

# Product Notice #0311



AudioCodes Mediant CCE Appliance Support for Microsoft Cloud Connector Edition  
Version 1.4.2

## Dear Partners and Customers,

Microsoft has released a new Cloud Connector Edition version 1.4.2. The AudioCodes Mediant CCE Appliance was tested with the new release and it is recommended to upgrade your system with the latest Microsoft Cloud Connector Edition.

The Microsoft Cloud Connector Edition application is connected to the Microsoft Office 365™ Cloud PBX and therefore the Microsoft Cloud Connector Edition application version must be upgraded in line with the upgrade to 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 required. The automated software updates are downloaded from the cloud for both the operating system and the core Cloud Connector Edition application. Cloud Connector 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 functioning. In case your Mediant CCE Appliance is installed with the Microsoft Cloud Connector Edition version 1.3.8, follow the steps provided in the AudioCodes Product Notice #0310.

You can find more information about Microsoft Cloud Connector Edition version 1.4.2 at <https://blogs.technet.microsoft.com/sfbhybridvoice/2017/03/20/skype-for-business-cloud-connector-version-1-4-2-release/>.

## Update Requirements

- Outbound internet access to install, manage, and update the Cloud Connector Edition on the Mediant CCE Appliance Host.
- Skype for Business Tenant Admin account

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

## Before Upgrading the Microsoft Cloud Connector Edition

Note the procedures described in this section before upgrading the Microsoft Cloud Connector.

## Remove Forward PAI from Cloud Connector Configuration

Use of Forward PAI has been deprecated in 1.4.2 as it's no longer required to resolve a missing caller ID for outbound calls from Skype for Business Mobile clients. This usage has been resolved by changes in outbound routing logic for Cloud Connector.

1. Open the "Appliance Root\CoudConnector.ini" file in a text editor and check the value for ForwardPAI.
2. If the value is False, remove the entire ForwardPAI section and save the configuration file.

```
;Whether forward PAI from Mediation Server to Gateways  
;The value can be "true" or "false". Default value is "true".  
ForwardPAI=false
```

3. If the value is True, indicating you are actively using the ForwardPAI for this for mobile caller ID, wait until version 1.4.2 is installed before removing this section in the configuration file. Then, follow the Update Trunk Configuration instructions below.

**Note:** Run the cmdlet `Get-CcApplianceDirectory` from the Administrative PowerShell console on the Mediant CCE appliance host to locate the CcAppliance directory if unknown.

### Update Trunk Configuration

1. Connect to the Mediation Server.
2. Open the Windows PowerShell as Administrator.
3. Enter the following cmdlet:

```
Set-CsTrunkConfiguration -ForwardPAI $False.
```

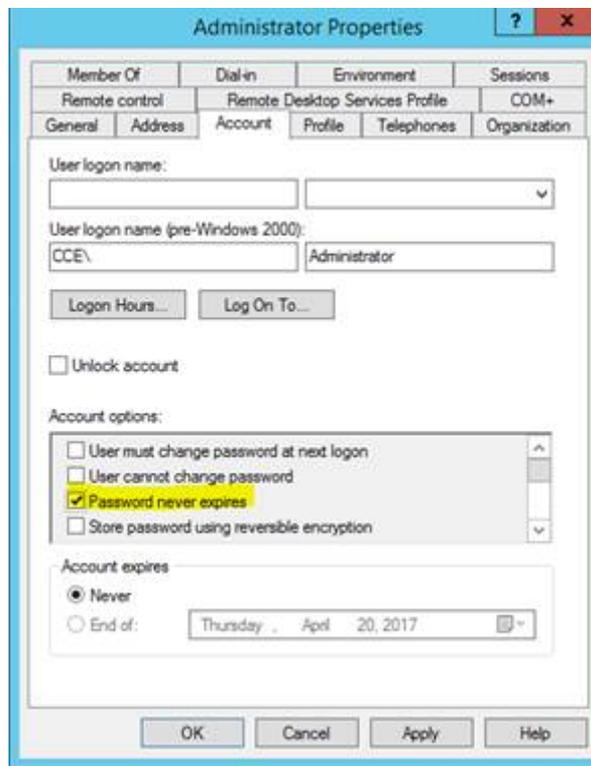
4. Confirm replication to all servers:

```
Get-CsManagementStoreReplicationStatus
```

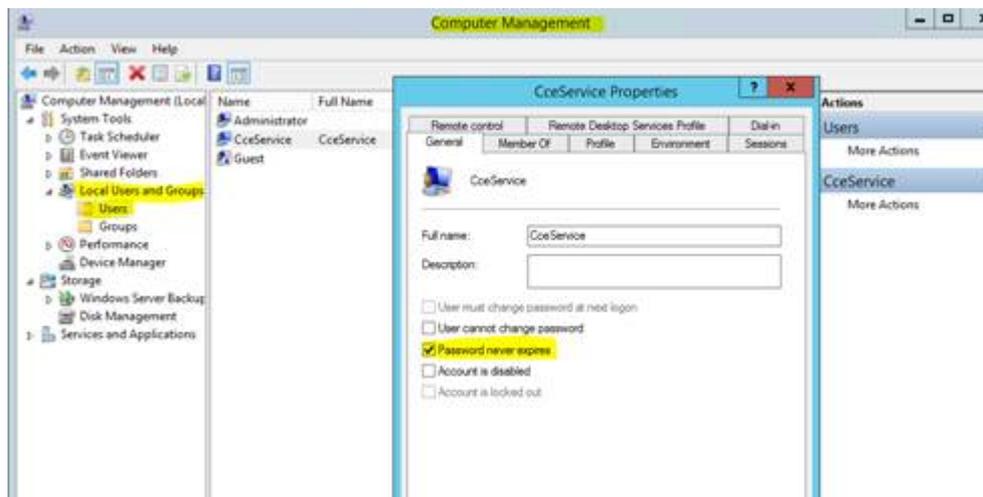
### Set CCE Account Passwords to Non-Expiring

A bug in a prior build caused Microsoft Cloud Connector account passwords to expire. If the passwords have expired, then the updates to version 1.4.2 will fail. To ensure that the upgrade to version 1.4.2 is successful, do the following:

1. Log in to the Mediant CCE AD machine with the CCE Domain Admin password.
2. From the Administrative tools menu, open the Active Directory Users and Computers console, and set both the Administrator and CCEService accounts to non-expiring passwords.



3. Log in to each of the other Mediant CCE machines with the CCE Domain Admin password; open Computer Management, and set both the Administrator and CCEService accounts to non-expiring passwords.
4. On the Mediant CCE Appliance Host, open Computer Management, and set both the Administrator and CCEService accounts to non-expiring passwords.



### Update Office 365 Tenant Administrator Password in Cloud Connector

If your Cloud Connector Office 365 tenant administrator password has been changed, update the cached credential by entering the following command in the Administrator PowerShell on each Mediant CCE appliance deployed:

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

### Upgrading the Microsoft Cloud Connector Edition

Updating your Microsoft Cloud Connector Edition can be done either automatically or manually. However, it is important to make sure your Mediant CCE Appliance is enabled for Auto-update for future Microsoft updates. Consequently, if you upgrade using the manual method, you should also perform the Auto-update procedure.

Once the system is updated, see the **Known Issues** section below for further instructions.

## Upgrading Microsoft Cloud Connector Edition Manually

Follow the instructions below 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 the 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.

1. Connect to the Mediant CCE Appliance Host through a remote desktop connection.
2. Start a PowerShell console as administrator and run the following cmdlet:

```
Enter-CcUpdate
```

3. Close the PowerShell console.
4. Uninstall the existing version of Skype for Business Online Cloud Connector Edition in **Control Panel > Programs > Programs and Features**.



5. Install the new version of CloudConnector.msi from <https://aka.ms/CloudConnectorInstaller>.
6. Start a PowerShell console as an administrator and run the following cmdlets:

- Run the following cmdlet to register the current appliance:

```
Register-CcAppliance
```

- Run the following cmdlet to download the latest version:

```
Start-CcDownload
```

- Run the following cmdlet to start the installation:

```
Install-CcAppliance -Upgrade
```

- Run the following cmdlet to activate the new deployment and turn off the previous version:

```
switch-CcVersion
```

- Run the following cmdlet to exit update state:

```
Exit-CcUpdate
```

**Note:** To upgrade more than one appliance at the site, upgrade each appliance one by one.

## Enable your Microsoft Cloud Connector Edition for Auto-update

1. Verify that the auto-update feature is enabled and properly configured:

```
Get-CsHybridPSTNSite
```

2. Make sure that **EnableAutoUpdate=true** and that a valid update time window is configured for the site (ensure that BitsUpdateTimeWindowList is not empty).

```
Get-CsHybridPSTNAppliance
```

3. Make sure that the following value is entered:

```
MaintenanceMode= false
```

4. If Auto-update is not configured, enter the following commands (from an online PowerShell session) to set EnableAutoUpdate flag:

```
Set-CsHybridPSTNSite -Identity <site Identity> -  
EnableAutoUpdate $True
```

5. To retrieve the site identity:

```
Get-CsHybridPSTNSite
```

6. To disable the Maintenance Mode:

```
Set-CsHybridPSTNAppliance -Identity <Appliance Identity> -  
MaintenanceMode $False
```

7. To retrieve the appliance identity:

```
Get-CsHybridPSTNAppliance
```

8. To set an update time window for the site:

```
Set-CsHybridPSTNSite -Identity Test1 -BitsUpdateTimeWindow  
<TimeWindow Identity>
```

9. To retrieve the time window identity:

```
Get-CsTenantUpdateTimeWindow
```

Once you have completed the above updates, your Microsoft Cloud Connector Edition is automatically updated upon the defined time windows.

#### Notes:

- Auto-update will be performed only if all the CCEs in the sites are in service (in running state and with MaintenanceMode= false).
- The CCE Management service uses cached update time window information stored in the root of the CCE Site Directory\Tenant\_<EdgeFQDN>file when checking if updates are run. This file is updated from the O365 tenant every 30 minutes. Therefore, if you modify the schedule online, it can take up to 30 minutes for the change to be implemented on the Host appliance.

## Known Issues

For the new Microsoft Cloud Connector Edition version 1.4.2, the DNS is not set on the internet DMZ leg of the Edge server. The Microsoft Cloud Connector Edition installation only sets the DNS on the Corpnet leg of the Edge server. This can cause a failure with DNS resolving in case the CCE AD does not have internet connectivity or there is a firewall that blocks it from querying the Corpnet DNS that was defined when setting the CCE.

**Workaround:** access the CCE Edge Virtual machine and add the DNS on the Internet leg.

## Affected Products

- Mediant 800 CCE Appliance
- Mediant Server CCE Appliance



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