Release Notes

AudioCodes One Voice™ for Microsoft 365

User Management Pack 365 SP Edition

UMP-365

Version 8.0.516

User Management Pack 365

audiocodes

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Related Documentation

Document Name
User Management Pack 365 SP Edition Administration and Installation Guide
User Management Pack 365 SP Edition Upgrade Guide

Software Revision Record

Product	Version
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EmsClientAgent.msi	7.8.21
EmsMainAgent.msi	7.8.22
Public OVOC Connector	1.0.8
SBC (see SBC Release Notes)	7.40A.500.357

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1 New Features in Version 8.0.516

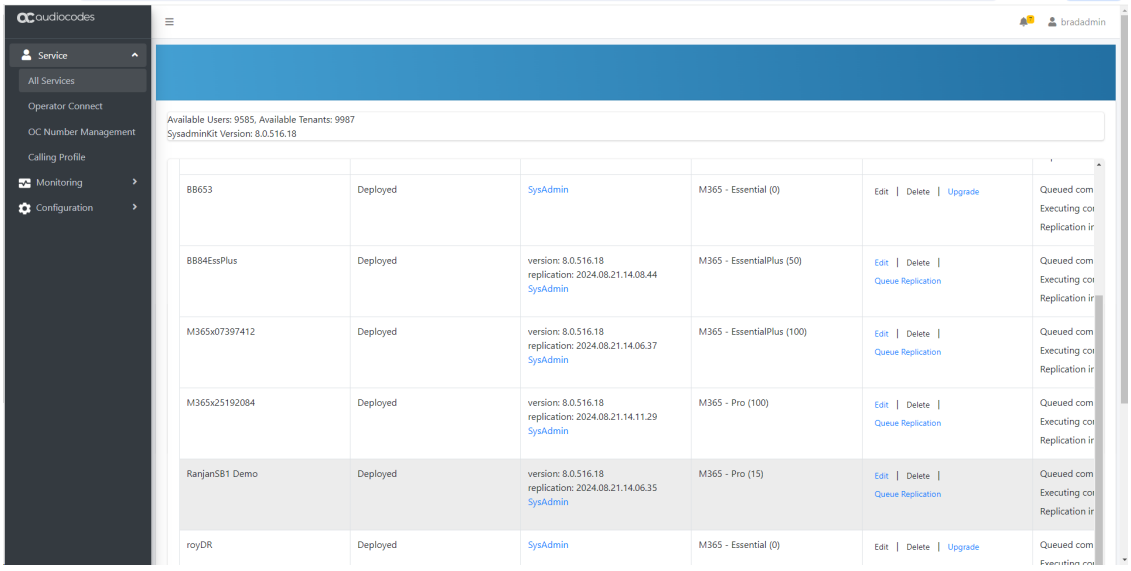
This section describes the new features in Version 8.0.516.

1.1 Services Management

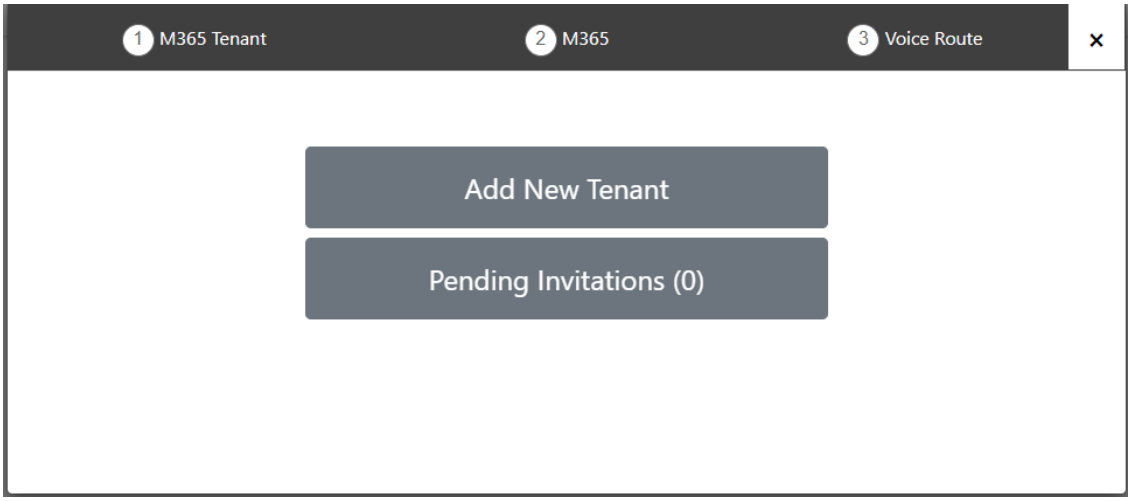
AudioCodes Live Platform has been upgraded to an enhanced service delivery platform through the management of Service types as autonomous entities in the Live Platform portal and Live Platform Mulltitenant under the umbrella of a single customer entity. Until now, a separate customer deployment was required for each managed service. Now you can add multiple heterogeneous services under a single customer tenant entity. For example, for Customer ABC, you can manage Direct Routing, Operator Connect, Device Manager and Interaction Recording service types. In addition, the server application facilitates support for a new range of UCaaS Voice application services including Live CX, WebEX and Live Essentials.

The following enhancements have been implemented in the Multitenant portal:

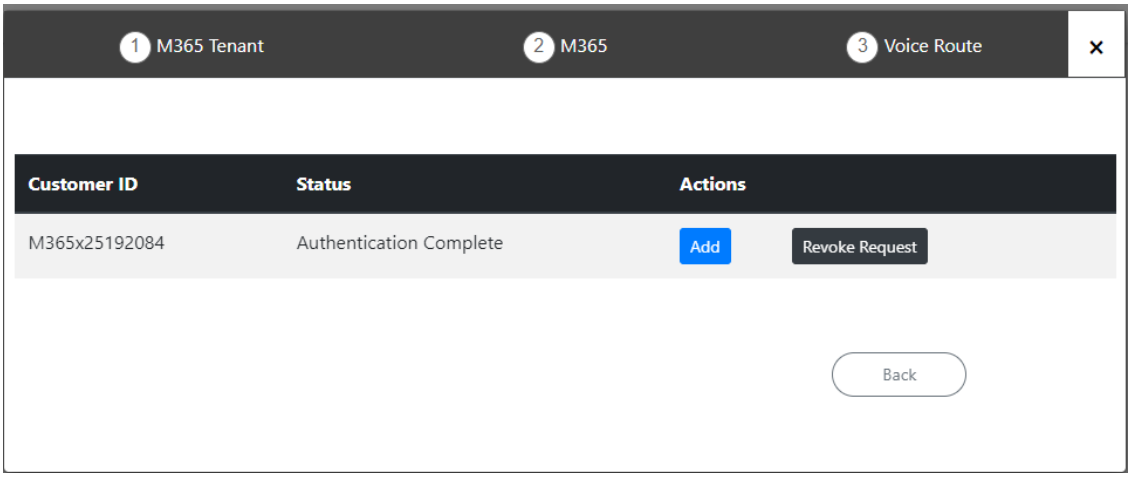
- The Navigation pane entity hierarchy reflects Services entity instead of Customer.



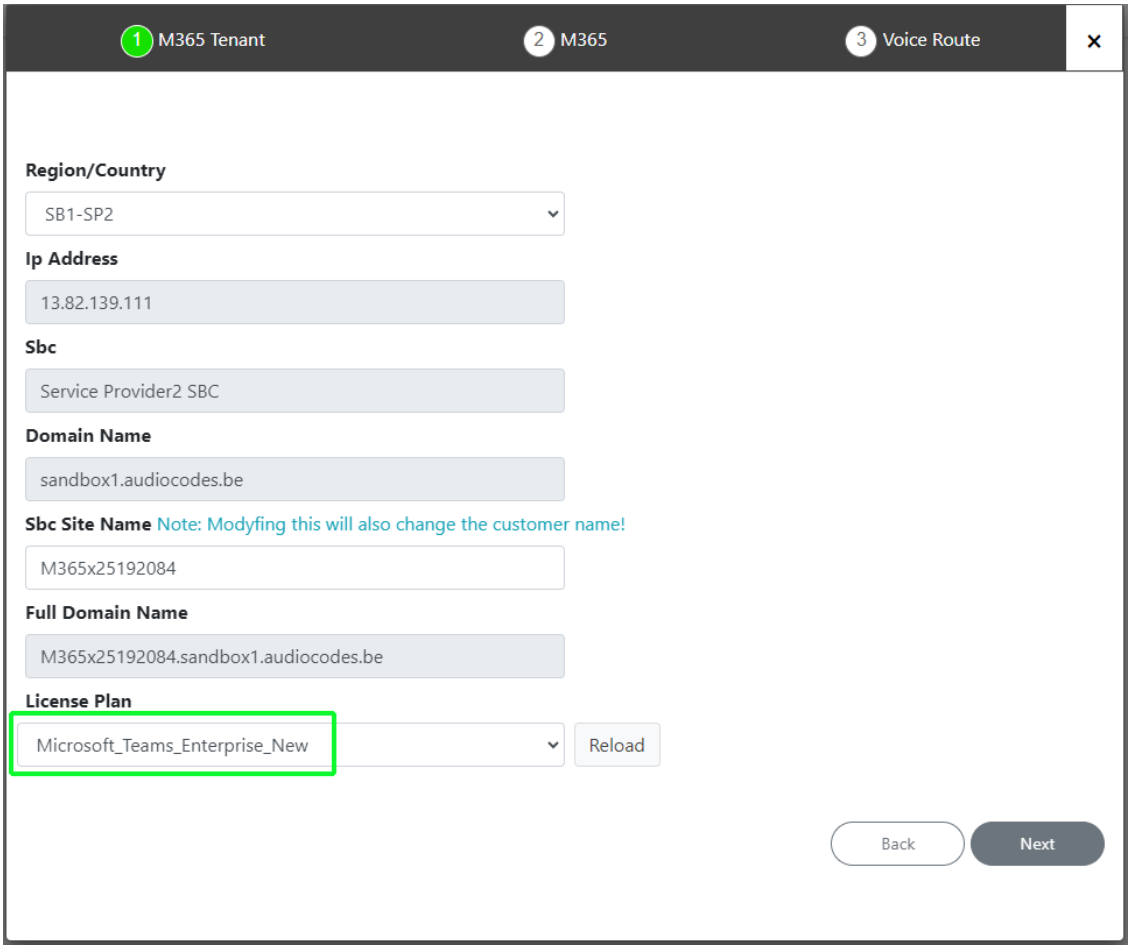
- The Onboarding Wizard initial screen has been updated as shown in the figure below:

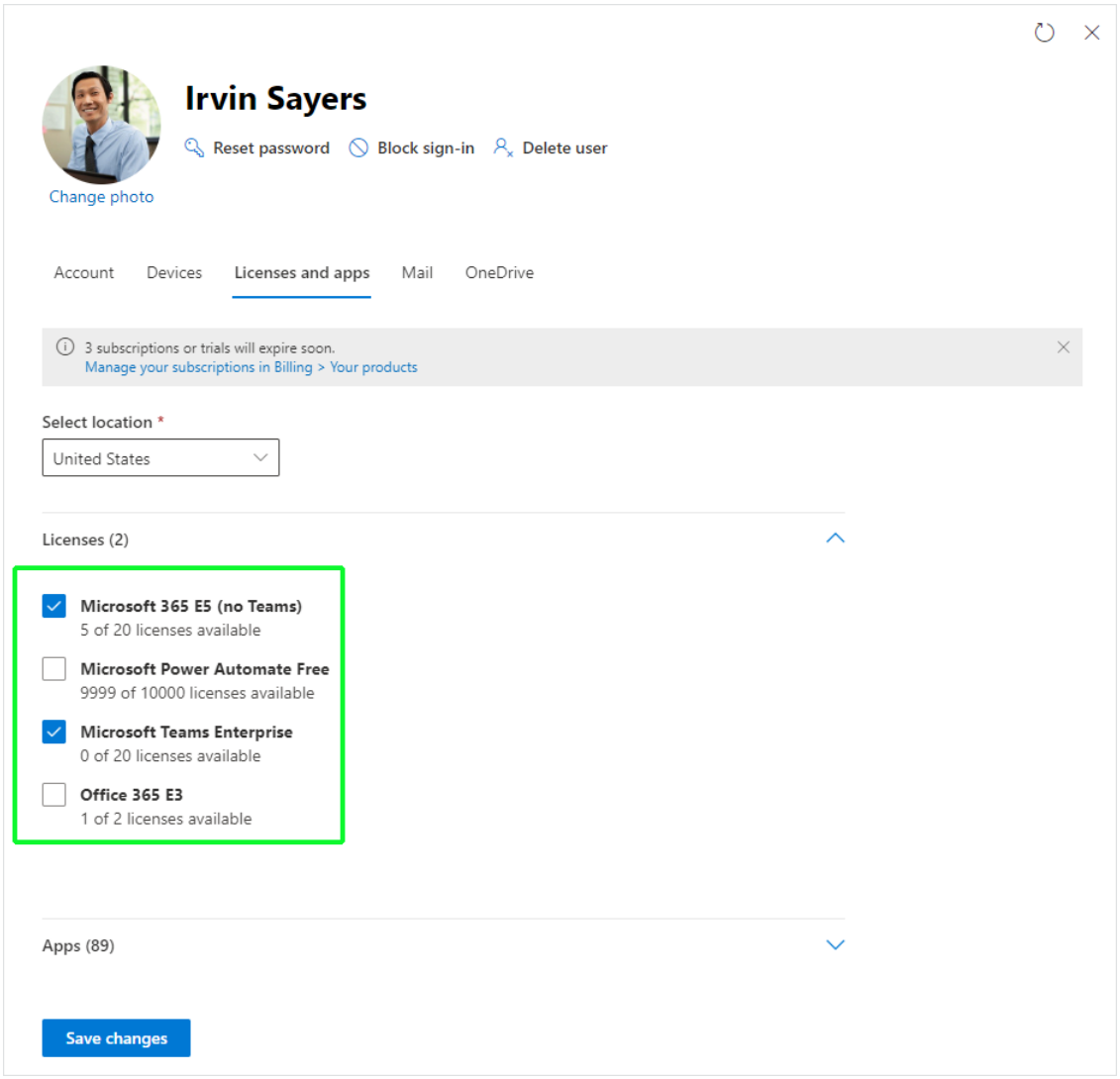


- The Pending Invitations screen has been updated as shown in the figure below:



- The License Plan entity has been updated to 'Microsoft_Teams_Enterprise_New' to reflect the realignment of Microsoft 365 Global Licensing (see Microsoft Teams add-on licenses).


1 M365 Tenant
2 M365
3 Voice Route
Region/Country
SB1-SP2
Ip Address
13.82.139.111
Sbc
Service Provider2 SBC
Domain Name
sandbox1.audiocodes.be
Sbc Site Name Note: Modyfing this will also change the customer name!
M365x25192084
Full Domain Name
M365x25192084.sandbox1.audiocodes.be
License Plan
Microsoft_Teams_Enterprise_New
Reload
Back
Next



- The processing messages displayed during the Onboarding have been updated as shown in the figures below:

Figure 1-1: Automatic DNS Provisioning

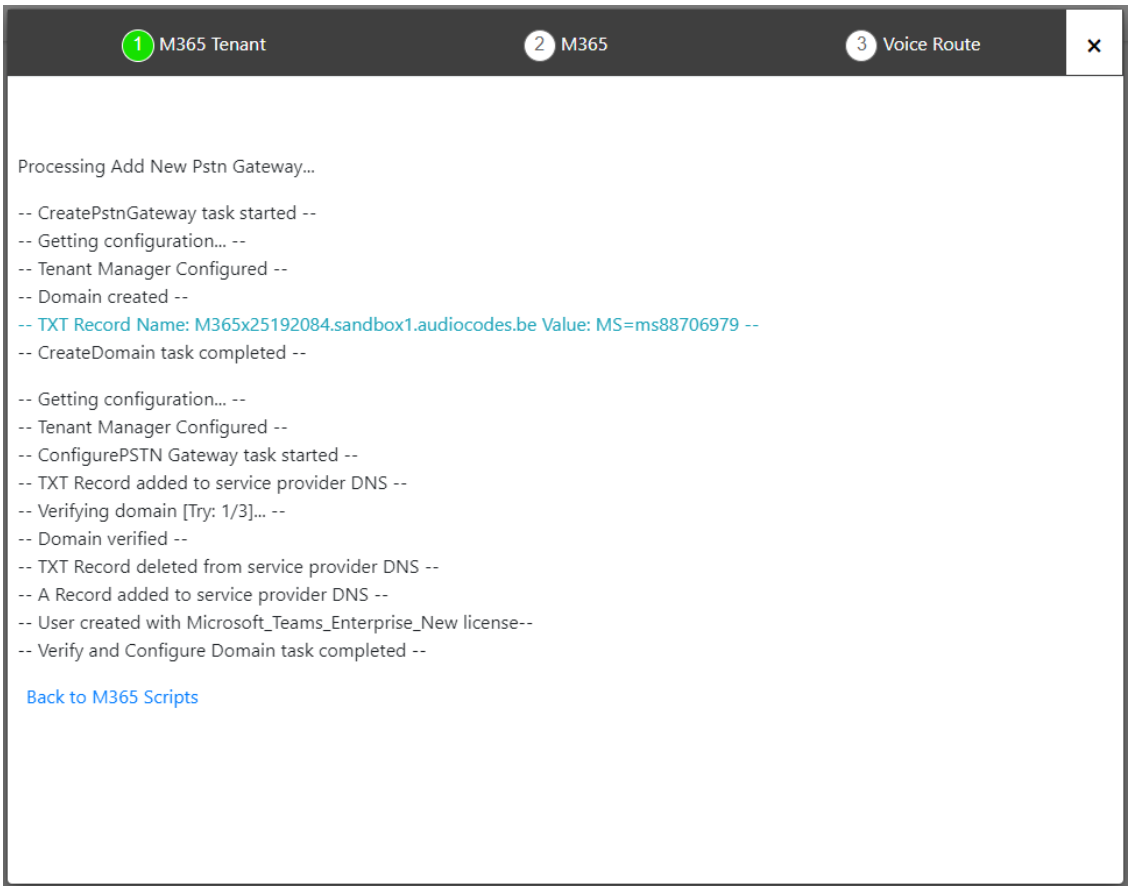
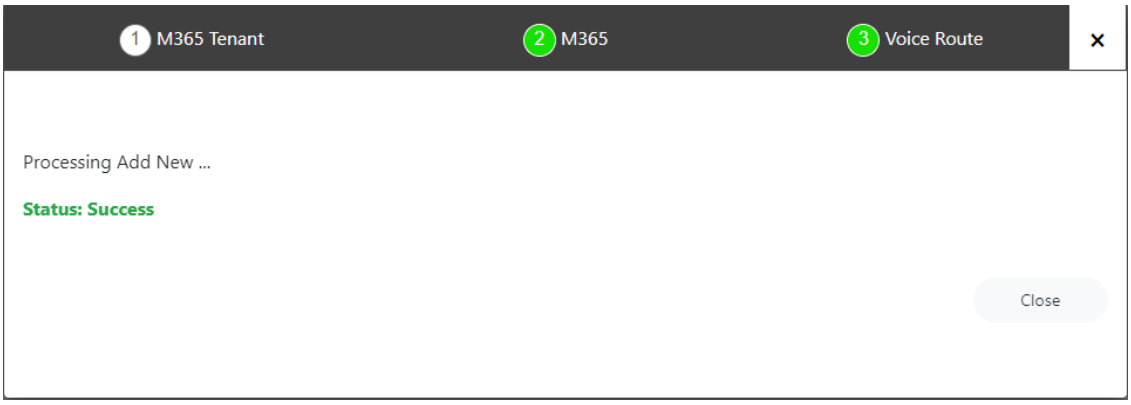


Figure 1-2: Confirmation message at the End of the Onboarding

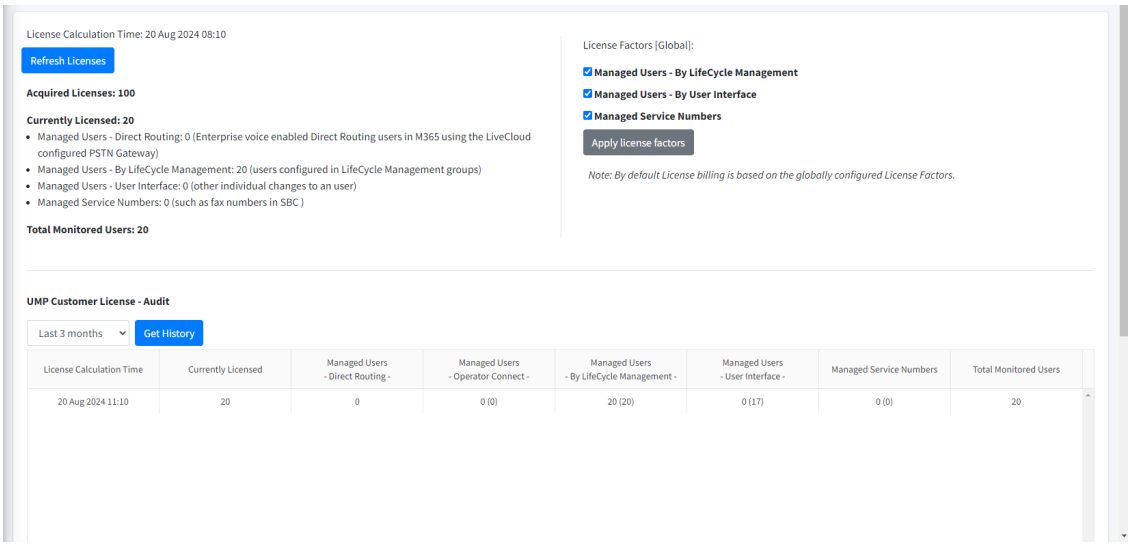


1.2 REST API Enhancements

- The customers' Microsoft Azure Tenant Id (msTenantId) can be added to the Request Body of the 'Create Direct Routing Essential' endpoint for adding a Hosted Essentials customer with a single site location.
- New request /api/v3/customer/{customerGuid}/user for retrieving customer users with pagination capabilities. Added 400 Bad Request and 500 Internal Server Error responses.

1.3 User License Menu

The User License Menu factor 'Managed Users-By Template' has been updated to 'Managed Users-By Lifecycle Management'.



1.4 Customer Invitation timeout setting

The Customer Invitation Timeout (number of days) can now be configured to prevent the cluttering of pending invitation requests. The time is configured in the SysAdminTenant dbo.ApplicationSetting file with parameter 'CustomerInvitation.VerificationTimeout' (default: Days 7).

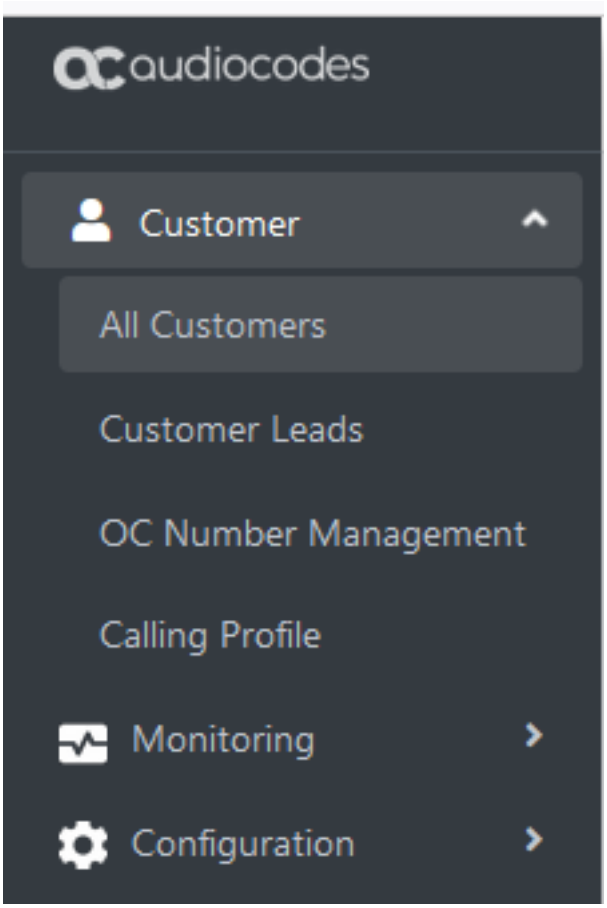
2 New Features in Version 8.0.515

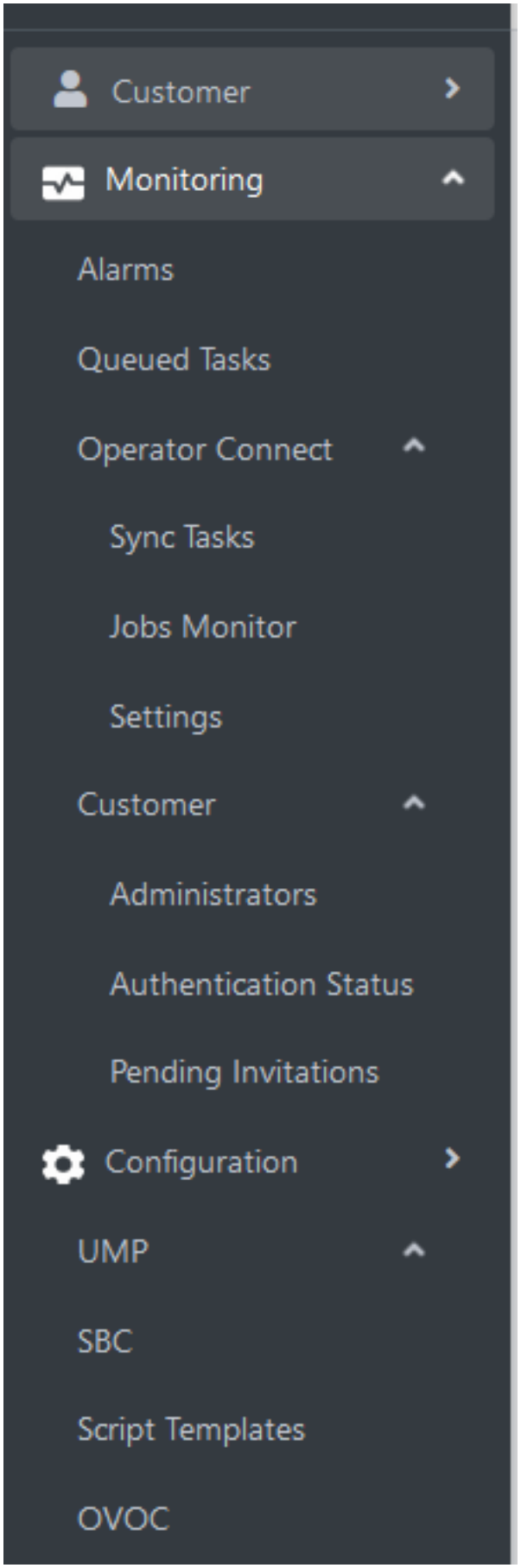
This section describes the new features in Version 8.0.515.

2.1 Updates to Menu Navigation in Multitenant Portal

The Navigation pane menu options have been updated as follows:

System Administrators




Customer
Monitoring
Alarms
Queued Tasks
Operator Connect
Sync Tasks
Jobs Monitor
Settings
Customer
Administrators
Authentication Status
Pending Invitations
Configuration
UMP
SBC
Script Templates
OVOC

- Customer Menu:
  - All Customers
  - Customer Leads
  - OC Number Management
  - Calling Profile
- Monitoring Menu:
  - Alarms
  - Queued Tasks
  - Operator Connect:
    - Sync Tasks
    - Jobs Monitor
    - Settings
  - Customer:
    - Administrators
    - Authentication Status
    - Pending Authentications
- Configuration:
  - UMP
    - System Settings
    - License
    - Email:

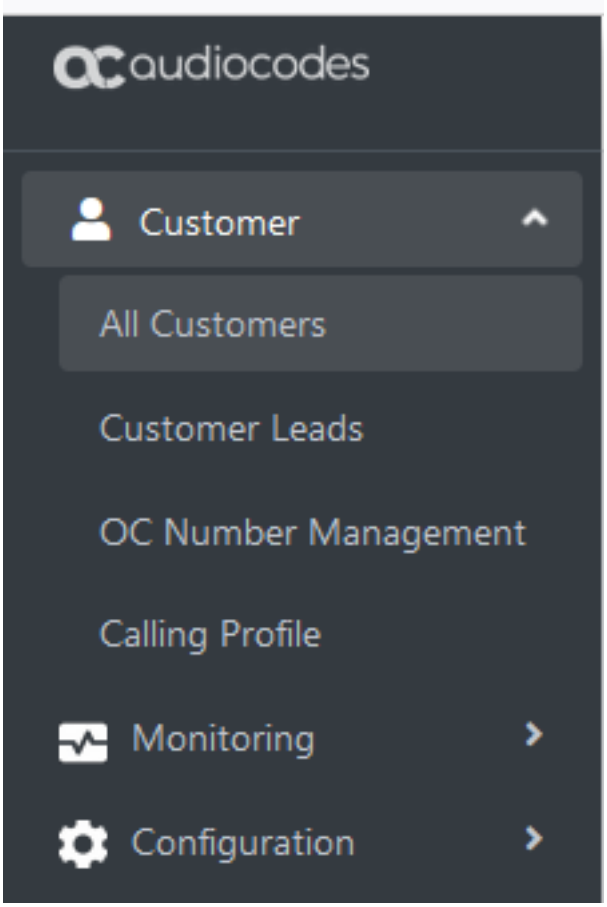
      -Invitation
      -Server Settings
    - DNS API Configuration
  - SBC
  - Script Templates
  - OVOC

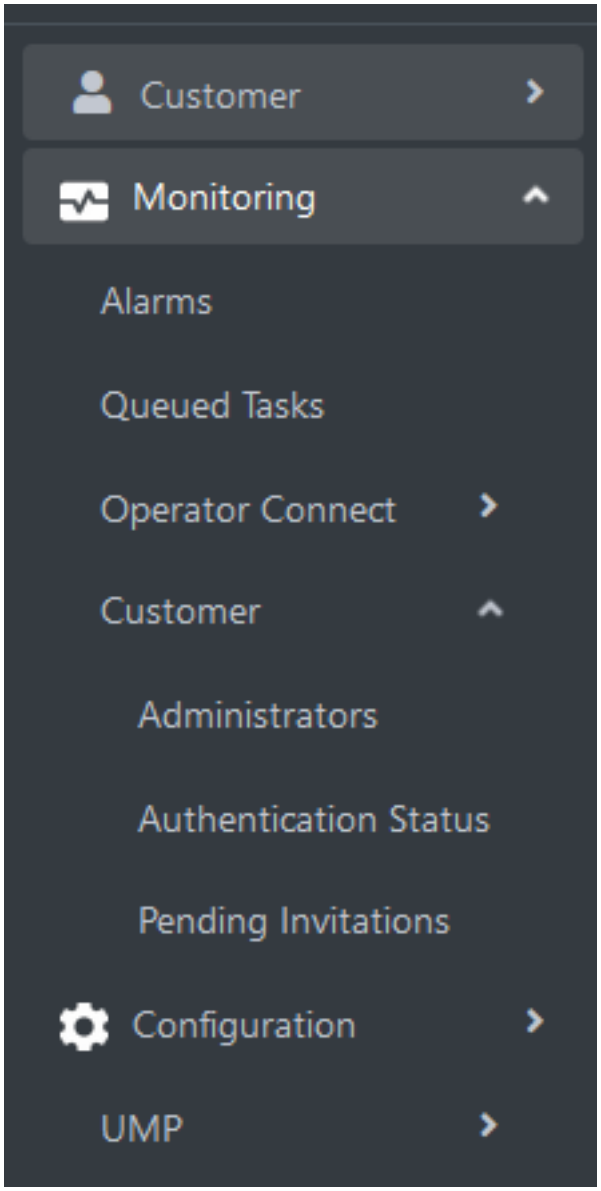
Service Providers

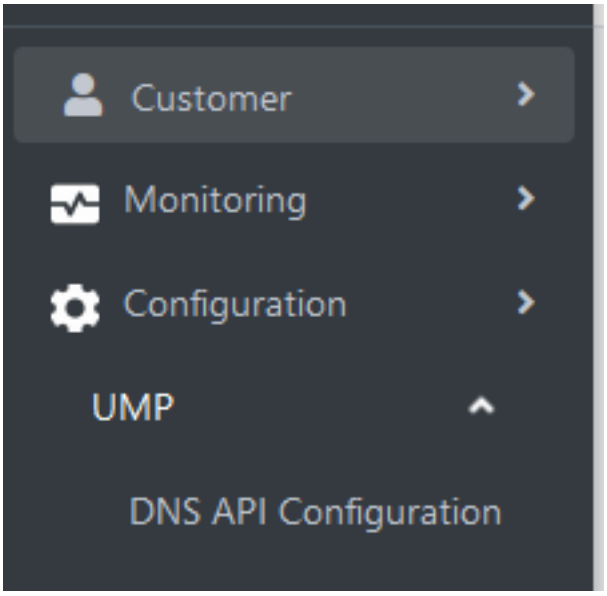
- Customer Menu:
  - All Customers
  - Customer Leads
  - OC Number Management

- Calling Profile

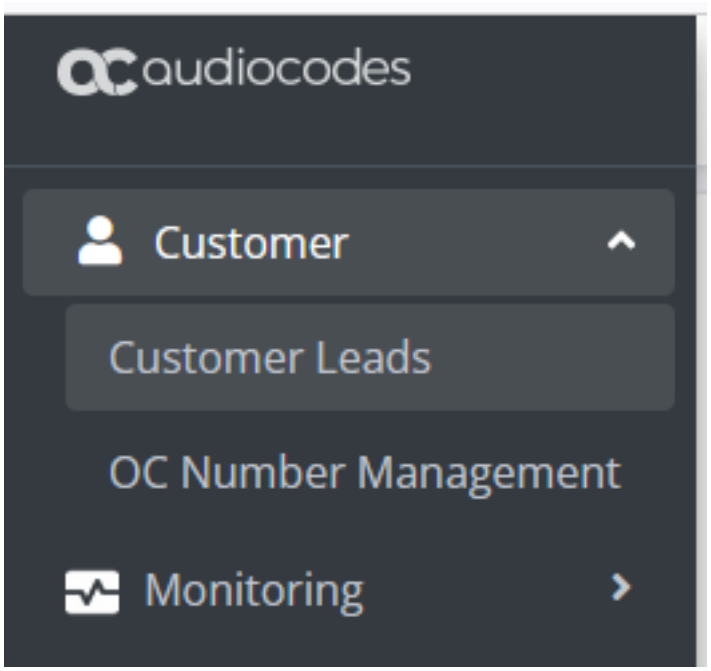
- Monitoring Menu:
  - Alarms
  - Queued Tasks
  - Operator Connect:
    - Sync Tasks
    - Jobs Monitor
    - Settings
  - Customer:
    - Administrators
    - Authentication Status
    - Pending Authentications
- Configuration:
  - UMP
    - DNS API Configuration

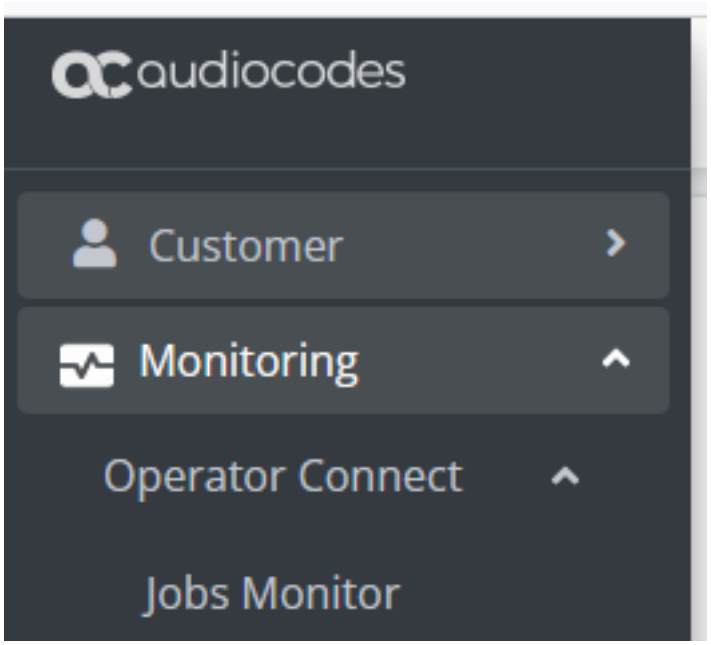






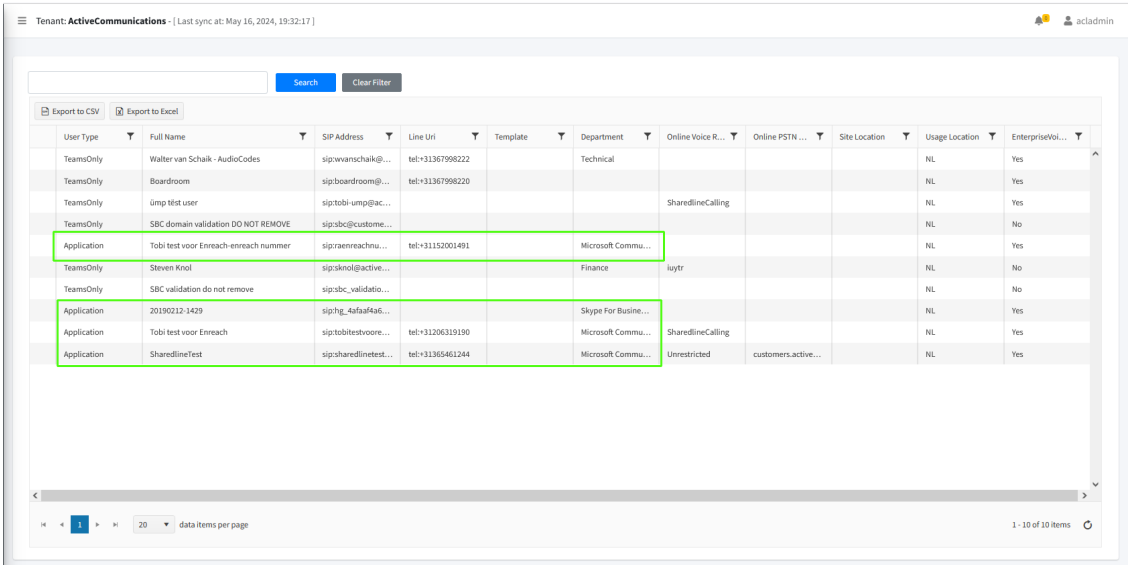
The Operator Connect Customer portal menu has been updated as follows:





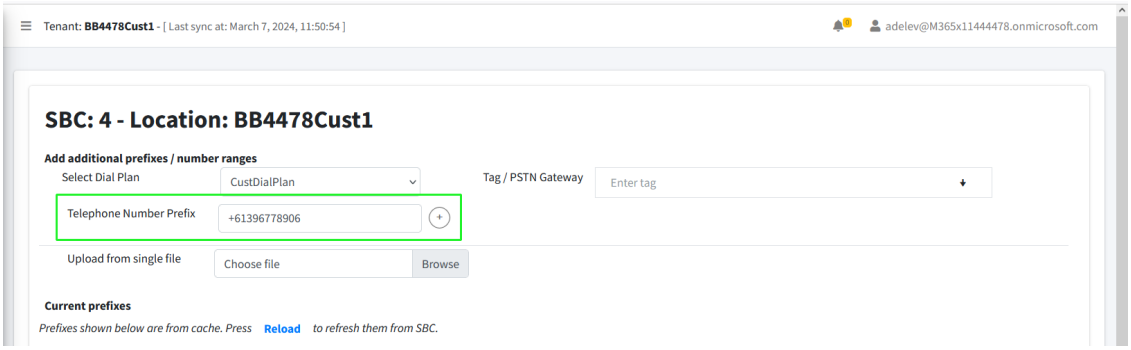
2.2 Support for Application User Type (Resource Accounts)

Support for User Type "Application" for managing resource accounts that are used for Auto-Attendant or Call queues allowing callers from outside Teams to reach the Auto-Attendant or Call queue Service numbers.

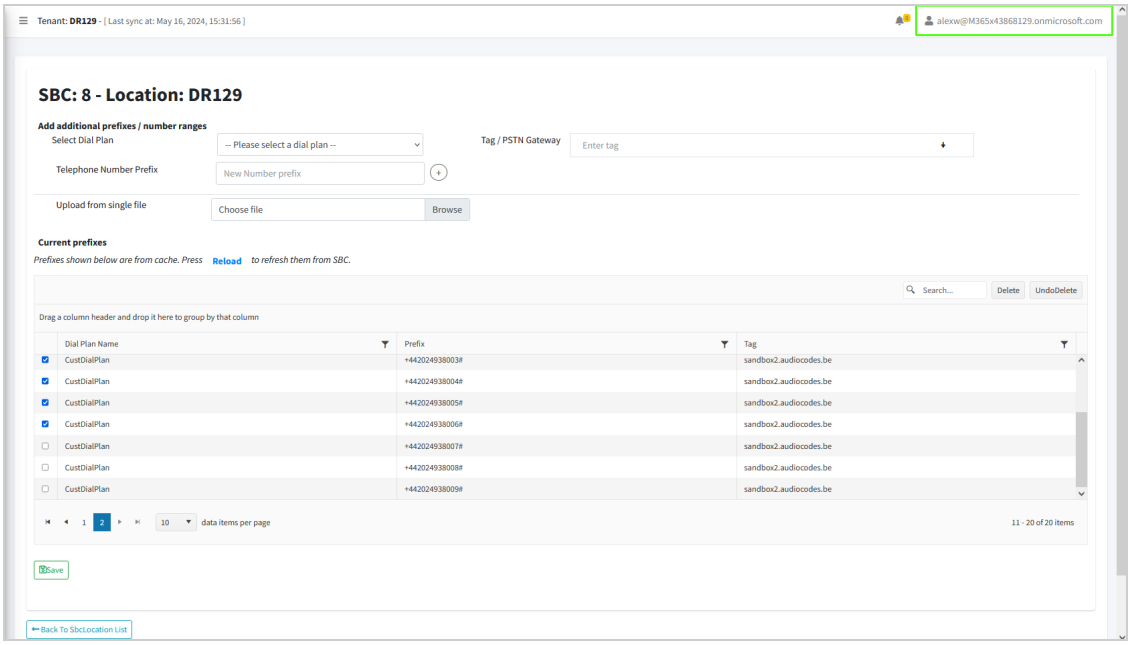


2.3 Site Location Management

- SBC Sites can be added by System Admin and Service Provider operators only.
- The Site Locations page in the Customer portal is now accessible to Customer operators who can now manage SBC Prefixes. Customers can configure regular E164 prefixes.

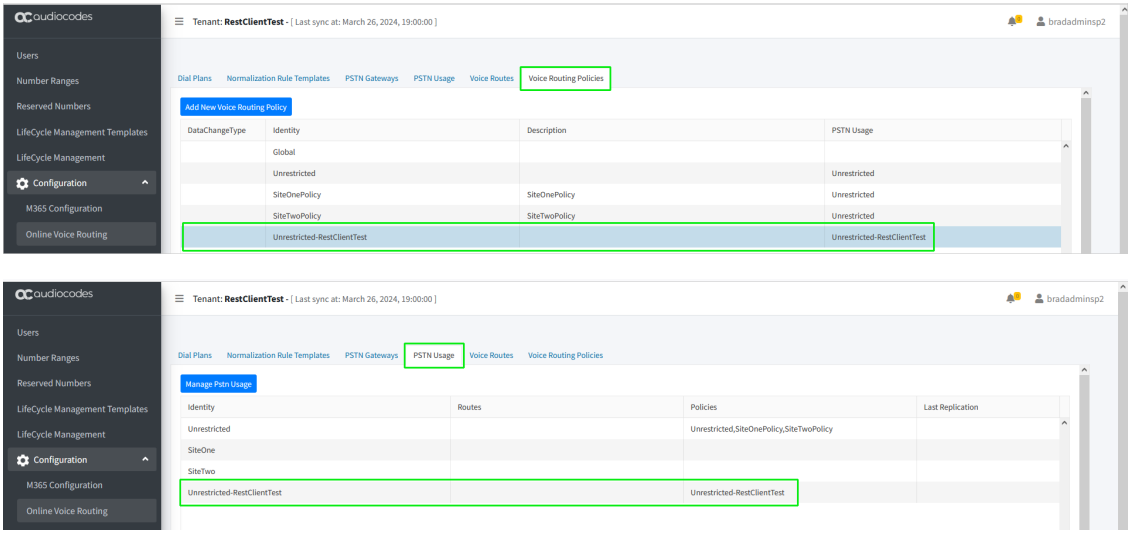


Customer operators can remove numbers that they have added themselves.



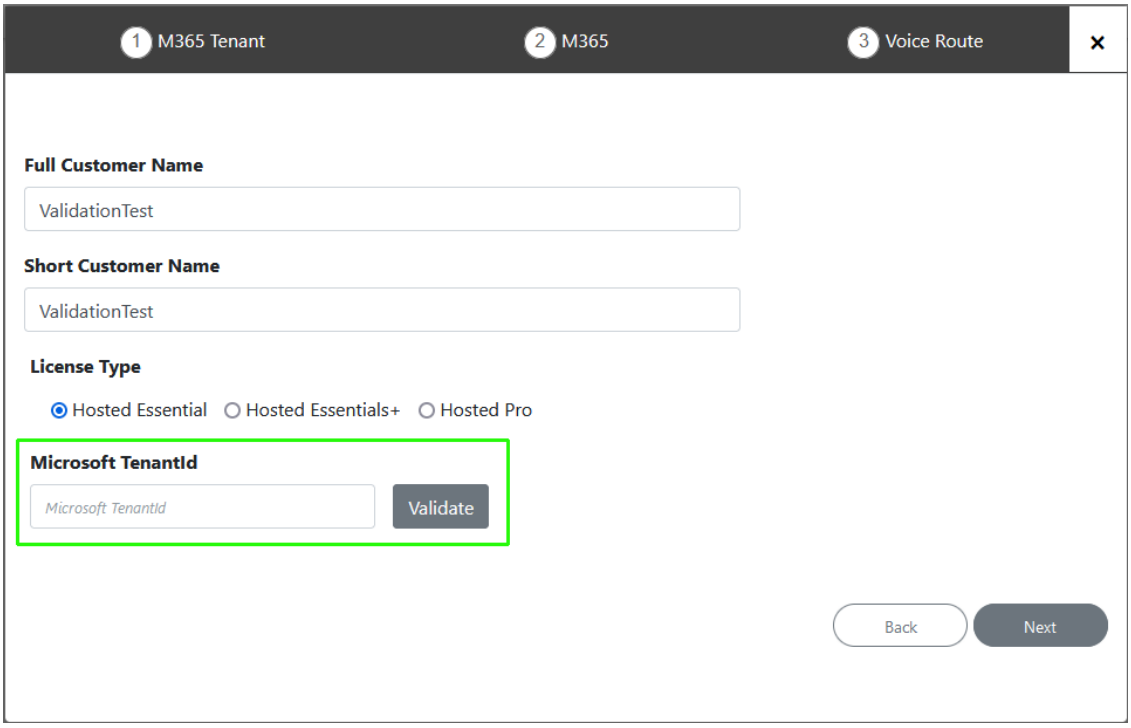
2.4 New M365 Onboarding Script

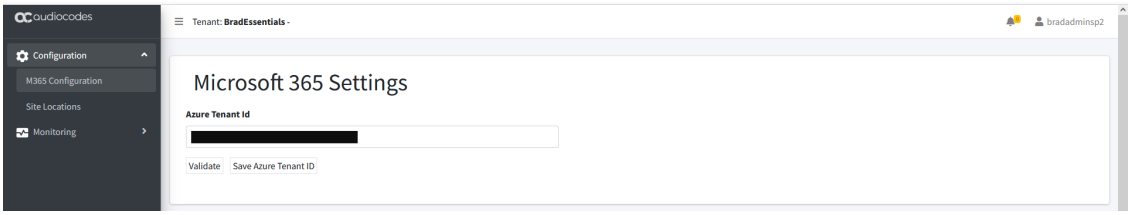
New M365 Onboarding and Cleanup scripts to include the sitename in the 'Unrestricted' entry for the Voice Routing Policy and Pstn Usage records. The site name is derived from the Customer Shortname.



2.5 Enhancements for Hosted Essentials Customers

- New License count for Hosted Essentials customers, using their E164 prefixes in the Site Locations page.
- The Microsoft Tenant Id for Hosted Essentials customers can now be validated in the Onboarding wizard and also in the Microsoft 365 configuration page in the Customer portal. Once validated, customer operators can be configured in the Live Platform Enterprise application on Microsoft Azure for logging into to the Live portal.

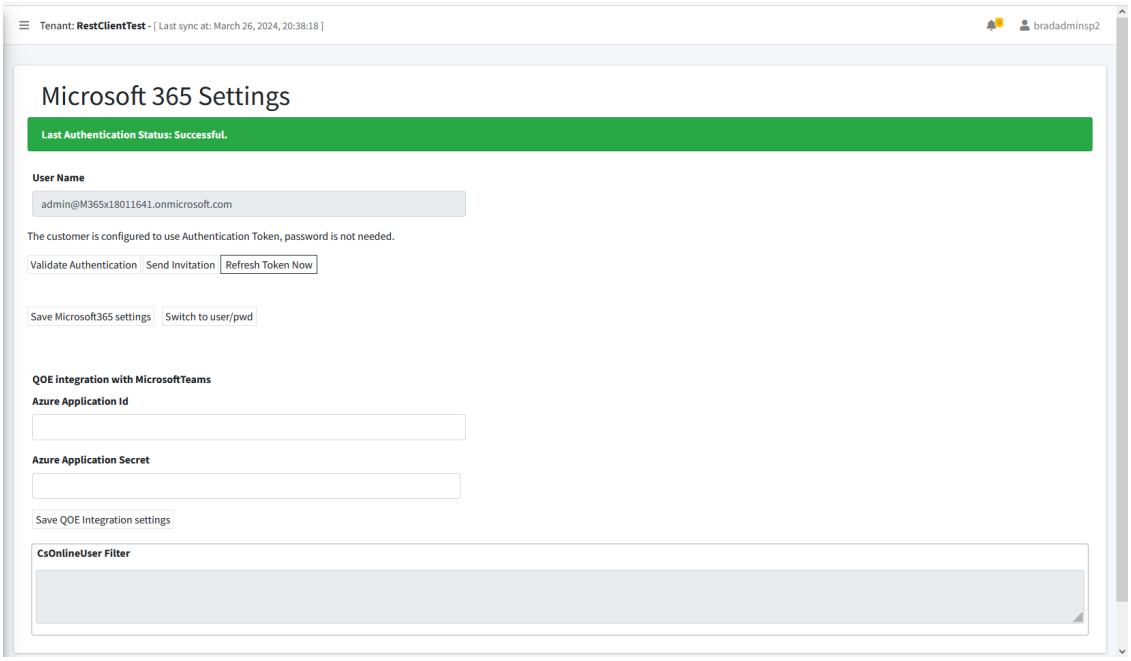




2.6 Microsoft 365 Settings

If the customer M365 platform was established using Token only, the following screens are displayed including new buttons:

- **Send Invitation:** Allows you to send an email to the customer Global Admin or Service account including a link to the Token Invitation wizard.
- **Refresh Token Now:** Allows you to run the Token Invitation wizard to create a new token.



2.7 DNS Sub domain Activation License

The Automatic DNS Sub domain provisioning Activation User account requires one of the following licenses:

- Office 365 E5
- E5 Office 365 E1 / E3 license with Microsoft Teams Phone Standard.

Detailed support by User Management Pack 365 SP Edition is shown below:

- User account with Office 365 E1/E3/E5/A3/A5 or Microsoft 365 E3/E5/A3/A5
- User account with Office 365 F1/F3 or Microsoft 365 F1/F3
- User account with Microsoft 365 Business Basic/Standard/Premium and G3/G5 plans
- User account with a Microsoft Teams Shared Devices license
- Resource account with a Microsoft Teams Phone Resource Account license

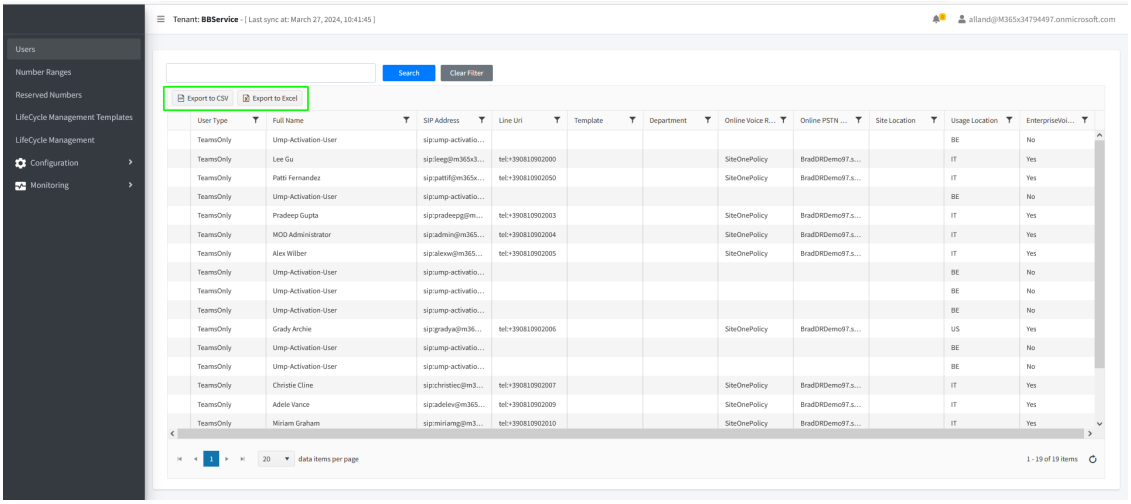
The account's UPN (User Principal Name) or Skype for Business on-premises SIP address must use the same FQDN as the newly created subdomain.

2.8 Export User Data Capabilities

Enhanced User data export capabilities have been added to the Users page. This feature enables operators to filter data in the User grid, export the data, manipulate it and then reimport the file through the LifeCycle Management Templates feature. For example, you can export a list of users for a specific site, assign numbers to the users, reimport the file, and then add Calling Policies. The following includes example filters:

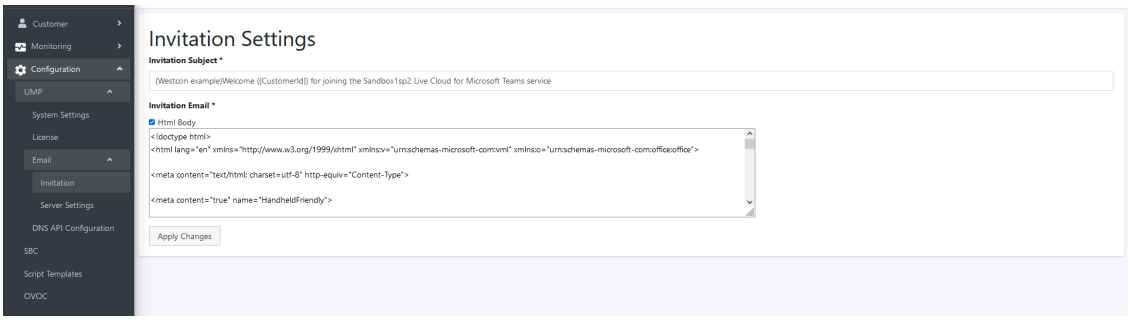
- Export only users who have not yet been configured with telephone numbers.

- Export users who have been assigned with specific templates or to specific sites.
- Export users with specific Online Voice Routing Policy or Online PSTN Gateway.
- Export only users with Enterprise Voice Enabled.



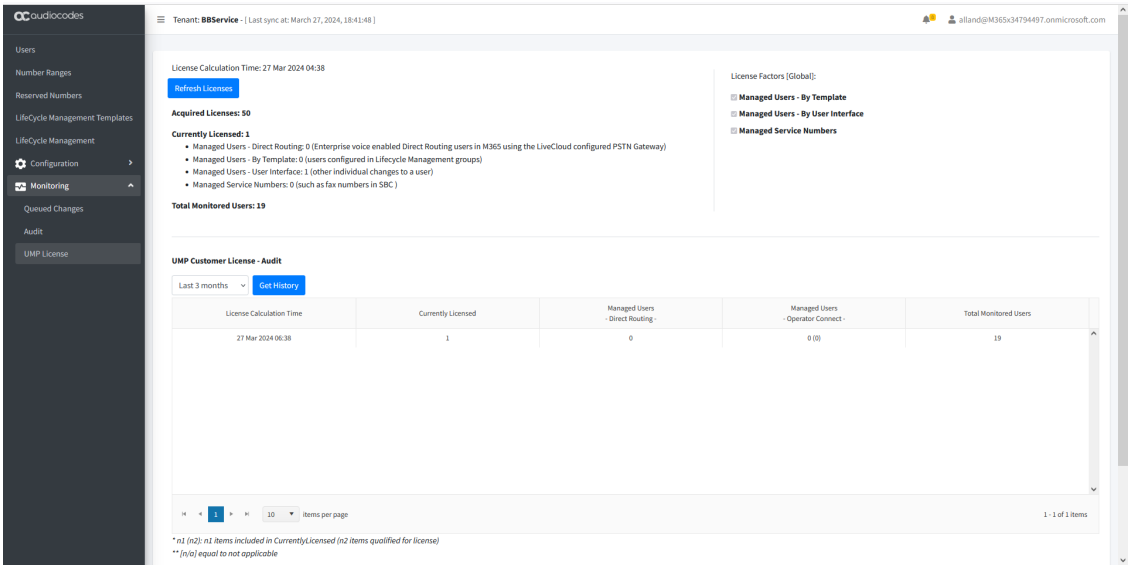
2.9 Token Invitation Mail Template

An HTML template is provided for designing the email that is sent to the Customer Admin including the link to the Token Invitation wizard. This template is configured in the Invitation Settings.



2.10 User License Menu

The User License menu is now visible for Customer operators in the Customer portal (read-only).



2.11 REST API Enhancements in this Release

- Display UMP Customer ID after creating customer from lead, the Get Task Id request displays the new Customer Id (umpCustomerGuid) (see Create Customer from Lead Overview).
- A Service Provider or Channel partner can create a Consentless lead (see Create Consentless Lead in Multitenant Portal) that is sent directly to the Operator Connect portal. As a result, the customer does not need to provide consent to partner their preferred operator in their Teams admin center.
- New endpoint for creating channels (see Add Channel) and retrieving a list of channels(see Get List of Channels).
- A channel partner can create a Consentless lead, assign it to their channel (see Assign Consentless Lead to Channel) and remove it (see Remove Lead from Channel) and then create customer and upload numbers.
- New endpoint for validating the customer Microsoft Azure subscription tenant Id prior to creating or upgrading the customer(see Validate Tenant Id).
- New endpoint for upgrading customer license to OC Hosted Essentials Plus or OC Hosted Pro (see Upgrade Operator Connect Customer License).
- New endpoint for upgrading the customer license type from OC Hosted Essentials Plus to OC Hosted Pro or downgrading back to OC Hosted Essentials Plus (see Upgrade or Downgrade Customer License).
- New endpoint for validating phone numbers with Microsoft prior to uploading to customers (see Validate Single Number).
- New endpoint for unassigning numbers that have been assigned to a customer user subscriber. The number may be unassigned both as a result of a number assigned using the User Update endpoint (for OC Essentials Plus and OC Pro license types only) or assigned directly in the user subscriber Teams admin center (see Unassign Numbers).

- New endpoint for managing users retrieving a list of users (see Get List of Customer End Users) assigning numbers and Calling Policies (see Provision Customer End User). This feature is available for OC Essentials Plus and OC Pro licensed customers only.
- The cacProfile and carrierHostName parameters are retrieved under the Site Location array for Get Customer Full Details request (see Get Specific Customer Details).
- After upgrading a lead to a customer, the get-task now also displays the UMPCustomerGuid which can be used for upgrading the customer to an OC Essentials Plus or OC Pro customer (see Create Customer from Lead Overview).
- The Create Customer from Lead endpoint using Tenant Id has been updated as a POST request including the Tenant Id in the Request Body instead of as a request parameter in the URL. The PATCH request has been deprecated (see Create Customer from Lead with Tenant Id).
- The Get Leads endpoint (see Get All OC Leads) includes the following additions:
  - 'ovocChannelId' indicating the Azure subscription Tenant Id of the Channel partner.
  - 'isDirectLead' indicates whether the customer was created by a Consentless lead.
- A new GET Customer V3 endpoint has been added including the following enhancements (see Get Customers Brief Details (V3)). The V2 GET Customer endpoint is still supported (see Get Customers Brief Details (V2)):
  - 'LicensedUsersCount'
  - 'ActiveUsersCount'
- Toll-free numbers can be uploaded with the 'FirstPartyAppAssignment' usage (see Upload Numbers to Customer).

3 Issues Resolved in Version 8.0.516

The following issues were resolved in this version:

- The first name field when editing a user in the Users page is null due to Microsoft changing the first name field from 'First name' to 'Given name'.
- When clicking the Save Microsoft365 settings button, a double quotation mark is added to the existing username.
- - If the sysadmin is connected to another backend server, the tenantconfigurationsetting table is now updated with TrustServerCertificate=True, replacing 'Integrated Security=True' with Integrated Security=True;TrustServerCertificate=True.
- User PowerShell command fails because the username contains an apostrophe. For example, "bob.o'connor@enterprise.com.
- - Error 500 when LineURI value was rolled back in Audit of SysAdmin.

4 Issues Resolved in Version 8.0.515

The following issues were resolved in this version:

- MediaBypass is enabled by default in Location Based Routing scripts.
- Users appear in the SQL database, however are not displayed in the Users page in the Customer portal Web interface. This problem has been rectified by the upgrade of the SysAdminCacheSync.
- Site Location cannot be added when the Onboarding operator M365 Azure tenant password does not contain special characters.
- Failure to create new network sites for Location-based routing in Customer portal.
- Upgrade process failure due to SQL database errors.
- In the Reserved Numbers, when dragging a column header to group by this column, when attempting to update a reserved number, an error is generated in the "Expire Date" column and the update cannot be applied.
- When two channels share the same Tenant ID, customers cannot be onboarded by either channel because the Channel ID (internal ID) is not sent to the UMP-365 (only the Tenant ID) and consequently UMP-365 cannot distinguish which channel created the customer.
- Wintsec/Link Logistics Incorrect License count" =Communication between OVOC and UMP for licensing improved.
- Users menu page in the Customer portal is now better optimized for large numbers of users.
- PSTN usage menu now correctly pre-populates all usages when clicking on "Manage PSTN Usages".
- EMS Agent Alarm's ignoreList of unnecessary services has been updated.
- Unassigned Number Ranges permitted characters for the NumberRange name has been improved.
- LineURI TEL and tel supported.
- NumberBundle size has been optimized for larger bundles.

5 New Features in Version 8.0.450

This section describes the new features in Version 8.0.450.

5.1 Microsoft 365 Synchronization Enhancements

- MSGraph is now used to download users, groups and group membership instead of the AzureAD API which has has been deprecated.
- The Auto-replication cycle has been enhanced by a new Cache Sync mechanism that replicates tenant updates.

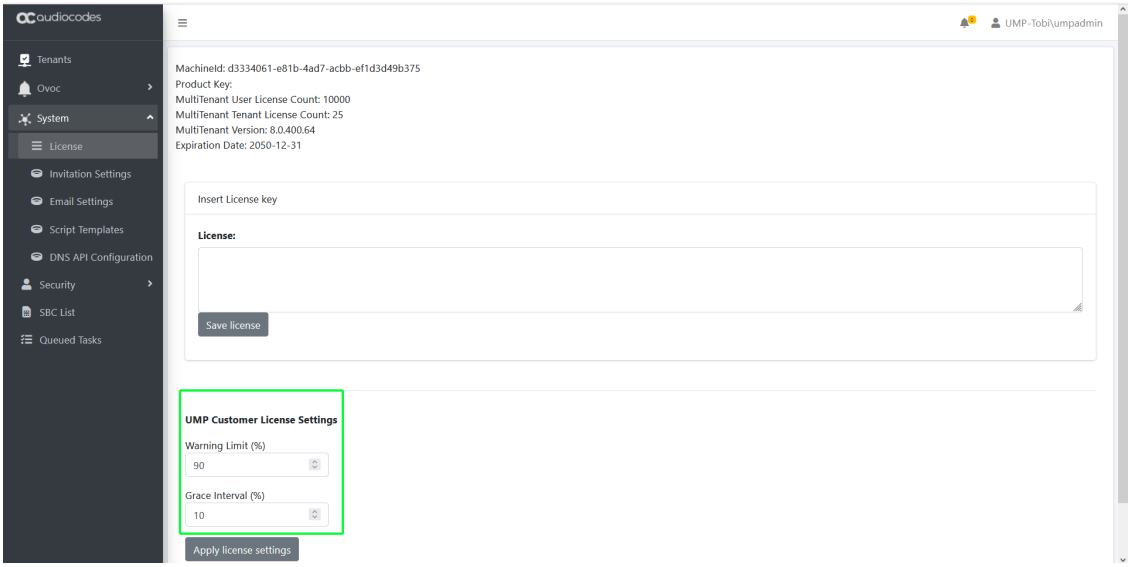
5.2 Licensing Enhancements

The following licensing features have been implemented:

- Configurable UMP User License Thresholds below
- User License Enhancements on the next page

5.2.1 Configurable UMP User License Thresholds

The UMP User License threshold is now configurable. Previously the UMP User License Threshold Alarm was raised according to hard-coded values (Critical 95% and Major 90%). The alarm is raised when the number of globally licensed users for all customers on the managed UMP deployment reaches the configured threshold. For example, if the threshold is 90% and there are 10,000 allocated licensed users on the UMP-365 deployment instance, then the alarm is raised when 9,000 users are reached. The threshold calculation is based on whether a feature has been configured for a specific user. For example, when "Enterprise Voice" has been enabled for the user. In addition, a Grace Interval can be configured to define the percentage number of user licenses remaining active for a limited time period when the total number of allocated licenses has expired. The number of temporary licenses is calculated as percentage of the total license allocation. For example, if there are 10,000 allocated user licenses on the UMP-365 deployment instance and the Grace time is 10%, then 1000 temporary licenses are allocated.



5.2.2 User License Enhancements

The UMP-365 User License screen in the Multitenant portal monitors the currently assigned user licenses for each tenant based on their purchased available license pool. Customers are then billed for license usage based on the aggregated data attributed to the configuration actions performed in Day Two upon the managed users. The license calculation is based on the following:

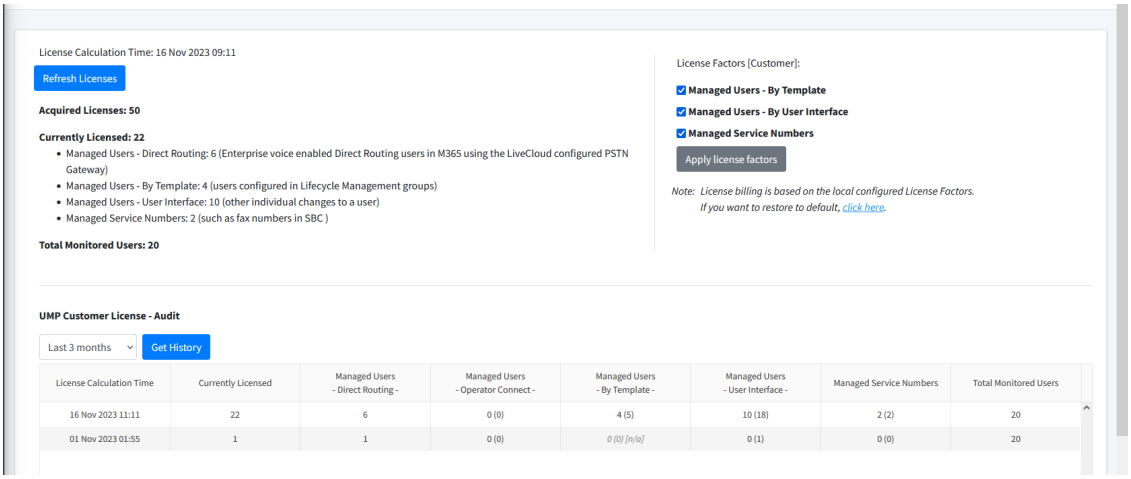
- **Acquired Licenses:** Number of licenses purchased by customer and configured in Onboarding wizard.
- **Managed Users-Direct Routing:** (Priority **1**) Total number of users configured with Direct Routing numbers with the following conditions:
  - Enterprise Voice enabled
  - Online Voice Routing Policy assigned
  - Online PSTN Gateway assigned
  - Site Location assigned
- **Managed Users-Operator Connect:** (Priority **2**) Total number of users configured with Operator Connect numbers with the number is assigned to user (in Teams admin center).
- ***Managed Users-By Template:** (Priority **3**) Total number of users assigned to M365 templates
- ***Managed Users-By User Interface:** (Priority **4**) Total number of users with User properties updated using this interface. For example , the user is configured with a Line Uri and Online Voice Routing Policy.
- ***Managed Service Numbers:** (Priority **5**) Total number of users configured with numbers that are tagged to a PSTN Gateway that is not the Online PSTN gateway configured for SBC calls. These numbers may be typically Service numbers such as those configured for Fax IVR or Emergency numbers.

The factors indicated by * can be configured globally by SysAdmin and then can be modified for each customer deployment.

License factors are only counted once for each customer to prevent double counting. The priorities shown above determine whether a specific license factor takes precedence over another.

- **Total Monitored Users:** Total number of Active Directory users on the M365 customer tenant who are synchronized with User Management Pack 365 SP Edition.

The customer is only billed for licensed users and not for monitored users.



5.3 Microsoft Graph Token-based Authentication

Service Provider access to Hosted Essentials Plus or Hosted Pro license customers' Microsoft 365 platform must now always be secured using Microsoft Graph Token-based authentication as a result of enhanced Microsoft security policies. The connection can be secured using the following methods:

- **Password-based and Token-based authentication:** A Microsoft Graph access token is claimed based on the user name and password provided by the customer tenant. Using this method, Service provider uses both the customer's user and password and generated token to access the customer's M365 platform.
- **Token-based authentication only:** A Microsoft Graph access token is claimed directly. Using this method, the Service Provider uses only the generated token to access the customer's M365 platform. This is the **recommended** the method.

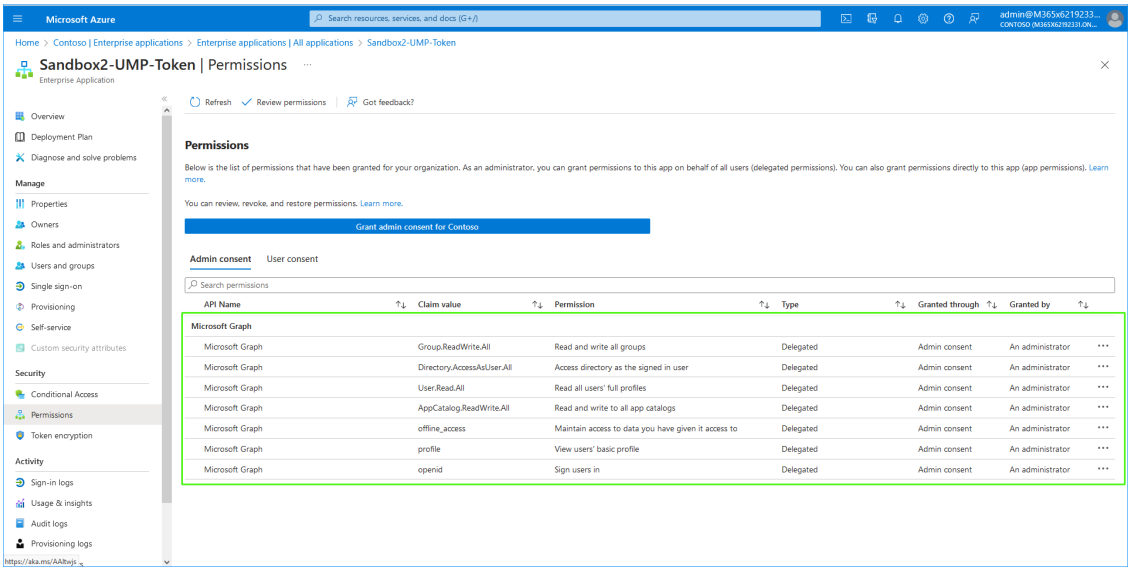
Once consent is provided, an Enterprise application is created on the customer Azure tenant with the following permissions:

- 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

> Queued tasks will not be synchronized with the customer's Microsoft 365 platform until token-based authentication is implemented and the connection is successfully verified.

Admin consent must be provided for the permissions shown below.



> The AadGraph and MsGraph scopes have been removed from the Token Onboarding process.

5.4 Enhanced Customer Prerequisites

Customer prerequisites have been added to the documentation:

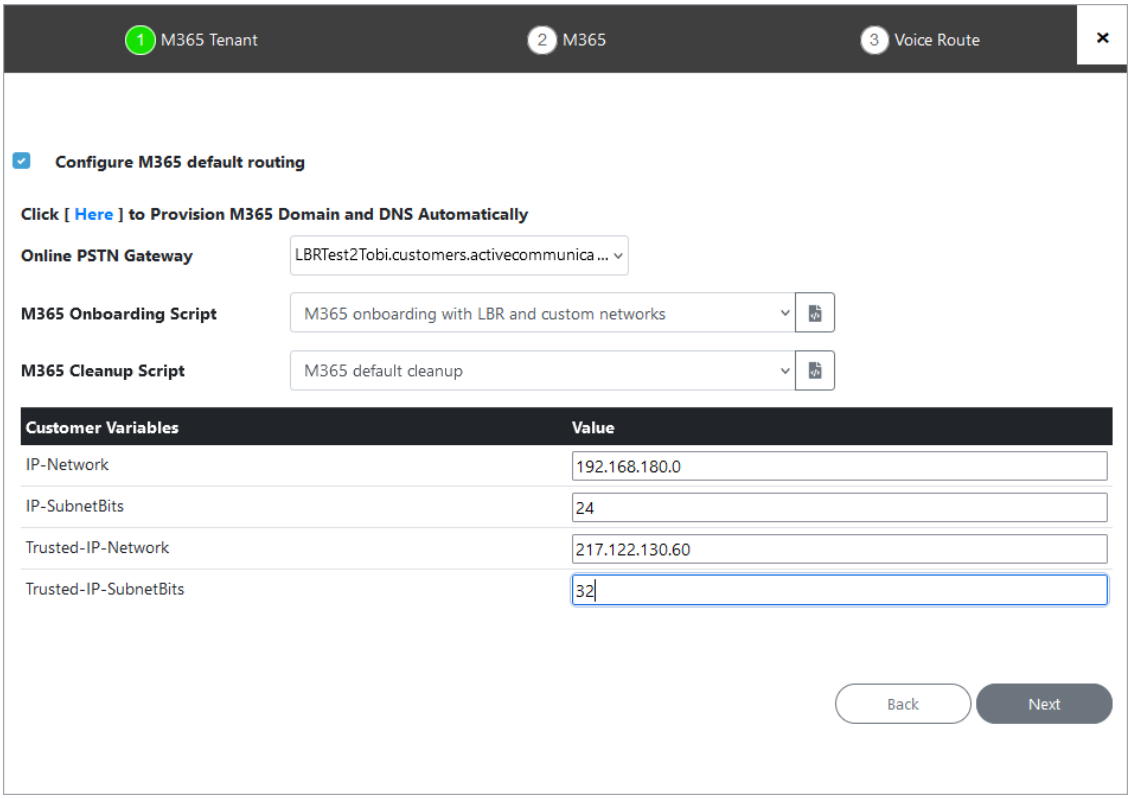
- Creation of a M365 user Service account on the customer tenant for Token authentication in Onboarding and for background synchronization instead of using the default Global admin of the M365 customer tenant.
- Enhanced Security settings including controlling Conditional Access, Privileged Identity Management, implementation of Multi-factor authentication.

5.5 Location-Based Routing

Location-Based Routing restricts toll bypass for a Teams user based on their configured policy and geographic location when connecting to the PSTN network. Toll bypass is restricted for a Teams user when the Teams user policy is enabled for Location-Based Routing, a call takes place between the user and the PSTN network and the user is located at a site where Location-

Based Routing restrictions are applied. The following scripts can be applied during the Onboarding wizard to implement this feature:

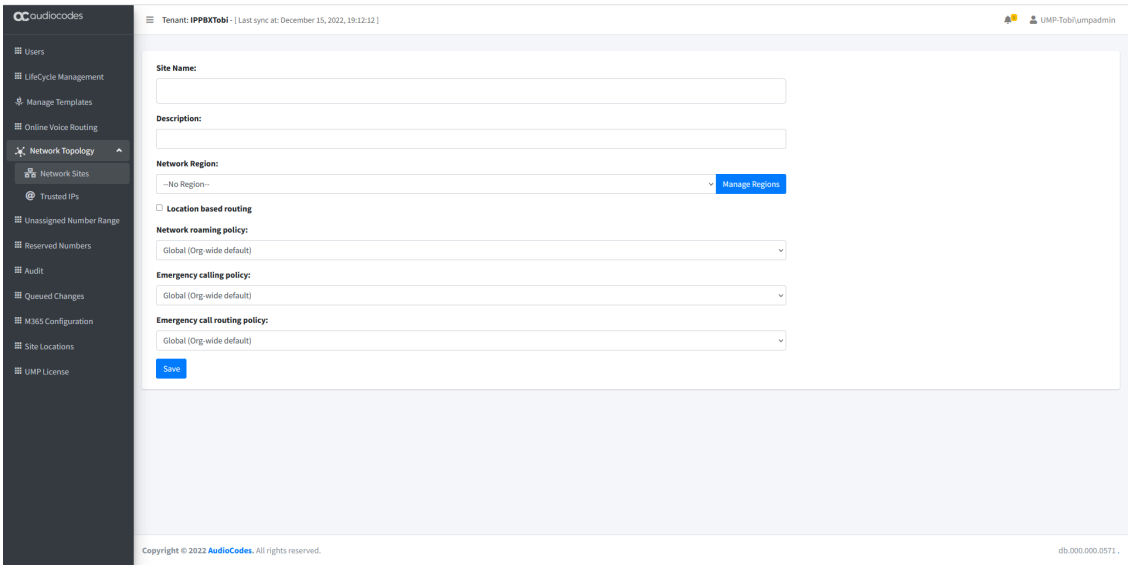
- **M365 onboarding with Location Based Routing:** Default networking settings (hard-coded values)are applied by the script. Otherwise, this entry is for example purposes only.
- **M365 onboarding with Location-Based Routing and Custom Networks:** Networking values are configured in the Onboarding wizard.

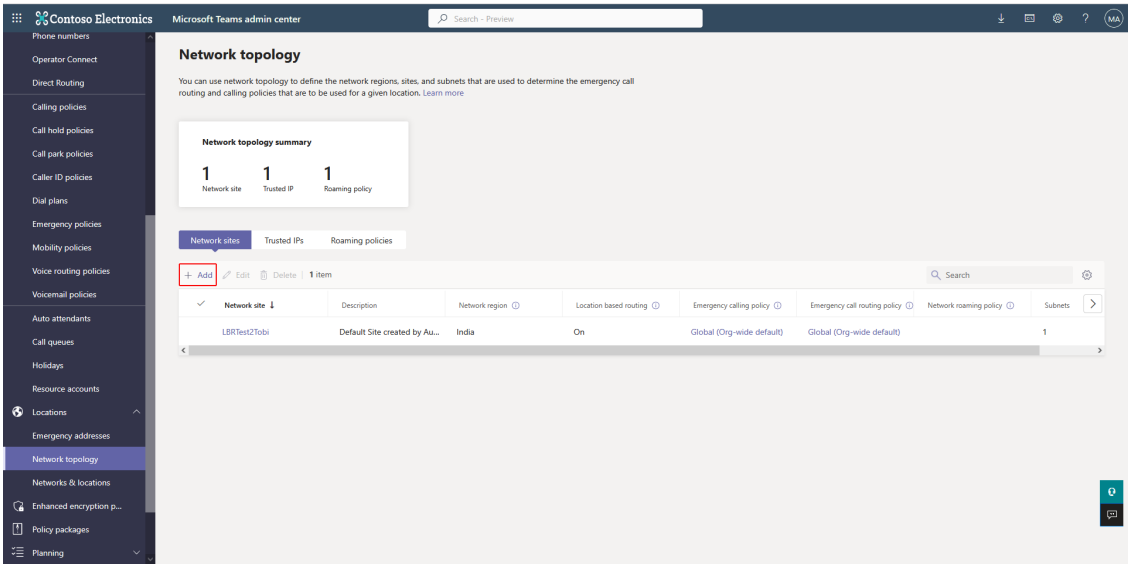


The above scripts are divided into two parts. The first part executes the same commands as the existing Default M365 Tenant Onboarding Script and the second part executes the following :

- Adds a region (if not already preconfigured in the DNS subdomain).
- Enables Location-based routing for the region
- Adds a network site either using preconfigured networking parameters or custom variables configured in the Onboarding wizard (as described above).
- Adds an Online PSTN Gateway and configures including SIP Signaling port, Max Concurrent sessions, ForwardCallHistory and ForwardPAI (Call forwarding and transfer)
- Enables Location-based routing on the PSTN Gateway
- Creates Teams Calling policy for the Tenant with UMPPreventTollBypass feature enabled (Allow Teams calling, preventing toll bypass).

Day Two Management options allows the adding of new sites and the configuration of Public IP addresses (Trusted IPs) either using the Multitenant portal or Microsoft Teams (Network Topology settings). Configuration is synchronized in **both directions** by the Background Synchronization process.

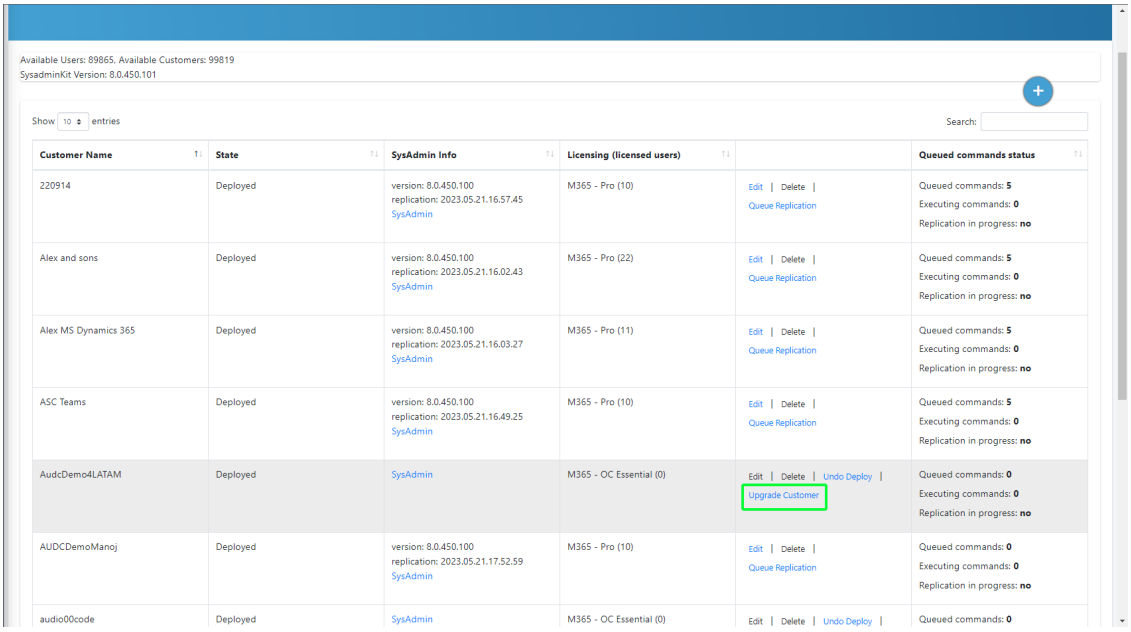




5.6 Upgrade

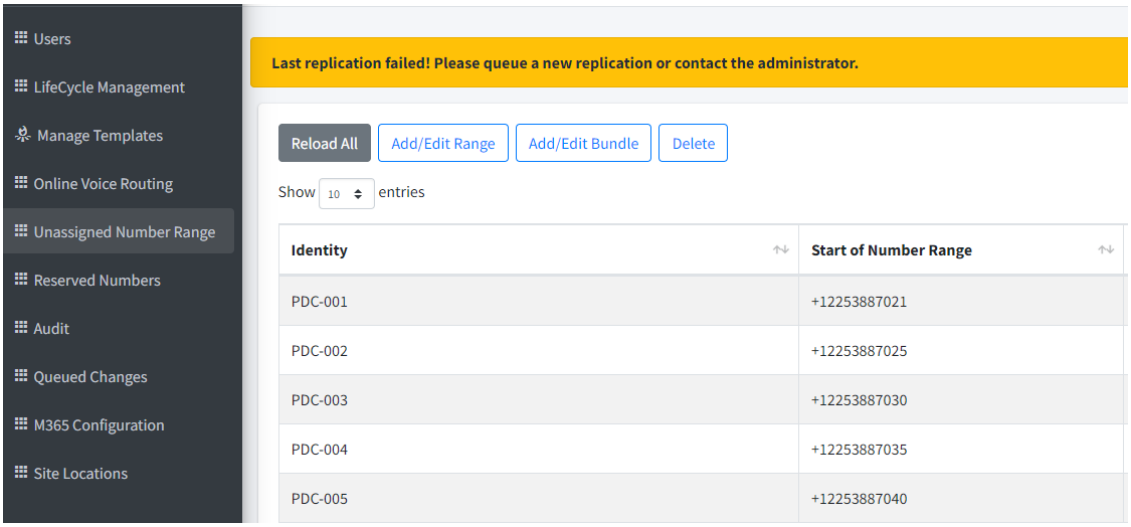
A new **Upgrade Customer** option enables the upgrade of a Hosted Essentials customer to one of the following:

- Hosted Essentials to Hosted Essentials +
- Hosted Essentials to Hosted Pro



5.7 Second Day Management

- **Performance Improvements:** The background synchronization with Microsoft Teams and Microsoft 365 on Azure only synchronizes the queried users (and not the entire Active Directory database). As a consequence, this results in faster database replication. In particular, GetCsOnlineUser includes enhanced filtering capabilities (server-side filter) compared to Get-AzureADUser (local filter) which enables efficient scalability of large deployments. For example:
  - A global corporation with several thousand users dispersed at multiple locations worldwide has only deployed UMP-365 at a single location e.g. Italy and therefore only wants to run background synchronization with the Global Active Directory for the "Italy" AD location object. Alternatively an organization may have several thousand Active Directory users, however only a small percentage of the total users have been granted Microsoft 365 licenses.
  - Retrieve information for user accounts that have been assigned a specific phone number
  - Retrieve only users enabled with Enterprise Voice
  - Retrieve users specific to their assigned Service plan (filtering according to Microsoft 365 user license type e.g. E5 is not supported)
- Upload Dial plan rules from managed SBC devices enabling large existing SBC deployments configured with multiple dial plans to rapidly onboard customers to UMP-365.
- A bolded and highlighted warning dialog is displayed in the Multitenant portal at the top of each screen below the date of the last background replication synchronization.



CacheSyncV2 will be released with Version 8.0.450.

6 Issues Resolved in Version 8.0.450

The following issues were resolved in this version:

- The Azure Active Directory Group Replication process has been optimized for managing large- scale corporate environments with over 100,000 groups. Previously, the replication process failed with a timeout.
- When user license threshold alerts are raised, enhanced information regarding the affected tenant is sent to OVOC including the customer tenant short and full name.
- Number ranges greater than 1000 entries can now be displayed in the User Management Pack 365 SP Edition Web interface.
- When the M365 Configuration table was extremely large, the Web page would timeout. Now the data retention policy of the table has been modified to reduce the total size of the database object, thereby preventing the process timeout.
- License information reporting has been improved.
- Number ranges assigned to users in a Security Group no longer include the reassignment of numbers to a user who has already been assigned a number.
- In the Users Edit page, Number Bundles are now selectable.
- URL Redirect: Sign-in with Azure AD Access Denied error has been rectified for Customer Admins.
- Deprecated cmdlets in the code have been replaced/revised and as a result no longer create error log outputs.
- In the Authentication Status screen "The Tokens must be regenerated Dismiss" message is no longer permanent and the notification will work as intended.
- The Clear line URI check box in the Managed Templates screen, when selected, now clears the line URI.
- The following security vulnerabilities have been addressed:
    - Prevention of XSS (cross-site scripting) from being stored within User Management Pack 365 SP Edition.
    - SQL Injection; Unrestricted File Upload; Authentication Bypass; Authorization Bypass; Local File Inclusion; Information Disclosure; Improper Error Handling; Insecure Transport Layer Protection and Lack of Security Headers.

7 Known Issues

The following lists the UMP-365 Known Issues in Version 1.0.400 (8.0.400):

- "Use Extensions" in the Managed Templates will not be applied. This issue will be resolved in Version 8.0.500.
- When a number range Identity name contains "+" character, a 404 Error is generated.
- When creating a DID Bundle and the Number Range Identity contains an "&" character, the range cannot be assigned to the bundle.
- Get-CsOnlineUser Filters are currently undergoing enhancements and will be supported in a future release.

8 End-of-Support

Versions 8.0.200, 8.0.220 and 8.0.300, all operating with Microsoft Teams PowerShell modules 3.x.x were deprecated by Microsoft on June 15 2022. The current User Management Pack 365 SP Edition build 8.0.400.25.1 uses Teams PowerShell modules 4.x.x.

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