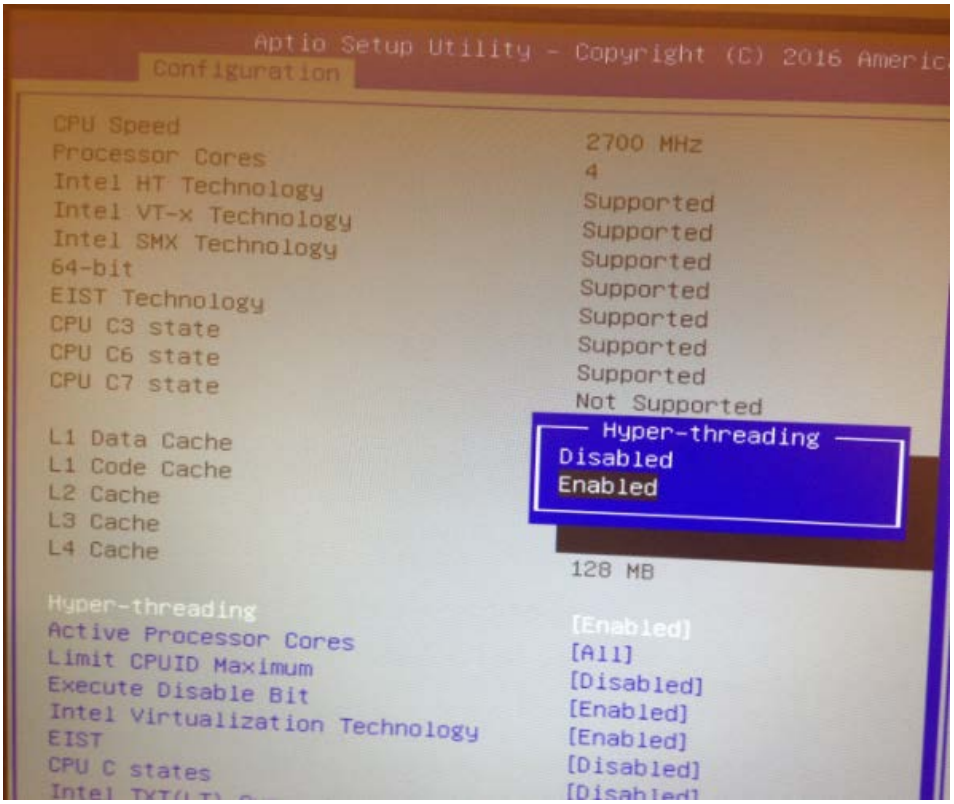
1. Reset the server and press **DEL** and **F2** to access the BIOS settings.
2. Open the CPU Configuration menu (**BIOS** menu > **Configuration** > **CPU Configuration**).

Figure C-1: CPU Configuration



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

Figure C-2: Disable Hyper-Threading



C.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

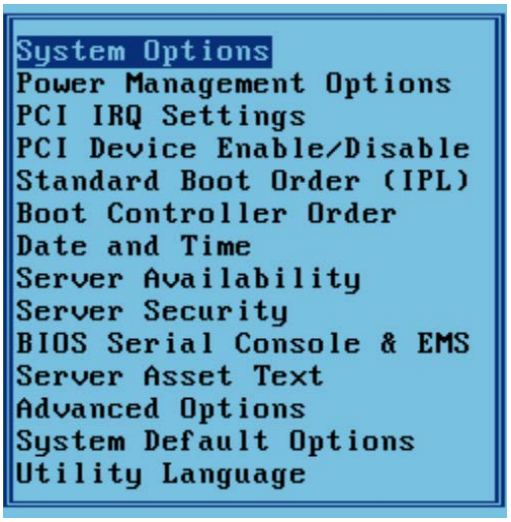
C.2.1 Disabling HT in the HP Gen8 Environment:

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 C-3: Hyper Threading Settings



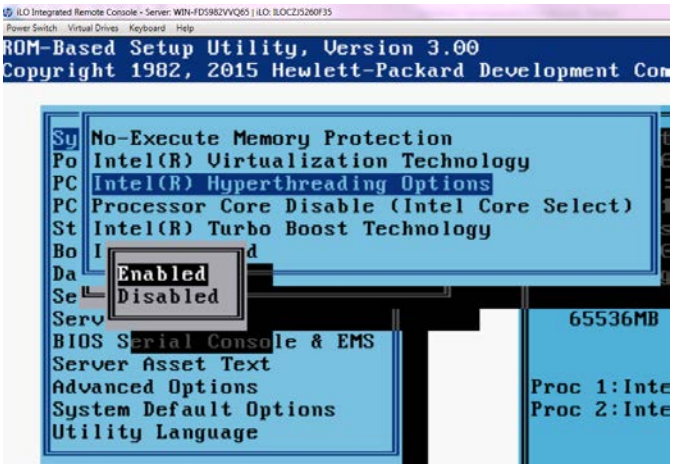
:

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

Figure C-4: Processor Options

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

Figure C-5: Hyper Threading Options



D 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.

D.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
```
6. 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
```

D.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.

International Headquarters
1 Hayarden Street,
Airport City
Lod 7019900, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.
27 World's Fair Drive,
Somerset, NJ 08873
Tel: +1-732-469-0880
Fax: +1-732-469-2298

Contact us: https://www.audiocodes.com/corporate/offices-worldwide
Website: https://www.audiocodes.com/

©2018 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VoIPerfect, VoIPerfectHD, Your Gateway To VoIP, 3GX, VocaNOM, AudioCodes One Voice and CloudBond are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

Document #: LTRT-28089