

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
- CSAAdministrator
- RTCUniversalServerAdmins
- RTCUniversalUserAdmins

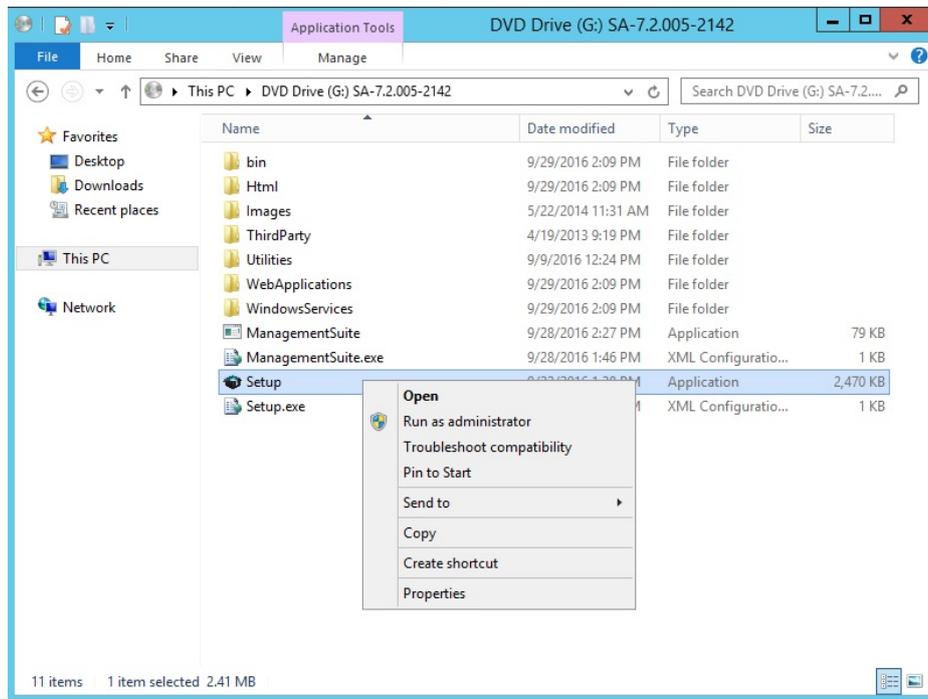
2.3 Starting the Installation Wizard

The procedure below describes how to start the Installation Wizard.

➤ **To start the Installation Wizard**

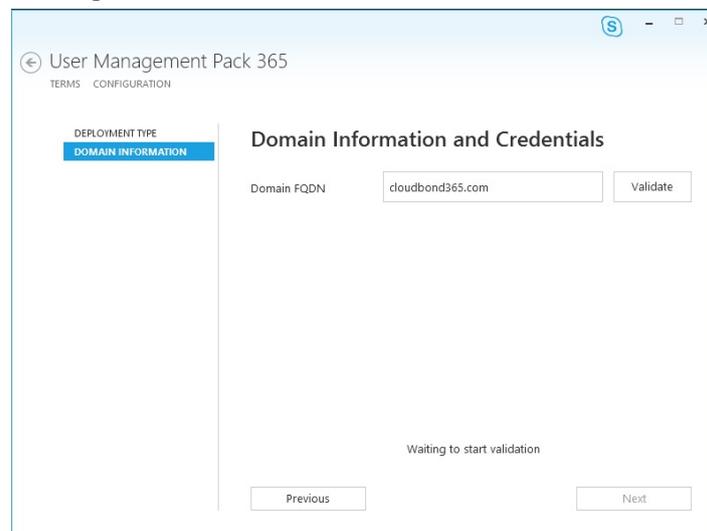
1. The UMP 365 installation wizard is an ISO file in format UMP-7.2.XXX-XX.iso. Locate the Setup application within the mounted ISO image.
2. Double-click, or right-click and select **Open**, to start the Installation Wizard; the following screen appears:

Figure 2-1: Starting the Installation Wizard



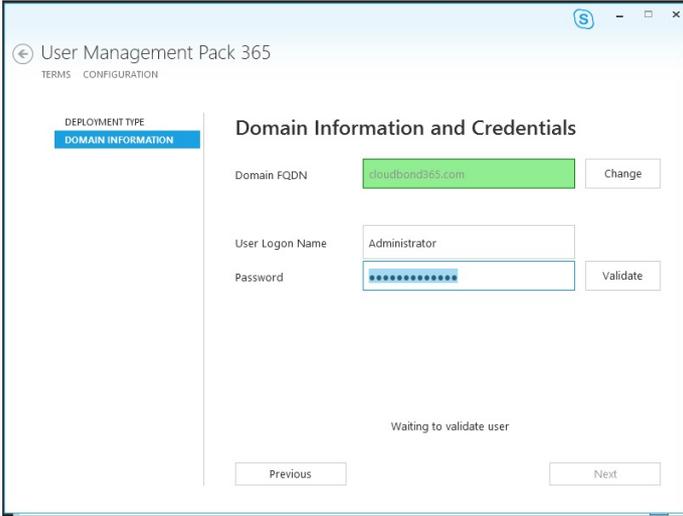
3. In the 'Domain FQDN' field, enter the Domain FQDN, e.g., cloudbond365.com.
4. Click **Validate** to continue.

Figure 2-2: Domain Information and Credentials



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

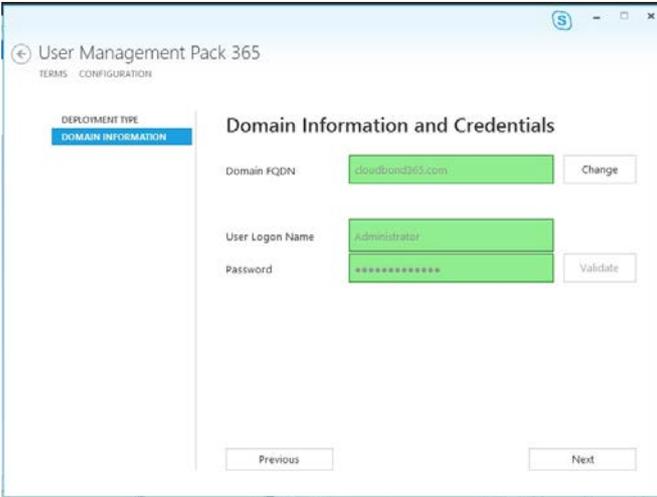
Figure 2-3: Entering Domain Information



The screenshot shows a web-based configuration window titled "User Management Pack 365" with a sub-header "TERMS CONFIGURATION". On the left, a sidebar lists "DEPLOYMENT TYPE" with "DOMAIN INFORMATION" selected. The main content area is titled "Domain Information and Credentials". It contains three input fields: "Domain FQDN" with the value "cloudbond365.com" and a "Change" button; "User Logon Name" with the value "Administrator"; and "Password" with a masked value "*****" and a "Validate" button. Below the fields, the text "Waiting to validate user" is displayed. At the bottom, there are "Previous" and "Next" navigation buttons.

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

Figure 2-4: Checking Credentials

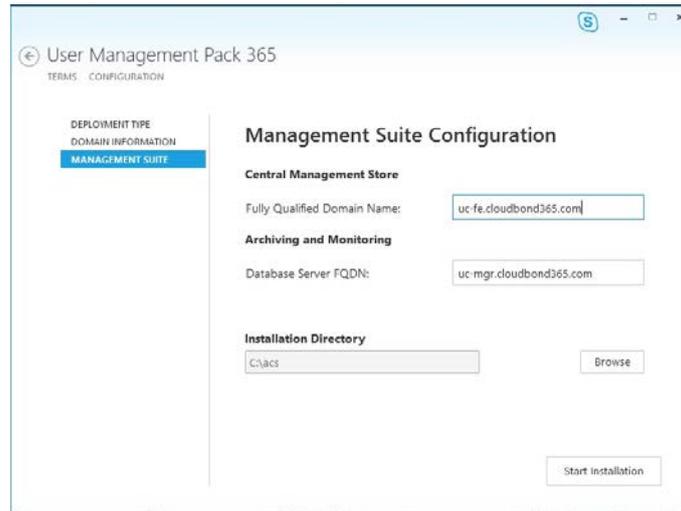


This screenshot is identical to Figure 2-3, but the "Validate" button next to the password field is highlighted in green, indicating that the user credentials have been successfully verified. The "Waiting to validate user" message is no longer present.

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)

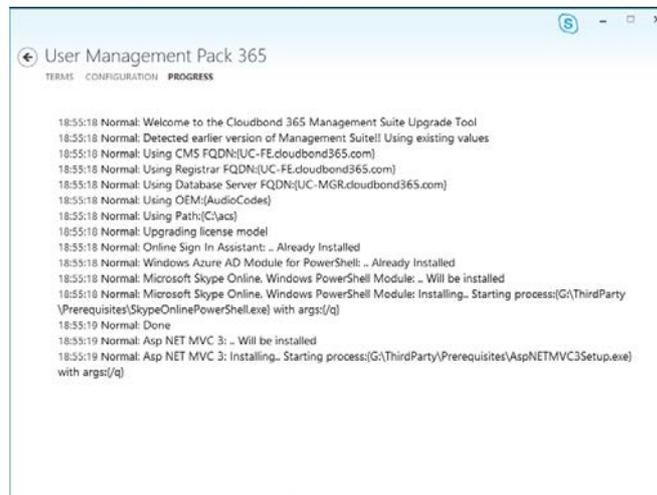
- In the 'Database Server FQDN' field, enter the FQDN of the Database Server.

Figure 2-5: Management Suite Configuration



- Click **Browse** to navigate to the Installation Directory. The default Installation Directory is C:\acs.
- Click **Start Installation** to begin the installation of User Management Pack 365.

Figure 2-6: Progress UMP Installation



- 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
    
```

- User Management Pack 365 is now installed. You need to perform the post-installation actions on the Front End servers.

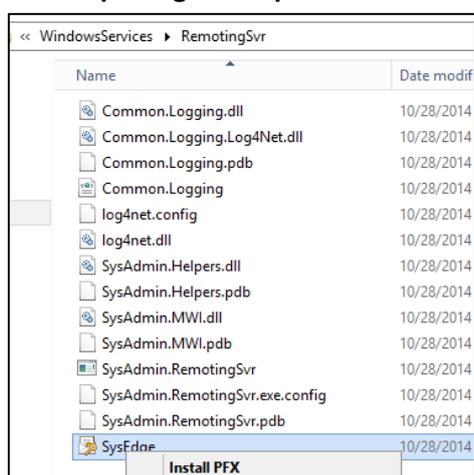
2.4 Post Installation

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:**

1. 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.
2. 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**.

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



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

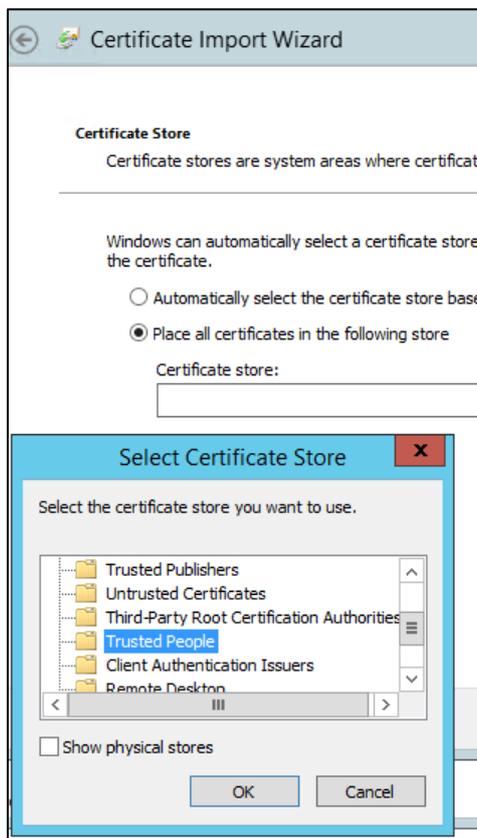
Figure 2-9: Completing the Import Wizard – Store Location



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

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 – Certificate Store



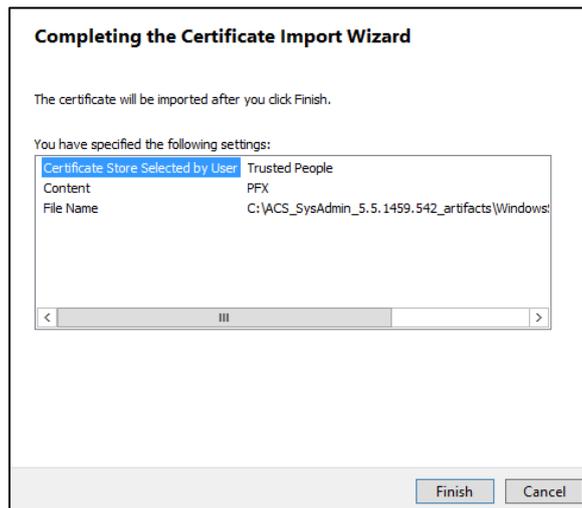
8. Click **Browse** to navigate to the required Certificate store.

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



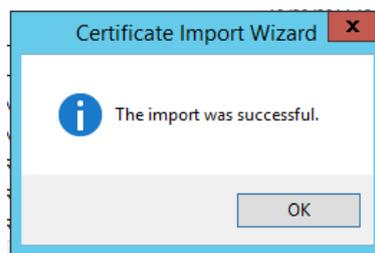
9. Click **Finish**.

Figure 2-12: Completing the Import Wizard – Finish



10. Click **OK**.

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



11. Install the SysAdmin.RemotingSvr service using the following application:

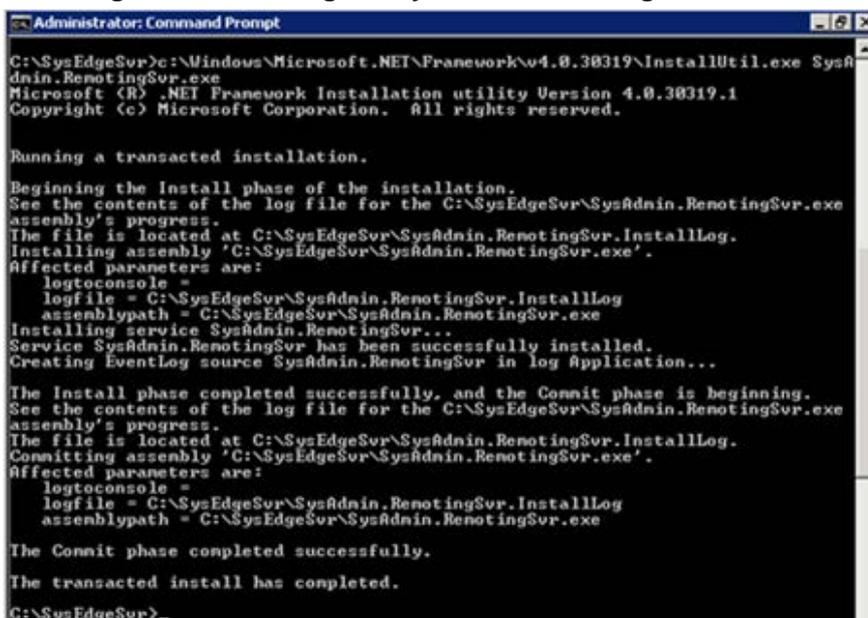
```
c:\Windows\Microsoft.NET\Framework\v4.0.30319\InstallUtil.exe:
```

12. Open a Command Prompt as **Administrator**.

13. Run the following command to install the application as a service:

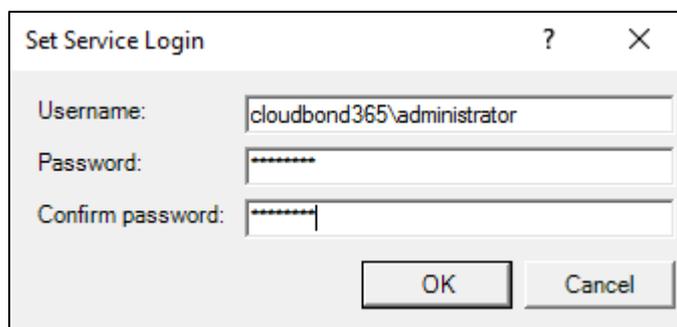
```
c:\Windows\Microsoft.NET\Framework\v4.0.30319\InstallUtil.exe  
c:\acs\RemotingSvr\SysAdmin.RemotingSvr.exe
```

Figure 14: Installing the SysAdmin.RemotingSvr Service



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



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.

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 <http://www.audiocodes.com/swactivation>.

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 servers at <https://technet.microsoft.com/en-us/library/mt629173.aspx>.

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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.

Table A-1: Installing the UMP 365 Management Pack

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.

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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