One Voice Operations Center

SBA ProConnect

Version 7.4

QC audiocodes

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Abbreviations and Terminology

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

Related Documentation

Document Name
SBA ProConnect User's Manual

Document Revision Record

LTRT	Description
38946	Initial document release for Version 7.4
38947	Fix update for Version 7.4.1
38948	Fix update for Version 7.4.2

Software Revision Record

The following table lists the software versions released in Version 7.2

Table 1-1: Software Revision Record

Software Version	Date
7.2.0	Apr 2018
7.2.11	Aug 2018
7.2.12	Mar 2019
7.2.15	June 2019
7.4	August 2019
7.4.1	August 2019
7.4.2	January 2020

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1   Features

1.1   Version 7.4.0

This version includes the following new features.

1.1.1   Support for TLS-1.2

TLS 1.2 is supported by SBA-ProConnect communication.

> **Note:** If only TLS 1.2 is enabled on the ProConnect server, old WIM file images will not be able to notify the ProConnect that the image burn has completed, although the SBA will be ready with the correct IP.

The WIM file that supports the notification for this case should be from Version 7.2.119 for Skype SBA and 1.1.12.91 for Lync 2013.

1.1.2   .Net 4.5

Due to software constraints regarding the use of TLS 1.2, all ProConnect components are now using the .net 4.5 framework.
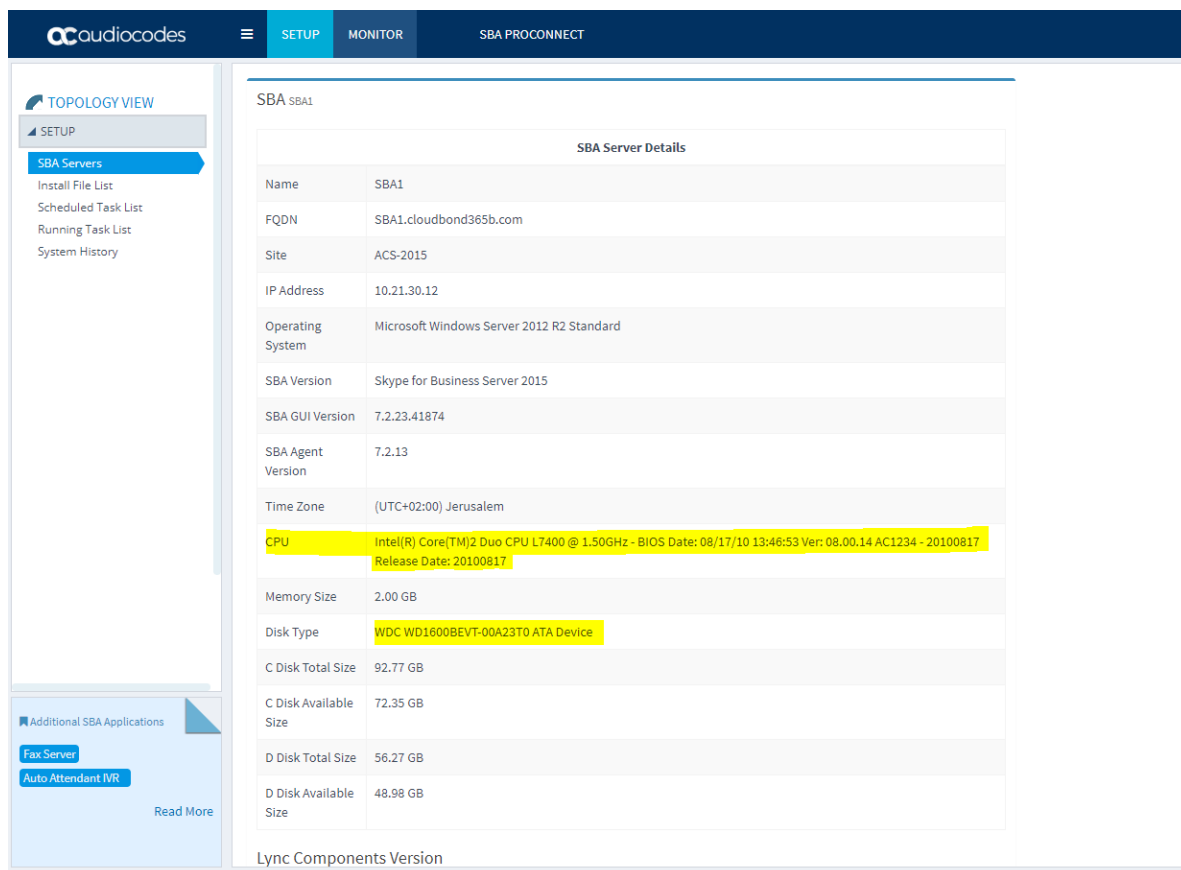
1.2   Version 7.2.15

This version includes the following new feature.

1.2.1   Add Bios and Disk Information

Bios information (version and date) has been added to the SBA Server Details page.

After upgrading to this version, perform SBA synchronization to retrieve the new information from the SBA Server List.

1.3 Version 7.2.12

This version includes the following new feature.

1.3.1 Support for Windows Server 2016

This version supports the Windows Server 2016 platform. The installation procedure includes an additional procedure for installing IIS.

1.4 Version 7.2.11

This version includes the following new features.

1.4.1 Displaying the CU Component in SBA List

The SBA ProConnect Management Interface supports viewing of the SBA server Skype for Business/Lync version from the SBA servers list without the need to open the SBA Details page. Hovering over the SBA version column displays a tooltip with details of the SBA Skype for Business/Lync versions.

1.4.2 Auto Synchronization of SBA after Task

After the CU update task ends successfully, the SBA ProConnect server retrieves the new SfB/Lync component details and updates the SBA server details.

1.4.3   Synchronization a Single SBA

The SBA ProConnect Management Interface supports synchronization of a single SBA server separately from the SBA servers list page.

1.4.4   Changing Date Format

The SBA Pro Connect also supports the American date format: month/day/year. The default setting of the SBA ProConnect uses the European format. New configuration values are used to determine the date format of the SBA ProConnect. It is required to restart the SBA ProConnect Service after making changes in the configuration file.

New configuration values are updated as follows:

```
C:\Program
Files\Audiocodes\ProConnectService\Config\System.config:
phpDateFormat: The date format that be used by GUI PHP part.
American format: m-d-Y H:i
European format(default): d/m/Y H:i
jsDateFormat: The date format that be used by GUI Java script part
American format: MM-DD-YYYY hh:mm
European format(default): DD/MM/YYYY HH:mm
pickerDateFormat: The date format that be used by GUI picker
component
American format: mm-dd-yyyy hh:ii
European format(default): dd/mm/yyyy hh:ii
```

1.5 Version 7.2.0

This version includes the following new features:

1.5.1 Security Support

The ProConnect server now supports an HTTPS connection with SBA servers (for events and install file download operations).

1.5.2 Remove Install Files

Install files can now be removed from the SBA ProConnect server. A new page in the SBA Management Interface "Install File List" enables this action to be performed. The removal action also deletes the file from the disk.

1.5.3 Skype for Business Support

The ProConnect server now supports an upgrade from the Lync 2010 server and the Lync 2013 server to Skype for Business server.

2 Resolved Constraints

This section describes resolved constraints.

2.1 Version 7.4.2

This release includes the following resolved constraint:

■ Fixed several SBA ProConnect Security issues.

2.2 Version 7.4.1

This release includes the following resolved constraint:

■ The ProConnect server failed to download the WinZip file during an upgrade task due to an incorrect MD5 signature in the ProConnect configuration file.

2.3 Version 7.2.15

This release includes the following resolved constraint:

■ The SBA device cannot download .part11 file from the SBA ProConnect server. This problem is due to a missing mime type configuration value in the IIS Manager and WIM slices with extension '.part11' , '.part12'.

2.4 Version 7.2.11

This release includes the following resolved constraint:

■ SBA Server Details – Cumulative Update (CU) List is broken in Skype for Business systems. The lines in the list of 'Component Versions' in the SBA details page is truncated. The fix uses a different method to retrieve the CU list from the OS.
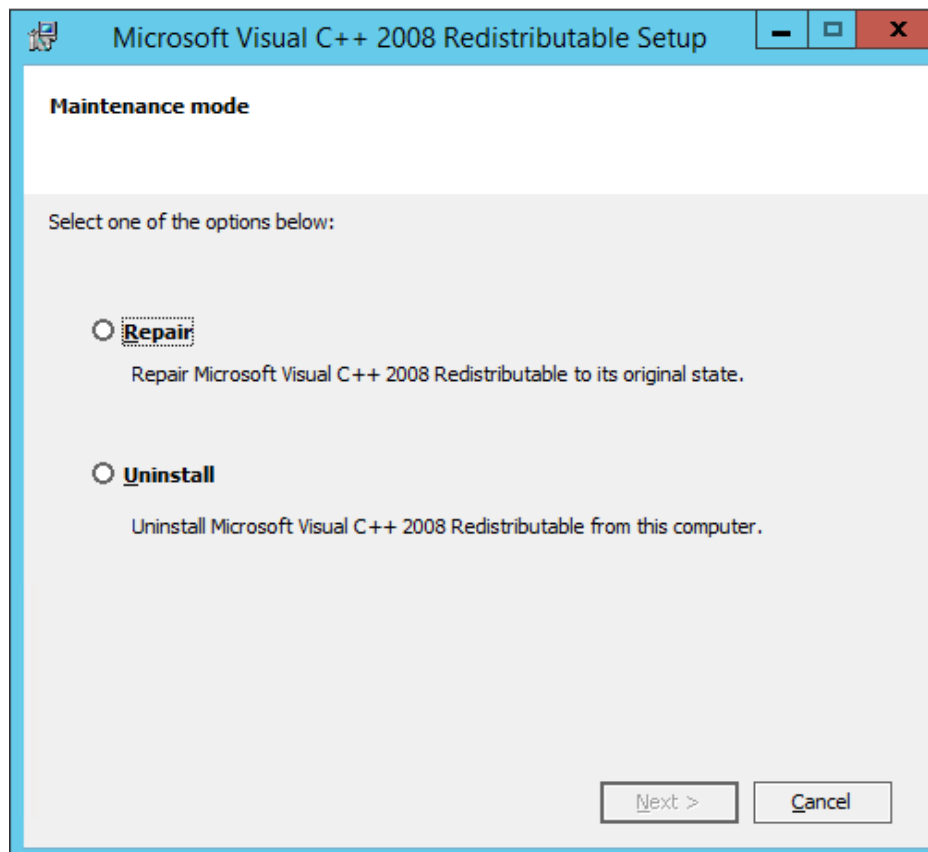
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3 Known Constraints

This section describes known constraints.

3.1 Version 7.2

This release includes the following known constraints:

■ When upgrading, the following message may appear; select the **Repair** option, and then click **Next**.

■ Only Windows Imaging File Format (WIM) installation image files can be used with the ProConnect server. Other SBA image formats cannot be used.

■ Currently SBA ProConnect only supports the Mediant 800B and Mediant 1000B products.

■ SBA ProConnect SBA list Synchronization takes several minutes, during which time the SBA ProConnect GUI is locked.

■ The SBA ProConnect installation does not include any CU or SBA software image. To use these files in the system, the administrator must download them from the AudioCodes Web site and copy them manually to the ProConnect server at: *C:\Proconnect\InstallFile* folder.

■ The Download task does not apply to CU files. Only OS burn images (Lync 2010 and Lync 2013 images) can be applied in the Download task.

■ Non-secure HTTPS Webadmin access is enabled by default. Enabling secure access to the Webadmin requires further IIS configuration and certificate signing.

■ The SBA setup must be completed manually after the burn operation when running a task to upgrade the OS image from Lync 2010 to Lync 2013 or SfB.

■ The administrator must move the SBA users to another Skype for Business pool before commencing the OS upgrade procedure and return them after completing the new SBA configuration in the new image.

■ Only 10 simultaneous download operations can be performed. When a task has more than 10 SBA servers to perform downloads, the download operation for the additional SBA's only occurs once resources are freed.

■ When a task has been terminated manually by the administrator, it can take up to one hour until the SBAs assigned to this task can be reassigned to a new task. Therefore, such an SBA should not be assigned to a new task for at least one hour.

■ If there is no network connection between the SBA and the SBA ProConnect server when a CU or OS burn task is started on the ProConnect server, the SBA is marked as "failed" in the task result. In this case, the SBA needs to be assigned to a new task altogether.

4   Upgrade Procedure

This section describes how to upgrade the SBA ProConnect server.

➢ **To upgrade SBA ProConnect:**

1. Confirm that .Net 4.5 or higher is installed on your server.
2. Download the file ProConnectWixBootstrapper from:
   https://www.audiocodes.com/services-support/maintenance-and-support
3. On the SBA ProConnect server, stop the ProConnect service before running setup.
4. Run the setup and verify that it is completes successfully.
5. After the setup, verify that the service "SBA ProConnect Service" is running.
6. Login to the SBA ProConnect Web at https://<ip_of_server>/webadmin/login.php.
7. Synchronize the SBA List.
8. Schedule several tasks and verify that these actions are successful.

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