# **Release Notes**

AudioCodes One Voice<sup>™</sup> for Microsoft<sup>®</sup> Skype for Business

# CloudBond<sup>™</sup> 365 & User Management Pack<sup>™</sup> 365

Version 8.0







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#### Notice

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#### **Abbreviations and Terminology**

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

## **Related Documentation**

Manual Name
LTRT-26330 AudioCodes User Management Pack 365 Installation and Administration Guide Ver. 7.8
LTRT-26599 CloudBond 365 Installation Manual Ver. 7.6
IP Phone Manager Express Administrator's Manual
One Voice Operations Center User's Manual Ver. 7.6

## **Document Revision Record**

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26686	Initial document release for Version 8.0
26687	Update for release Version 8.0

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## **1** Introduction

This document describes the new features and updates of the User Management Pack 365 solution.

User Management Pack 365 is a software application for managing Skype for Business as well as Microsoft Teams users on premises or in a Cloud PBX environment and is also part of the CloudBond 365 solution, applicable to all CloudBond 365 editions.

## 1.1 Items Released

The following components are included in this version:

#### 1.1.1 Software

Product	Version
User Management Pack 365	8.0.000.402
CloudBond Installer	8.0.000.XXX
IP Phone Manager Express	7.2.10.0

#### 1.1.2 **Operating System Requirements**

CloudBond 365 Version 8.0 has been validated for use with either Windows Server 2016 or Windows Server 2019 (all editions with desktop experience). Support for Windows Server 2012R2 has been deprecated. When installed using the USB recovery image, Windows server 2019 is used.

#### 1.1.3 Localization

CloudBond 365 supports the following language:

English United States (ENU)

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# 2 New Features

Feature	Description	Customer Benefit
Skype and Windows Server 2019	The CloudBond installer is now based on Windows Server 2019 and Skype for Business Server Version 2019.	<ul> <li>Extends mainstream support on the operating system and Skype for the Business environment.</li> <li>Simplifies the migration process for organizations transitioning users from Skype for Business to Microsoft Teams.</li> <li>Introduces the Call Data Connector (CDC) that allows IT to vector all the analytics from your Skype for Business on Premises server up to the Office 365 Admin Portal – essentially achieving a single pane of glass for all of the on-premises and Cloud Unified Communications (UC) data.</li> </ul>
UMP Multi- tenant	Defines a special controlled release for service providers wanting to enable their customers using Microsoft Teams or Skype for Business online clients and direct routing through their telephony network.	<ul> <li>Provides multiple instances of UMP running on a single server.</li> <li>Provides automatic provisioning of SBC routing rules and UMP instances per Office.</li> <li>Isolates data backend environment for each individual UMP end user.</li> </ul>
Improve UI Experience	Provides translation and customized tooltips to specific areas in the UMP portal.	<ul> <li>Has the capability to enhance the administrator experience by translating or renaming attributes in the User Interface (UI).</li> <li>Provides tooltip information on an attribute when hovering over it.</li> </ul>
API Integration	Some information from the UMP backend environment is now available through HTTP REST API calls.	<ul> <li>Allows integration with 3<sup>rd</sup> party applications.</li> </ul>

The following table lists the new and exciting features of this release:

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## **3 Downloading the New Version**

The CloudBond or UMP 365 Version 8.0 software is released with all new CloudBond 365 hardware orders.

For customers who have already purchased the UMP 365 product with an older software version, use the online links below to download the new software release with instructions on how to upgrade existing servers.

Click the following link to download the latest version of the CloudBond 365 software for the USB:

http://downloads-audiocodes.s3.amazonaws.com/Download/CB365 IW.html

Click the following link to download the latest version of User Management Pack 365: <u>http://downloads-audiocodes.s3.amazonaws.com/Download/UMP365\_IW.html</u>

Use the UMP 365 installer for CloudBond 365 version upgrades.

#### Note:

- CloudBond 365 software Version 8.0 supports Skype for Business 2019 and Windows server 2019.
- For customers who have already purchased the CloudBond 365 product with an older software version and wish to upgrade to CloudBond 365 Version 8.0, contact your local AudioCodes representative, as an upgrade kit is required.
- Customers who do not wish to upgrade Skype for Business 2015 and Windows 2012R2 should use CloudBond 365 Version 7.6.
- Customers who would like to upgrade to CloudBond 365 Version 8.0 and employ its rich software features (with Skype for Business 2015), must also install UMP 365 Version 8.0.

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## 4 Upgrading Older CloudBond Servers

This section describes the migration of the previous CloudBond 365 systems to CloudBond 365 Version 8.0, running the current Microsoft Skype for Business Server Version 2019. Full migration guidelines to Skype for Business Server 2019 can be found at <a href="https://docs.microsoft.com/en-us/skypeforbusiness/migration/migration-to-skype-forbusiness-server-2019">https://docs.microsoft.com/en-us/skypeforbusiness/migration/migration-to-skype-forbusiness-server-2019</a>.

As Microsoft no longer supports a current upgrade with Skype for Business Server 2019, it cannot be installed on existing CloudBond 365 Standard and Standard+ edition servers (Mediant 800) due to the lack of sufficient resources to install additional virtual servers.

Customers running older versions of the One Box and CloudBond 365 Standard and Standard+ editions hardware, can make use of our trade-in program to obtain new Version 8 hardware capable of running the Skype for Business Server 2019 edition. Please contact your sales representative for more information.

## 4.1 **Preparing the Current Environment**

The following procedure describes how to prepare the current environment.

- > To migrate your current version to Skype for Business Server 2019:
- 1. Apply the latest available Microsoft updates on your existing Skype for Business 2015 servers. See the latest updates at <a href="https://www.microsoft.com/en-us/download/details.aspx?id=47690">https://www.microsoft.com/en-us/download/details.aspx?id=47690</a>).
- 2. Perform the following steps on the new CloudBond 365 hardware:
  - a. Attach the CloudBond 365 Version 8 USB recovery dongle.
  - **b.** Re-boot and start the installation.
  - c. Configure the IP address to be in the current CloudBond 365 network and set the DNS Server to match the current CloudBond 365 Domain controller.
  - **d.** Set the computer name and join this computer to the current CloudBond 365 domain.
  - e. Mount the ACS-8.0.xxx.iso from the recovery partition (default E:\).
- 3. From the Add Roles and Features Wizard screen, select .Net Framework 3.5 Features, and then click Next.

Select features         DESTINATION SE UC-MGR2.cloudbond365           Before You Begin         Select one or more features to install on the selected server.           Installation Type         Features         Description	
Server Selection <ul> <li>NET Framework 3.5 Features</li> <li>NET Framework 3.5 combines ti power of the .NET Framework 3.5 combines ti</li> <li>NET Fra</li></ul>	ver ocal ) t y d
Containers     Data Center Bridging     Direct Play     Enhanced Storage     Failover Clustering     Group Policy Management     Host Guardian Hyper-V Support     V/O Quality of Service     II Sh Ostable Web Core     Internet Printing Client     IP Address Management (IPAM) Server     iSNS Server service     <	al

**Note:** An alternate source path should be specified on the Confirmation page. Select **G:\Packages\Windows\Windows Server 2019** for this location (where G:\ is the drive letter for the mounted ISO).



- 4. Run **setup.exe** from the *G*:\*Skype RTM*\*Setup*\*amd64* folder (where G: is the drive letter for the mounted ISO).
- 5. Select **Prepare Active Directory** if not yet marked as ✓ Complete.

#### 6. Select Install Administrative Tools.

🐻 Skyp	pe for Business Server 2019 - Deployment Wizard		Х
Welco	ome to Skype for Business Server 2019 deployment		
Deploy			2
Pro Pre Bu He	Prepare Active Directory Prepares the Active Directory schema, forest, and domain for Skype for Business Server. Help > Complete	Prepare first Standard Edition server Prepares a single Standard Edition server to host Central Management Service. Note: This task requires local administrator rights. This task does not apply to Standard	^
	Install or Update Skype for Business Server System Install or update a Skype for Business Server Server deployment	Edition Servers that are not planned to host the Central Management Service, or for deployments that include Enterprise Edition.	
	member system. This option installs Skype for Business Server core components, and a local replica configuration store. Note: Before installing a server, you need to have a valid topology created and published. Help ►	Install Administrative Tools Installs the Administrative Tools to the curren system. Your deployment requires at least one installation of the Topology Builder.	t
		Deploy Monitoring Reports Deploy Monitoring Reports to selected SQL Server Reporting Services (SSRS) instances.	
		Call Quality Dashboard Skype for Business Server 2019, Call Quality Dashboard is a portal that provides OLAP reports to Skype for Business Server administrators to help troubleshoot Call Quality issues.	
		First Run Videos Click to view aetting started videos, Back Exit	~

×

- 7. Start the Skype for Business Server Topology Builder application followed by Download Topology from existing deployment.
- 8. Under Skype for Business Server 2019, prepare your new environment, by creating a **Standard Edition Front End Server** and **Edge Pool**.

🛂 Skype for Business Server 2019, Topology Builder

Befine New Front End Pool

File Action Help	
<ul> <li>Skype for Business Server</li> <li>ACS-2015</li> <li>Lync Server 2013</li> <li>Skype for Business Server 2015</li> <li>Skype for Business Server 2019</li> <li>Standard Edition Front End Servers</li> </ul>	The properties for this item are not available for editing.
🚞 Enterprise Edition Front End pools	New Front End Pool
Director pools	Topology +
Edge pools Trusted application servers	Help
Video Interop Server pools	
Shared Components	
🧰 Branch sites	

9. On the Define the Front End pool FQDN page, enter the FQDN, and then click Next.

Define the Front End pool FQDN	
You may deploy your Front End Server as either an Enter	prise Edition pool or a Standard Edition serve
UC-FE3.cloudbond365.local	
Help	Back Next Cancel

🛂 Define New Front End Pool

# **10.** On the Select Features page, select the features you want this Front End pool to handle, and then click **Next**.

🛂 Define New Front End Pool	×		
Select features			
Instant messaging and presence are always enabled. Select the additional features that you want this Front End pool to handle.			
<ul> <li>Conferencing (includes audio, video, and application sharing)</li> </ul>			
✓ Dial-in (PSTN) conferencing			
✓ Enterprise Voice			
Call Admission Control Call admission control (CAC) is an optional component that manages the bandwidth used by unified communications traffic within the deployment. Only one Front End pool per site can enable CAC.	d		
<ul> <li>Archiving</li> <li>To enable Exchange Server integration, use Skype for Business Server Control Panel.</li> </ul>			
Monitoring (CDR and QoE metrics)			
Help Back Next Cancel			

**11.** On the Select Collocated Server Roles page, select the server roles and services you want to collocate on this Front-End pool, and then click **Next**.

Select collocated server roles	
The Mediation Server can be collocated on a Front End pool. Collocation requires fewer computers, but in larger deployments a stand-alone Mediation pool can provide better voice quality and greater scalability.	~
Select which server roles and services you want to collocate on this Front End pool.	
✓ Collocate Mediation Server You can collocate the Mediation Server on the Front End Server if your IP/PSTN gateway or your IP-PBX supports media bypass and if Enterprise Voice is not mission-critical for your organization.	
Help Back Next Cancel	

 $\times$ 

🛂 Define New Front End Pool	×
Associate server roles with this Front End pool	
Some features are carried out by other server roles. You can enable those features by associating th with the Front End pool that you are creating now.	iem
Enable an Edge pool to be used by the media component of this Front End pool.	
Help Back Next Cance	el

12. Select Enable an Edge pool to be used..., and then click Next.

#### **13.** Click **New...** to define the new Skype Server 2019 Edge pool:

🚼 Define New Front End Pool	Define New Edge Pool X
Select an Edge Server	Define the New Edge Pool
Select an Edge pool to be used by media components on this Front End Pool. If no Edge p defined, click New. Edge pool:	Specify Edge pool configuration and supported services. Before you begin, ensure that you have made the following decisions and have the necessary information:
	<ul> <li>How much scalability do you need? Will this be a single-server or multi-server pool?</li> <li>Do you want to use the same or different FQDNs and IP addresses for the Access Edge, Web Conferencing Edge, and A/V Edge services?</li> <li>Will this Edge pool be used for federation?</li> <li>Fully qualified domain names</li> <li>Ports for the pool and IP addresses, both internal and external, for the servers</li> <li>When you are ready to proceed, click Next.</li> </ul>
Help Back Next	Help Back Next Cancel

14. On the Define New Edge Pool FQDN page, enter the Pool FQDN.

15. Click the option that describes how many servers you have, and then click Next.

🛂 Define New Edge Pool		×
Define the Edge pool FQDN		
Define the fully qualified domain name (FQDN) for the single computer or multi-computer pool.	Edge pool, and indicate whether this shoul	ld be a
edgepool.cloudbond365.local		
<ul> <li>This pool has multiple servers. Select this option if you want load balancing and h</li> <li>This pool has one server. Select this option if you don't need load balancing</li> </ul>	igh availability support on this pool. or high availability support on this pool.	
Help	Back Next Can	icel

**16.** On the Enable Federation page, select the federation of this Edge pool, and then click **Next**.

🕼 Define New Edge Pool	×
Enable federation	
Set the federations of this Edge pool.	
<ul> <li>Enable federation (port 5061).</li> <li>If you want users to communicate with trusted partners, you must enable federation.</li> </ul>	
<ul> <li>Enable Skype-Skype federation search (port 4443).</li> <li>Choose this option, Skype-Skype federation will have federation search enabled by default.</li> </ul>	
Help Back Next Cancel	

17. On the Select Features page, select the features of this Edge pool, and then click Next.

🛐 Define New Edge Pool		×
Select features		
Select the features of this Edge pool.		
✓ Use a single FQDN and IP address. Choose this option if you would like the Access Edge, services to share a single FQDN and IP address. Note: number for each Edge service must be unique.	Web Conferencing Edge, and A/V Edge The combination of IP address and port	
Help	Back Next Cance	4

**18.** If NAT is required, select the appropriate check box, and then click **Next**.

📷 Define New Edge Pool	×
Select IP options	
<ul> <li>Select the IP options of this Edge pool.</li> <li>✓ Enable IPv4 on internal interface</li> <li>C Enable IPv6 on internal interface</li> <li>✓ Enable IPv6 on external interface</li> <li>C Enable IPv6 on external interface</li> <li>✓ The external IP address of this Edge pool is translated IP the external IP address of this pool is translated IP</li> </ul>	ited by NAT. by NAT, we will ask for the NAT IP address later.
Help	Back Next Cancel

**19.** Specify the external FQDNs and ports for the Access Edge, Web Conferencing Edge, and A/V Edge services, and then click **Next**.

🛐 Define New Edge Pool				
External FQDNs				
Specify the external FQDNs and ports for the Access Edg services. Note: The combination of FQDN and port num	ge, Web Conferencing Edge, and A/V Edge ber for each Edge service must be unique.			
External FQDNs	: Ports			
Access Edge service: *				
sip.cloudbond365.com	: 5061			
Web Conferencing Edge service:				
sip.cloudbond365.com	: 444			
A/V Edge service:				
sip.cloudbond365.com	: 443			
Help	Back Next Cancel			
incip.	ouck next concer			

- 20. In the 'Internal IPv4 address' field enter the IP address for this computer.
- **21.** In the 'Internal FQDN' field, enter the Fully Qualified Domain Name (FQDN), and then click **Next**.

Define New Edge Pool		×	_	
Define the compu	ters in this pool.		g.	
Define the computers that make up	the pool. At least one computer is required.			
Computer name or FQDN:				
		Add		
	🔡 Add server to Edge pool			×
	Internal FQDN and IP address			
	Specify the internal fully qualified domain name (FQDN)	and IP addre	ss for this computer.	
	Internal IPv4 address:*			
	10.0.0.63			
	Internal FQDN:*			
Ula	UC-EDGE3.cloudbond365.local			
нер				
	Help	Back	Next	Cancel

22. In the 'External IPv4 address' field, enter the external IP address, and the click Next.

🚮 Add se	erver to Edge pool	×
	Define the external IP address	
Specify th A/V Edge	he private external IP address that will be used for Access Edge, Web Conferencing Edge, and e services. We will ask for the NAT IP address later.	
External I	IPV4 address: "	
172,17,2	236.03	1
Help	Back Next Cancel	

**23.** In the 'Public IPv4 address for the A/V Edge service' field, enter the public IP address, and then click **Finish**.

Vs Add server to Edge pool	×
Define the public IP address	
Because the external IP address of this Edge pool is translated by NAT, please specify the public IP address that is used by the NAT for the A/V Edge service.	
Public IPv4 address for the A/V Edge service: *	
1.2.3.4	
Help Back Finish Cancel	

**24.** Add more Edge servers if required.

**25.** Click **Finish** to continue with the pool setup, by assigning the new Skype Server 2019 Front End as the <u>next</u> hop for this Edge pool.

	🛂 Define New Edge Pool		×
	Define the next hop server		
	Select the Front End pool or Director that will be use	ed as the next hop for the Edge pool.	
	Next hop pool: UC-FE3.cloudbond365.local ACS-2015	~	
	Help	Back Finish C	ancel
26.	Click <b>Next</b> to complete the Front-Fr	nd setup:	
	Solution and the second		×
	. Define the SQL Server store		
	For a Standard Edition Front End pool, user informat	tion must be stored locally. SQL Server Expre	SS
	Edition will be installed automatically. SQL Server store:		
	UC-FE3.cloudbond365.local\rtc	~ New	
	Help	Back Next Ca	ncel

27. Select an existing file store or define a new file store, and then click Next.

🛂 Define New Front End Pool	×
Define the file store	
Select an existing file store, or define a new one, to be used by the server. For this Standard Editio Front End Server, the file store can be collocated, or it can be on another single-server pool. The fi store must be created manually before you can install it.	n ile
O Use a previously defined file store.	
v	
O Define a new file store.	
File server FQDN: *	
UC-FE3.cloudbond365.local	
File share: *	
share	
Help Back Next Can	cel

28. Specify an External Base URL, and then click Next.

🔠 Define	e New Front End Pool	×
	Specify the Web Services URL	
You can Services	specify an alternate fully qualified domain name (FQDN) for the external side of the Web . For a Standard Edition Front End Server, the internal FQDN is fixed.	
Over Inter	rride internal Web Services pool FQDN rnal Base URL:	
UC	-FE3.cloudbond365.local	
External	Base URL:*	
UC-FE3	l.cloudbond365.com	
Help	Back Next Cancel	

# **29.** Configure the Office Web Apps Server if required, and then click **Finish** to complete the wizard.

<b>1</b> 6 C	Define New Front End Pool	×
	Select an Office Web Apps Server	
Ass Pov em Ser	ociate this Front End pool with an Office Web Apps Server to enable users to share and view verPoint presentations during meetings with enhancements including animations, slide transitions, bedded video, and the ability for users to independently navigate slides. If no Office Web Apps ver has been defined, click New.	
	Associate pool with an Office Web Apps Server	
	~ New	
	Note: We strongly recommend that you deploy Office Web Apps Server. Without an Office Web Apps Server, PowerPoint presentation sharing capabilities are not available during meetings.	
	Help Back Finish Cancel	

File Action Help

## 4.2 Publishing the Topology

The procedure below describes how to publish the topology.

- > To publish the topology:
- 1. From the Action menu, select Topology > Publish.

🛂 Skype for Business Server 2019, Topology Builder

THE	Action	
4 🖪	New Front End Pool	The properties for this item are not available for editing.
1	Topology •	New
	Help	Open
	Standard Edition Front En	Download Current Topology
	Enterprise Edition Front E	Save A Copy
	Director pools	Publish
	<ul> <li>Edge pools</li> <li>Trusted application server</li> <li>Video Interop Server pools</li> </ul>	Install or upg Publish topology to the Central Management store. Remove Deploymentary
	Shared Components Reapch sites	
	branch sites	

Missing Computer		
The following machines f during Enable-CsTopolog publish this topology, yo	rom the topology you are publishing were not found in Active D y when it tries to prepare Active Directory entries for the topolo u must run Enable-CsTopology again after you join the missing r	virectory and will result in error gy machines. If you choose to nachines to the domain:

 Open Windows PowerShell to make an export of the topology using the cmdlet: "Export-CsConfiguration –Filename e:\mytopology.zip" 2. Start G:\Setup.exe (where G:\is the drive letter for the mounted ISO), to start the installation for the new CloudBond 365 server as a <u>Branch Pool Appliance</u>, and then click **Next**.

DEDLOVMENT TYPE				
DEFLOTMENT THE	Please choose the type	e of installation		
	Standalone			
	Branched/Paired Pool	Appliance		
	User Management Pa	nck 365		
	Description			
	Deploy a new branch in an existing skype for Business environment, please note that the topology should already be updated and published before starting this coture			
	setup.			
	Hardware Detected:	StandardPlus (32Gb)		
	Warning: Atter pressing Next, You cannot	t alter the Installation Type without restarting Setup		
	Previous	Next		

DEPLOYMENT TYPE	Deploy as: Collocated Hyper-	V/Domain Controller with Virtual Machines
DEPLOYMENT MODEL	beploy as. conocated hyper	vybonnani controller with virtual Maenines
	- Fully automated installation - Colocation allows for lower ha - If chosen on a high-end mach	rdware requirements Ine, allows for additional machines
	Servers to Install	
	✓ Management Server	AudioCodes SBC
	✓ Front-End Server	Reverse-Proxy Server
	✓ Edge Server	

4. Validate the Domain and User Logon Name, and then click Next.

DEPLOYMENT TYPE DEPLOYMENT MODEL	Domain Info	rmation and Credential	5
DOMAIN INFORMATION	Domain FQDN	cloudbond365.local	Change
	Domain NetBIOS	cloudbond365	
	User Logon Name	Administrator	
	Password	•••••	Validate
	Active Directory Site	Default-First-Site-Name 👻	

5. Complete the wizard by specifying the computer names and IP address settings for all servers as described in the LTRT-26599 CloudBond 365 Installation Manual Ver. 7.6.pdf.

DEPLOYMENT TYPE DEPLOYMENT MODEL	Summary - Ma	nagement Server
MANAGEMENT SERVER FRONT-END SERVER EDGE SERVER TOPOLOGY SUMMARY	Diskspace Check OS Check In Domain Check	Pass Pass Pass
	Domain Credentials Username	Administrator
	Domain Information	
	DomainFQDN SpecialOptions NetBIOSDomain	cloudbond365.local Default-First-Site-Name cloudbond365
		Next Check in 👌
	Save Configuration	Install

6. Complete the migration by following the procedure starting at Phase 4 described in <u>https://docs.microsoft.com/en-us/skypeforbusiness/migration/phase-4-move-test-users-to-the-pilot-pool.</u>

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