

# CloudBond™ 365 & User Management Pack™ 365

Version 8.0





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## Notice

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## Stay in the Loop with AudioCodes



## 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

LTRT	Description
26643	Initial document release for Version 7.2
26644	Initial document release for Version 7.2.5
26645	Initial document release for Version 7.4.0
26646	Initial document release for Version 7.4.5
26647	Initial document release for Version 7.6
26648	Initial document release for Version 7.8
26686	Initial document release for Version 8.0
26687	Update for release Version 8.0

## Documentation Feedback

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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

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

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 style="list-style-type: none"><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 style="list-style-type: none"><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 style="list-style-type: none"><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 style="list-style-type: none"><li>▪ Allows integration with 3<sup>rd</sup> party applications.</li></ul>

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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](http://downloads-audiocodes.s3.amazonaws.com/Download/CB365_IW.html)

- Click the following link to download the latest version of User Management Pack 365:

[http://downloads-audiocodes.s3.amazonaws.com/Download/UMP365\\_IW.html](http://downloads-audiocodes.s3.amazonaws.com/Download/UMP365_IW.html)

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 <https://docs.microsoft.com/en-us/skypeforbusiness/migration/migration-to-skype-for-business-server-2019>.

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.

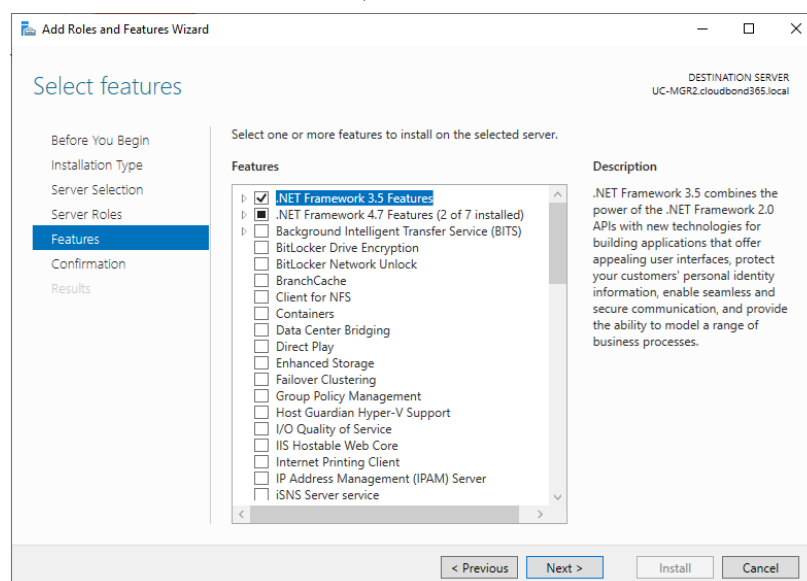
Customers running older versions of the One Box and CloudBond 365 Standard and Standard+ editions hardware, can make use of our trade-in program to obtain new Version 8 hardware capable of running the Skype for Business Server 2019 edition. Please contact your sales representative for more information.

### 4.1 Preparing the Current Environment

The following procedure describes how to prepare the current environment.

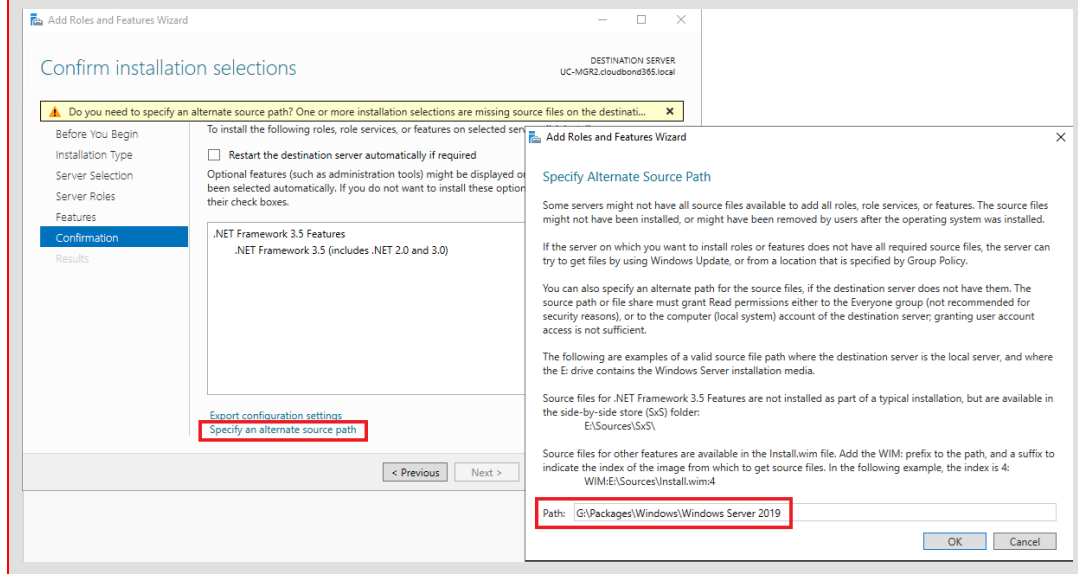
➤ **To migrate your current version to Skype for Business Server 2019:**

1. Apply the latest available Microsoft updates on your existing Skype for Business 2015 servers. See the latest updates at <https://www.microsoft.com/en-us/download/details.aspx?id=47690>.
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**.

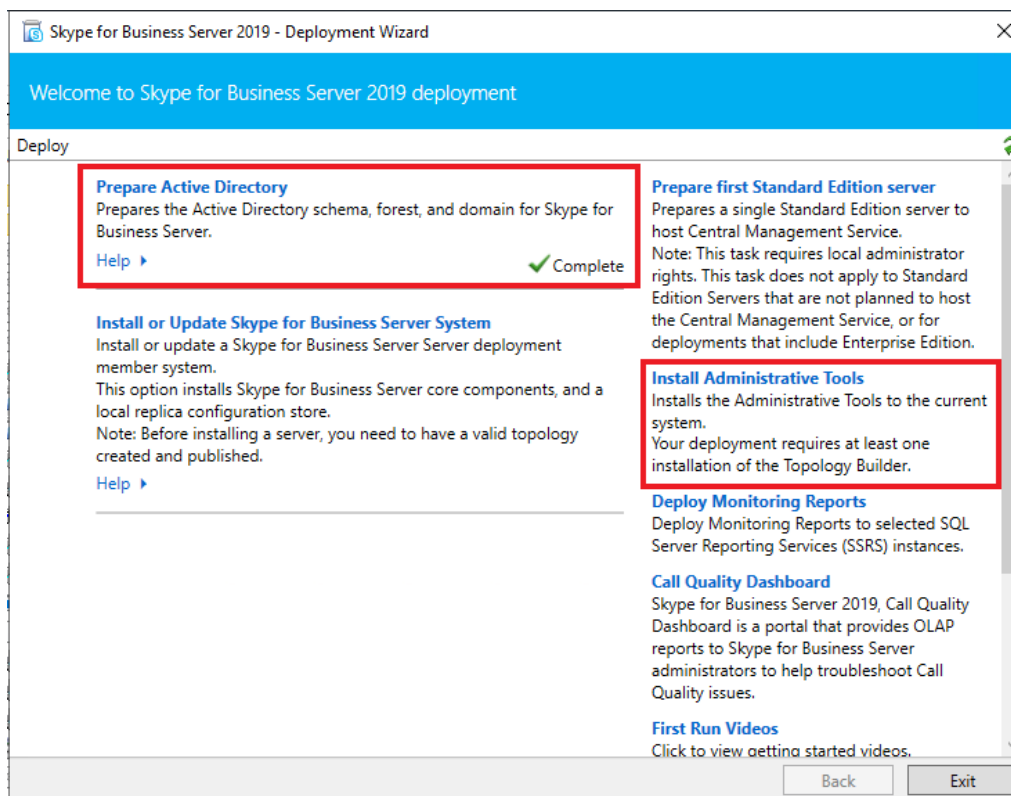




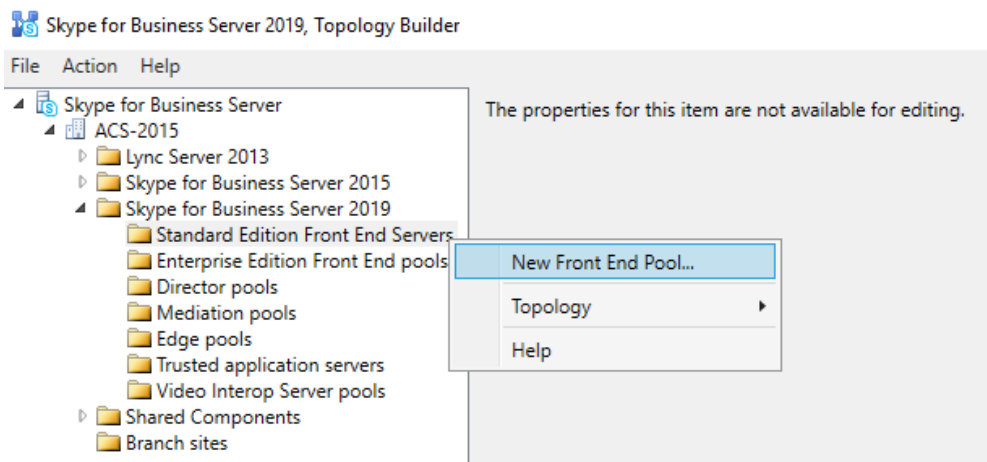
**Note:** An alternate source path should be specified on the Confirmation page. Select **G:\Packages\Windows\Windows Server 2019** for this location (where G:\ is the drive letter for the mounted ISO).



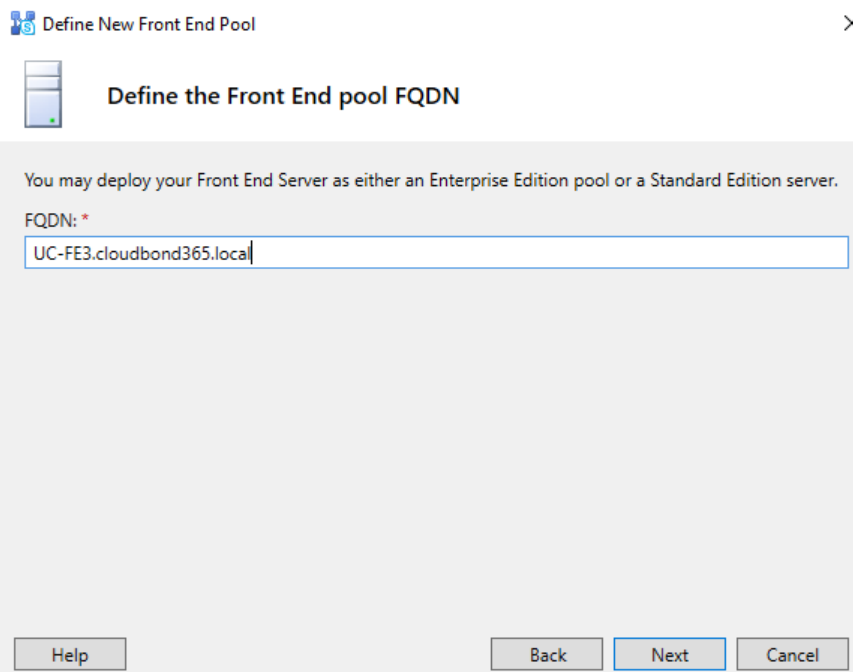
4. Run **setup.exe** from the **G:\Skype RTM\Setup\amd64** folder (where G: is the drive letter for the mounted ISO).
5. Select **Prepare Active Directory** if not yet marked as Complete.
6. Select **Install Administrative Tools**.



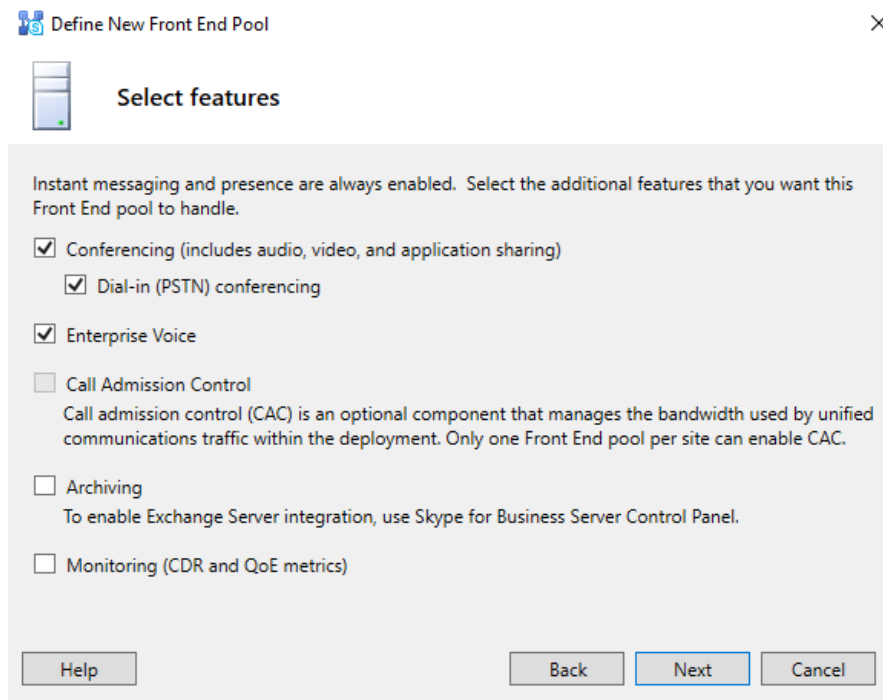
7. Start the **Skype for Business Server Topology Builder** application followed by **Download Topology from existing deployment**.
8. Under Skype for Business Server 2019, prepare your new environment, by creating a **Standard Edition Front End Server** and **Edge Pool**.



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



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** [Close]

**Select features**

Instant messaging and presence are always enabled. Select the additional features that you want this Front End pool to handle.

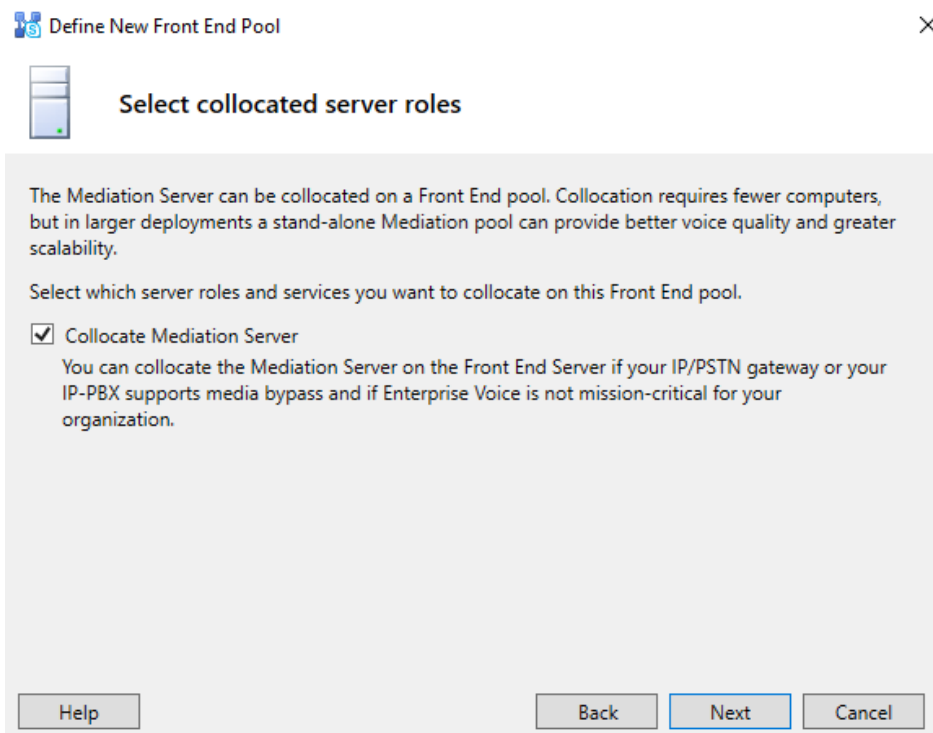
- ☒ Conferencing (includes audio, video, and application sharing)
  - ☒ Dial-in (PSTN) conferencing
- ☒ Enterprise Voice
- ☐ Call Admission Control
 

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.
- ☐ Archiving
 

To enable Exchange Server integration, use Skype for Business Server Control Panel.
- ☐ 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**.



**Define New Front End Pool** [Close]

**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.

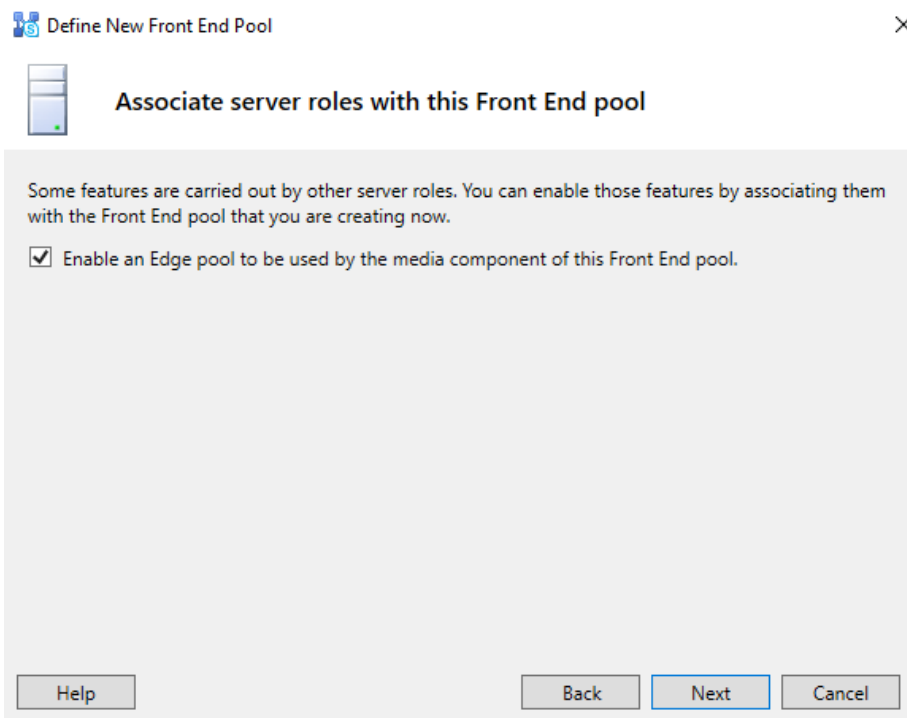
- ☒ Collocate Mediation Server
 

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.

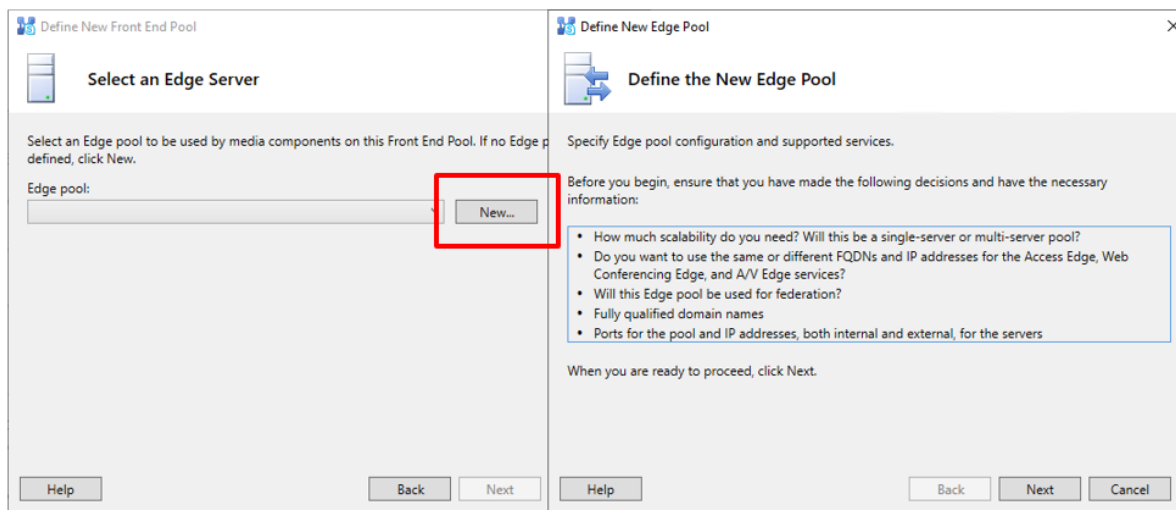
[Help] [Back] [Next] [Cancel]



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

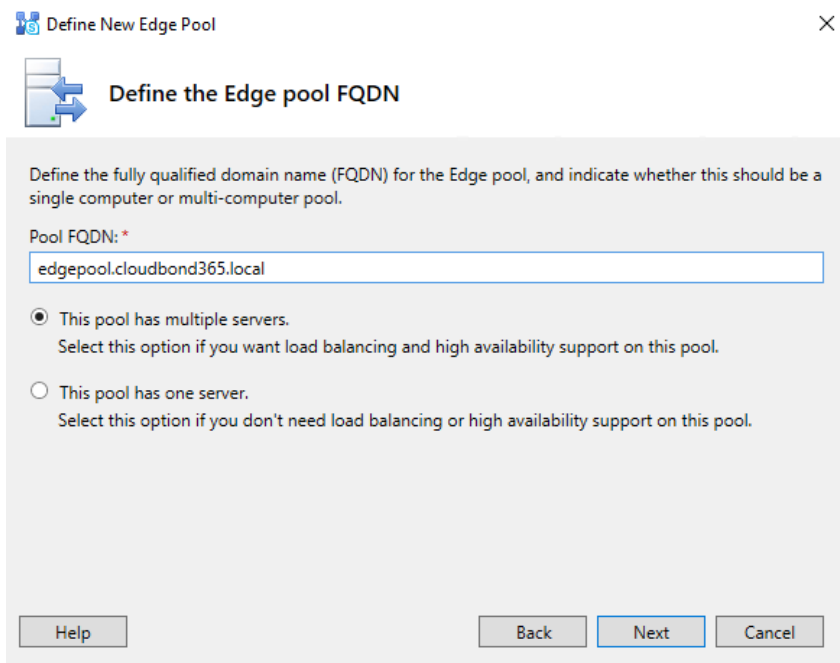


13. Click **New...** to define the new Skype Server 2019 Edge pool:



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** [Close]

**Define the Edge pool FQDN**

Define the fully qualified domain name (FQDN) for the Edge pool, and indicate whether this should be a single computer or multi-computer pool.

Pool FQDN: \*

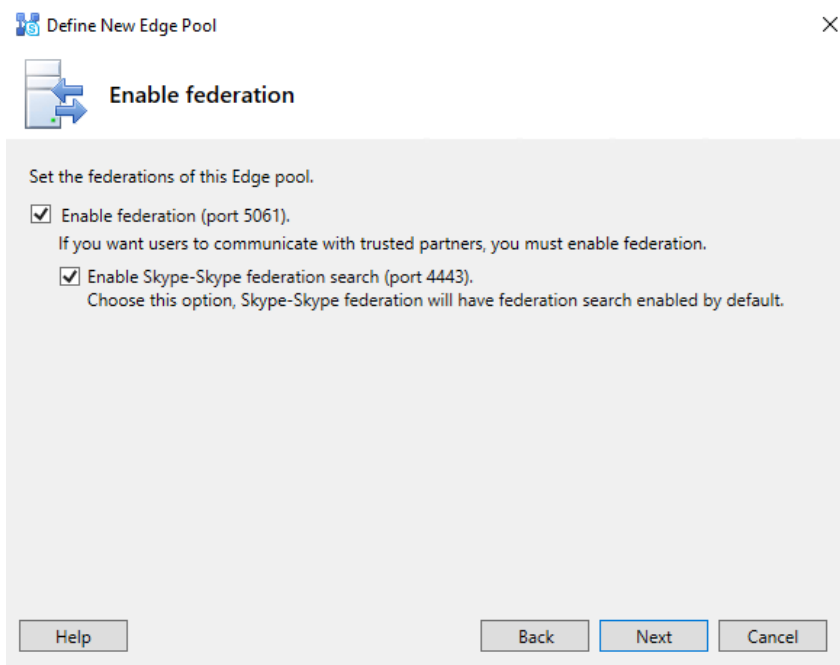
edgepool.cloudbond365.local

☒ This pool has multiple servers.  
 Select this option if you want load balancing and high availability support on this pool.

☐ This pool has one server.  
 Select this option if you don't need load balancing or high availability support on this pool.

[Help] [Back] [Next] [Cancel]

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



**Define New Edge Pool** [Close]

**Enable federation**

Set the federations of this Edge pool.


☒ Enable federation (port 5061).  
 If you want users to communicate with trusted partners, you must enable federation.

☒ Enable Skype-Skype federation search (port 4443).  
 Choose this option, Skype-Skype federation will have federation search enabled by default.

[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, Web Conferencing Edge, and A/V Edge services to share a single FQDN and IP address. Note: The combination of IP address and port number for each Edge service must be unique.

[Help](#) [Back](#) [Next](#) [Cancel](#)

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

Define New Edge Pool ×

 **Select IP options**

Select the IP options of this Edge pool.

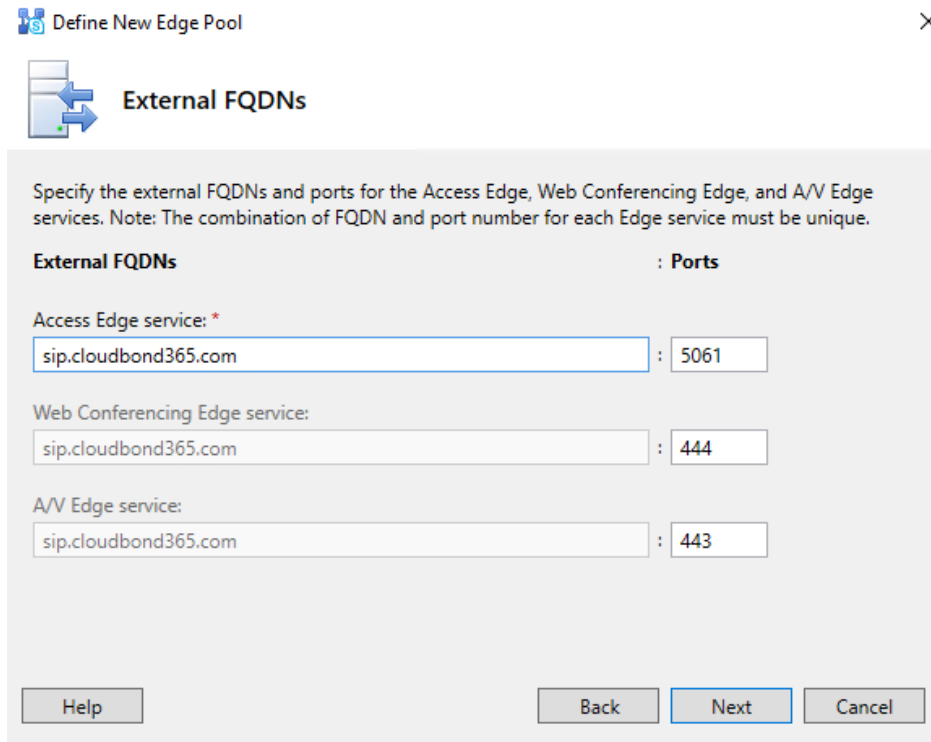
☒ Enable IPv4 on internal interface  
☐ Enable IPv6 on internal interface

☒ Enable IPv4 on external interface  
☐ Enable IPv6 on external interface

☒ The external IP address of this Edge pool is translated by NAT.  
If the external IP address of this pool is translated 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**.



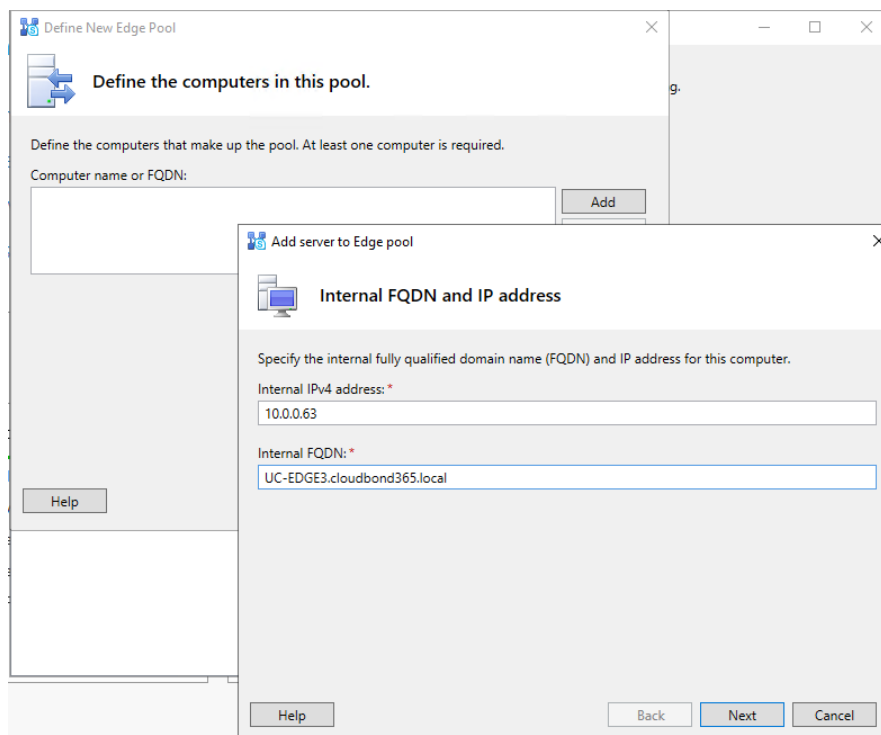
**Define New Edge Pool** [Close]

**External FQDNs**

Specify the external FQDNs and ports for the Access Edge, Web Conferencing Edge, and A/V Edge services. Note: The combination of FQDN and port number for each Edge service must be unique.

External FQDNs	Ports
Access Edge service: *	
<input type="text" value="sip.cloudbond365.com"/>	<input type="text" value="5061"/>
Web Conferencing Edge service:	
<input type="text" value="sip.cloudbond365.com"/>	<input type="text" value="444"/>
A/V Edge service:	
<input type="text" value="sip.cloudbond365.com"/>	<input type="text" value="443"/>

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** [Close]

**Define the computers in this pool.**

Define the computers that make up the pool. At least one computer is required.

Computer name or FQDN:

**Add server to Edge pool** [Close]


**Internal FQDN and IP address**


Specify the internal fully qualified domain name (FQDN) and IP address for this computer.

Internal IPv4 address: \*

Internal FQDN: \*

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


 Add server to Edge pool ×


 **Define the external IP address**

Specify the private external IP address that will be used for Access Edge, Web Conferencing Edge, and A/V Edge services. We will ask for the NAT IP address later.

External IPv4 address: \*

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

 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: \*

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 next hop for this Edge pool.

Define New Edge Pool

Define the next hop server

Select the Front End pool or Director that will be used as the next hop for the Edge pool.

Next hop pool:

UC-FE3.cloudbond365.local ACS-2015

Help Back Finish Cancel

26. Click **Next** to complete the Front-End setup:

Define New Front End Pool

Define the SQL Server store

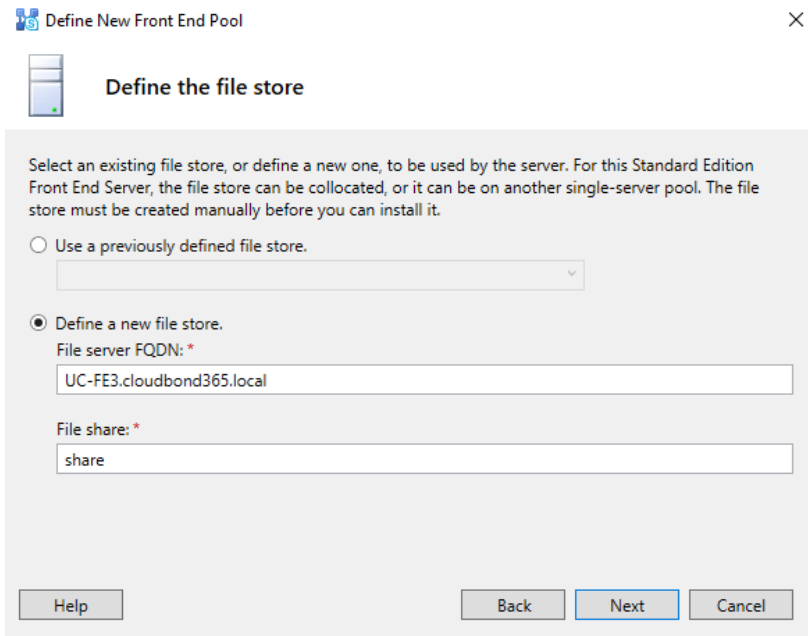
For a Standard Edition Front End pool, user information must be stored locally. SQL Server Express Edition will be installed automatically.

SQL Server store:

UC-FE3.cloudbond365.local\rtc New...

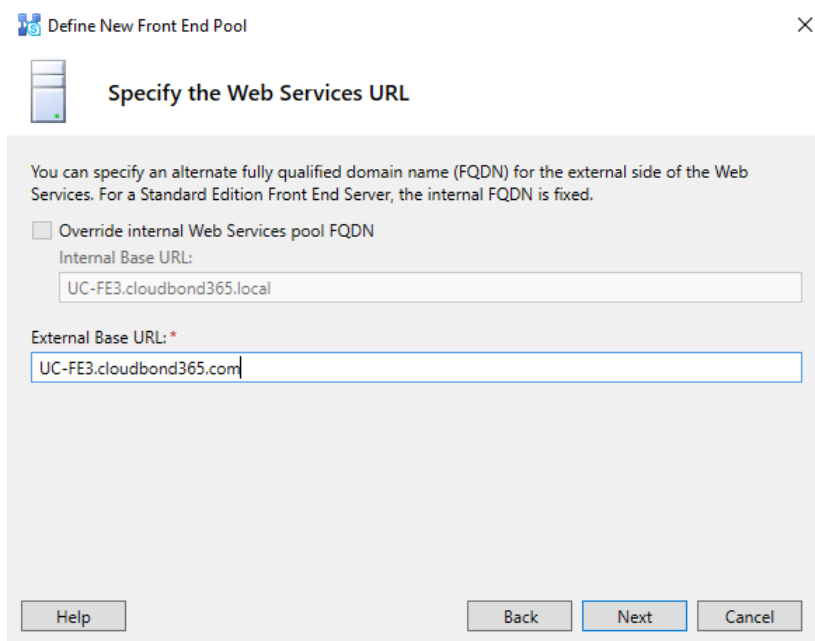
Help Back Next Cancel

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




The screenshot shows a dialog box titled "Define New Front End Pool" with a close button (X) in the top right corner. Below the title bar is a server icon and the text "Define the file store". The main content area contains the following text: "Select an existing file store, or define a new one, to be used by the server. For this Standard Edition Front End Server, the file store can be collocated, or it can be on another single-server pool. The file store must be created manually before you can install it." Below this text are two radio button options. The first option is "Use a previously defined file store." with a dropdown menu below it. The second option is "Define a new file store." which is selected. Below this option are two text input fields: "File server FQDN: \*" with the value "UC-FE3.cloudbond365.local" and "File share: \*" with the value "share". At the bottom of the dialog are four buttons: "Help", "Back", "Next" (highlighted in blue), and "Cancel".


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



The screenshot shows a dialog box titled "Define New Front End Pool" with a close button (X) in the top right corner. Below the title bar is a server icon and the text "Specify the Web Services URL". The main content area contains the following text: "You can specify an alternate fully qualified domain name (FQDN) for the external side of the Web Services. For a Standard Edition Front End Server, the internal FQDN is fixed." Below this text is a checkbox labeled "Override internal Web Services pool FQDN" which is unchecked. Below the checkbox is a text input field labeled "Internal Base URL:" with the value "UC-FE3.cloudbond365.local". Below this is another text input field labeled "External Base URL: \*" with the value "UC-FE3.cloudbond365.com". At the bottom of the dialog are four buttons: "Help", "Back", "Next" (highlighted in blue), and "Cancel".

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

 Define New Front End Pool
 ×



### Select an Office Web Apps Server

Associate this Front End pool with an Office Web Apps Server to enable users to share and view PowerPoint presentations during meetings with enhancements including animations, slide transitions, embedded video, and the ability for users to independently navigate slides. If no Office Web Apps Server 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

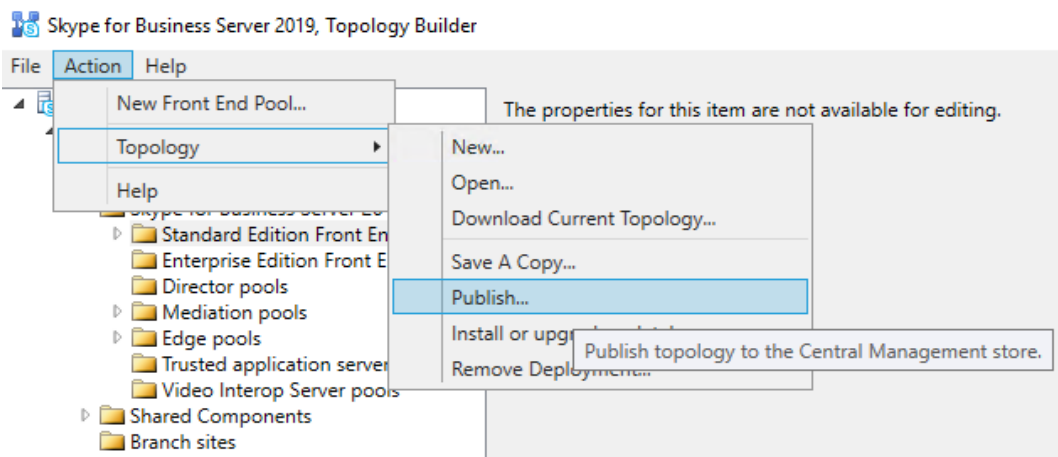


## 4.2 Publishing the Topology

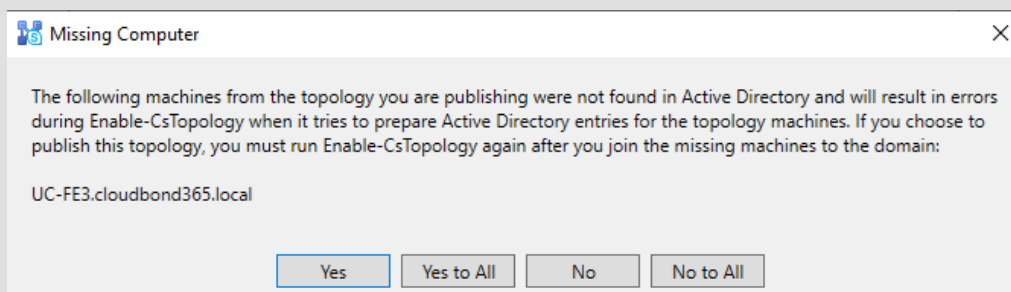
The procedure below describes how to publish the topology.

➤ **To publish the topology:**

1. From the **Action** menu, select **Topology > Publish**.

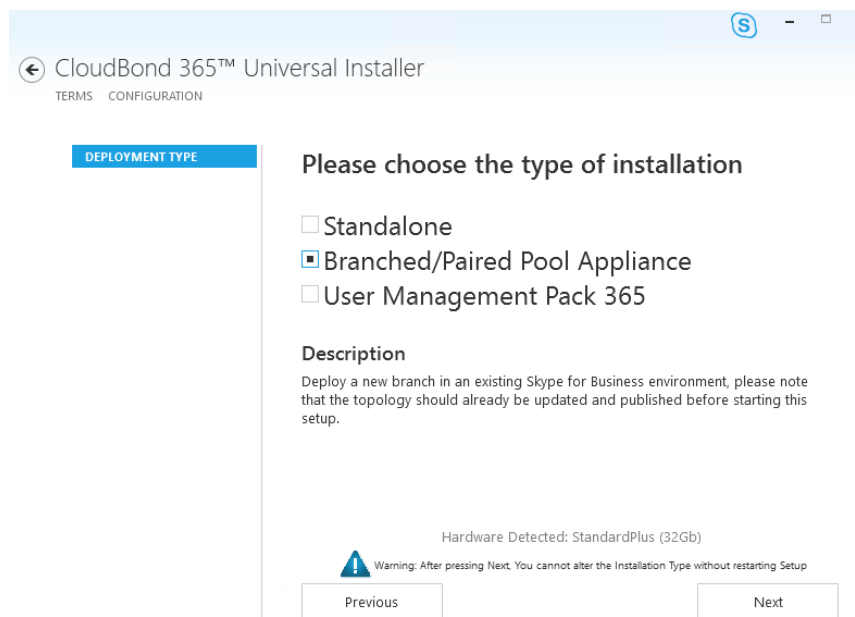


**Note:** As the new servers do not yet exist, it is expected to see errors during the deployment of the topology:

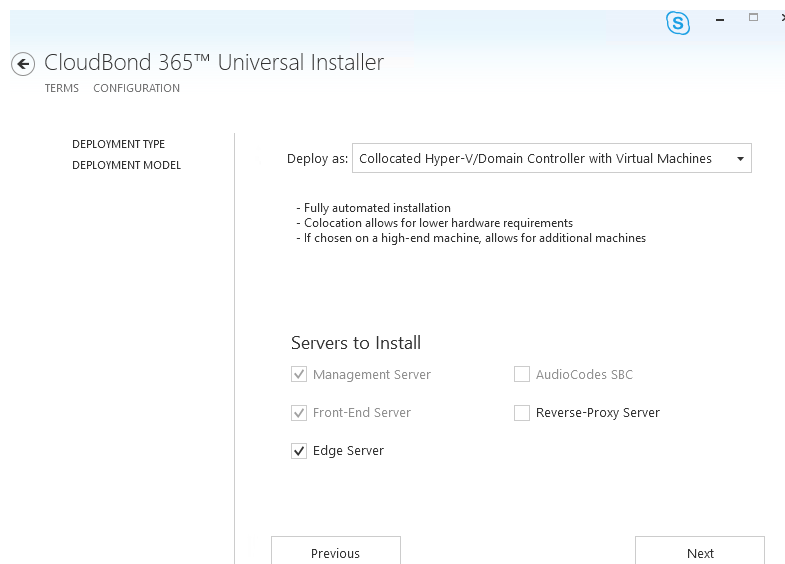


1. Open **Windows PowerShell** to make an export of the topology using the cmdlet:  
"Export-CsConfiguration -Filename e:\mytopology.zip"

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 Branch Pool Appliance, and then click **Next**.



3. Select the servers to install, and then click **Next**.



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

CloudBond 365™ Universal Installer

TERMS CONFIGURATION

DEPLOYMENT TYPE  
DEPLOYMENT MODEL  
DOMAIN INFORMATION

### Domain Information and Credentials

Domain FQDN: cloudbond365.local Change

Domain NetBIOS: cloudbond365

User Logon Name: Administrator

Password: \*\*\*\*\* Validate

Active Directory Site: Default-First-Site-Name

Previous Next

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.

CloudBond 365™ Universal Installer

TERMS CONFIGURATION

DEPLOYMENT TYPE  
DEPLOYMENT MODEL  
DOMAIN INFORMATION  
MANAGEMENT SERVER  
FRONT-END SERVER  
EDGE SERVER  
TOPOLOGY  
SUMMARY

### Summary - Management Server

Diskspace Check: Pass  
OS Check: Pass  
In Domain Check: Pass

**Domain Credentials**  
Username: Administrator

**Domain Information**  
DomainFQDN: cloudbond365.local  
SpecialOptions: Default-First-Site-Name  
NetBIOSDomain: cloudbond365

Next Check in: 3

Save Configuration Install

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

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Document #: LTRT-26687

