AudioCodes One Voice[™] for Microsoft 365

User Management Pack 365 SP Edition

Upgrade

Version 8.0.515





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Related Documentation

Document Name

User Management Pack 365 SP Edition Installation and Administration Guide

User Management Pack 365 SP Edition Release Notes

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1 UMP-365 Upgrade

This guide describes how to run a version update using the **wyUpdate** tool:

- See Before Upgrading UMP-365 on page 2 for important prerequisites prior to upgrade.
- See Upgrading Main UMP-365 Tenant on page 14 for upgrade of the Main UMP-365 tenant.
- See Upgrading Customer Tenant on page 22 for upgrade of the Customer tenant.
- See Post Upgrade Actions on page 26 for various actions required to perform following the completion of the upgrade.

2 Before Upgrading UMP-365

The following validations are performed automatically by wyUpdate:

- Verifies whether new patch updates are available for installation and if so, downloads them (to a temporary folder) and installs them.
- Verifies whether the UMP-365 version requires a version upgrade. For example, from Version 8.0.400.25 to Version 8.0.400.64.

In addition, before upgrading, verify the following:

- Ensure ports HTTP/HTTPS ports are open on the Enterprise firewall (see Configure Firewall on page 4).
- Ensure all databases are backed up before removing the SQL server, so that they can be correctly restored (see Backing up UMP-365 Disk Snapshot on page 4).
- Ensure the Authentication Status menu has been populated with the Azure Application Registration credentials (see Authentication Status on page 53):
 - For Standalone UMP-365 devices, the customer manages the application in their Azure environment.
- Connection to the customers' M365 platform must be performed using Token authentication instead of by username and password. This requirement is in accordance with stricter Microsoft security policies. Before upgrading, compile a list of all customers who are currently authenticated using username and password authentication. See Compiling List of Password Authenticated Customers on page 8.
- Stop processes prior to running the wyUpdate (see Stop wyUpdate Processes on page 9).
- Install SSL certificates on the UMP Windows server for securing the HTTPS connection with Microsoft Azure. See Installing SSL Certificates on UMP Windows Server.
- When using a Backend SQL server, create the following directory on the SQL server:

c:/acs/dbbackup/



The Backend SQL server username and password must be identical to the Service Account used for the installation of the UMP server. For more information, see SQL Server Configuration.

- Ensure all folders and all log files are closed in the C:\acs\ & C:\acs\tenants\ folders as the wyUpdate and SysAdminCustomerUpgrade access these folders and create backups. If the folders/files are open or in use, the upgrade process is interrupted.
- Ensure that there are no replication processes currently being executed (see Monitoring M365 Replication Actions Queue). Wait until all replication processes have completed.

Tenants Ovoc	Open Show	Comman	ds: 1, Executing: 0, Queued entries	: 0						
System		ld 1∔	Customer Search Customer	Cmd Type	State ~	Retries 斗	When Executed	Execution Result	Next Execution Minutes	11
 SBC List Queued Tasks 		54499	70336266	Sync	Executing	10			Now	
	Show	ring 1 to 1	of 1 entries							

- Open an RDP connection to the UMP server Windows Server where the UMP is installed using the UMP service account created in "Create UMP Service Account" in User Management Pack 365 Administrator and Installation Manual, navigate to the C:\acs\ root directory folder and run wyupdate.exe as shown in the screen below.
- Run the wyUpdate as administrator using one of the administrator users defined in the UmpAdmins group. For more information, see Create UMP Service Account.

🜆 Computer Management			
File Action View Help			
🗢 🔿 🙍 📰 🙆 😰			
 Computer Management (Local System Tools Task Scheduler Event Viewer Shared Folders Local Users and Groups Users Groups Performance Device Manager Storage Windows Server Backup Disk Management Services and Applications 	Name Access Control Assist Administrators Backup Operators Certificate Service DC Cryptographic Operat Cryptographic Operat Device Owners Distributed COM Users Event Log Readers Event Log Readers Funct Log Readers Network Configuration Performance Log Users Performance Log Users Performance Monitor Power Users Power Users Print Operators RDS Endpoint Servers RDS Remote Access S Remote Desktop Users Replicator Replicator Storage Replica Admi System Managed Acc System Managed Acc CuppAdmins	Description Members of this group can remot Administrators have complete an Backup Operators can override se Members of this group are allowe Members are authorized to perfor Members of this group can chang Members of this group can chang Members are allowed to launch, a Members of this group can read e Guests have the same access as m Members of this group have com Built-in group used by Internet Inf Members of this group can have s Members of this group can have s Members of this group can acces Power Users are included for back Members of this group can acces Servers in this group can perform Servers in this group can perform Servers in this group are grante Members of this group are mana Users are prevented from making Members in the group have the re	
	Remote Desktop Users Remote Management Replicator Storage Replica Admi System Managed Acc Users SQLServer2005SQLBro UmpAdmins	Members in this group enable users Members of this group can acces Supports file replication in a dom Members of this group have com Members of this group are mana Users are prevented from making Members in the group have the re	

See Additional SysAdmin Verifications on page 13 for additional verifications.

Configure Firewall

Ensure ports HTTP80/HTTPS443 ports are open in the Enterprise firewall. The wyUpdate verification connects to the AudioCodes AWS repository. The following third-party proprietary installation components require internet access for download:

- PowershellGetModule
- MicrosoftTeamsModule
- Chocolatey
- DotNet
- Rabbitmq
- EmsMainAgent
- EmsClientAgent
- InstallPublicOvocConnector
- Installtap-windows-9.23.3-I601-Win10

Backing up UMP-365 – Disk Snapshot

This section describes how to create a snapshot of the UMP Virtual Machine. This procedure should be performed prior to running the upgrade and then rolled back once the upgrade is complete (see Restoring UMP Snapshot on page 26).

> Do the following:

1. Open the Azure portal, type "Create a Resource", and then click **Create a Resource**.

P Search resources, services, and docs (G+/)		E] 🛱 🤌 🎯 🖗 👷 yarivv@hdvoip.org 🌓
Azure services	Marketplace DNS zones limages s	Cot App More services	
Name	Туре	Last Viewed	
ga-mgmt-ump1-ver200-beforupgrade	Snapshot	an hour ago	
(@) ga-mgmt-ump1	Resource group	an hour ago	
qa-mgmt-ump1_disk1_c4af9a40fed04ef2b3f31f2d2825bacd	Disk	2 hours ago	
📮 qa-mgmt-ump1	Virtual machine	2 hours ago	
📮 ga-int-ump1	Virtual machine	2 hours ago	
📮 ga-int-ovoc	Virtual machine	5 hours ago	
📮 ga-dev-ovoc	Virtual machine	5 hours ago	
📮 qa-dev-sbc1	Virtual machine	5 hours ago	
📮 qa-int-sbc1	Virtual machine	5 hours ago	
a-int-ovoc-ip	Public IP address	5 hours ago	
📮 qa-mgmt-sbc1	Virtual machine	5 hours ago	
(@) qa-dev-ovoc	Resource group	23 hours ago	

2. In the Search field, type **Snapshot** and then click **Create**.

		De 🕼 🖉 🎯 🔗 Ry yariw@hdvoip.org 🧕
Home > Create a resource >		
Snapshot ≈ … Microsoft		×
Snapshot © Add to favorites Microsoft * 50 (4 Azure relings)		
Overview Plans Usage Information + Support Reviews		
A snapshot is a disk with read-only backing blob. A snapshot can't be re More products from Microsoft	isized, can't be attached to a VM and the disk manager will not provide a SAS URI with write-access. See All	
Workspace Microsoft HPC Park 2012 82	Windows 10 IoT Core Web App	
Nicola Diale	Services	
Virtual Machine Virtual Machine	Azure Service Azure Service	
Azure Virtual Desktop resource Enterprise-dass HPC solution. Easy to deploy, cost-effective and rumports Windows Illower	Commercialize your project with Enjoy secure and flexible enterprise-grade security and development, deployment, and rement	
software second country	and hour section of courses and hour section of the	
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= Microsoft Amura		Q. Saarsh resources continue and days (C) a
 — Microsoft Azure 		Search resources, services, and docs (G+/)
Home) Create a recourse)	Snanshot	
nome / create a resource /	anaparlot /	
Create snapshot		
Basics Encryption Net	working Tags Review + create	
	ingo incluente e conc	
A snapshot is a read-only copy	of a virtual hard drive (VHD). You can take a	napshot of an OS or data disk VHD to use as
a backup, or to troubleshoot vi	irtual machine (VM) issues. Learn more about	snapshots in Azure
Project details		
Select the subscription to many	and deployed resources and sosts. Use resources	ce groups like folders to organize and
manage all your resources.	ige deployed resources and costs, ose resour	ce groups like folders to organize and
Subscription *	SOA LIVE Sub1	~
	SQA LITE SUBT	
Resource group * ①		~
resource group O	Create new	
Instance details		
instance details		
Name *		
Region * 🛞	(Europe) North Europe	~
	0	
Snapshot type * 🕕	 Full - make a complete read- 	only copy of the selected disk.
	O Incremental - save on storage	costs by making a partial copy of the disk
	based on the difference betw	een the last snapshot.
Source subscription	SOA LIVE Sub1	\sim
	STORE SUDT	Ŧ
Source disk * ①		\sim
- and and the second second		-
Average of the state		~
The all of the Co		-
Review + create	< Previous Next : Encryption >	

- 3. In the Resource group field, select your working Resource Group.
- 4. Enter the desired name of the snapshot.

- 5. In the Source disk field drop-down list choose the name of the disk that you wish to backup.
- 6. In the Storage type field drop-down list choose the type of disk that you wish to backup e.g. Standard HDD.
- Select the Tags tab to optionally define tags for the snapshot and then click Review + create.

■ Microsoft Azure		${\cal P}$ Search resources, services, and docs (G+/)
Home > Create a resource > Snapsho	ot >	
Create snapshot		
Basics Encryption Networking	Tags Review + create	
Tags are name/value pairs that enable v	you to categorize resources and view cor	solidated billing by applying the same tag
to multiple resources and resource grou	ups. Learn more about tags 🖻	
Note that if you create tags and then ch	hange resource settings on other tabs, yo	ur tags will be automatically updated.
Name 🛈	Value 🛈	Resource
LiveCloudEnv	: qa-mgmt	2 selected V
	:	2 selected V
	ß	
Paulou + cronto	Navt - Paulau + crosta	
<pre></pre>	evious Next : Keview + create >	

8. Review the details of the snapshot and then click **Create**.

Home > Create a resource > Snapshot	>	
Create snapshot		
Validation passed		
Basics Encryption Networking	Tags Review + create	
Basics		
Subscription	SQA LIVE Sub1	
Resource group	qa-mgmt-ump1	
Region	West Europe	
Name	qa-mgmt-ump1-ver200-beforupgrade	
Source subscription	SQA LIVE Sub1	
Source disk	qa-mgmt-ump1_disk1_c4af9a40fed04ef2b3f31f2	d2825bacd
Storage type	Standard_LRS	
Snapshot type	Full	
Encryption		
Encryption type	Platform-managed key	
Networking		
Connectivity method	AllowAll	
Tags		
LiveCloudEpv	a-mant	
LiveCloudEnv	qa-mgmt	
Lifectonalify	da nigint	
Caralla	daux Next Download a template for	automation
< Pre	wous Next > Download a template for	and set that to the

The snapshot is created. The following progress messages are displayed:

= Microsoft Azure	م	Search resources, services, and docs (G+/)						
Home > Snapshot.qa-mgmt- Deployment	ump1-ver200-beforupgrade-	20211028162958 Overview 🖈 🚽						
	🗊 Delete 🚫 Cancel ሰ Redeploy Ѷ Refi	resh						
👶 Overview	Ø We'd love your feedbackl →							
😨 Inputs								
š≡ Outputs	 Deployment is in progress 							
Template	Deployment name: Snapshot.qa-mgmt-ump Subscription: SQA LIVE Sub1 Resource group: qa-mgmt-ump1 Deployment details (Download)	rl-ver200-beforupgrad Start time: 10/28/2021, 4:30:07 PA Correlation ID: ab665b46-273d-4	A 52b-b4cd-b8c6ec7a84fc					
	Resource	Туре	Status					
	No results.							

■ Microsoft Azure	∠ Search resources, services, and docs (G+/)
Home >	
Snapshot.qa-mgmt-	ump1-ver200-beforupgrade-20211028162958 Overview 🖈 …
P Search (Ctrl+/) ≪	📋 Delete 🛇 Cancel ሰ Redeploy 🖒 Refresh
👶 Overview	Ø We'd love your feedback →
😫 Inputs	
S Outputs	Your deployment is complete
Template	Deployment name: Snapshot.qa-mgmt-ump1-ver200-beforupgrad Start time: 10/28/2021, 4:30:07 PM Subscription: SQA LIVE Sub1 Correlation ID: ab665b46-273d-462b-b4cd-b8c6ec7a84fc Resource group: qa-mgmt-ump1 Correlation ID: ab665b46-273d-462b-b4cd-b8c6ec7a84fc
	✓ Deployment details (Download)
	∧ Next steps
	Go to resource

9. Click Go to Resource to view details of the snapshot.

			$\mathcal P$ Search resources, services, and docs (G+/)
Home >			
argenter and a state of the sta	200-beforupgı	rade 🖈 …	
	+ Create disk 📋 D	Delete 🕐 Refresh	
Cverview	^ Essentials		
 Activity log 	Resource group (chang	e): qa-mgmt-ump1	
Access control (IAM)	Provisioning state	: Succeeded	
Tags	Location	: West Europe	
	Subscription (change)	: SQA LIVE Sub1	
Settings	Subscription ID	: 213a96df-89c2-4	bf3-9840-e99ea20ebac1
% Encryption	Date creatent	: 10/28/2021, 4:30	13 PM
A Networking	Tags (change)	: LiveCloudEnv : d	qa-mgmt
Snapshot export			
Properties			
🔒 Locks			
Automation			
🚑 Tasks (preview)			
Export template			
Support + troubleshooting			
R New Support Request			

Compiling List of Password Authenticated Customers

For Version 8.0.450 and later connection to the customers' M365 platform must be performed using token authentication instead of by username and password. This requirement is in accordance to stricter Microsoft's security policies. Before upgrading, make a list of all customers that are currently authenticated using username and password authentication. Following the upgrade, connection to the M365 platform for these customers must be setup using token authentication.

> To sort all customers authenticated with password:

1. In the Multitenant Navigation pane, select **Security > Authentication Status**.

nants /oc >	Authentic	cationStatus					
stem >	Client Id			Client Secret			
ecurity ^	3987f05f-3b81-4d26-	-8bb2-4e16a5a8ce2e					
Customer Admins	Redirect Uri						
Authentication Status	https://tokensandbox	r3 finebak.com/authenticate/OAuth2Callback					
Customer Invitations	intpasy toxenaurubos						
UMP Service Settings	Apply Changes	Reset Changes					
BC List						Search:	
ueued Tasks							
ustomer Leads	Customer Id	M365 Email	Authentication method Password ~	When Last Verified	Last Verification Status	Actions	
umber Management >	Demo	admin@M365x08167531.onmicrosoft.com	Password	March 9th 2023, 15:38	×	Check Credentials Switch to token	
lling Profile	ManuelTest	admin@M365x29347113.onmicrosoft.com	Password	February 7th 2023, 18:26	 Image: A second s	Check Credentials Switch to token	
	TRItzik	admin@M365x18234803.onmicrosoft.com	Password	February 7th 2023, 18:24		Check Credentials Switch to token	
	testpro	admin@M365x11164675.onmicrosoft.com	Password	March 9th 2023, 11:56	×	Check Credentials Switch to token	
	roydemodns	admin@M365x605945.onmicrosoft.com	Password	March 9th 2023, 11:56	×	Check Credentials Switch to token	
	thlab	admin@M365x307750.onmicrosoft.com	Password	March 9th 2023, 11:56	×	Check Credentials Switch to token	
	PioCustomer	admin@M365x63013905.onmicrosoft.com	Password	March 9th 2023, 13:18		Check Credentials Switch to token	
	jfsTestCX2	admin@M365x53135475.onmicrosoft.com	Password	March 9th 2023, 15:42	~	Check Credentials Switch to token	

- 2. From the Authentication Method drop-down list, select **Password**.
- **3.** Capture the filtered list.

Stop wyUpdate Processes

The following processes must be stopped prior to running the wyUpdate.

Process	Detail
SysAdmin.TenantSvc	This service is the main service of UMP. It controls many operations. For example, it schedules and maintains the auto-replication cycles for all the customers, it sends information to the SysAdminTenant Database, etc.
all SysAdmin.CacheSrv. [tenant_shortname]	Each Hosted Essentials Plus and Hosted Pro customer will have their own CacheService created, which will operate with each individual customer SQL database created. This operates by send- ing the relevant information to the SysAdmin[tenant_shortname] Database.

The table below lists of all the processes that are run during both major and patch upgrades in consecutive order.

Process	Detail	Executable
ClearWyupdateLog	Archive previous wyUpdate logging files	\temp\000ClearWyupdateLog

Process	Detail	Executable
CheckDuplicates	Remove duplicate SBC script templates in SQL.	\temp\000.CheckDuplicates
CheckSQLConn	Check SQL server connection.	\temp\001.CheckSQLConn
UmpAdmins	Check admin and user are on the same site.	\temp\003.UmpAdmins
ClearUpgradefolderSQLscri pts	refresh/clear SQL scripts and sysadminkit folders.	\temp\005.ClearUpgradefolderS QLscripts
CheckServices	if not stopped SysAdmin* services, wyUpdate will pause, until services are stopped manually.	\temp\005.CheckServices
SetServices	Configure services and create peeringSvc.	\temp\005a.SetServices
StartPeeringSvc	Start peeringSvc.	\temp\005b.StartPeeringSvc
CheckSQLDbBackupBacken dFolder	Check SQL backend config	\temp\005c.CheckSQLDbBackup BackendFolder
renameSysAdminKitFolder	Rename sysadminkit and SQL scripts folder by removing date-part	\temp\005d.renameSysAdminKit Folder
RunSqlScripts	Run all upgrade scripts on SysAdminTenant database	\temp\006.runsqlscript.exe
AddAuthPool	config pool in IIS	\temp\070.AddAuthPool
InstallPowershellGetModule	update/install PowerShell get	PowershellGet/PackageManagem ent

Process	Detail	Executable
InstallMicrosoftTeamsMod ule	update/install Microsoft Teams	MicrosoftTeams
InstallChocolatey	update/install Chocolatey	Chocolatey
InstallDotNet	update/install DotNet	choco dotnet-6.0-runtime/dotnet- 6.0-windowshosting
InstallRabbitmq	update/install RabbitMQ	choco rabbitmq
InstallEmsMainAgent	update/install EMS Main Agent	EmsMainAgent.msi 7.8.19.51806
InstallEmsClientAgent	update/install EMS Client Agent	EmsClientAgent.msi 7.8.21.52131
InstallPublicOvocConnector	update/install Public OVOC Connector	PublicOvocConnector.msi 1.0.8.51546
Installtap-windows-9.23.3- I601-Win10	update/install Tap- Windows	tap-windows-9.23.3-I601- Win10.exe
RunCheckAzureTenantId_ 220	check tenants- ids/passwords	c:\acs\CheckAzureTenantId_ 220\CheckAzureTenantId_220.exe
RunCheckAzureTenantId_ 220_ Password	check tenantid/password	c:\acs\CheckAzureTenantId_ 220\CheckAzureTenantId_220.exe
AlertCustomerUpgrade	warning to run customer upgrade after wyUpdate finishes successfully	\temp\170.AlertCustomerUpgrad e.bat
runLogReport	show results wyUpdate process	c:\acs\tools\LogReport\LogReport. exe
Refresh_EMSClientAgent_ ignoreList	Refresh data on the ignorelist with default values	\temp\EMSClientAgentConfigIgn oreListData.ps1
SysAdmin.QuickReplication CycleWorker	Triggers the Cachesync	

Process	Detail	Executable
	mechanism for a specific customer.	
SysAdmin.UMP.Watchdog	Manages the database replication timer mechanism according the preconfigured setting in the dbo.ApplicationSetti ng {QuickReplicationCyc leDelay}. Default-five minutes. Replication is processed only when no new changes are sent within the five minute interval. Grabs process threads for available queues.	
CacheSyncAzAd	Downloads users, groups and group membership using MSGraph.	
CacheSync/CacheSyncV2	 Downloads all the CsOnlineUsers Downloads all the Teams user policies 	
SysAdmin.UMP.SyncAcquir edNumber	Used by Operator Connect (OC) for updating the Assign- ment Status column in the Number Man- agement table in the self-service portal. It is run every 5	

Process	Detail	Executable
	minutes.	

Additional SysAdmin Verifications

- If a UMP 365 server is hardened through stricter Security policies and services are required to be white-listed, add the following services (created when upgrading to version 8.0.450) to the white-list:
 - SysAdmin.QuickReplicationCycleWorker
 - SysAdmin.UMP.Watchdog
 - SysAdmin.SyncAcquiredNumber

See Managing the Replication Cycle for details on the above services.

- Microsoft Graph PowerShell module is installed by the installation script (the AzureAD PowerShell module is approaching end-of-service). Consequently, ensure that any 3rd party Anti-virus software does not restrict the installation of the Microsoft Graph module.
- Ensure that the SQL Server Management Studio's server collation is correctly set to SQL_ Latin1_General_CP1_CI_AS. If not, then a re installation of the SQL server is required to change the Server Collation.



Make sure all databases are backed up before removing the SQL server, so that they can be correctly restored (see Backing up UMP-365 – Disk Snapshot on page 4).

3 Upgrading Main UMP-365 Tenant

This step describes how to run the wyUpdate Tool to upgrade the UMP version on the UMP server.

> Do the following:

 On the UMP server, open the Windows Services Manager, stop all sysadmin services, or type the following command in PowerShell (Run as Admin) to stop all UMP sysadmin services:

stop-service sysadmin*

2. Type the following PowerShell command to stop all www services/internet IIS services.

stop-service w3svc

3. To verify whether the services have been started, type the following commands:

get-service sysadmin*

get-service w3svc

4. If one of the above services has not been stopped, open the Windows Services Manager

(click and type **Services**) right-click each of the above services, and then select **Stop**.



To save time, type only the following command: stop-service sysadmin*, w3svc

The following services are stopped prior to running the wyUpdate.exe:

- SysAdmin.TenantSvc
- SysAdmin.PeeringSvc
- all SysAdmin.CacheSrv.[tenant_shortname]
- If a service keeps restarting, set the properties of the service SysAdmin.TenantSvc to Take No Action (see example in figure below).

SysAdmin.TenantSvc Properti	es (Local Computer) X			
General Log On Recovery	Dependencies			
Select the computer's response actions.	e if this service fails. <u>Help me set up recovery</u>			
First failure:	Take No Action 🗸 🗸 🗸			
Second failure:	Take No Action \checkmark			
Subsequent failures:	Take No Action 🗸 🗸			
Reset fail count after:	0 days			
Restart service after:	1 minutes			
Enable actions for stops with errors. Restart Computer Options				
Run program				
Program:				
Browse				
Command line parameters:				
Append fail count to end of command line (/fail=%1%)				
	OK Cancel Apply			

6. Run wyUpdate.exe. (right-click Run as Administrator).

_ ☑ _ =	Manage acs		
File Home Share View	Application Tools		
\leftarrow \rightarrow \checkmark \uparrow \square \rightarrow This PC \rightarrow Lo	cal Disk (C:) → acs →		
 ← → < ↑ ← → < ↑ → This PC → Lo ✓ Quick access ■ Desktop ✓ Downloads ✓ Documents ✓ Pictures ✓ PisCripts ■ This PC ③ 3D Objects ■ Desktop ☑ Documents ✓ Downloads ﴾ Music ☑ Pictures ☑ Videos [✓] Local Disk (C:) ✓ DVD Drive (D:) SSS_X64FRE_EN 	cal Disk (C:) > acs > Name backups CheckAzureTenantId_220 config installationScript Logs SqlScript SysAdmin.CustomerAuthentication SysAdmin.CustomerUpgrade SysAdmin.O365Cmd SysAdmin.ReverseProxy SysAdmin.ReverseProxy SysAdmin.Skype2MsTeamsMigrator SysAdmin.TenantSvc SysAdmin.TenantSvc SysAdmin.TenantWeb SysAdmin.Kit tenants Tools Changes.txt	Date modified Type Size 06-Sep-22 12:33 PM File folder 24-Mar-22 2:02 PM File folder Image: Second S	50 KB
💣 Network	client.wyc	Rename	58 KB
_	iii output.log	Properties	1 KB 435 KB

7. In the Updated dialog, click **Update**. The wyUpdate tool validates the installed version to determine whether updates are available, or an upgrade is required.

C	ETC-450 Automatic Update Utility	-		×
	Update Information Changes in the latest version of LTC-400.			
	The version of LTC-450 installed on this computer is 8.0.400.064. Th 8.0.450.092. Listed below are the changes and improvements:	e latest v	version is	;
	Updated on:Thu Apr 20 05:02:11 2023			^
	Tags results for branck v8.0.450 dev Project UMP/UMP			
	8.0.450.92: Owner: Anca; Marc Droog; Nicolae Anca; Radu Lovescu; riovescu; T	atiana B	ubulac;	
	Creation: Thu, Apr 20, 2023 2:01:13 AM			
	Artifactory: 8.0.450.92			~
14/	vulindateC	lick Upd	late to be	egin.
VV	Update	ate	Cance	el

8. If you did not close all the services via PowerShell, then during the update you are prompted to "Close processes...". Confirm this action. This kills the running processes and continues the upgrade.

wyUpda	te		-	
C	Downloading Close processes	1 & Installing undates		
wyUpda few mir	The following proc continue. Select a p	esses need to be closed be process and click Close Pro	fore updating can cess.	d take a
v c	(SysAdmin.Cache (SysAdmin.Cache (SysAdmin.Cache (SysAdmin.Cache (SysAdmin.Cache (SysAdmin.Cache (SysAdmin.Cache (SysAdmin.Cache (SysAdmin.Cache (SysAdmin.Cache	Srv.exe) Srv.exe) Srv.exe) Srv.exe) Srv.exe) Srv.exe) Srv.exe) Srv.exe) Srv.exe) Srv.exe)		
Waiting	Close Process	Close All Processes	Cancel Update	
- 1			Update	Cancel

The available updates / version upgrade packages are downloaded to a temporary folder and the files are installed.

🔄 LTC Automatic Update Utility	—		×
Downloading & Installing updates Updating OperatorConnect_Public to the latest version	on.		
wyUpdate is downloading and installing updates for OperatorConn process could take a few minutes.	ect_Pul	blic. This	
Downloading update			
C Extracting files			
Education Contract Description Common all			
extracting System.Drawing.Common.dll			
Upda	ate	Cano	el:

9. The upgrade process is interrupted via the CMD window pop-up. The following prompt is displayed:

Warning ... Are you sure you want to continue. [Y / N]?

10. Type **Y** and press Enter.

G Administrator: Command Prompt	-	×
Software version is LTC-450, are you sure you want to continue [Y/N]?_		^
		~

• Folders are backed up and files are updated.

ETC Automatic Update Utility —			×
Downloading & Installing updates Updating OperatorConnect_Public to the latest version.			
wyUpdate is downloading and installing updates for OperatorConnect_ process could take a few minutes.	Public	c. This	
Downloading update			
Backing up and updating files			
Updating HealthChecks.UI.Core.dll			
wyUpdate		Cance	2l

• During the optimization and execution, various necessary software packages are installed as described in Stop wyUpdate Processes on page 9.



Temporary files are removed.

ETC Automatic Update Utility –	🔄 LTC Automatic Update Utility — 🗆 🗙							
Downloading & Installing updates Updating OperatorConnect_Public to the latest version.								
wyUpdate is downloading and installing updates for OperatorConnect process could take a few minutes.	Publi	ic. This						
Downloading update								
Backing up and updating files								
Backing up and updating registry								
C Removing temporary files								
wyUpdate Update Update		Canc	el					

11. Click Finish.



12. In the Command shell, press any key to continue or wait a few seconds.



A LogReport for all Errors found during the upgrade is displayed in the default browser.



4 Upgrading Customer Tenant

This step describes how to run the Customer Upgrade service for updating each customer tenant.

- Run the Sysadmin.CustomerUpgrade.exe as an Administrator using the UMP service admin account that was created in "Create UMP Service Account" in User Management Pack 365 Administrator and Installation Manual.
 - If you have a back-end SQL server for all your tenants, ensure that the username and password for the UMP service accounts are the same for both servers.

> Do the following:

1. Run the file Sysadmin.CustomerUpgrade.exe from directory C:\acs\SysAdmin.CustomerUpgrade.



2. In the Customer Upgrade Manager, select the customers for which you wish to upgrade and then click **Update Selected**.

C UMP-MT Custon	ner Upgrade Manager					- 🗆 X
CustomerName	CustomerVersion	LatestVersion	Selected	Status	Customerld	Update Selected
Tx68173641	8.0.400.64	8.0.450.90		None	7e09cdfe-d1ad-4efc-a4f0-92c0eadbf3f4	
						Update All
						Cancel
						Open Log File
						^

During the upgrade process, a pending message is displayed.

C UMP-MT Customer	r Upgrade Manager						- 0	×
CustomerName	CustomerVersion	LatestVersion	Selected	Status	Customerld			
Tx68173641	8.0.400.64	8.0.450.90		Pending	7e09cdfe-d1ad-4efc-a4f0-92c0eadbf3f4		opuare selected	
							Update All	
							Cancel	
							Open Log File	
16:32:16 Information = 16:32:17 Information 5 16:32:17 Information 5 16:32:17 Information 6	===== start upgrade fo Stop service SysAdmin. Stop service SysAdmin. backup db SysAdminTx	or customer: 7e09cd CacheSrv.Tx6817364 CacheSrv.Tx6817364 68173641 to c:\acs\	fe-d1ad-4 1 1, success: dbbackup\	efc-a4f0-92d : True, servic .SysAdminT:	:0eadbf3f4, Tx68173641 from 8.0.400.64 to :e state:Stopped x68173641_20230420163217.bak	8.0.450.90		^
16:32:18 Information 8 16:32:18 Information 9 16:32:18 Information 9 16:32:18 Information 9	backup db SysAdminTx SourceDirectory: c:\acs' sqlScript versioninfo de start RunSqlScripts -l=t	:68173641 to c:\acs\ \SysAdminKit :lete & build in: c:\a rue -s="c:\acs\SysA	dbbackup\ cs\SysAdm dminKit\Se	.SysAdminT: hinKit\sqlscr	x68173641_20230420163217.bak done ipts\upgrade\00X_buildVersion.sql urade" -c="Data Source=localbost\SOLSV	SADMIN-Initial Catalog=SvsAdm	ninTx68173641-Integrated	
Security=True" -p="c: 16:32:18 Information I	:\acs\SysAdminKit\Lo Logging sqlscript proce	ogs" -q= "Tx6817364 essing to: c:\acs\Sys	1" AdminKit\.	\Logs		s is in the catalog system		
								\checkmark

3. At the end of the process, verify in the log that the upgrade session has been successfully completed, indicated with status "UpToDate" and then close this window.



4. Open the Windows Services Manager Services (click and type Services), start all sysadmin* and the World Wide Web services, or in PowerShell, type the following command:

Start-Service sysadmin*, w3svc

➢ Administrator: Windows PowerShell Windows PowerShell Copyright (C) Microsoft Corporation. All rights reserved. PS C:\Users\Administrator> Start-Service sysadmin*, w3svc PS C:\Users\Administrator> Get-Service sysadmin*, w3svc Status Name DisplayName ------Running SysAdmin.CacheS... SysAdmin.CacheSrv.24009835 Running SysAdmin.Peerin... SysAdmin.PeeringSvc Running SysAdmin.TenantSvc SysAdmin.TenantSvc Running w3svc World Wide Web Publishing Service

PS C:\Users\Administrator> _



Execute the Get-Service sysadmin*, w3svc command to ensure that all the services are running.

- **5.** In the Multitenant portal, open the Tenants page and verify that the following upgraded versions are displayed:
 - The wyUpdate version of the main UMP sysadminKit.
 - The SysAdminCustomerUpgrade version of the customers.

🛃 Tenants							
🌲 Ovoc	>						
🗶 System	>	Available Users: 9970, Available Custor	mers: 499				
🚨 Security	>	SysadminKit Version: 8.0.400.64					+
🖶 SBC List		Show 10 + entries					Search:
₩ Queued Tasks							
		Customer Name	State	SysAdmin Info	Licensing (licensed users)		Queued commands status
		M365x24009835	Deployed	version: 8.0.400.64 replication: 2022.10.14.12.59.41 SysAdmin	M365 - Pro (30)	Edit Delete Undo Deploy Add SBC Site	Queued commands: 0 Executing commands: 0 Replication in progress: no
						Queue Replication	
		Showing 1 to 1 of 1 entries					Previous 1 Next

5 Post Upgrade Actions

This section describes the actions to perform following the upgrade:

- Restoring UMP Snapshot below
- Verifying Tenant Admin Authentication on page 30
- Upgrading M365 Connection to Token Authentication on page 31
- Updating Scripts on page 41
- Verifying Component Statuses on page 41
- Updating SQL Server on page 44
- SBC Dialplan Verification on page 44

Restoring UMP Snapshot

This section describes how to create a new disk on the UMP VM and to restore the snapshot image created in Backing up UMP-365 – Disk Snapshot on page 4 to this disk (create a new VHD image for this disk).

> Do the following:

1. Open the new snapshot that you created in Backing up UMP-365 – Disk Snapshot on page 4 and click **Create Disk**.

Microsoft Azure		P Search resources,	services, and docs (G+/)				l	2 6	Ø	۲	0 Á	yarivv@hdvoip.org
Home >												
Snapshot	200-beforupgr	ade 🖈 🐃										×
,O Search (Ctrl+/) «	+ Create disk 🗎 De	alete 💍 Refresh										
Cverview	↑ Essentials											JSON View
Activity log	Resource group (change): qa-mgmt-ump1	l⊋		Snapshot sta	ate : Unattached						
R Access control (IAM)	Provisioning state	: Succeeded			Storage type	E Standard HDD LRS						
Tags	Location	: West Europe			Source disk	: qa-mgmt-ump1_disk1_c4	af9a40fed04ef2b3f	31f2d282	5bacd			
Sattings	Subscription (change)	: SQA LIVE Sub1			Size	: 127 GiB						
Securgs	Subscription ID	: 213a96dt-89c2-4bt3-9840-e99ea20ebac1			Encryption	: Platform-managed key						
Encryption	Date created	: 10/28/2021, 4:30:13 PM			Snapshot typ	pe : Full						
A Networking	Tags (change)	: LiveCloudEnv : qa-mgmt		R								
Snapshot export												
III Properties												
🔒 Locks												
Automation												
Tasks (preview)												
Export template												
Support + troubleshooting												
R New Support Request												

2. Enter the details of the disk to create a new VHD image.

		P Search resources, services, a	and docs (G+/)
Home > qa-mgmt-ump1-ver200-be	forupgrade >		
Create a managed dis	sk …		
Basics Encryption Networking	g Advanced Tags Review + creat	e	
Select the disk type and size needed for disks encrypt your data at rest, by defi	or your workload. Azure disks are designed i ault, using Storage Service Encryption. Learn	for 99.999% availability. Azure managed n more about disks.	ß
Project details			
Select the subscription to manage dep manage all your resources.	oloyed resources and costs. Use resource gr	oups like folders to organize and	
Subscription * 🕕	SQA LIVE Sub1	~	
Resource group * ①	qa-mgmt-ump1 Create new	~	
Disk details			
Disk name * 💿	qa-mgmt-ump1-ver200		
Region ①	(Europe) West Europe	~	
Availability zone	1	~	
Source type ()	Snapshot	~	
Source subscription ①	SQA LIVE Sub1	\sim	
Source snapshot 🕕	qa-mgmt-ump1-ver200-beforupgrade	1	
Size * 🛈	128 GiB Premium SSD LRS Change size		
Review + create < P	Previous Next : Encryption >		

3. Select the **Tags** tab to optionally define tags for the new disk.

		$\mathcal P$ Search resources, services, and docs (G-
Home > qa-mgmt-ump1-ver200-bef	orupgrade >	
Create a managed dis	·κ …	
Basics Encryption Networking	Advanced Tags Review + create	
Tags are name/value pairs that enable	you to categorize resources and view consolidated	billing by applying the same tag
to multiple resources and resource gro	oups. Learn more about tags 🖻	
Note that if you create tags and then o	hange resource settings on other tabs, your tags w	ill be automatically updated.
Name ①	Value 🛈 Resou	rce
LiveCloudEnv	: 2 selec	ted 🗸 🗋
	: qa-dev 2 selec	ted 🗸
	qa-int	
	da-mgn.	
Paview + create	Mayt I Paulau & craste -	
Keview + Create < P	revious riext : Keview + create >	

- 4. Click **Review + create**.
- 5. Navigate to the UMP Virtual Machine.

		₽ Search resource	es, services, and docs (G+/)
Home >			
Virtual machines AudioCodes - SQA LIVE (hdvoip.org)	~		
+ Create $\lor~~ early constraints$ Switch to classi	ic		
Filter for any field			
Name 10			L3
LTCUMPSRV01	^		
OVOC-Live-RND			
OVOC-Live-Yariv			
📮 qa-dev-ovoc			
📮 qa-dev-sbc1			
📮 qa-dev-ump1			
📮 qa-int-ovoc			
📮 qa-int-sbc1			
📮 qa-int-ump1			
📮 qa-mgmt-ovoc			
📮 qa-mgmt-sbc1			
📮 qa-mgmt-ump1			
📮 qa-ovoc-tic			
📮 qa-ump-tic			
📮 qa-ump-tlc-2			
📮 qa-yarivv-ac-co-il-2-sbc			
📮 qa-yarivy-ac-co-il-mc-1			
📮 qa-yarivv-ac-co-il-mc-2			
📮 qa-yarivv-ac-co-il-sc-1			
📮 ga-yarivy-ac-co-il-sc-2			

6. In the portal search field, type **Swap OS Disk**.



 From the Choose Disk drop-down list, choose the snapshot that you created in Backing up UMP-365 – Disk Snapshot on page 4 (in this example "qa-mgmt-ump1-ver200").



- 8. Enter the UMP VM name (in this example "qa-mgmt-ump1").
- **9.** When the Swap Disk action completes, open the UMP interface and check that all customer data is displayed.

Verifying Tenant Admin Authentication

Ensure that the Customer Tenant Global Admins authentication for connecting to their respective Microsoft 365 platform is successful for all managed tenants on the UMP 365 server.

> Do the following:

1. Open the Authentication Status screen (Security menu > Authentication Status).

=						¥ a	WIN-RPC33131A7D\Administr	ator
M	uthentica	tionStatus						
C	ient Id			Client Secret				
	102a2cb9-9495-430e-9c0f	-9ad33d93e560						0
R	edirect Uri							
	https://localhost/authentic	ate/OAuth2Callback						
	Apply Changes Re	set Changes						
	Reload Verify All U	Jpdate 1					Search:	
	Customer Id 斗	M365 Email 14	Authentication method	When Last Verified	Last Verification Status	Actions		
	Tx74860876	alexw@M365x74860876.onmicrosoft.com	Password	April 20th 2023, 16:54	~	Check Credent	als Switch to token	
	Tx68173641	alexw@M365x68173641.onmicrosoft.com	Token	April 20th 2023, 16:50	~	Check Credent	als Switch to password	
	Tx52595777	admin@M365x52595777.onmicrosoft.com	Token	April 20th 2023, 16:50	\checkmark	Check Credent	als Switch to password	

- **2.** Update the table (1).
- **3.** Verify the status for all tenants (2).

- 4. Reload the table (3).
- 5. If any Tenant verification fails, verify credentials and retry.

		Authentication method		Last Verification Status	
Customer Id 1	M365 Email	×.	When Last Verified 1	Ý	Actions
dr8	admin@AudcDemo6.onmicrosoft.com	Token	July 30th 2023, 17:41	×	Check Credentials Switch to password
Demo	admin@M365x08167531.onmicrosoft.com	Password	July 30th 2023, 15:37	×	Check Credentials Switch to token

Upgrading M365 Connection to Token Authentication

Customers upgrading who consented to the Service Provider for securing access to their Microsoft 365 platform with provided username and password, must now secure this connection using Microsoft Graph Token-based authentication as a result of enhanced Microsoft security policies.

Queued

Queued tasks will not be synchronized with Microsoft 365 until Token-based authentication is implemented and the connection successfully verified.

The Token-based authentication can be secured using the following methods:

Password-based authentication and Token authentication: A Microsoft Graph access token is claimed based on the configured user name and password. For implementing this option, select the Grant Consent option in the Microsoft 365 Settings screen (see procedure below).

Using this method, you must disable Multi-factor authentication.

Token-only authentication: A Microsoft Graph access token is claimed directly, triggered by an email link sent to the customer. For implementing this option, select the Switch to auth token option in the Microsoft 365 Settings screen (see Switching to Token Authentication on page 34). This is the recommended the method.

Once consent is provided, an Enterprise application is created on the customer Azure tenant including the following permissions:

- Access Microsoft Teams and Skype for Business as the signed in user
- Read and write all groups
- Access directory as the signed-in user
- Read all users' full profiles
- Read and write to all app catalogs
- Maintain access to data you have given it access to
- > To secure Token-based connection with Grant Consent:
- 1. In the Customer portal Navigation pane, select **Configuration** > M365 Configuration.

Microsoft 365 Settings	
Last Authentication Status: Successful.	
User Name	
QA@ai0logics.onmicrosoft.com	
Password (Password not set)	
Confirm password	
Validate Authentication	
Save Microsoft365 settings Switch to auth token Grant Consent	

2. Click Grant Consent.

Microsoft		
Sign in		
admin@M365x9474	43538.onmicrosof	ft.com
Can't access your acco	ount?	
	Back	Next
	Back	Next
	Back	Next

3. Enter customer IT Administrator credentials with "Global" Admin permissions.



The M365 User Account must have "Global" Admin permissions, otherwise the "Consent on behalf of the organization" check box does not appear.



a. Click "Consent on behalf of your organization" and then click Accept.

Once the process has completed successfully, the following confirmation is displayed:

Thank you!

You may close this window

Service provider will contact you when service is ready for operation

Coudiocodes Thank you!

You may close this window Service provider will contact you when service is ready for operation



You may close this window

Service provider will contact you when service is ready for operation

	₽ Search resource	es, services, and docs (G+/)			Q	0 @ 0	R admin@M365xd	259577 🙆
Home > Contoso Enterprise application	ns > Enterprise applications All applications > Warrick_Token_Bi	ackground_Replication						
💂 Warrick_Token_Back	ground_Replication Permissions							×
Enterprise Application								
«	🕐 Refresh 🗸 Review permissions 🛛 🖗 Got feedback?							
Overview Overview Deployment Plan								
X Diagnose and solve problems	Permissions							
Manage	Applications can be granted permissions to your organization and it to the application. Learn more.	s data by three methods: an admin conser	its to the application for all users, a user grants consent to the applica	tion, or an admin integrating an	applicati	on and enabling self	-service access or assigning	users directly
III. Deepesties	As an administrator you can grant consent on behalf of all users in the	nis tenant, ensuring that end users will not	be required to consent when using the application. Click the button	selow to grant admin consent.				
A Owners	erent admin a	-		-				
Boles and administrators	Grant aurini U	orisent for Contoso						
Users and groups	Admin consent User consent							
Single sign-on								
Provisioning	API Name †	Claim value ↑↓	Permission 14	Туре	τų	Granted through	↑↓ Granted by	¢ψ
 Self-service 	Microsoft Graph							
Custom security attributes	Microsoft Graph	Group.ReadWrite.All	Read and write all groups	Delegated		Admin consent	An administrator	
(preview)	Microsoft Graph	Directory.AccessAsUser.All	Access directory as the signed in user	Delegated		Admin consent	An administrator	
Security	Microsoft Graph	User.Read.All	Read all users' full profiles	Delegated		Admin consent	An administrator	
Conditional Access	Microsoft Graph	AppCatalog.ReadWrite.All	Read and write to all app catalogs	Delegated		Admin consent	An administrator	
Permissions	Microsoft Graph	offline_access	Maintain access to data you have given it access to	Delegated		Admin consent	An administrator	
Token encryption	Microsoft Graph	profile	View users' basic profile	Delegated		Admin consent	An administrator	
Activity	Microsoft Graph	openid	Sign users in	Delegated		Admin consent	An administrator	
Sign-in logs	Skype and Teams Tenant Admin API							
👬 Usage & insights	Skype and learns lenant Admin API	user_impersonation	Access Microsoft learns and skype for business data as the signe	Delegated		Admin consent	An administrator	
Audit logs								
Provisioning logs								
Troubleshooting + Support								
								-
Microsoft Azure	P Search resource	es, services, and docs (G+/)		2	G	0 © 0	A admin@M365x5 contoso (#365x52	259577 95777.0N
Home > Contoso Enterprise applicatio	ns > Enterprise applications							
Enterprise applicati	ons All applications							
Contoso - Azore Active Directory								×
	the summarized as a first state of the sum o	Developmente la EE Colonna I. F.	Barringtonen Destatuto					×
Overview	$+$ New application \bigcirc Refresh \downarrow Download (Export)	Preview info III Columns E	Preview features R Got feedback?					×
Overview Overview	+ New application 🕐 Refresh 🞍 Download (Export) 4	Preview info I III Columns I	🖥 Preview features 🔰 🔗 Got feedback? sentity Provider.					×
Overview Overview Diagnose and solve problems	+ New application ◯ Refresh 🛓 Download (Export) 0 View, filter, and search applications in your organization that are set The list of applications that are maintained by your organization are	Preview info == Columns E up to use your Azure AD tenant as their lo in application registrations.	Preview features R Got feedback?					×
Overview Overview Solution Diagnose and solve problems Manage	+ New application O Refresh ± Download (Buport) O View, filter, and search applications in your organization that are set The list of applications that are maintained by your organization are P Externo	Preview info I == Columns I = up to use your Azure AD tenant as their lo in application registrations. hype == Enterprise Applications ×	Preview features Cot feedback? Application (D starts with X) ***********************************					×
Overview Coverview Coverview Coverview Coverview Coverview All agnications	+ New application O Reflech ± Download (Export) View, filter, and search applications in your organization that are set The last of applications that are maintained by your organization are Or Backgro	Preview info EE Columns E up to use your Azure AD tenant as their ic in application registrations. httppe == Enterprise Applications X	Preview features R Got feedback? Application ID starts with X * Add filters					×
Overview Overview Converview Diagnose and solve problems Manage All applications Applications Applications Converview	New application	Preview info III Columns II Up to use your Asure AD tenant as their in in application registrations. hype == Enterprise Applications X Application II	Preview features Contractions	Created on		î↓ Cert	ificate Expiry Status	×
Overview Coverview C	New application On Africation Constrained by your organization that are set The list of applications in your organization that are set The list of applications One of the list of application Setup of the list of application	Preview info EE Columns E up to use your Acure AD tenant as their loa up to use your Acure AD tenant as their loa up to use your Acure AD tenant as their loa up to use your Acure AD tenant as their loa Application II Ad 99ad select9545931 10222049-949	Preview features C Got feedback? Application ID starts with Application ID starts Appli	Created on 4/19/2023		î↓ Cert	ificate Expiry Status	×
Overview Coverview Covervi	Heve application Oneffectin defectin def	Preview into EColumns EColumns	Preview features: Contractions Contraction Contractio	Created on 4/19/2023		î↓ Cert	ificate Expiry Status	×
Overview Conview Co	Heve application O Refrech Download (Export) Wev, filter, and search applications in your organization tail are set The last of applications that are maintained by your organization are P Backgro X Application Tapplication found Name 1, A Object ID Wand, Token, Background, ReptoxL. e4c42766-a690-456	Preview Info EE Columns E Columns Colum	Preview Features Contractional Provider. Application ID starts with Contractional Provider. Homepage URL S-4306-900F-940334934560	Created on 4/19/2023		î↓ Cert	ificate Expiry Status	×
Overview Output Overview Output Out	New application Nethern Download (Export) Wew, filter, and search applications in your organization takes the list of applications that are maintained by your organization are <u>P Backgro x</u> <u>Application x</u> <u>Application </u>	Preview info III Columns II Up to use your Acture AD terrent at their ice in application registrations. Hype III Interprise Applications X Application II Addition deterfises/5531 1022/2009-949	Preview features Contraction D starts with Application ID starts with Homepage URL S-400e-9c0F9ad33d934590	Created on 4/19/2023		î⊥ Cert	ificate Expiry Status	×
Overview Conview Conv	New application One first Download Elizopon One One of the series of the series One of the series of the series One of the series of the series One of the series One	Preview Info III Columns III pto Los your Azure AD Terrent as Info na regulatation registrations gres == Entreprise Application III Application III Application III Application III Application III D022029 449	Preview features C Got feedback? Application ID starts with Application ID starts with Homopage URL 5-430e-9c0f-9ad33d93e560	Created on 4/19/0223		î↓ Cert -	ificate Expiry Status	×
Overview Conview Conv	New application One first Download (Export) One of the set	Preview Info EEE Columns III Veriew Info EEE Columns III Veriew Info EEE Columns III Veriew Information Veriew Informatio Veriew Information Veriew Information Veriew Inform	Preview features: Contraction ID starts with Contraction ID starts Contraction Contr	Created on 4/19/2023		î↓ Cert	ificate Expiry Status	×
Overview Conview Conv	New application One fields A fields A sector applications in your organization after are set The list of applications that are maintained by your organization are Delasting Application found Tapplication found Name T_a Object ID Max Wonid_Token_Background_Replicat e6c42766-9690-95c	Preview Info E22 Columns E Columns E Columns E Columns E Columns E Columns E Columns Column Column Column Column Column Column Column Column Column Columns C	Preview Features Contractional Contraction Contractio	Created on 4/19/2023		î, Cert	ificate Expiry Status	×
Overview Conview Convi	New application One first Download Elayory View, filter, and search applications in your organization that are set The list of applications in your organizations Point and the list of applications	Preview Info Test Columns Gauge Active AD termint is their is in angulation regulations. Spec == Entreprise Applications Application II Addad -ekeef565531 10222109-949	Preview features C C feedbacc Application ID starts with Application ID starts with Homepage URL 5-4306-9c07-9ed33d93e560	Created on 4/19/2023		↑₅ Cert	ificate Expiry Status	×
Overview Conview Co	New application One fields Action Acti	Preview Info IIII Columns III Up to use your Azure AD tervent at their to in angulation registration. Space IIII Entroprise Applications IX Application III D2222209-949	Preview features C Cot feestback? Application (D starts with X Ty Add filters Mompage URL -5-000-9001-9e333053e560	Created on 4/19/2023		↑↓ Cert	ificate Expiry Status	×
Overview Conview Conview Conview Conview Anage All applications Conview Conv	New application One Refrech 2 Download (Bipport) View, filter, and search applications in sycar organization that are set The list of applications that are maintained by your organization Point of the list of application found application found Agence to found Agence to found Marme T_b Object ID More Vanick_Token_Background_Replact. excet2766-4590-450	Preview Mo E2 Column E Column Colu	Preview features Contraction ID starts with Contraction ID starts Contraction Contrac	Created on 4/19/2023		°j↓ Cert	ificate Expiry Status	×
Overview Conview Anage Anage Anage Anage Anage Conversion	Hew application Ordersen Automatical Experiment Automatica	Preview Hris E Columns E Columns I Co	Preview Features Contractional Contraction Contractio	Created on 4/19/2023		74 Cert	ificate Expiry Status	×
Overview Conview Co	New application On defease Constrained by your organization that are set The list of applications in your organization that are set The list of applications The list of applications Constrained by your organization Constrained by your or	Preview Info III Columns III portune un portune a preview information in a regulatation regulatation preview Interprete Application III Application III Application III Application III Application III Application III	Preview features C Got feedback? Application ID starts with Application ID starts	Created on 4/19/2023		°∔ Cert	ificate Expiry Status	×
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Switching to Token Authentication

Customer consent for securing Service Provider access to their Microsoft 365 platform can be secured using **only** Microsoft Graph Token-based authentication.

This is recommended method for securing connection to Microsoft 365.

To switch to token authentication:

- 1. In the Customer portal Navigation pane, select **Configuration > M365 Configuration**.
- 2. Click Validate Authentication to ensure current token is valid. Last Authentication Status: Successful is displayed.

Microsoft 365 Settings	
Last Authentication Status: Successful.	
User Name	
admin@M365x43458933.onmicrosoft.com	
Password (Password already set)	
Confirm password	
Validate Authentication	
Save Microsoft365 settings Switch to auth token Grant Consent	
QOE integration with MicrosoftTeams	
Azure Application Id	
Azure Application Password	
Save QOE Integration settings	

3. In the Microsoft 365 Settings screen, click Switch to auth token.

The following dialog is displayed.

⊕ sandbox3.finebak.com		
Customer IT Administrator email:		
	ок	Cancel

 Enter the email address of the customer administrator to whom you wish to send the invitation.

The following confirmation screen is displayed showing the invitation sent to the customer IT administrator from the Service Provider IT administrator.

Microsoft 365 Settings
Tenant has open invitation.
User Name
admin@M365x74218585.onmicrosoft.com
There is at least one Authentication Invitation sent to test@gmail.com, please go to customer portal as stated in the email or click here.
Switch to user/pwd Resend invitation
Save Microsoft365 settings

5. In the Multitenant interface, open the Customer Invitations screen (see Customer Invitations). View the Customer Invitation sent to the email address entered above.

	Ealt							Search:		
ID †∔	Full Name ↑↓	Invitation Email	M365 Admin Email	Email Sent	Email Invitation Sent Count 14	Created at	Expires at ↑↓	Device Authenticated	Tenant Installed ↑↓	Actions
20220823	20220823	test@gmail.com	admin@M365x74218585.onmicrosoft.com	true	1	2022-08-29	2022-09-03		Yes	Send Reminder Revoke Request Auth URL

An email similar to the following is sent to the customer administrator.

We all Standboods Diselest welforms group by prime or "Use Platform" service. Prease addition prime by prime or Use Platform" service. Prease addition prime by prime by the body and addition of service. Prease addition prime by prime by the body and addition. Prease addition prime by prime by the body and addition. Prease addition prime by prime by the body and addition. Prease addition prime by prime by the prime by the body addition. Prease addition prime by the registred in order to approve the LiveCode consette. Prease addition prime by the registred in order to approve the LiveCode consette. The Authentication prime by the registred in order to approve the LiveCode consette. The Authentication prime by the authentication at any time. Revoluing the sufferintication will be service. The Authentication prime by the bit behaviored by the bit behaviored by the bit behaviored. The Authentication prime by the bit behaviored to be bit behaviored. The Authentication prime by the bit behaviored to be bit behaviored. The Authentication prime by the bit behaviored to be bit behaviored to be bit behaviored. The Authentication prime bit behaviored to be bit behaviored to be bit behaviored. The Authentication prime bit behaviored to beha	ITC280284LCGGYTCHW4722HbUXA68890C48E8a-
🗊 Delete 🖻 Archive 🕦 Report - 🖌 Reply 🆏 Reply all 🦳 Forward - 🖄 Read / Unread 🖉 Categorize - 🏳 Flag / Unflag -	Print ····
Welcome BradTokenMail for joining the FixedMobileUC "AudioCodes UMP-365 for Microsoft Teams for Service Providers" service	€, ~
onboarding@audiocodes.be To: Christie Cline	(:) ← ≪ → (::) ···· Tue 10/10/2023 7:06 AM
Dear Administrator of BradTokenMail,	
We at Sandbox3.FineBak welcomes you to join our "AudioCodes UMP-365 " service. Please activate your tenant by connecting to the link below and authenticate with your M365 UC Administrator account: http://url1207.audiocodes.be/ls/click?upn=a12WaFRd4t4P7-2B7D5br5PxErMpe1UbCLZS-2BkTVwNnmiXwDan5D3X3qLeIRR5pTZuHhM2MidO7oD Z8792BcHOzfmXMsiO98k0MBuV-2FZ5MoHogI0NB96- 22bysdv8_Zf9noB5Xp6zmd8qcAmse0OWHK9CryBOWUHIR10jabvaXDfEpb1E5ft9imolaYqeHECE4A7a6Zu25GCAdRVVKrTPJMR48G4x8SL4zSW1vrbf 22FRUtIEEK2K6pem-2Enavt3vINGb2Rx-2B3ykMieYXDN8ZCDYhc9UOhWkdlwFHmUlf0i-2Bp8ftGswYiKipUAetLBHEyeS7LLuzurpzAzy7nxUSFDnM5A Please Note that Global Admin will be required in order to approve the UMP-365 consents. • The Authentication process will run against your Microsoft M365 Tenant, we will not know or save your password. • Revoke Token Authentication: you are able to revoke the authentication at any time. Revoking the authentication will stop the service.	ImN0X9aTkl19d- 2Xm6rDxgjyHg- DmrobSpv8kZWGff6c9YqcXlrJZT
Thank you and best regards, Sandbox3.FineBak Team ← Reply	

6. Click the link sent in the mail to start the authentication process.



7. Click Start authentication.

Livedo	סו		
Welcome BradSIP To start the onboarding process, please provide	the information below.		
M365 admin username admin@M365x43458933.onmicrosoft.com			
	Start authentication		
To sign in, use a web browser to open the page https://m authenticate.	Icrosoft.com/devicelogin and enter the code DH6S2HBQ2]•	

- 8. Copy the displayed code to clipboard and then click the link highlighted above.
- 9. Open the web browser link shown below the **Start authentication** button.





- **10.** Choose the account of the customer tenant administrator with "Global" permissions or Service Account (see Secure Token Connection).
- **11.** You will be prompted to authenticate your account using Microsoft Authenticator. A screen similar to the following is displayed.

- CONTOSO demo

admin@m365x43868129.onmicrosoft.com

Approve sign in request



Open your Authenticator app, and enter the number shown to sign in.



No numbers in your app? Make sure to upgrade to the latest version.

- contoso de	mo						
admin@m365x43458933.onmicrosoft.com							
Are you tryir LiveCloud-To	Are you trying to sign in to LiveCloud-Token-UMP?						
Only continue if you downloaded the app from a store or website that you trust.							
Only continue if you store or website that	downloaded the you trust.	e app from a					

12. Click **Continue**.

Microsoft

LiveCloud-Token-UMP

You have signed in to the LiveCloud-Token-UMP application on your device. You may now close this window.

13. Close the above window. The confirmation of the completion of the authentication process is displayed.

$\sim \sim $
Welcome BradSIP To start the onboarding process, please provide the information below.
MQ65 admin username
admin@k1056x13459933.omnicrosoft.com
To sign in, use a web krowser to open the page https://microsoft.com/dericelogin and enter the code UH4522HBDX () to adhenticate.
Microsoft Teams Graph Token - Completed Microsoft Teams Admin Token - Completed
Authentication OK, you can close this window now
Welcome BradSIP
to start me oncoaroing process, please provide the information below.
M365 admin usemame
adming/M355x3459932.omicrosoft.com
To sign to use a web browser to open the page https://microsoft.com/devicelogin and enter the code DH652HB0X (2) to
Aurentone. Microsoft Trans Graph Token - Completed!
Microsoft Teams Admin Token - Completed

14. Close the above window.

15. Return to the **Microsoft 365 Settings** screen. Note that "Authentication Status: Successful" is displayed and that the **Switch to user/pwd** button is displayed.

🎄 Manage Templates	
III Online Voice Routing	Microsoft 365 Settings
💥 Network Topology 🔹 🔸	Last Authentication Status: Successful.
🗰 Unassigned Number Range	
III Reserved Numbers	User Name
III Audit	admin@M365x43458933.onmicrosoft.com
III Queued Changes	The customer is configured to use Authentication Token, password is not needed.
III M365 Configuration	Validate Authentication
III Site Locations	Part Harry Matternation (P. Schlarsson and
III UMP License	Save Microsoft365 settings Switch to user/pwd
	QOE Integration with MicrosoftTeams Azure Application Id
	Azure Application Password
	Save QOE Integration settings
	CsOnlineUser Filter

16. In the Multitenant interface, open the Customer Invitations screen (see Customer Invitations), view the "Created at" and "Expires at" of the claimed token.

🛕 Ovoc 🔹 🔸	Custom	er Invit	tations								
💥 System 🔸	Reload data	Edit									
💄 Security 🔷		_							Sear	ch:	
Customer Admins	ID	Full	Invitation Email	M365 Admin Email	Email	Email	Created	Expires	Device	Invitation	Tenant
Authentication Status		Name			Sent	Invitation Sent	at	at	Authenticated	Туре	Installed
Customer Invitations	t1	14	T1	T4	T4	Count 11	11	T4	11	11	1
UMP Service Settings	BradConnect	BradConnect	Brconnect@gmail.com		true	1	2023-04-24	2023-04-29		Invite	No
🖶 SBC List											
🚝 Queued Tasks											
🚝 Customer Leads											
Number Management >	BradSIP	BradSIP	BradSIP@gmail.com	admin@M365x43458933.onmicrosoft.com	true	1	2023-04-24	2023-04-29	true	Request	No
₩ Calling Profile											
	Des dTevels2	Des dTeurle 2	Des JTeur L'Oramai com				2022.04.20	2022 04 25		les des	No
	Diaditutika	braumunkz	bladifulikz@ginuc.com		uue		2023-04-20	2023-04-23		invite	NO
	SinhaCnslt	Ranjan Consulting	acenterprise.demo1@gmail.com	admin@M365x44560539.onmicrosoft.com	true	1	2023-04-19	2023-04-24	true	Invite	No

Updating Scripts

Use the script compare feature to verify that the template scenario scripts have the correct syntax notation (see Scenario Scripts Templates Page).

Template scripts containing incorrect syntax will not be executed.

Verifying Component Statuses

Verify the status of the components described in the table below.

Interface	Menu Navigation Path	Check	Configuration Action
Live Cloud/OVOC	Network > Device > Manage		Verify the UMP-365 Device Status is Active in the Devices table (see Device Status on page 45).
			Open the Managed Device page, select device, click Show and verify that "UMP Management" displays Connected (see Device Status on page 45).
Live Cloud Only	Open Device Page for UMP Tenant		Verify Customers Deployment State is Deployed . See Deploy Status and Status Indicators on page 50.
			Verify for each customer that the SysAdminKit version is the latest version. See Upgrading Main UMP-365 Tenant on page 14.
UMP-365	65 System > License		Verify "MultiTenant Version: latest version. See Multitenant Portal Licensing on page 51.
			Verify available license is not missing.
	System > Invitation Settings		Verify Customer Authentication Portal Url is set to: https:// <ump_ FQDN>/authenticate. See Configuring Invitation Settings on page 51.</ump_
	Security > Authentication Status		Verify that the Client ID and Secret ID are provided by the Synchronization app registration (check PMP site).
			Verify that the Redirect Url is set to: https:// <ump_ FQDN>/authenticate/OAuth2Callback</ump_
			Verify that the same redirect Uri is configured for the Synchronization App registration. See Authentication Status on page 53.

Interface	Menu Navigation Path	Check	Configuration Action
	SBC List		Verify that the SBC exists. See Managing SBC Devices on page 59.
Live Cloud Only	Network > Customers		Verify the Customers Status and Deployment status is OK in the Devices table. See Managing SBC Devices on page 59.
			Verify "Enabled" is checked.
			Verify the "total number of DIDs and "users count". See Customer Details Quick Glance.
			Verify that the Azure Tenant Id exists.
			Navigate to "Provider side" and verify the "Users Count" is displayed. See Customer Details Quick Glance.
	Customer Actions Menu > Edit Customer		Edit User, update a parameter (e.g. Department) and then verify that the change has been implemented (see Manually Provisioning Users on page 50.
			To enforce the Teams update, in the Multitenant interface, navigate to Queue Changes > Process All (see Monitoring M365 Replication Actions Queue).
			To verify users, see User Details.
			 To verify users in Microsoft Teams: Open https://admin.Teams.microsoft.com
Multitenant portal	Site Locations		Verify that the SBC indicates "Deployed" status; click Add/Edit SBC Prefix (see Add SBC Site Locations).
			Verify that the DIDs are configured for the customer (see Upload Dial Plan Rules from Managed SBC Device and Configure

Interface	Menu Navigation Path	Check	Configuration Action
			Dial Plans).
			Add DID and verify that it is successfully added on the SBC.

Updating SQL Server

In SQL Server Management Studio, navigate to the SysAdminTenant database, in Tables search for dbo.ApplicationSetting, and then in the 'ApiAllowedIps' row, add the OVOC Private or Public IP address manually (see Networking). For example ["169.254.0.1","10.201.80.4"]

The default WAN interface for the OVOC IP public address is 169.254.0.1

SBC Dialplan Verification

If the customer is assigned with a Hosted Essentials license, the SBC prefixes must be routed through the SBC Dial plans. The Dial plan prefixes should comply with the UMP-365 syntax rules i.e. +4455896552 ; +44587996[01-20]. Do not use any notations in the prefixes (e.g. x, n, z or #).

6 Appendix

This appendix includes the following references to the checklist in Verifying Component Statuses on page 41:

- Device Status below
- Deploy Status and Status Indicators on page 50
- Manually Provisioning Users on page 50
- Multitenant Portal Licensing on page 51
- Configuring Invitation Settings on page 51
- Authentication Status
- Managing SBC Devices on page 59
- Managing Site Locations
- Scenario Scripts Templates Page

Device Status

Open the Device's page (Devices > Manage) to verify the status of the managed device.

TOPOLOGY MAP <u>DEVICES</u>	 LINKS SITES 	ENDPOINTS +	CUSTOMERS	CHANNEL	s											
DEVICE MANAGEMENT									Add 👻	Actions - E	dit Show	Delete				
Q TOPOLOGY <	NAME	IP ADDRESS / FQDN	PRODUCT TYPE	+ HA	STATUS	QOE STATUS	CALLS	MAX CONCURRENT CALLS	QUALITY	SUCCESSFUL/FAILED	VERSION	MANAGEM	DEVICE DETAILS			>
Q, Search by name > AudioCodesSP1Test > EndSP > EndSP > DeviceManagerMryam > EnviceManagerTest > EnviceManagerTest > EnviceManagerTest > EnviceManagerTest > EnviceManagerTest	10.14.0.13.LTC.eceee acRoPrivilege1 acRoPrivilege2 acRoPariv2 acRoYariv3 Ansicg71325399 audc_at audc_at audc_at2 audc_at2 audc_at2 audc_at2	10.14.0.13	Voice Al Solution Generic Device Generic Device Generic Device Generic Device Generic Device Generic Device Generic Device Generic Device Generic Device Generic Device								5.5.0		NAME STATUS IP ADDRES VERSION SERIAL NUMBER PRODUCT TYPE HA TENANT REGION Management ACTIVE ALARM	• QoE S	qa-ump-tic Error 169.254.1. 8.0.450.10 140770765 User Mana X No fmcuc AutoDetect Elicense	.trunkpack.c 196 1 31 gement Pac tion
T FILTERS	BraDFMC cRoSpOper_site2 drSipCall DRSssApilP		Generic Device Generic Device Generic Device Generic Device	× × × ×	•	•							Critical 6	Major O	Minor D	Werning 3
ADD FILTER CO REAL TIME \$ TOPOLOBY TENANT: fmoue	GolanPro GolanTest GRWLNOKVNBDYL GRWTAPQRHDYGR oc1.customers.fmcuc oc2.customers.fmcuc	oc1.customers.fmcu	Generic Device Generic Device Generic Device SW SBC SW SBC	× × × ×	•	•					7.40A 250.754 7.40A 250.754					
1	ga-ump-tic.trunkpack	169.254.1.196	User Management Pa	. ×	•	•					8.0.450.101					
	site10 site10		Generic Device Generic Device	×	•	•			Poor: 0%	Fair: 0% Good: 0%						

TOPOLOGY MAP DEVICES - LINKS SITES ENDPOINTS - CUSTOMERS CHANNELS		
TOPOLOGY Q.UMP	Add • Actions • Edit Show Customer Actions • Delete	
Q TOPOLOGY <	+ NETWORK SUMMARY	>
Q. Search by name	- DEVICES: 45 LINKS: 13	
B AutioCodesSP1Test G AutiocodesSP2Test		oming 0
 ▷ ■ BradSP ▷ ■ Dev(ceManagerMiryem) 	P ADDRESS 1692541.196 VERSION 8.0.450.101 Ø SITES: 14 ENDPOINTS: 10	ок
SeviceManagerTest SeviceManagerTest SeviceManagerTest	SERIAL NUMBER 1407707651 Fast Error Warning Error W PRODUCT TYPE User Managem 11 0 100K	aming 1
▷ 🛢 newTry	HA X NO TENAIT Imcuc ACTIVE ALARMS	
	REGION AutoDetection Original Major Minor We • Management • GoE • License 10 296 0	ming 5
	Devices Links Endpo	ints
▼ FILTERS	TOTAL CALLS: 2	
ADD FILTER	MAX CONCURRENT CALLS: 1	
CO REAL TIME	M05 Jitter Deley P 0 0 0	Loss O
TOPOLOGY TEMANT: fmoun	SUCCESSFUL/FAILED 🖌 QUALITY DISTRIBUT	ION 🥜
	No data to dis	play
	Lesfet	
SJAMARY		
QA-UMP-TLC.TRUNKPACK.COM [20.82.99.210]	Actions ~ Edit Open Devis	e Page
DEVICE INFORMATION		
NAME TENAVIT STATUS PRODUCT TYPE VERSION qa-ump-Bc.trunkpac fmcuc OK User Management P 8.0.450.101		
REGION AutoDetection SAVE NEEDED No IP ADDRESS	169.254.1.201 SERIAL NUMBER 1407707651 RESET NEEDED No	
Management: OK	License: OK	
Cleared DEVICE ALARMS STATUS	Managed Managed Management status	
ADMINISTRATION STATUS Connected	Unmanaged Ovocucience status	

Table 6-1: UMP Device Status

Status	Topology Map	Device Management Page	Description	
Error	UMP Device		Device status is Error when one or more of the fol- lowing exist:	
			Management status is Error (if device alarms status or connection status is disconnected)	
			Voice quality status is Error (if control status or media status is Error, or if connection status is disconnected)	
			License status is Error only if license pool is failed or expired	

Status	Topology Map	Device Management Page	Description
Warning	UMP Device	•	Device status is Warning when one or more of the following exists:
			Management status is Warning (if device alarms status or administration status is Warning)
			Voice quality status is Warning (if control status or media status or connection status is Warning)
			License status is Warning (if a reset/apply action is required in the license pool or if there is no management license in the device or if there is no voice quality license)
ОК	UMP Device	•	Device status is OK when all of the following exists:
			Management status is OK - Clear or Undetermined (if device alarms status or connection status is OK - Clear or Undetermined)
			Voice quality status is OK - Clear or Undetermined (if control status or media status or connection status is OK - Clear orUndetermined)

Status	Topology Map	Device Management Page	Description
			 License status is OK - Clear or Undetermined (if license pool status is OK - Clear or Undetermined) Strikethrough = locked No strikethrough = unlocked

Table 6-2:	SBC Device Status

Status	Topology Map	Device Management Page	Description
Error	(Indicates an SBC belonging to AudioCodes com- municating with the OVOC. Device status is Error when one or more of the fol- lowing exist:
			Management status is Error (if device alarms status or connection status is disconnected)
			Voice quality status is Error (if control status or media status is Error, or if connection status is disconnected)
			License status is Error only if license pool is failed or expired
Warning	6		Device status is Warning when one or more of the following exists:
			 Management status is Warning (if device alarms status or administration status is Warning)

Status	Topology Map	Device Management Page	Description
			Voice quality status is Warning (if control status or media status or connection status is Warning)
			License status is Warning (if a reset/apply action is required in the license pool or if there is no management license in the device or if there is no voice quality license)
ОК	Ð		Device status is OK when all of the following exists:
			Management status is OK - Clear or Undetermined (if device alarms status or connection status is OK - Clear or Undetermined)
			Voice quality status is OK - Clear or Undetermined (if control status or media status or connection status is OK - Clear orUndetermined)
			 License status is OK - Clear or Undetermined (if license pool status is OK - Clear or Undetermined) Strikethrough = locked No strikethrough = unlocked

Deploy Status and Status Indicators

The following table shows the various 'Deploy' statuses and their corresponding 'Status' indicators.

Description	Deploy Status	Status
Indicates that the customer tenant has been successfully deployed.	Deployed	ОК
Indicates that the customer tenant is ready for deployment.	Ready	e Warning
Indicates that the customer tenant is deployed with a warning.	Deployed	e Warning
Indicates that the customer tenant is deployed with an error.	Deployed	Error
Indicates that the customer tenant is deployed and has been disabled.	Deployed	Unmonitored
This status is only relevant for the 'Device Manager' Service Type.		
Indicates customer tenant deployment failure:	Failed	Error
An error has occurred in the deployment of the customer tenant.		
The customer tenant does not exist.		
Customer tenant connection error.		
Indicates that the request to deploy the customer tenant has been submitted.	Unknown	e Warning

Manually Provisioning Users

You can manually provision users with phone numbers and a subset of Calling policies. For provisioning the full set of available Teams Calling Policies, users must be provisioned through template automation.

- Manually Assigning Phone Numbers to Users
- Manually Applying M365 User Policies

Multitenant Portal Licensing

Multitenant sportal upports the follow licensing schemes:

- **Tenants:** Tenants license includes the following features support:
 - Quick Connect
 - Tenant Online voice routing
 - User view only

A **Tenant** License is mandatory requirement for Onboarding a new customer M365 Tenant and for managing the Voice Routing.

- Users: User license includes the following features support:
 - User MACD (Teams, and Voice policies)
 - Lifecycle management
 - Create and Edit Templates
 - DID management
 - Support Microsoft Teams
 - Support OneDrive policies (Future implementation)
 - Manage emergency call Routing (Future)



A **User** License is not mandatory. The provider can offer this service as an upscale service for selected customers.

See the following:

- Installing the Multitenant License
- Configuring Global License Settings

Configuring Invitation Settings

This step describes how to define Invitation Settings for requesting consent from customer IT administrators using the token-based authentication mechanism (See Grant Consent using only Token-based Authentication) to connect to their Microsoft 365 platform. The Invitation Settings define the template email that is sent to the customer administrator including the customer's name defined in the Onboarding wizard, the name of the Service Provider operator tenant who added the customer and the Invitation URL. This URL includes the subdomain name that was defined in Registering End Customer Tenant DNS SubdomainsRegistering End Customer Tenant DNS Subdomains. Once the invitations have been sent to the customer IT administrator, the outgoing request details can be viewed in the Customer Invitations screen in the Multitenant portal (see Customer Invitations).

Do the following:

- Login to the Multitenant portal with Windows UMP Service account created in Creating UMP Service Account.
- In the Multitenant portal Navigation pane, open the Invitation Settings page (System >Invitation Settings).
- In the Multitenant portal Navigation pane, open the Invitation page (Configuration > UMP > Email> Invitation).

Invitation Settings Invitation Subject * Welcome ((Customertd)) for joining the Finebak *AudioCodes UMP-365 for Service Providers* service Invitation Email * Dear Administrator of ((Customertd)), We at <u>Finebak</u> welcome you to join our *AudioCodes UMP-365 for Service Providers* service. Please activate your tenant by connecting to the link below and authenticate with your M365 UC Administrator account: ((CustomerAuthenticationPortalUtt))/((InvitationId)) Please Note: UC admin role requirements: UC admin role requirements: Intps://finebak.com/authenticate	=	🏓 💄 UMP-Tobi\umpadmin
Invitation Subject * Velcome ((CustomerId)) for joining the Finebak *AudioCodes UMP-365 for Service Providers* service Invitation Email * Dear Administrator of ((CustomerId)), We at <u>Finebak</u> welcome you to join our * <u>AudioCodes</u> UMP-365 for Service Providers* service. Please activate your tenant by connecting to the link below and authenticate with your M365 UC Administrator account: ((CustomerAuthenticationPortalUt))/((InvitationId))) Please Note: UC admin role reouirements: Castomer Authenticator Portal Url * Intps://finebak.com/authenticate	Invitation Settings	
Welcome ((Customertd)) for joining the Finebak "AudioCodes UMP-365 for Service Providers" service Invitation Email * Dear Administrator of ((Customertd)), We at Finebak welcome you to join our "AudioCodes UMP-365 for Service Providers" service. Please activate your tenant by connecting to the link below and authenticate with your M365 UC Administrator account: ((CustomerAuthenticationPortalUt))/(UnvitationId)) Please Note: UC admin role requirements: Customer Authentication Portal Url * Intps://finebak.com/authenticate	Invitation Subject *	
Invitation Email * Dear Administrator of ([CustomerId]), We at <u>Finebak</u> welcome you to join our <u>AudioCodes</u> UMP-365 for Service Providers* service. Please activate your tenant by connecting to the link below and authenticate with your M365 UC Administrator account: ([CustomerAuthenticationPortalUf])/([InvitationId]) Please Note: UC admin role requirements: Customer Authentication Portal Url * Intps://finebak.com/authenticate Apply Changes	Welcome ((CustomerId)) for joining the Finebak "AudioCodes UMP-365 for Service Providers" service	
Dear Administrator of ([Customerid]), We at <u>Finebak</u> welcome you to join our " <u>AudioCodes</u> UMP-365 for Service Providers" service. Please activate your tenant by connecting to the link below and authenticate with your M365 UC Administrator account: ([CustomerAuthenticationPortalUr])/([InvitationId])) Please Note: UC admin role requirements: Customer Authentication Portal Url * Inttps://finebak.com/authenticate Apply Changes	Invitation Email •	
We at <u>Finebak</u> welcome you to join our <u>AudioCodes</u> UMP-365 for Service Providers' service. Please activate your tenant by connecting to the link below and authenticate with your M365 <u>UC</u> Administrator account: ((<u>UcutomerAuthenticationPortalUrl</u>))/(<u>Unvitation(d</u>)) Please Note: UC admin role requirements: Customer Authentication Portal Url * Intps://finebak.com/authenticate Apply Changes	Dear Administrator of ((<u>CustomerId</u>)),	
Please activate your tenant by connecting to the link below and authenticate with your M365 UC Administrator account: ((Customer/uthenticationPortalUrf))/(Unvitation(d)) Please Note:	We at Finebak welcome you to join our "AudioCodes UMP-365 for Service Providers" service.	
I(CustomerAuthenticationPortalUr))/([InvitationId])) Please Note: UC admin role requirements: Customer Authentication Portal Url * Inttps://finebak.com/authenticate Apply Changes	Please activate your tenant by connecting to the link below and authenticate with your M365 UC Administrator account:	
Please Note: * UC. admin role requirements: * Customer Authentication Portal Url * https://finebak.com/authenticate Apply Changes	(CustomerAuthenticationPortalUr))/((InvitationId))	
UC admin role requirements: Customer Authentication Portal Url * https://finebak.com/authenticate Apply Changes	Please Note:	
Customer Authentication Portal Url * https://finebak.com/authenticate Apply Changes	UC admin role requirements:	
https://finebak.com/authenticate Apply Changes	Customer Authentication Portal Url *	
Apply Changes	https://finebak.com/authenticate	
Apply Changes	A set of search	
	Appy Changes	

- 4. Enter the following details:
 - Invitation Subject: Edit the email invitation.
 - Invitation Email: Edit the email content
 - Invitation Subject and Invitation Email include the follow place holders
 - {{CustomerId}} The CustomerID, Unique per Customer Name (from onboarding new customer flow)
 - {{CustomerAuthenticationPortalUrl}}/{{InvitationId}} unique invitation (Customer Authentication Portal Url / InvitationId)
- 5. In the Customer Authentication portal URL field define a public Portal URL for the provider.

For Example: https://finebak.com/authenticate

The value should be the DNS A record for domain that was created in Creating A Records for SBC Devices. For example, Finebak.com to a Public IP xxx.xxx.xxx (UMP-365 – IP address).

See example email below.

Dear Administrator of {{CustomerId}},

We at Finebak welcome you to join our "AudioCodes UMP-365 service". Please activate your tenant by connecting to the link below and authenticate with your M365 UC Administrator account: {{CustomerAuthenticationPortalUrl}}/ Please Note:

- UC admin role requirements:
 - o Application Administrator
 - o Skype for Business Admin
 - o Teams Communications Administrator

The Authentication process will run against your Microsoft M365 Tenant, we will not know or save your password.

Revoke Token Authentication: you are able to revoke the authentication at any time. Revoking the authentication will stop the service.

Thank you and best regards,

Finebak Support Team

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Authentication Status

The Authentication Status page configures the Client IDs and redirect URIs used by the Token Invitation mechanism for securing UMP-365 access to the customer tenant's Microsoft Office 365 platform that is used for the Background Replication process (see Queued Tasks (Background Replication). In the Onboarding wizard (for Hosted Essentials + and Hosted Pro customers), connection to the customer's Microsoft 365 platform is secured using the following methods:

Username and Password: The customer uses their existing username and password, however, in addition, the connection to M365 is secured with an access token that is claimed based on the configured user name and password. See Switching to User Password.

Customers onboarded prior to version 8.0.450 with user and password must be authenticated using token-based authentication as a result of enhanced Microsoft Security policies.

Switch to auth token: This option secures the connection with M365 through a directlyclaimed access token. See Switching to Token Authentication on page 34.

Using both of the above methods, the customer tenant must grant consent to the Service Provider administrator. The consent process is secured through an access token that is claimed based on the configured user name and password. The Authentication Status screen summarizes the connection status with the customer tenant's M365 platform using one of the above methods.

> To manage Authorization tokens:

 In the Multitenant Navigation, open the Authentication Status page (Monitoring > Customer > Authentication Status).

≡					🍂 🔒 bradb@audiocodes.com			
AuthenticationStatus Monitor Authentication Status								
					Search:			
Customer Id 1	M365 Email ↑↓	Authentication method	When Last Verified	Last Verification Status	Actions			
dr8	admin@AudcDemo6.onmicrosoft.com	Token	February 7th 2023, 18:25	 Image: A second s	Check Credentials Switch to password			
Demo	admin@M365x08167531.onmicrosoft.com	Password	March 9th 2023, 15:38	×	Check Credentials Switch to token			
ManuelTest	admin@M365x29347113.onmicrosoft.com	Password	February 7th 2023, 18:26	~	Check Credentials Switch to token			
DemoTotSpo	admin@M365x62214376.onmicrosoft.com	Token	February 7th 2023, 18:25	 Image: A set of the set of the	Check Credentials Switch to password			
TRItzik	admin@M365x18234803.onmicrosoft.com	Password	February 7th 2023, 18:24	~	Check Credentials Switch to token			
testpro	admin@M365x11164675.onmicrosoft.com	Password	March 9th 2023, 11:56	×	Check Credentials Switch to token			

2. Configure the Client Id and Client Secret of the Tenant Enterprise Application Registration for Token Authentication. This registration is created in Day One Onboarding (for Hosted Essentials + and Hosted Pro customers).

If the Client Id is not configured and then the **Grant Consent** option in the Self-Service portal M365 Settings (see Microsoft 365 Settings) is clicked, the following error is displayed:

1 M365 Tenant	2 M365	3 Voice Route
Validating credentials, please wait! On succest	ull authentication the wizard will continue.	
No ClientId was specified. Something went wrong while verifying M365	redentials!	
		Back Next

For example:



		G+/)							admin@M365x43 contoso (M365x4345	45893 🙆
Home > Enterprise applications All applications > UMP-Auth-300										
UMP-Auth-300 P	ermissions									×
	🕐 🕐 Refresh 🗸 Review permissions	Got feedback?								
Overview	Permissions									^
Diagnose and solve problems	Applications can be granted permissions to your o	organization and its data by three	methods: an admin consents to the application for	all users, a user	grants cons	ent to t	he applic	ation, or an a	dmin integrating an a	pplication
Малада	As an administrator you can grant concern to bah	s directly to the application. Lean	more.	when using the	polication	Click th	o buttor	below to gra	nt admin concont	
Properties	As an administrator you can grant consent on ben	ian of an users in this tenant, ens	anny that end users will not be required to consent	when using the a	ipplication.	CIICK U	ie buttoi	i below to gra	ne aumin consene.	
A Owners	Grant adm	in consent for Contoso								
Roles and administrators	Admin consent User consent									
Users and groups										
Single sign-on	API Name 1.	↓ Claim value ↑↓	Permission 1	↓ Тур е		\uparrow_{\downarrow}	Granted	through ↑↓	Granted by	↑↓
Provisioning	Microsoft Graph									
 Self-service 	Microsoft Graph	Group.ReadWrite.All	Read and write all groups	Delegated			Admin o	onsent	An administrator	
Custom security attributes (preview)	Microsoft Graph	Directory.AccessAsUser.All	Access directory as the signed in user	Delegated			Admin o	onsent	An administrator	
Security	Microsoft Graph	User.Read.All	Read all users' full profiles	Delegated			Admin o	onsent	An administrator	
Security Conditional Accord	Microsoft Graph	AppCatalog.ReadWrite.All	Read and write to all app catalogs	Delegated			Admin o	onsent	An administrator	
Conditional Access	Microsoft Graph	openid	Sign users in	Delegated			Admin o	onsent	An administrator	
- Permissions	Microsoft Graph	profile	View users' basic profile	Delegated			Admin o	onsent	An administrator	
Token encryption	Microsoft Graph	offline_access	Maintain access to data you have given it access	Delegated			Admin o	onsent	An administrator	
Activity	Skype and Teams Tenant Admin API									
Sign-in logs	Skype and Teams Tenant Admin API	user_impersonation	Access Microsoft Teams and Skype for Business	Delegated			Admin o	onsent	An administrator	

Table 6-3: Authentication Status

Field	Description
Customer Id	The Customer name.
M365 Email	The email address of the Microsoft Office 365 administrator providing consent on behalf of the customer.
Authentication Method	 One of the following authentication methods: Password (relevant for customers until version 8.0.450). For version 8.0.450 and later, all customers must be authenticated using token authentication. Token authentication.
When Last	The date and time of the last verification of connection to customers'

Field	Description	
Verified	M365 platform.	
Last Verification Status	 Indicates one of the following verification Never Performed Successful Failed Token not generated 	n statuses:
Update	Updates for changes to Authentication m Password and Switch to Token). It also up customers. Update Authentication Method Done!	ethod (Switch to User odates table for new x
	Tenant	Auth Type
	Tx74860876	Token
	Tx52595777	Token
	Tx68173641	Token
	Showing 1 to 3 of 3 entries	Previous 1 Next
		Close
Verify All	Verifies that all claimed tokens are valid a correct. Perform this action after 'Update	and user passwords are ' above.

Field	Description							
	Verify All	×						
	Done!							
	Show 10 ¢ entries Sea	ırch:						
	Customer Id Authentication Status							
	Тх74860876 ОК							
	Tx52595777 OK							
	Tx68173641 OK							
	Showing 1 to 3 of 3 entries	Previous 1 Next						
		Close						
Reload All	Refreshes table. Perform this action after 'Verify A							
	AuthenticationStatus Monte AutentiationStatus Monte AutentiationStatus Monte AuthenticationStatus	States and a state of the state						
	Custome Invitations UMP Service Sterings Status Stering Status Stering Status Stering Status Stering Status Stering Status Stering St							
	Connect East Calcent Lat No. Calcent Lat No. Society Societ	Search Contraction States						
	Todil12641 Jaken@M35568117541.comcoouth.com Token April 20th 3203, 1638	Activate Windows Sette to Go to Setting to activate Witten						
	ToS255777 admini@M365532553777.commicrosoft.com Token April 20th 2023. 1638	Chert						

- 3. Enter the Client ID and Client secret generated in Deploy Synchronization Application.
- **4.** Enter the Redirect URL which consists of the IP address of the Service Provider portal. For example:

Parameter	Description
Actions	One of the following actions can be performed:
	Check Credentials: click to verify the token. Once verified, is displayed in the Last Verification Status column.
	Switch to password
	Switch to token

https://finebak.domain.com/authenticate/OAuth2Callback

5. Click Apply Changes or click Reset Changes to reconfigure.

×

Verify All Tokens

Done!

M365 Admin Email	Token Status
admin@M365x78596656.onmicrosoft.com	ОК
admin@M365x52060359.onmicrosoft.com	ок

Close

×

Update Used By

Done!

Tenant	Auth Type
M365x202362	TOKEN
essemtials	TOKEN
tobi	TOKEN
M365x45661692	USER&PASS
M365x78596656	TOKEN
petre	USER&PASS

Close



Managing SBC Devices

The Known SBCs page displays a list of all connected SBC devices. You can perform the following actions:

- Add SBC Devices on the next page: Add new SBC devices which can then later be configured for new customers and site locations when onboarding new customers in the Onboarding wizard.
- Show SBC Site Locations on page 61: Show a list of configured site locations that are connected to specific SBC devices.
- Show Prefixes on page 63: Show a list of configured number prefixes in the dialplans loaded to the managed SBC devices.
- Upload Dial Plan Rules from Managed SBC Device : Import a list of customers from the SBC.

> To display list of managed SBC devices:

						SBC Li	st				
d	Ovoc Sbc Id	Name	Ip Address	Device Fqdn	NAT lp Addresses	Https	Gateway User	Status	Sip Users Count	Sites Count	
,	7058	EMEA SP1 SBC	10.17.0.4		40.118.70.74	False	LiveCloud	Connected	-N/A-	169	[Show Sites] [Import Customers] [Show Prefixes]
	7613	APAC SP1 SBC	10.18.0.4		13.67.53.137	False	LiveCloud	Connected	-N/A-	25	[Show Sites] [Import Customers] [Show Prefixes]
1	53209	US SP1 SBC	20.110.187.52	sandbox3us.audiocodes.be	20.110.187.52	False	LiveCloud	Connected	-N/A-	5	[Show Sites] [Import Customers] [Show Prefixes]

1. In the Multitenant portal Navigation pane, select **Configuration > SBC**.

The table below describes the details for each managed SBC device.

Parameter	Description
Id	Id of the Known SBC entry.
OVOC SBC Id	Id of the OVOC SBC.
Name	Known FQDN of the SBC device/NAT IP address.
NAT IP Address	NAT IP address of the SBC device.
Device FQDN	Known FQDN of the SBC device.

Parameter	Description
HTTPS	Indicates whether HTTPS is enabled for the device.
Gateway User	The name of the administrator user account of the SBC.
Status	The status of the connection between UMP-365 and the SBC.
SIP Users Count	The number of SIP users registered for the SBC.
Site Count	The number of site locations that are configured with the SBC.

Add SBC Devices

This section describes how to add new SBC devices to the multitenant deployment. Once added, these devices can be configured when onboarding new customers.

> To add a new SBC device:

1. In the Multitenant portal Navigation pane, click **SBC List**. A list of managed SBC devices is displayed.

Image: Problem in the second secon	*	Rel	oad From Ov	oc Add New SBC									
acts i body Name ip Address Device Equin National Hetps Device Mathematication Loads 1 35:10 color color <t< th=""><th>,</th><th></th><th></th><th></th><th></th><th></th><th>SBC List</th><th></th><th>_</th><th></th><th>-</th><th>-</th><th></th></t<>	,						SBC List		_		-	-	
Leads 2 205 oct.customers.audio-code.co.il 169254.466 oct.customers.audio-code.co.il 169254.466 oct.customers.audio-code.co.il 169254.466 oct.customers.audio-code.co.il 169254.467 oct.customers.	asks	Id	Ovoc Sbc Id	Name	Ip Address	Device Fqdn	NAT Ip Addresses	Https	Gateway User	Status	Sip Users Count	Count	
ak 3 2224 or2.customers.audio-code.co.il 169254.4.67 or2.customers.audio- > 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Leads Nanagement > ofile	2	2205	oc1.customers.audio-code.co.il [51.137.97.95]	169.254.4.66	oc1.customers.audio- code.co.il	51.137.97.95	False	acladmin	Connected	-N/A-	1	[Show Sites] [Import Customers] [Show Prefixes]
	nk >	3	2224	oc2.customers.audio-code.co.il [52.178.43.85]	169.254.4.67	oc2.customers.audio- code.co.il	52.178.43.85	False	acladmin	Connected	-N/A-	1	[Show Sites] [Import Customers] [Show Prefixes]

Click Add New SBC to add a new SBC device (the new connection is by default secured over HTTPS).

Add New SBC		×
Name:		
SBC Name		
Ip Address:		
ex. 1.2.3.4	Use https: 🗹	
Device Fqdn:		
ex. sbc.contoso.com or contoso.com		
Gateway User:	Gateway Password:	
	Close Save	e

- **3.** Enter the name of the SBC device.
- 4. Enter the IP address of the SBC device.
- 5. Enter the Device FQDN.
- **6.** Enter the Gateway username and password.

7.	Click	Save	to apply the changes.	
8	Click	Reloa	ad From Ovoc	to refresh the connection between the
0.	SBC d	evices list a	and the OVOC Server.	

9.

Show SBC Site Locations

You can display all site locations that are configured with an SBC device that manages calls through that site.

> To show site locations:

1. In the Known SBCs page, select an SBC device, and then click **Show Sites**.

CC audiocodes	=											🜲 bradb@audiocodes.com
 ✓ Tenants ▲ Ovoc ✓ System 	Kn Rek	Known SBCs Reload From Ovoc Add New SBC										
Legence Security							SBC Li	st				
 SBC List Queued Tasks 	Id	Ovoc Sbc Id	Name	Ip Address	Device Fqdn	NAT Ip Addresses	Https	Gateway User	Status	Sip Users Count	Sites Count	
	7	7058	EMEA SP1 SBC	10.17.0.4		40.118.70.74	False	LiveCloud	Connected	-N/A-	169	[Show Sites] [Import Customers] [Show Prefixes]
Æ Calling Profile	8	7613	APAC SP1 SBC	10.18.0.4		13.67.53.137	False	LiveCloud	Connected	-N/A-	25	[Show Sites] [Import Customers] [Show Prefixes]
	11	53209	US SP1 SBC	20.110.187.52	sandbox3us.audiocodes.be	20.110.187.52	False	LiveCloud	Connected	-N/A-	5	[Show Sites] [Import Customers] [Show Prefixes]
	Copyri	ght © 2023 A	udioCodes. All ri	ghts reserved.								

A list of site locations that are provisioned with the selected SBC device are displayed.

SBC Site Loc	SBC Site Locations ×							
Show 10 \$	how 10 + entries Search:							
			Site Locations					
Site ↑↓	Customer Name ↑↓	Configuration ↑↓	PSTN Gateway	SbcDeploymentState 1	M365DeploymentState			
wsc	WSC	SipTrunk	customertobi.customers.activecommunications.eu	Deployed	Deployed			
ETAS4	ETAS4	SipTrunk	customer4.customers.activecommunications.eu	Deployed	Deployed			
Customer22	Customer22	SipTrunk	customer5.customers.activecommunications.eu	Deployed				
Showing 1 to 3	of 3 entries				Previous 1 Next			
					Close			

The table below describes the parameters in this table.

Parameter	Description				
Site	Name of the site location.				
Customer Name	Customer Name				
Configuration	One of the following values: SIP Trunk IP-PBX BYOC				
PSTN Gateway	FQDN of the Online PSTN Gateway for the site location.				
SBC Deployment State	Indicates that the SBC has been successfully connected to UMP- 365.				

Parameter	Description
M365 Deployment State	Indicates that the SBC has been successfully connected to M365.

Show Prefixes

This option lets you to view a list of configured dialplans on the selected SBC device. Each entry in the table represents a separate dial plan rule.

In User Management Pack 365 SP Edition the Dialplan name and the Dialplan rule are the same. On the SBC device, the dial plan rules defined under each dialplan are configured with unique names.

> To show prefixes:

1. In the Known SBCs page, select an SBC device, and then click **Show Prefixes**.

SB	SBC: oc1.customers.audio-code.co.il [51.137.97.95] - Prefixes ×					
Refresh From Sbc Show 10 + entries Search:						
				SBC Prefixes		
D	ialPlan î↓	Index $\uparrow\downarrow$	Name 1	Prefix î↓	Tag î↓	Activ ↑↓
Те	eamsTenants	1	Fidinam	+41589061[000-999]	4064116.cic.coltcloudsbc.net	true
Re	egisteredUsers	1	M365x35880531	5755	972528545755	true
Re	egisteredUsers	0	M365x35880531	+972528545755	5755	true
C	ustDialPlan	2	M365x38076038	+5552000	M365x38076038.customers.audio- code.co.il	true
Te	eamsTenants	2	MKSPAMPGROUP	+4420366669[700-799]	100321906.cic.coltcloudsbc.net	true
0	CDialPlan	0	qqqqqqqqqqqqqqq	+97236549877	daf09efd-f31e-41e4-a86c- bd65bf821e25	true
0	CDialPlan	1	qqqqqqqqqqqqqqq	+97299999998	daf09efd-f31e-41e4-a86c- bd65bf821e25	true
Sho	wing 1 to 7 of 7	entries			Previous	1 Next
						Close

The table below describes the parameters in this screen.

Parameter	Description			
Dial Plan	Name of the Dial plan			
Index	SBC index			
Name	Name of the Live Cloud server instance.			
Prefix	Configured phone prefix			
Тад	One of the following: Tenant ID IP Group Name 			
Active				

This page is intentionally left blank.

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