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

# User Management Pack 365 Software Installation

Version 7.2.5





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### **Related Documentation**

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# **1** Introduction

This document describes how to install AudioCodes User Management Pack 365 Software Version 7.2.5. The User Management Pack 365 (UMP 365) is a software application for managing Skype for Business users on premises or in the Cloud PBX environment. UMP 365 is also part of the AudioCodes CloudBond 365 solution and applies to all CloudBond 365 editions:

- Standard/Standard+ Box
- Pro Box
- Enterprise Box
- Virtualized

The UMP 365 Installation Wizard is also suitable for upgrading older versions of AudioCodes CloudBond 365.

# **1.1 Software Installer**

The software installer consists of several components:

- A software configuration wizard to gather the data needed during the installation
- An automated software installer to install the specified configuration of the UMP 365 Software



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# 2 User Management Pack 365

This section describes how to install the User Management Pack 365 (UMP 365) using the Installation Wizard.

# 2.1 Introduction

The following describes how to manually install the CloudBond UMP 365 software within an existing Skype for Business environment.

# 2.2 **Prerequisites**

The UMP 365 requires a Windows Server 2012 R2 (virtual) server environment. This server needs to be a domain joined to the existing Skype for Business environment and should be added as a trusted application server within the Skype for Business topology.

The service account used for the installation of the Management Pack should be a member of the following security groups:

- Domain Admins
- CSAdministrator
- RTCUniversalServerAdmins
- RTCUniversalUserAdmins

# 2.3 Starting the Installation Wizard

The procedure below describes how to start the Installation Wizard.

#### To start the Installation Wizard

- 1. The UMP 365 installation wizard is an ISO file in format UMP-7.2.XXX-XX.iso. Locate the Setup application within the mounted ISO image.
- 2. Double-click, or right-click and select **Open**, to start the Installation Wizard; the following screen appears:

🖻   🔂 🔢 = I		Application	Fools	DV	D Drive (G:) SA-7.	2.005-2142	_ 🗆 X
File Home Share	View	Manage					~
€ 🕘 ▾ ↑ 💽 ► Thi	s PC 🕨 DVD	Drive (G:) SA	-7.2.	005-2142	Y	Search DVD Driv	e (G:) SA-7.2 🔎
☆ Favorites	Name		•		Date modified	Туре	Size
Desktop	📗 bin				9/29/2016 2:09 PM	File folder	
🐌 Downloads	📕 Html				9/29/2016 2:09 PM	File folder	
🖳 Recent places	] Image	s			5/22/2014 11:31 AM	File folder	
	退 ThirdP	arty			4/19/2013 9:19 PM	File folder	
🌉 This PC	🌗 Utilitie	s			9/9/2016 12:24 PM	File folder	
	] WebA	pplications			9/29/2016 2:09 PM	File folder	
📬 Network	퉬 Windo	wsServices			9/29/2016 2:09 PM	File folder	
	💷 Manag	gementSuite			9/28/2016 2:27 PM	Application	79 KB
	🕒 Manag	ementSuite.	exe		9/28/2016 1:46 PM	XML Configuratio	1 KB
	Setup			Onen	0/22/2016 1 20 01/1	Application	2,470 KB
	🕒 Setup.	exe		Due as administra	1	XML Configuratio	1 KB
			<b>O</b>	Travelasheat an	nuor		
				Dia to Stort	npationity		
				Pin to Start			
				Send to	•		
				Сору			
				Create shortcut			
				Properties			
11 items 1 item selected	2.41 MB						

Figure 2-1: Starting the Installation Wizard

- 3. In the 'Domain FQDN' field, enter the Domain FQDN, e.g., cloudbond365.com.
- 4. Click Validate to continue.



Figure 2-2: Domain Information and Credentials

5. Enter the User Logon Name and Password of the administrator account.

TERMS CONFIGURATION			
DEPLOYMENT TYPE DOMAIN INFORMATION	Domain Info	ormation and Credentia	ls
	Domain FQDN	cloudbond365.com	Change
	Licar Logion Name	Administrator	
	User Logon Name	Auministrator	Validate
	Passivoru		
		Waiting to validate user	
		Waiting to validate user	

Figure 2-3: Entering Domain Information

6. Click **Validate** to continue; the following screen appears:

#### Figure 2-4: Checking Credentials

DEPLOYMENT TYPE DOMAIN INFORMATION	Domain Info	ormation and Creder	ntials
	Domain FQDN	cloudbond365.com	Change
	User Logon Name	Administrator	
	Password	•••••	Validate

- **3.** After the logon credentials have been verified, the setup starts to configure the Management Suite.
- 4. In the 'Fully Qualified Domain Name' field, enter the FQDN of the Central Management Store (CMS)



is C:lacs.

5. In the 'Database Server FQDN' field, enter the FQDN of the Database Server.



- 6. Click **Browse** to navigate to the Installation Directory. The default Installation Directory
- 7. Click **Start Installation** to begin the installation of User Management Pack 365.

Figure 2-6: Progress UMP Installation

User Management Pack 365	
TERMS CONFIGURATION PROGRESS	
18:55:18 Normal: Welcome to the Cloudbond 365 Management Suite Upgrade Too	ol
18:55:18 Normal: Detected earlier version of Management Suite!! Using existing val	lues
18:55:18 Normal: Using CMS FQDN:(UC-FE.cloudbond365.com)	
18:55:18 Normal: Using Registrar FQDN:(UC-FE.cloudbond365.com)	
18:55:18 Normal: Using Database Server FQDN:(UC-MGR.doudbond365.com)	
18:55:18 Normal: Using OEM:(AudioCodes)	
18:55:18 Normal: Using Path:(C:\acs)	
18:55:18 Normal: Upgrading license model	
18:55:18 Normal: Online Sign In Assistant: Already Installed	
18:55:18 Normal: Windows Azure AD Module for PowerShell: Already Installed	
18:55:18 Normal: Microsoft Skype Online. Windows PowerShell Module: Will be in	stalled
18:55:18 Normal: Microsoft Skype Online, Windows PowerShell Module: Installing	Starting process:(G:\ThirdParty
\Prerequisites\SkypeOnlinePowerShell.exe} with args:(/q)	
18:55:19 Normal: Done	
18:55:19 Normal: Asp NET MVC 3: Will be installed	
18:55:19 Normal: Asp NET MVC 3: Installing Starting process:(G:\ThirdParty\Prered	quisites\AspNETMVC3Setup.exe}
with args:(/q)	

8. After the setup has completed the installation, the setup wizard displays the message: *Normal: Setup has completed.* 

#### Figure 2-7: Setup Completed

19:01:34 Normal: Task Scheduled: AcsO365Sync		
19:01:34 Normal: Task Already Exists:{AcsLogCleanup} - Removing		
19:01:34 Normal: Task Scheduled: AcsLogCleanup		
19:01:34 Normal: Adding SID:{S-1-5-21-2314780066-1037537758-3302938089-1134} Group to:{FullAccess}		
Done		
19:01:34 Normal: Adding SID:{S-1-5-21-2314780066-1037537758-3302938089-1135} Group to:{ReadOnly}		
Done		
19:02:15 Normal: Preparing to start service: SysAdmin.UCMA Service		
19:02:23 Normal: Service starting Started		
19:02:23 Normal: Setup has completed		
	-	

9. User Management Pack 365 is now installed. You need to perform the postinstallation actions on the Front End servers.

# 2.4 **Post Installation**

Some functions within the User Management Pack application require PowerShell functions to be executed on the actual Front End servers in the environment. The UMP 365 SysAdmin.RemotingSvr service needs to be installed on every Front End server in the Skype for Business Front End pools within the environment.

- > To install the UMP 365 SysAdmin.RemotingSvr on the Front End Server:
- Copy the RemotingSvr folder from the \WindowsServices\ location on the UMP 365
  installation media to a location on every Front End server.
  In the example below, c:\acs\RemotingSvr is used as the destination.
- Set the execution policy for PowerShell Scripts to 'Bypass' mode by issuing the following cmdlet in an elevated Windows PowerShell window: Set-ExecutionPolicy Bypass
- 3. Import the c:\acs\RemotingSvr\SysEdge.pfx certificate in the computer\Trusted People certificate store, by right-clicking the certificate and selecting Install PFX.

Name	Date modif
S Common.Logging.dll	10/28/2014
Supervisional Common.Logging.Log4Net.dll	10/28/2014
Common.Logging.pdb	10/28/2014
Common.Logging	10/28/2014
log4net.config	10/28/2014
log4net.dll	10/28/2014
SysAdmin.Helpers.dll	10/28/2014
SysAdmin.Helpers.pdb	10/28/2014
SysAdmin.MWI.dll	10/28/2014
SysAdmin.MWI.pdb	10/28/2014
SysAdmin.RemotingSvr	10/28/2014
SysAdmin.RemotingSvr.exe.config	10/28/2014
SysAdmin.RemotingSvr.pdb	10/28/2014
SysEdae	10/28/2014
Install PFX	

Figure 2-8: Completing the Import Wizard – Install PFX

4. Click the Local Machine option as the destination, and then click Next.

Figure 2-9:Completing the Import Wizard – Store Location

💿 🍠 Certificate I	mport Wizard
Welcome	to the Certificate Import Wizard
This wizard help lists from your o	is you copy certificates, certificate trust lists, and certificate revocation disk to a certificate store.
A certificate, wi and contains inf connections. A	hich is issued by a certification authority, is a confirmation of your identity formation used to protect data or to establish secure network certificate store is the system area where certificates are kept.
Store Location Current U Local Mac	iser hine
To continue, die	dk Next.

5. Continue to the Password screen, and enter "password p@ssw0rd" as the password.

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- 6. On the Certificate Import Wizard screen, click the Place all certificates in the following store option.
- 7. On the Select Certificate Store page, select the **Trusted People** folder and then click **OK**.

Figure 2-10: Completing	the Import Wizard -	<b>Certificate Store</b>
-------------------------	---------------------	--------------------------

📀 🍠 Certificate Import Wizard	
Certificate Store Certificate stores are system areas where certif	ìcate
Windows can automatically select a certificate si the certificate.	tore,
<ul> <li>Place all certificates in the following store</li> </ul>	
Certificate store:	
Select Certificate Store	
Select the certificate store you want to use.	
Image: Trusted Publishers     ^       Image: Trusted Party Root Certification Authorities       Image: Trusted People       Image: Trusted People	
Show physical stores	

8. Click **Browse** to navigate to the required Certificate store.

Figure 2-11: Completing the Import Wizard – Trusted People

he	certificate.
(	$\bigcirc$ Automatically select the certificate store based on the type of certificate
(	Place all certificates in the following store
	Certificate store:
	Trusted People Browse

#### 9. Click Finish.

ou have specified the following set	itings:		
Content	PEX		
File Name	C:\ACS_SvsAdmin_5.5.1	459.542 artifacts\	Window
1			)
S			
×			

Figure 2-12: Completing the Import Wizard – Finish

**10.** Click **OK**.

Figure 2-13: Completing the Import Wizard – Successful Import Notification



- 12. Open a Command Prompt as Administrator.
- **13.** Run the following command to install the application as a service:
  - $\texttt{c:Windows} \\ \texttt{Microsoft.NET} \\ \texttt{Framework} \\ \texttt{v4.0.30319} \\ \texttt{InstallUtil.exe} \\ \texttt{otherwise} \\ \texttt{otherw$
  - c: acs RemotingSvr SysAdmin.RemotingSvr.exe

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Figure 14: Installing the SysAdmin.RemotingSvr Service

Administrator: Command Prompt	_ 6 ×
C:\SysEdgeSvr>c:\Vindows\Hicrosoft.NET\Framework\v4.0.30319\InstallUtil.exe dmin.RemotingSvr.exe Hicrosoft (R) .NET Framework Installation utility Version 4.0.30319.1 Copyright (c) Microsoft Corporation. All rights reserved.	SysA
Running a transacted installation.	
Beginning the Install phase of the installation. See the contents of the log file for the C:\SysEdgeSvr\SysAdmin.RemotingSvr	.exe
assenbly's progress. The file is located at C:\SysEdgeSvr\SysAdmin.RemotingSvr.InstallLog. Installing assenbly 'C:\SysEdgeSvr\SysAdmin.RemotingSvr.exe'. Affected parameters are: locteoperplases are:	
logfoconsole logfile = C:\SysEdgeSvr\SysAdmin.RenotingSvr.InstallLog assemblypath = C:\SysEdgeSvr\SysAdmin.RenotingSvr.exe Installing service SysAdmin.RenotingSvr Service SysAdmin.RenotingSvr.has been successfully installed.	
Creating EventLog source SysAdmin.RemotingSvr in log Application	
The Install phase conpleted successfully, and the Commit phase is beginning See the contents of the log file for the C:\SysEdgeSur\SysAdmin.RemotingSur	exe
assenbly's progress. The file is located at C:\SysEdgeSvr\SysAdnin.RenotingSvr.InstallLog. Connitting assenbly 'C:\SysEdgeSvr\SysAdnin.RenotingSvr.exe'. Affected parameters are: locteonneoles are:	
logfile = C:\SysEdgeSvr\SysAdmin.RemotingSvr.InstallLog assemblypath = C:\SysEdgeSvr\SysAdmin.RemotingSvr.exe	
The Conmit phase completed successfully.	
The transacted install has completed.	
C:\SysEdgeSvr>_	

14. This command prompts for the service account to be used for starting the service. In the 'Username' field, enter the username in the format **domain\serviceaccount** as shown below:

Figure 15: Provide the Username in the Format domain\serviceaccount

Set Service Login		?	×
Username:	cloudbond365\administrator		
Password:			
Confirm password:			
	ОК	(	Cancel

**15.** Even though the service startup mode is set to automatic, the service must manually be started after installation.

# 3 Installing the Product License

UMP 365 uses an Enterprise License model, which is a single UMP 365 license used for one or more UMP 365 servers that are installed on the same company domain and share the same Active Directory (AD). The Enterprise License stores the total number of users managed by all UMP 365 servers that share the same AD.

The Enterprise License is based on a unique **System ID** (Fingerprint) which is based on an AD contact field. The **System ID** key is available the first time you try to log in to the UMP 365 or CloudBond 365.

10.0.0.60	×				
		To start your trial with this Lync environm. Follow the documentation to obtain a licen	ent, a trial license is required. Ise file and start the trial by uploading t	he license file.	
		Current server time: 6/2/2016 9:44:23 PM Current server time zone: (UTC+01:00) Bruss Please use the following System2D to generate	els, Copenhagen, Madrid, Paris the license file: 3633dc49-8a26-4ada-a3b	reeb6b9c9d42b	
		Upload license file:	Browse	Upload	

Figure 3-1: Uploading License File

The **System ID** is also available in the UMP 365 Management Tool - **System Configuration** > Licensing Info page.

The first time a UMP 365 or CloudBond 365 system is ordered for an enterprise, the AudioCodes system generates a unique **Product Key** that represents the customer enterprise system. The **Product Key** is sent to the customer/channel upon system ordering via email.

To activate your UMP 365 / CloudBond 365 system, you need both a **Product Key** and a **System ID** (Fingerprint). Once you have both keys, you can activate your product through the AudioCodes License Activation tool at <u>http://www.audiocodes.com/swactivation</u>.

An e-mail is subsequently sent to you with your Product License.

# 3.1 Skype for Business Cumulative Update

Microsoft periodically releases a Cumulative Update (CU) of fixes for the Skype for Business different roles. AudioCodes periodically tests and verifies each released CU and publishes its recommendation, whether or not a new CU is approved for the CloudBond system.

It is recommended not to install a CU on the UMP 365 unless it has been approved by AudioCodes.

# 4 Antivirus Application

No antivirus application is installed by the UMP 365. To protect your system, we advise you to install an antivirus application. Make sure you install a Microsoft-verified antivirus application for Skype for Business.

Antivirus applications may influence and degrade system performance. Refer to Microsoft instructions for installing the antivirus application on Skype for Business severs at <a href="https://technet.microsoft.com/en-us/library/mt629173.aspx">https://technet.microsoft.com/en-us/library/mt629173.aspx</a>.



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# A Manual Installation Procedure

You can install the UMP 365 software manually without the Installation wizard, using a command prompt:

- > To manually install the User Management Pack 365 using a command prompt:
- Start the ManagementSuite.exe application. This command line application prompts for input on some required parameters, if started in interactive mode. Alternatively, the parameters can be given at startup by providing the following syntax: ManagementSuite.exe -<Parameter>:<argument> -<Parameter2>:<argument2>

The parameters are described in the table below.

Parameter	Description
CMSFQDN	Defines the Central Management Store FQDN.
DatabaseServerFQDN	Defines the FQDN to the server for the monitoring database (optional).
RegistrarFQDN	Defines the Registrar Pool / Server FQDN.
Path	Defines the custom base directory. The default value is "C:\acs".
Username	Defines the Username to be used for creating and running the scheduled tasks / running the UCMA service / the first user to get access to the management suite.
Password	Defines the password that is paired with the username above.

#### Table A-1: Installing the UMP 365 Management Pack

For example, if you were to use the CMSFQDN and the path parameters, the command would be:

ManagementSuite.exe -cmsfqdn:uc-fe.cloudbond365.com path:d:\acs

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