AudioCodes

Product Notice #0310

AudioCodes Mediant CCE Upgrade Instructions from Version 1.3.8

Dear Partners and Customers,

This Product Notice provides step-by-step instructions on how to update AudioCodes Mediant Cloud Connector Edition (CCE) appliances that were installed with Microsoft® Cloud Connector Edition version earlier than 1.4.1.

The Microsoft Cloud Connector Edition application is connected to the Microsoft Office 365™ Cloud PBX and as such, the Cloud Connector Edition application version must align to the changes and updates done by the Microsoft Office 365 Cloud PBX.

Starting from Version 1.4.1, the Microsoft Cloud Connector Edition has a built-in mechanism that automatically upgrades the software when needed. The automated software updates are downloaded from the cloud for both the operating system and the core Cloud Connector Edition application, drains all the current calls and then refreshes the Mediant CCE Appliance with the latest software.

Earlier versions of the Microsoft Cloud Connector Edition (for example, Version 1.3.8) do not support automatic updates and if not manually updated, the Mediant CCE Appliance may stop operating at some time or another. It is recommended to check your Mediant CCE Appliance version and make sure that it is running at least Version 1.4.1 and that the auto-update feature is properly configured.

For the following procedures, connect to the Mediant CCE Appliance Host through remote desktop:

Check the currently installed Microsoft Cloud Connector Edition version:

Check your Microsoft Cloud Connector Edition version:
`Get-CcVersion and Get-CcRunningVersion`

If it's Version 1.4.1 or later, there is no need to manually upgrade the Mediant CCE Appliance.

Check if auto-update is enabled:

If your Mediant CCE Appliance is already installed with Microsoft Cloud Connector Edition Version 1.4.1 or later, verify that the auto-update feature is enabled and properly configured:

`Get-CsHybridPSTNSite`

Make sure that **EnableAutoUpdate=true** and that a valid update time window is configured for the site:

`Get-CsHybridPSTNAppliance`

Make sure that **MaintenanceMode= false**.

Upgrade your Mediant CCE Appliance to the latest version:

Follow the instructions to upgrade your Mediant CCE Appliance to the latest Microsoft Cloud Connector Edition version. The upgrade procedure is according to Microsoft TechNet at https://technet.microsoft.com/en-us/library/mt740656.aspx.

Note: During software upgrade, the Mediant CCE Appliance does not handle incoming and outgoing PSTN calls. Therefore, it is recommended to perform this operation during non-working hours.

To upgrade only one appliance at the site:

1. Uninstall the existing Skype for Business Online Cloud Connector Edition version (**Control Panel** > **Programs** > **Programs and Features**).
2. Install the new version of *CloudConnector.msi* from https://aka.ms/CloudConnectorInstaller.
3. Confirm that you have the *CloudConnector.ini* file for the version you are installing and have updated all the required values for your environment. You cannot use the *.ini* file from a previous release. If you are upgrading to Skype for Business Cloud Connector Edition 1.4.1, please refer to Prepare your environment for Cloud Connector 1.4.1 and make sure SiteName, EnableReferSupport and ForwardPAI are set to correct values in the *cloudconnector.ini* file.
4. Start a PowerShell console as administrator and then run the following cmdlet to register the current appliance:

   ```
   Register-CcAppliance
   ```

5. Download the latest version by running the following cmdlet:

   ```
   Start-CcDownload
   ```

6. Start the installation by running the following cmdlet:

   ```
   Install-CcAppliance -Upgrade
   ```

7. Activate the new deployment and turn off the previous version by running the following cmdlet:

   ```
   Switch-CcVersion
   ```

Notes:

- To upgrade more than one appliance at the site, upgrade each appliance one by one.
- If you want to update the Domain administrator, Virtual machine administrator, Safe Mode administrator and Tenant administrator credentials, reset all credentials by running the following cmdlet with the UpdateAllCredentials parameter:

   ```
   Install-CcAppliance -UpdateAllCredentials
   ```

   When you start upgrading to a new version, you are promoted to input the new credentials.

- If you only want to reset your Tenant administrator credentials, run the following cmdlet:

   ```
   Set-CcCredential -AccountType TenantAdmin
   ```

Affected Products:

- Mediant 800 CCE Appliance
- Mediant Server CCE Appliance

If you have any questions, please use the
Support Inquiries Form