

User Management Pack™ 365

Version 7.8.100.382



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Date Published: June-04-2019

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Manual Name
LTRT-26330 AudioCodes User Management Pack 365 Installation and Administration Guide Ver. 7.8
IP Phone Manager Express Administrator's Manual
One Voice Operations Center User's Manual Ver. 7.6

Document Revision Record

LTRT	Description
26643	Initial document release for Version 7.2
26644	Initial document release for Version 7.2.5
26645	Initial document release for Version 7.4.0
26646	Initial document release for Version 7.4.5
26647	Initial document release for Version 7.6
26648	Initial document release for Version 7.8.0
26649	Initial document release for Version 7.8.100.352
26685	Initial document release for Version 7.8.100.382

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1 Introduction

This document describes the new features and changes to the User Management Pack 365 (UMP 365) solution.

User Management Pack 365 is a software application for managing Skype for Business as well as Microsoft Teams users on premises or in a Cloud PBX environment. It is also part of the CloudBond 365 solution, applicable to all CloudBond 365 editions.

1.1 Items Released

The following components are included in this version:

1.1.1 Software

Product	Version
User Management Pack 365	7.8.100.382
IP Phone Manager Express	7.2.10.0

1.1.2 Operating System Requirements

The 7.8.100 version of the UMP 365 installer has been validated for use with either Windows Server 2016 or Windows Server 2019 (all editions with desktop experience). Support for Windows Server 2012 R2 has been deprecated to reduce the size of the ISO.

1.1.3 Third-Party Software Requirements

Product	Version
SkypeServerUpdateInstaller.exe	6.0.9319.544 (Mar 12, 2019)

To be able to use the direct migration to Microsoft Teams from an on-premises user object, the minimum SkypeServerUpdateInstaller.exe Version 6.0.9319.537 needs to be applied at the server hosting the User Management Pack 365 application. Version 6.0.9319.544 dated March 12, 2019 is included in the \Packages\SkypeServerUpdateInstaller folder on the installer ISO. The latest available update can be downloaded from Microsoft by opening the following URL: <https://www.microsoft.com/en-us/download/details.aspx?id=47690>

1.1.4 Localization

User Management Pack 365 supports the following language:

- English United States (ENU)

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2 New Features

2.1 Features and Improvements in Version 7.8.100.352

The following table lists the new and exciting features of this User Management Pack (UMP 365) release:

Feature	Description	Customer benefit
UMP 365 Installation from Azure Marketplace	UMP 365 installation from Azure Marketplace with pre-defined VM types: 1-200 Users: B2MS with Premium SSD 201-2K Users: D2s v3 with Premium SSD - Above 2K Users: D4s v3 with Premium SSD	- Improved deployment flexibility - Simplifies installation process https://azuremarketplace.microsoft.com/en-us/marketplace/apps/audiocodes.umpforazure?tab=Overview
UI for Online Voice Routing and PSTN Usage Management	- Dial Plan - Normalization rules - PSTN gateways - PSTN usage - Voice route with Regedit - Voice routing policy	- Alleviates need for Microsoft experts or PowerShell Ninjas - Easy setup in O365 environment (Teams/Skype For Business Online Tenant) - Simplified operation - Reduced Tenant configuration costs
Rollback Command	Audit and roll back historical changes	- Enhanced integrity - Carrier-class operational services
Flexibility of Admin Privileges	Manage Administrator privileges per region or usage. Filters can be set on the following attributes: - SipAddress - LineUri - HostingProvider - HybridPstnSiteName - UsageLocation - RegistrarPool - CallForward - UserType - Department	- Enhanced flexibility - Enhanced security
User Migration to Teams	Migration of users to Teams with guidelines (Policies change): - Assured end-to-end migration process - Moving users from Skype for Business to Teams - Tenant Dial Plan - Voice Policy - Number assignment, including managed DID range - Manual group provisioning and user lifecycle	- Simplified migration - Seamless migration guaranteed - Facilitates lifecycle management - Alleviates need for Microsoft experts or PowerShell Ninjas

Feature	Description	Customer benefit
	Voice route and PSTN usage creation	
Enhanced Corporate DID Management	Select phone number enhancements: - Option to select the next available number (from a range) or from a list (from the range) - Number grace period after DID deletion	- Flexible configuration - Effortless user assignment configuration
Enhanced Search in User List	Users Management - UI Enhancements: - Updated User view - Enhanced search capabilities	Simplified operation by running fast search capabilities
OVOC Support	- OVOC pairing with UMP 365 OVOC - Alarms and journaling: ✓ User failure settings ✓ User migrations - License Pool for UMP 365 users	- Visual indication of UMP 365 system - Simplifying monitoring and management of UMP 365 application and users - Reduction in OpEx
Device Manager Express	Integration of Device Manager Express into UMP 365	- Simplified operation procedures - Simplified deployments with zero-touch installation - Enhanced troubleshooting and rapid recovery
Revoke User Certificates	Revoke client certificate from a user. Revoking a certificate implies that a user needs to reauthenticate again.	Enhanced user authentication security
On-premises UI Enhancement (GroupingID)	Add on-premises GroupingID to user edit UI	- Adding address book search filter for Skype client - Improved user experience
Set User Pin	Reset user and common area phones pin	- Flexible configuration - Enhanced security

2.2 Other Features and Improvements in this Release (7.8.100.382)

The following table lists the new and exciting features of this User Management Pack (UMP 365) release:

Feature	Description	Customer benefit
Manage On- Premises Call Pickup and Response Groups	Manage call pickup group ranges and add meaningful descriptions to the numbers. On the User Edit page, it is now possible to assign or remove users to / from existing response groups and call pickup groups.	No need to open a different administration application.
Delete Users	Users can now also be removed from the environment with a right-click action in the User list.	Cleans up the environment when employees leave an organization.

2.3 UMP 365 Installation from Azure Marketplace

UMP 365 installation from Azure Marketplace with pre-defined VM types:

- 1-200 Users: B2MS with Premium SSD
- 201-2K Users: D2s v3 with Premium SSD
- Above 2K Users: D4s v3 with Premium SSD

Link: <https://azuremarketplace.microsoft.com/en-us/marketplace/apps/audiocodes.umpforazure?tab=Overview>

Products > User Management Pack™ 365



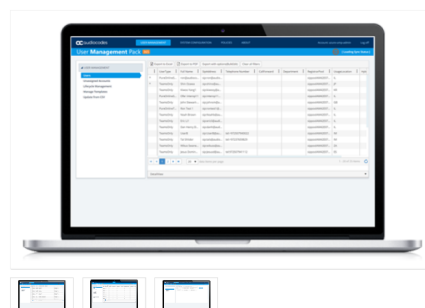
User Management Pack™ 365

AudioCodes

Overview Plans Reviews

User Management Pack™ 365 is a software application which simplifies the user lifecycle management

User Management Pack™ 365 is a powerful software application that simplifies user lifecycle and identity management across Skype for Business deployments. Sitting intuitively on top of existing Skype for Business solutions, User Management Pack™ 365 connects the enterprise environment with Microsoft Office 365 through specialized solution modules called "connectors". It empowers IT by facilitating a gradual and fully controlled migration to Cloud PBX from any existing Skype for Business deployment. User Management Pack™ 365 also consolidates and enhances the user management of cloud and on-premises users into a powerful yet simple web portal. This makes your Skype for Business operation more cost-effective, by replacing the need for multiple management tools like PowerShell, Skype for Business control panel, and the need for on-staff masters.



2.4 Online Voice Routing Management

Under **System Configuration**, the following voice routing components can be configured for use with Microsoft Teams and Skype for Business Online in a direct routing environment:

- Online Dial Plans
- Normalization rule templates for use within Dial Plans
- PSTN Gateways

- PSTN Usage records for use within Voice Routes and Voice Routing Policies
- Voice Routes
- Voice Routing Policies

DataChangeType	Identity	Simple Name	Description	External Prefix	Last Replication
	Global	DefaultTenantDialPlan		123	3/12/2019 3:02:07 PM
	dev1	dev1		123	3/12/2019 3:02:07 PM
	AudioCodesNL	AudioCodesNL		123	3/12/2019 3:02:07 PM
	TestPolicy	TestPolicy	Description=free.Pattern=^0000*.*;Translation=\$1.Nam...	123	3/12/2019 3:02:07 PM
	test123	test123		123	3/12/2019 3:02:07 PM
	cpantea	cpantea		123	3/12/2019 3:02:07 PM
	myTest	myTest		123	3/12/2019 3:02:07 PM



Note: If Dial Plans have been created in Office 365 using PowerShell before User Management Pack 365 has been installed, the normalization rules that are assigned to it will not be shown in the Normalization Rule Templates in this version. Only templates that are created using UMP 365 will show up here.

To create a new normalization rule, click the “Add new Normalization Rule” button in the Normalization Rule Templates section. The following page appears and assists in building the required regular expression:

Add new Normalization Rule

Name:

Description:

Starting digits:

Legth:

Digits to remove:

Digits to add:

Pattern:

Translation:

IsInternalExtension: ☐

Save Normalization Rule

Normalization Rule Templates can be assigned to new or existing Dial Plans by double-clicking the normalization rule from the Normalization Rules section in the new or Edit Dial Plan screens. If multiple rules exist, they can be ordered by either using the green arrow buttons or by Drag and Drop technology, by placing one rule above or below another.

Edit Dial Plan

Identity: Simple name:

Description: External Access Prefix:

Add New Rule:

Name	Pattern	Translation	IsIntern...	
NL National	^0(\d{9})\$	+31\$1	false	✓ ↑ ↓ ✖
NL Internati...	^00(\d{7})\d+\$	+\$1	false	✓ ↑ ↓ ✖

To create a new PSTN Gateway, follow the wizard. An example screen shot is shown below:

Add new PSTN Gateway

Identity: Fqdn:

Sip Signaling Port: Max concurrent sessions:

Failover response codes: Failover Time (s):

Gateway Site Id:

Enabled: ☒

Forward Call History: ☐

Forward Pstn: ☐

Send Sip Options: ☐

Media Bypass: ☒

Gateway Site Lbr Enabled: ☐

PSTN Usage records are used to glue Voice Routing Policies to Voice Routes and represent named locations that are allowed to be dialed by subscribers.

Manage PSTN Usage

Identity:

Usage List:

- International
- Local
- Emergency Numbers
- Mobile Network
- Premium Service Number

To create a new Voice Route with a selection of assigned PSTN Usage records and assigned PSTN Gateway(s), click **Add new Voice Route** in the Voice Routes section:

Add new Voice Route
⚙️ ↺️ ⌂ ✕

Add new Voice Route

Identity:

Description:

Name:

Number Pattern:

National ✕
Local ✕
International ✕
✕

Emergency Numbers ✕

National

International

Local

Emergency Numbers

Mobile Network

Premium Service Numbers

Save

The Voice Routing decisions are made top down, so the table should be prioritized by using the green arrow buttons or Drag and Drop technology, to make sure that a proper route is chosen if multiple routes to the same destination exist.

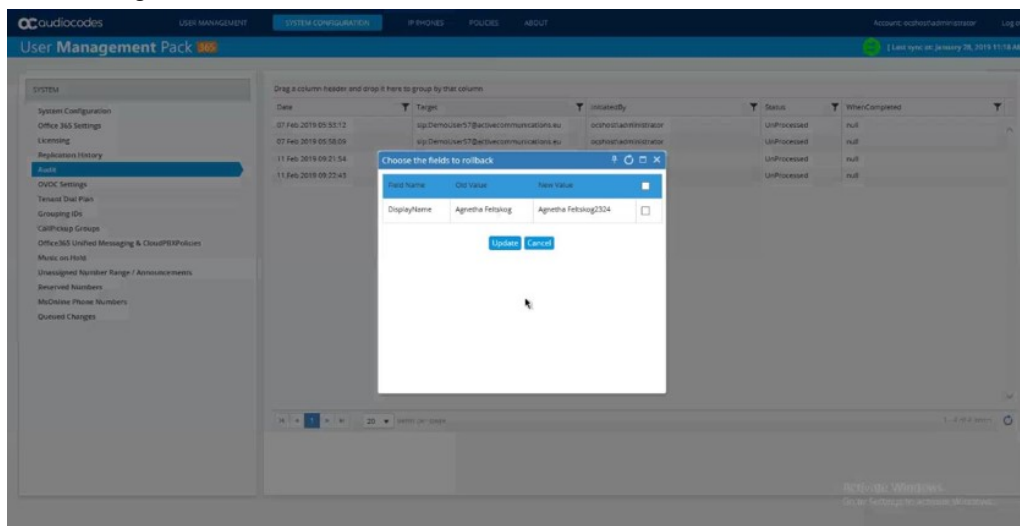
Dial Plans Normalization Rule Templates PSTN Gateways PSTN Usage Voice Routes Voice Routing Policies									
Add New Voice Route									
DataChangeType	Identity	Priority	Pattern	Name	Description	Pattern	PSTN Gateway List	PSTN Usage	
New	NL-Almere		+3136*	NL Almere	NL Almere	+3136*	sb36.audiocodes.com	National,Local,International,Emergency Numbers	▼ ▲
	Route4	0	^\+1[0-9]{10}\$	Route4		^\+1[0-9]{10}\$			▼ ▲
	LocalRoute	1	^\+1[0-9]{10}\$	LocalRoute		^\+1[0-9]{10}\$			▼ ▲
	Route2	2	^\+1[0-9]{10}\$	Route2		^\+1[0-9]{10}\$			▼ ▲
	Source	3	^\+1[0-9]{10}\$	Source		^\+1[0-9]{10}\$			▼ ▲

Voice Routing Policies will be assigned to subscribers, allowing them to reach certain destinations based on the PSTN Usage record that is assigned within the policy. The Voice Routing Policies can be managed in the Voice Routing Policies section.

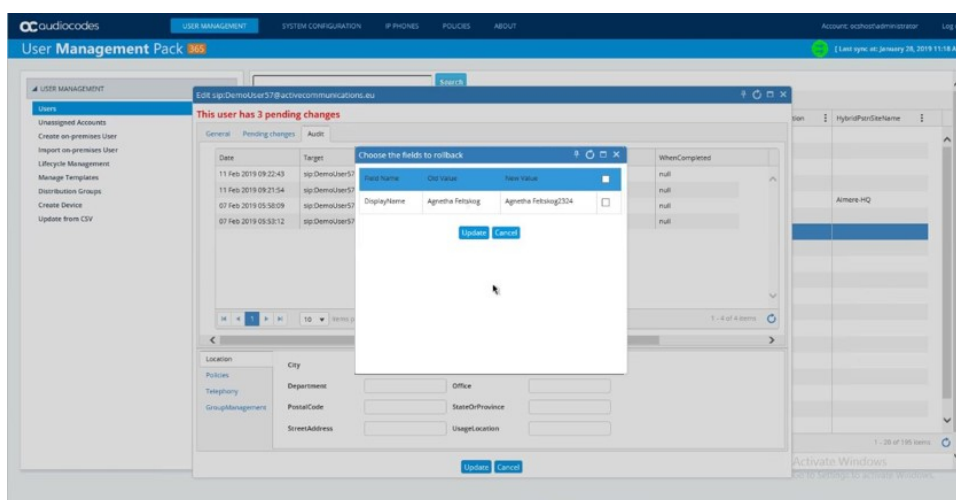
Dial Plans Normalization Rule Templates PSTN Gateways PSTN Usage Voice Routes Voice Routing Policies			
Add New Voice Routing Policy			
DataChangeType	Identity	Description	PSTN Usage
	Global		International_four
	TestPolicy	TestPolicy	one
	test123		
	NL-Almere-VRP	VRP for Almere	
	MyNewVRP	My new VRP	International_two
	Test10	Test10	one
	Testing50	Testing Voice Routing Policy	one
	Testing51	Testing Voice Routing Policy	one
New	NL-Almere-National	NL Almere National	National

2.5 Audit and Roll Back Historical Changes

UMP 7.8.100 includes tracking for changes made by administrators. Under **System Configuration > Audit**, all changes performed are shown and can be reverted by right-clicking a line. If multiple changes were performed in one action, a list is shown with the changes, where the appropriate change can be selected. Select the box behind the change and click **Update** to roll back to the previous value. The following example shows a change in the DisplayName for "Agnetha Feltskog", where it was accidentally changed to "Agnetha Feltskog2324".



Instead of working under **System Configuration**, changes are also shown for individual users in the **Audit Tab** under **User Edit**. Reverting a change works similarly, as described under **System Configuration**.

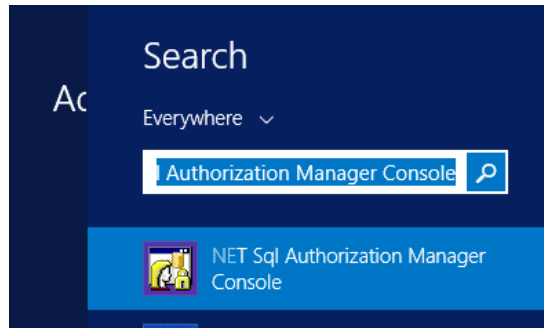


2.6 Admin Privilege Flexibility (Region/Usage)

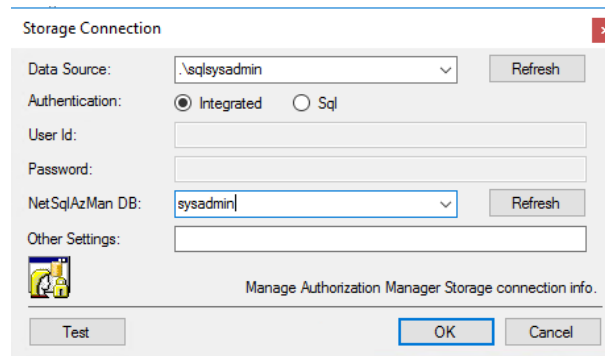
Access to users can now be limited to specific administrators based on user attributes, by using the .NET SQL Authorization Manager (NetSqlAzMan), which is installed by default on the User Management Pack Server.

➤ **To connect to the database:**

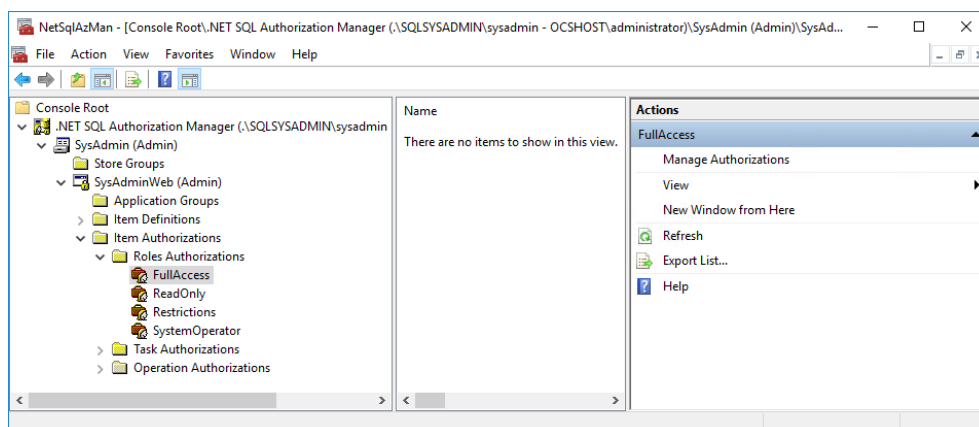
1. Start the .NET Sql Authorization Manager Console:



2. Connect to the Sysadmin database:



3. Navigate to Roles Authorizations under Item Authorizations as shown below and click Manage Authorizations in the Actions Window to add individual users and security groups to the particular level.



4. Within the Item Authorizations page, select **Add Windows Users and Groups** and add the domain local security group or user that you want to explicitly grant or deny permissions to.
5. User filters can be set by clicking the **Attributes** button.

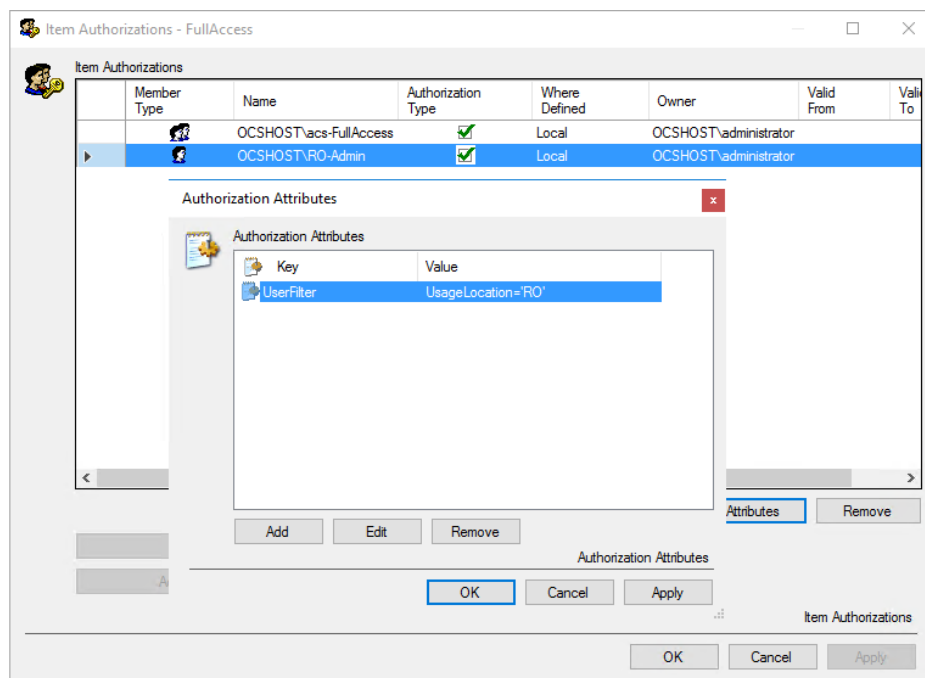


Note: The UserFilter will only work for individual user objects and not for security groups within the Authorizations page.

Filters are based on SQL queries and can be set by the key "UserFilter" on the following attributes:

- SipAddress
- LineUri
- HostingProvider
- HybridPstnSiteName
- UsageLocation
- RegistrarPool
- CallForward
- UserType
- Department

In the example below, the UserFilter has been set to UsageLocation='RO' for the OCSHOST\RO-Admin user.



More advanced filtering can be used as well.

Attributes properties

Attribute properties

Key:

UserFilter

Value:

UserType LIKE "%sfb%" AND UsageLocation='NL'

In the following example, the value UserType LIKE '%sfb%' AND UsageLocation='NL' returns all users with "sfb" in the UserType field where the UsageLocation is "NL".

audiocodes USER MANAGEMENT SYSTEM CONFIGURATION IP PHONES POLICIES ABOUT

User Management Pack 365

USER MANAGEMENT

Users

Unassigned Accounts

Create on-premises User

Import on-premises User

Lifecycle Management

Manage Templates

Distribution Groups

Create Device

Update from CSV

Search

Export to Excel Export to PDF Export with options(BulkEdit) Clear all filters

UserType	UsageLocation	HybridPstrnSiteName	Full...
DirSyncSFBUser	NL		Krijg
PureOnlineSFBUser	NL	Almere-HQ	cap 2
HybridOnlineSFBUser	NL	Almere-HQ	Clou
PureOnlineSFBUser	NL	Almere-HQ	Phor
PureOnlineSFBUser	NL		CCE 1
PureOnlineSFBUser	NL		HRS
DirSyncSFBUser	NL		krijg
DirSyncSFBUser	NL	Almere-HQ	clouk
DirSyncSFBUser	NL		Krijg
HybridOnlineSFBUser	NL	Almere-HQ	O365
HybridOnlineSFBUser	NL	Almere-HQ	Chris
HybridOnlineSFBUser	NL		Jeroe
HybridOnlineSFBUser	NL		user

2.7 User Migration to Teams Wizard

On right-clicking one or multiple users with the intention to migrate them to Microsoft Teams, a wizard now allows administrators to configure voice routing and number assignment automatically. For the automatic number assignment type, a selection can be made from one of the following options:

- Home
- Mobile
- NumberRange
- IpPhone

-- Select AssignmentType --

-- Select AssignmentType --

Home

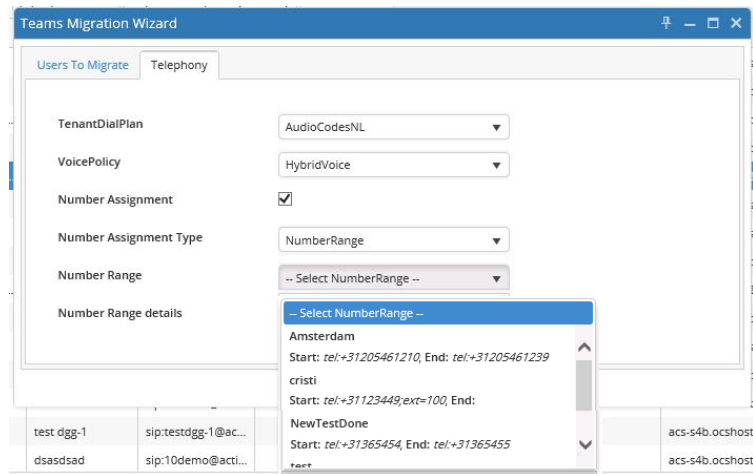
Mobile

NumberRange

IpPhone

Migrate Cancel

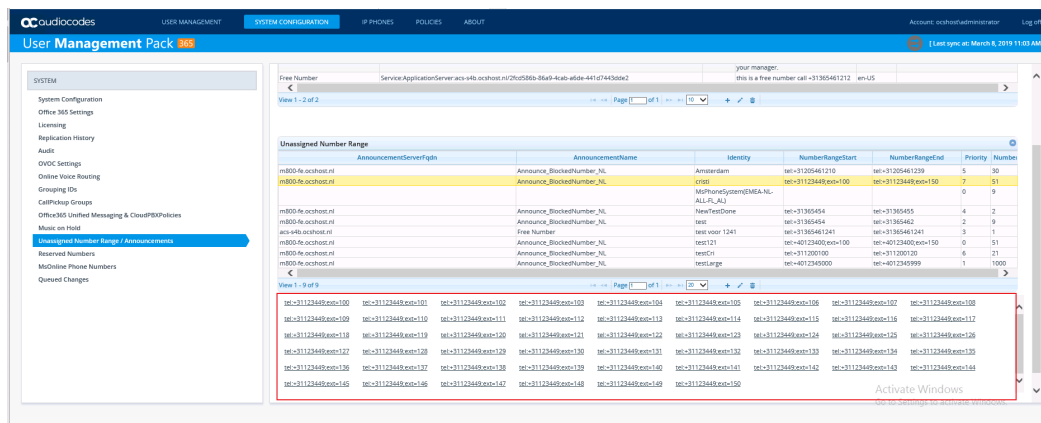
When NumberRange is chosen, a selection can be made from the number ranges available on the system.



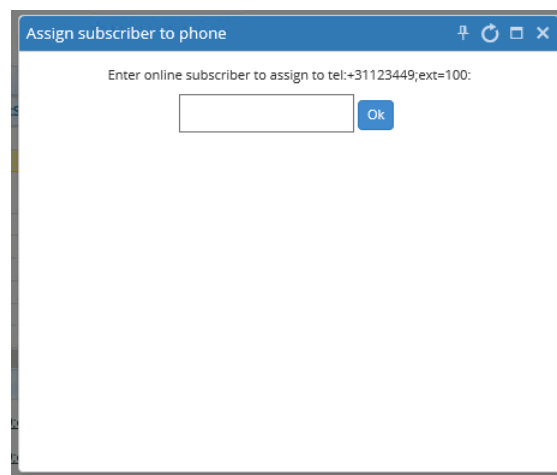
2.8 Enhancement Corporate DID Management

The following enhancements have been made to DID management:

- Work with extensions in unassigned number ranges
- See available numbers within a range.



- Allow assignment to a user directly by clicking the available number from a range.



- On the User Edit page, select a free number from a number range to be assigned.

- Reserve numbers in the system, with an option of automatic expiration, so those numbers are not handed out by automatic number assignment processes.
- Assign Microsoft Online numbers easily to subscribers, by right-clicking a number.

Telephone Number	SipAddress
31367998020	
31367998220	
31367998221	sip:cloudpbx
31367998222	
31367998223	sip:HD440-C
31367998224	
31367998225	
31367998226	
31367998227	
31367998228	
31367998229	

2.9 Enhanced Search Function in User List

A search bar has been introduced in the User List under User Management that searches for any value, in all columns that are shown. As an example, the screenshot below shows a search on sales returns on two records. One account is for Voicemail sales, and another for a call forward to Sales.

User Type	Full Name	SIP Address	Telephone Number	Call Forward	Department	Registrar Pool	Usage Location	Hybrid/Partner Site Name
HybridOnPr...	Sales Support Act...	sip:Sales.Support@activeco...	tel:+31365461212	To sales@activecommunications.eu		m800-fe.ochost.nl		
HybridOnPr...	Voicemail Sales	sip:VoicemailSales@activecomm...				m800-fe.ochost.nl		

2.10 OVOC Support

OVOC now simplifies monitoring and management of the UMP 365 application and users with the following features:

- Pairing the OVOC with the UMP:
 - OVOC presents the following information: Name, Region, Status, Admin State, IP address, Firmware, Type (UMP) and S/N
- Alarms and Journaling:
 - User settings fail
 - User migrations
- Support UMP user licensing pool

The screenshot displays the OVOC interface for a device named 'EREZ UMP Temp'. The top navigation bar includes links for DASHBOARD, NETWORK, ALARMS, STATISTICS, CALLS, USERS, SYSTEM, and a dropdown for EREZ UMP Temp. The main content area is divided into two sections: 'DEVICE INFORMATION' and 'ACTIVE ALARMS'.

DEVICE INFORMATION:

EREZ UMP Temp NAME	AutoDetection REGION	OK STATUS	UNLOCKED ADMIN STATE	No SAVE NEEDED?
10.21.28.187 IP ADDRESS/FQDN	7.8.100.327 FIRMWARE	User Management...	1610190663 S/N	No RESET NEEDED?

Below the table, there are three status sections:

- Management: OK**
 - ☒ Cleared (DEVICE ALARMS STATUS)
 - ☒ Unlocked (ADMINISTRATION STATUS)
 - ☒ Connected (CONNECTION STATUS)
- Voice Quality: Unmonitored**
 - ☐ Unmonitored (CONTROL STATUS)
 - ☐ Unmonitored (MEDIA STATUS)
 - ☐ Not Defined (CONNECTION STATUS)
- License: OK**
 - ☒ Managed (MANAGEMENT STATUS)
 - ☐ Not Requested (VOICE QUALITY STATUS)
 - ☐ Unmanaged (OVOC LICENSE STATUS)

ACTIVE ALARMS: A table with columns for SEVERITY, RECEIVED DATE AND TIME, NAME, and DESCRIPTION.

2.11 Device Manager Express

This feature integrates the Device Manager Express into UMP 365.

The screenshot displays the Device Manager Express interface. The top navigation bar includes links for SETUP, MONITOR, TROUBLESHOOT, and IP Phone Manager Express. The main content area is divided into two sections: 'Statistics' and 'Recent Reports'.

Statistics:

- REGISTERED DEVICES:** 2 (More Details...)
- UNREGISTERED DEVICES:** 5 (More Details...)
- DISCONNECTED DEVICES:** 0 (More Details...)
- TOTAL:** 7 (More Details...)

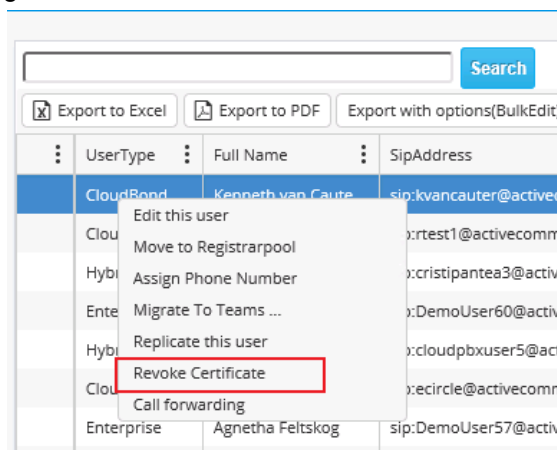
Below the statistics, there are three donut charts:

- Tenants:** Default (7)
- Models:** 445HD (4), 450HD (3)
- Firmware:** UC_3.1.1.43.1 (3), UC_3.1.2.89 (3), UC_3.1.3.130 (1)

Recent Reports: A table with columns for User, Time, MAC, MODEL, IP, and Firmware.

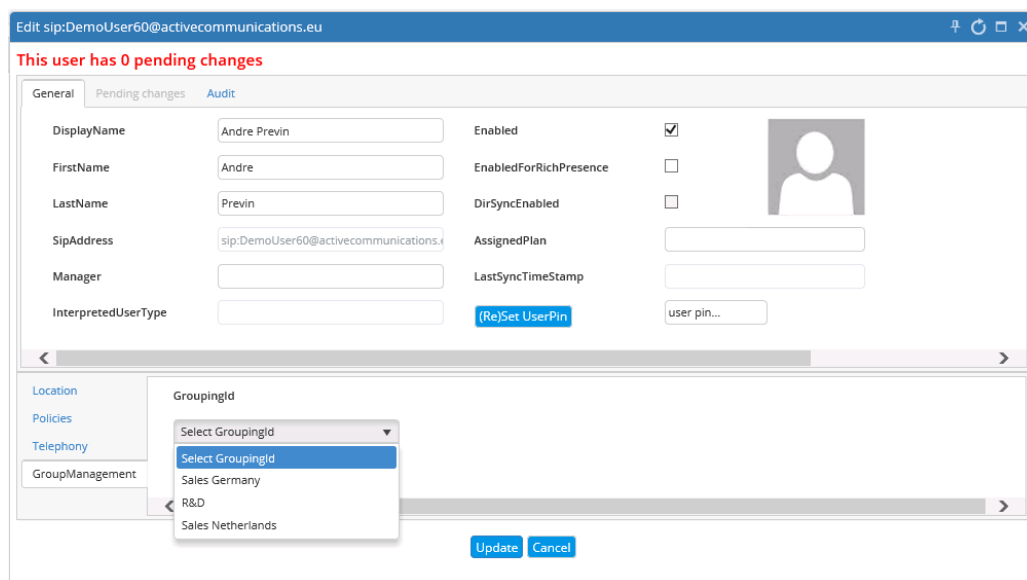
2.12 Revoke Client Certificates

A new action item has been introduced to be able to revoke the client certificate from users that are homed on premises. Revoking a certificate implies that a user needs to reauthenticate again.



2.13 Add On-premises GroupingID to Useredit

A GroupingID is an address book search filter for the Skype client. Once a user has a GroupingID assigned, that person will only be presented with co-workers that have the same GroupingID assigned when searching for users in the Skype client. The GroupingID is created under **System Configuration > Grouping IDs** and can be assigned to a user in User Edit mode:



2.14 Reset PIN for Users and Common Area Phones

In User Edit mode, a new option has been introduced for both users and common area phones to reset the PIN that is used when signing in with devices. A new PIN can be typed in the 'user pin...' box followed by clicking the "(Re)Set UserPin" button as shown below:

Edit sip:ed4f439e-62d0-4471-a5b3-d49811c2700e@activecommunications.eu

This user has 0 pending changes

General Pending changes Audit

DisplayName: MyFirstCAP Enabled: ☒ 

FirstName: EnabledForRichPresence: ☐

LastName: DirSyncEnabled: ☐

SipAddress: sip:ed4f439e-62d0-4471-a5b3-d49811c2700e@activecommunications.eu AssignedPlan:

Manager: LastSyncTimeStamp:

InterpretedUserType: Phone (Re)Set UserPin user pin...

Location: City: Company:

Policies: Department: Office:

Telephony: PostalCode: StateOrProvince:

GroupManagement: StreetAddress: UsageLocation:

Update Cancel

2.15 Manage On-Premises Call Pickup and Response Group Membership for On-Premises Deployments

Starting this build, UMP 365 supports the creation and management of Call Pickup Group ranges and allows users to be assigned to them using the user edit pages.

ccaudiocodes USER MANAGEMENT SYSTEM CONFIGURATION IP PHONES POLICIES ABOUT Account: ocsnhostadministrator Log off

User Management Pack 365 (Last sync: at: May 22, 2019 11:14 AM)

SYSTEM

- System Configuration
- Office 365 Settings
- Licensing
- Registration History
- Audio
- OVOC Settings
- Online Voice Routing
- Grouping IDs
- Call Pickup Groups**
- Office 365 Unified Messaging & CloudPBX Policies
- Music on Hold
- Unassigned Number Range / Announcements
- Reserved Numbers
- MyOnline Phone Numbers
- Queued Changes

Call Pickup Groups

Identity	NumberRangeStart	NumberRangeEnd	CallParkService Fqdn	Type	Actions
CallPickupGroup	#100	#150	m800-fe.ocsnhost.nl	GroupPickup	
crisi	#500	#620	m800-fe.ocsnhost.nl	GroupPickup	
feb-9	#500	#510	m800-fe.ocsnhost.nl	GroupPickup	
gary	#900	#950	m800-fe.ocsnhost.nl	GroupPickup	
poland training	#400	#415	m800-fe.ocsnhost.nl	GroupPickup	
testbl	#800	#810	m800-fe.ocsnhost.nl	GroupPickup	
test	#200	#230	m800-fe.ocsnhost.nl	GroupPickup	
TESTING 001	100	150	m800-fe.ocsnhost.nl	GroupPickup	
Testing2	800	850	m800-fe.ocsnhost.nl	GroupPickup	
testneww	#700	#725	m800-fe.ocsnhost.nl	GroupPickup	

View 1 - 10 of 10 Page 1 of 1 10

GroupId/Description

Identity	Num	Value
CallPickupGroup	#101	Sales support
feb-9	#500	Tech support

View 1 - 2 of 2 Page 1 of 1 10

Aside from the assignment of a Call Pickup group, the user can also be assigned to an existing response group in user edit:

Edit sip:aChampness@activecommunications.eu

General Pending changes Audit

DisplayName Alex Champness Enabled ☒ 

FirstName Alex

LastName Champness

SipAddress sip:aChampness@activecommunications

Manager

InterpretedUserType

DirSyncEnabled ☐

AssignedPlan

LastSyncTimeStamp

(Re)Set UserPin user pin...

Location Policies Telephony GroupManagement

CallPickupGroup #101

GroupingId Testing1

ResponseGroups

	ResponseGroup	SipAddress	SipAddressCheck
☐	BHV		sip:aChampness@...
☒	RgsAgentGroupB8	sip:aChampness@...	sip:aChampness@...
☐	RgsAgentGroupB6		sip:aChampness@...
☒	sales	sip:aChampness@...	sip:aChampness@...
☐	RgsAgentGroupB7		sip:aChampness@...
☐	Remco		sip:aChampness@...
☐	RgsAgentGroupB5		sip:aChampness@...
☒	RgsAgentGroupB3	sip:aChampness@...	sip:aChampness@...
☐	RgsAgentGroupB4		sip:aChampness@...
☐	RgsAgentGroupB9		sip:aChampness@...

10 items per page 1 - 10 of 16 items

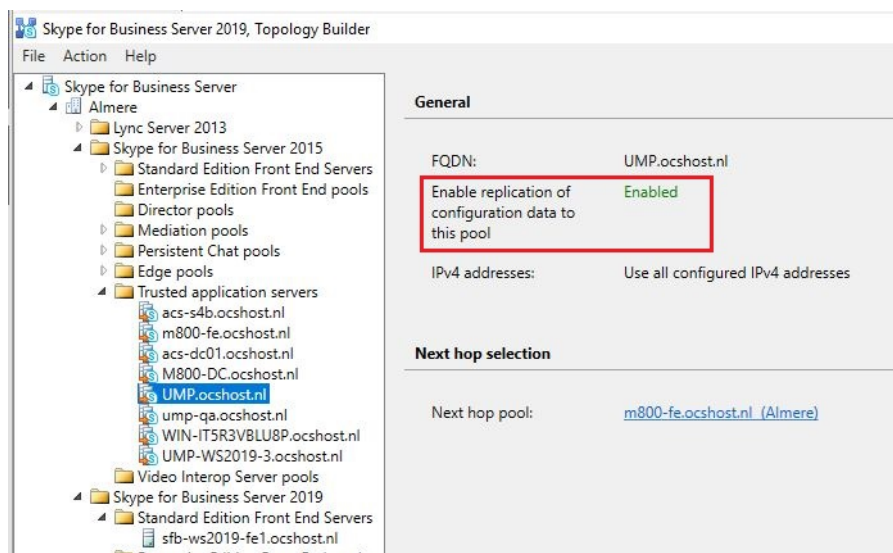
Update Cancel

2.15.1 Prerequisites

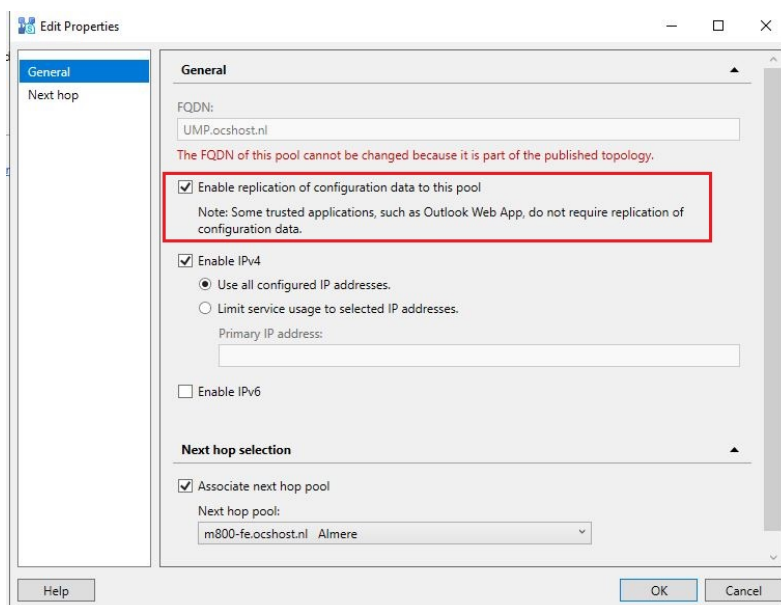
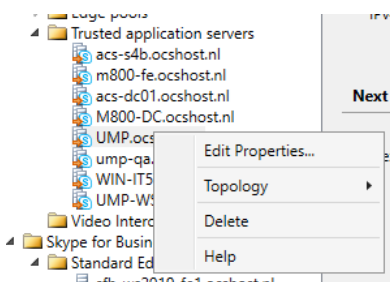
To be able to use this feature, the server hosting User Management Pack must have the skype RTCLOCAL database installed and replicated. Furthermore, each server running the Skype front-end role will require an additional SysAdmin.RemotingSvr service to be installed. The following sections describe the steps to install those prerequisites.

2.15.1.1 Installing the RTCLocal Database

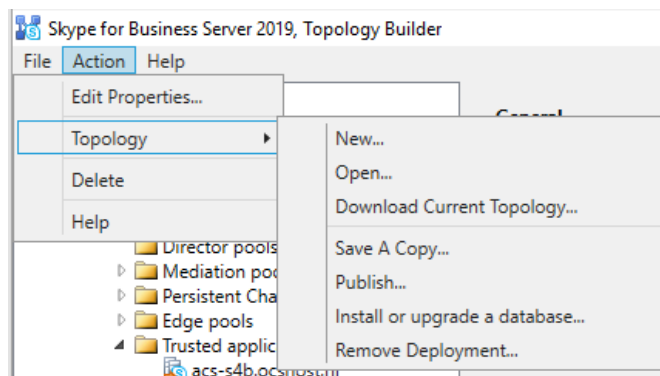
To Install the RTCLocal database, first start the Skype for Business Topology Builder and make sure that 'Enable replication of configuration data to this pool' is enabled for the trusted server hosting the UMP 365 application as shown in the following screen:



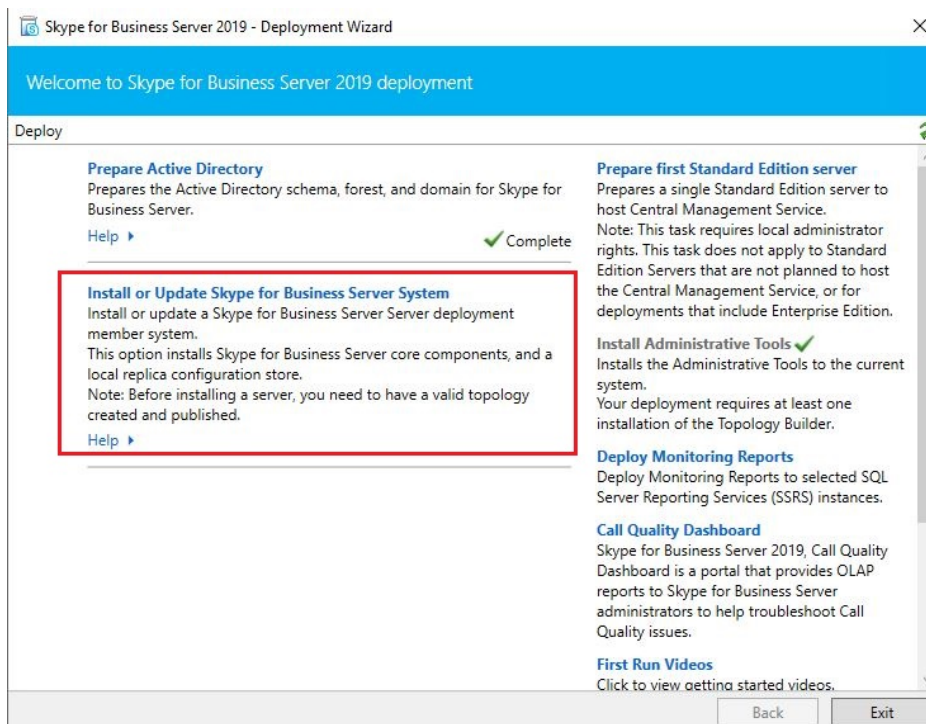
If replication is not already enabled, right-click the server name, followed by **Edit Properties...** and then select the 'Enable replication of configuration data to this pool' check box as shown below:



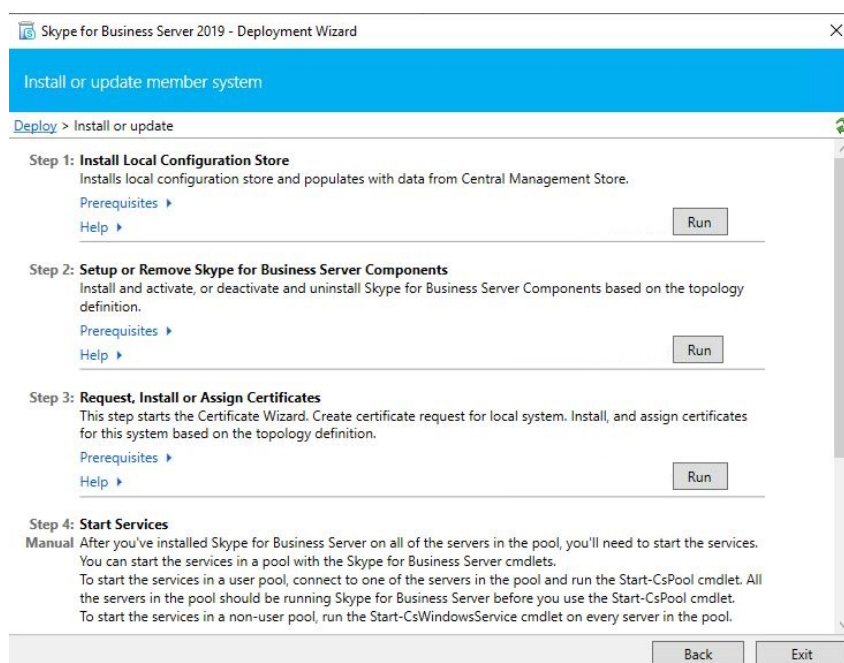
Publish the topology through the **Action > Topology > Publish...** menu



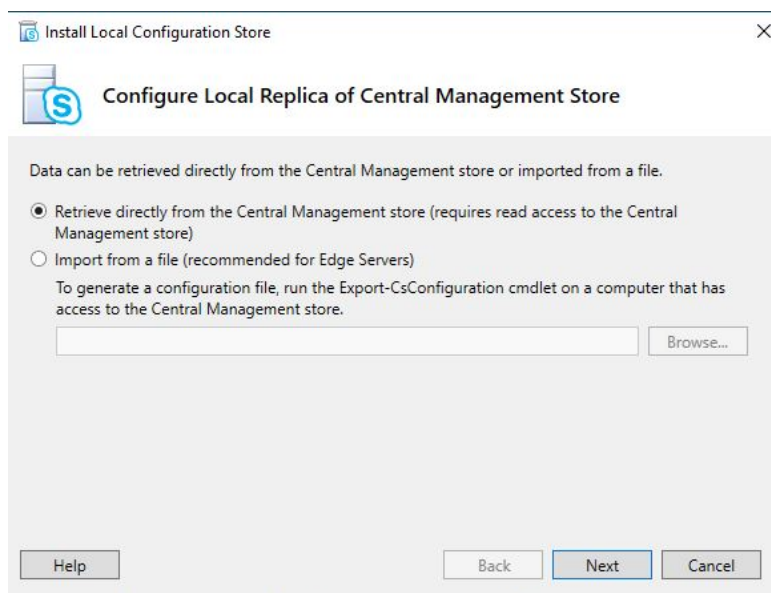
Once the topology has successfully been published, start the Skype for Business Deployment Wizard on the server hosting the UMP 365 application, and then select **Install or Update Skype for Business Server System** from the wizard.



Perform steps 1 (Install Local Configuration Store) and 2 (Setup or Remove Skype for Business Server Components) from the next page in the Deployment Wizard:



In Step 1, select the **Retrieve directly from Central Management store** option.



2.15.1.2 Installing the SysAdmin.RemotingSvr service

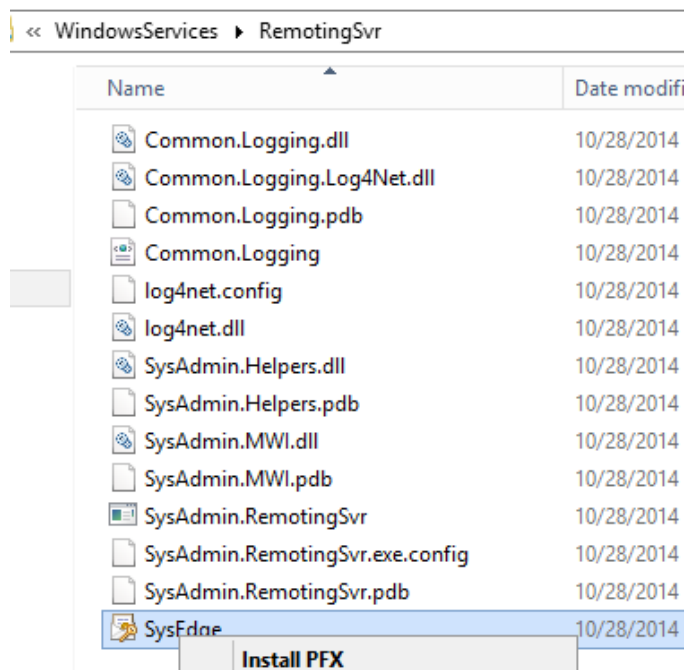
On each server that has the front-end role installed, the SysAdmin.RemotingSvr service also needs to be installed. The SysAdmin.RemotingSvr service is packaged with this wyUpdate build and can be found as the RemotingSvr folder in the location where UMP 365 is installed (by default C:\ACS).

➤ **To install the SysAdmin.RemotingSvr Service, perform the following steps:**

1. Copy the c:\acs\remotingsvr folder to each server running the Skype frontend Role.
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**.



4. In the 'Store Location' field, select **Local Machine** as the destination.
5. Continue to the password page, and enter "p@ssw0rd" as the password.
6. Complete the Import wizard according to the following screen captures:



Welcome to the Certificate Import Wizard

This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store.

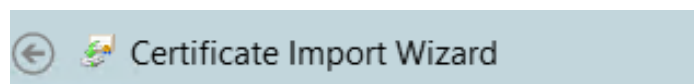
A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept.

Store Location

☐ Current User

☒ Local Machine

To continue, click Next.

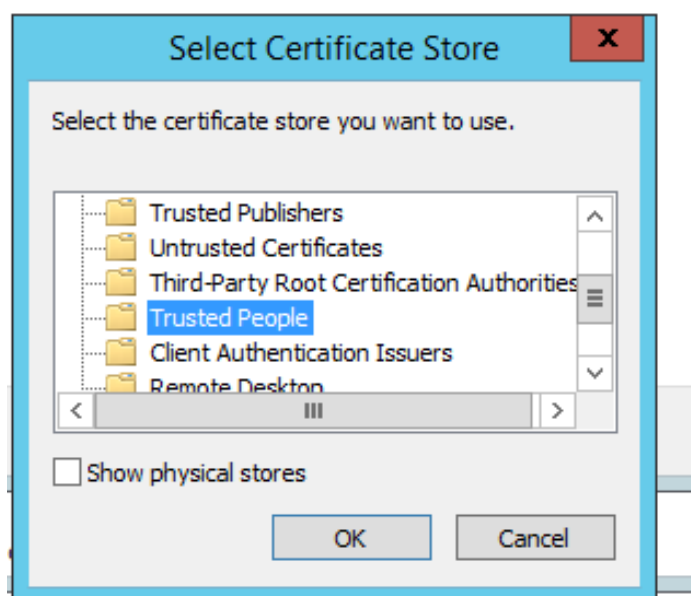
**Certificate Store**

Certificate stores are system areas where certificate

Windows can automatically select a certificate store, the certificate.

- ☐ Automatically select the certificate store base
- ☒ Place all certificates in the following store

Certificate store:



Windows can automatically select a certificate store, or you can specify a location for the certificate.

- ☐ Automatically select the certificate store based on the type of certificate
- ☒ Place all certificates in the following store

Certificate store:

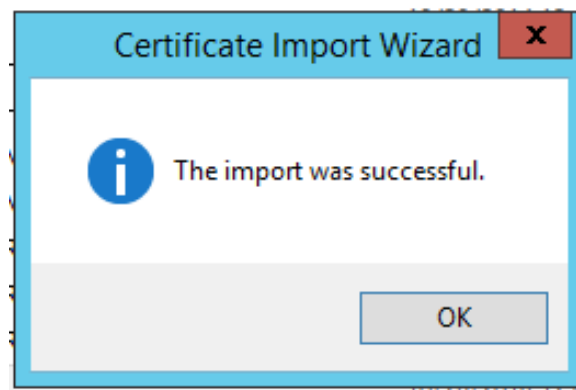
Completing the Certificate Import Wizard

The certificate will be imported after you click Finish.

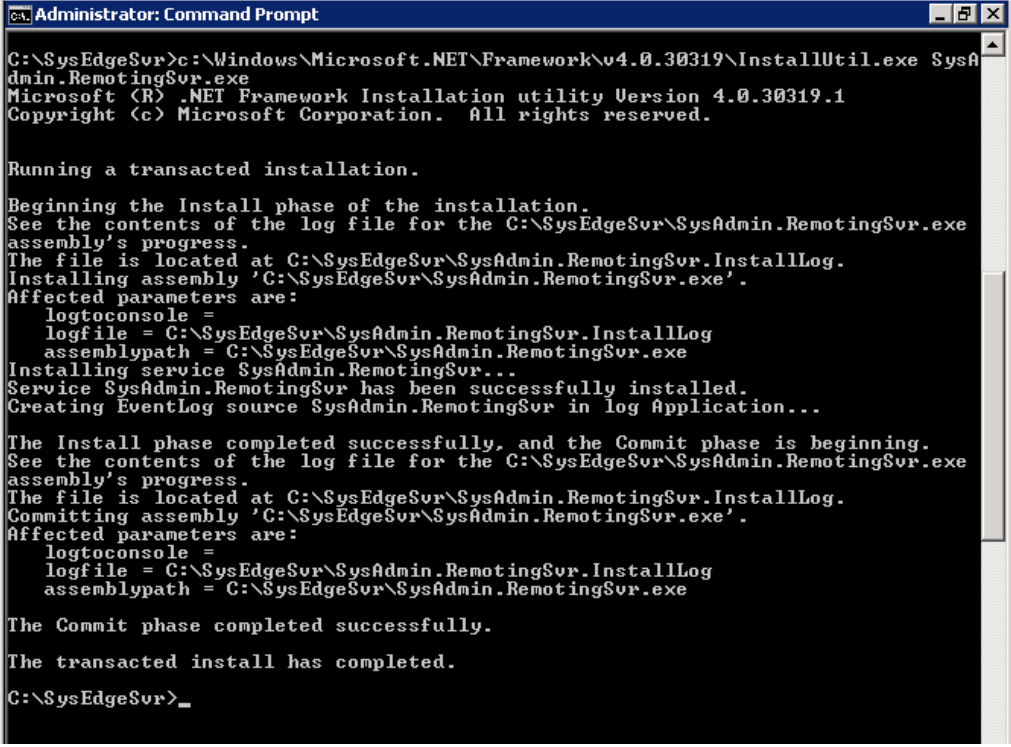
You have specified the following settings:

Certificate Store Selected by User	Trusted People
Content	PFX
File Name	C:\ACS_SysAdmin_5.5.1459.542_artifacts\WindowsS

Finish Cancel



7. Install the SysAdmin.RemotingSvr service, using the c:\Windows\Microsoft.NET\Framework\v4.0.30319\InstallUtil.exe application by performing the following steps:
 - a. Open a Command Prompt as Administrator.
 - b. 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`



```

Administrator: Command Prompt
C:\SysEdgeSvr>c:\Windows\Microsoft.NET\Framework\v4.0.30319\InstallUtil.exe SysAdmin.RemotingSvc.exe
Microsoft (R) .NET Framework Installation utility Version 4.0.30319.1
Copyright (c) Microsoft Corporation. All rights reserved.

Running a transacted installation.

Beginning the Install phase of the installation.
See the contents of the log file for the C:\SysEdgeSvr\SysAdmin.RemotingSvc.exe assembly's progress.
The file is located at C:\SysEdgeSvr\SysAdmin.RemotingSvc.InstallLog.
Installing assembly 'C:\SysEdgeSvr\SysAdmin.RemotingSvc.exe'.
Affected parameters are:
  logtoconsole =
  logfile = C:\SysEdgeSvr\SysAdmin.RemotingSvc.InstallLog
  assemblypath = C:\SysEdgeSvr\SysAdmin.RemotingSvc.exe
Installing service SysAdmin.RemotingSvc...
Service SysAdmin.RemotingSvc has been successfully installed.
Creating EventLog source SysAdmin.RemotingSvc in log Application...

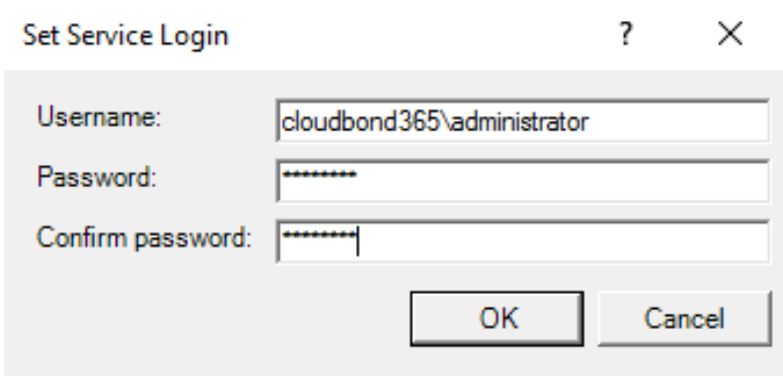
The Install phase completed successfully, and the Commit phase is beginning.
See the contents of the log file for the C:\SysEdgeSvr\SysAdmin.RemotingSvc.exe assembly's progress.
The file is located at C:\SysEdgeSvr\SysAdmin.RemotingSvc.InstallLog.
Committing assembly 'C:\SysEdgeSvr\SysAdmin.RemotingSvc.exe'.
Affected parameters are:
  logtoconsole =
  logfile = C:\SysEdgeSvr\SysAdmin.RemotingSvc.InstallLog
  assemblypath = C:\SysEdgeSvr\SysAdmin.RemotingSvc.exe

The Commit phase completed successfully.

The transacted install has completed.
C:\SysEdgeSvr>_

```

- c. This command will ask for the service account to be used for starting the service. Provide the username in the format *domain\serviceaccount* as shown below:



Set Service Login

Username: cloudbond365\administrator

Password: *****

Confirm password: *****

OK Cancel



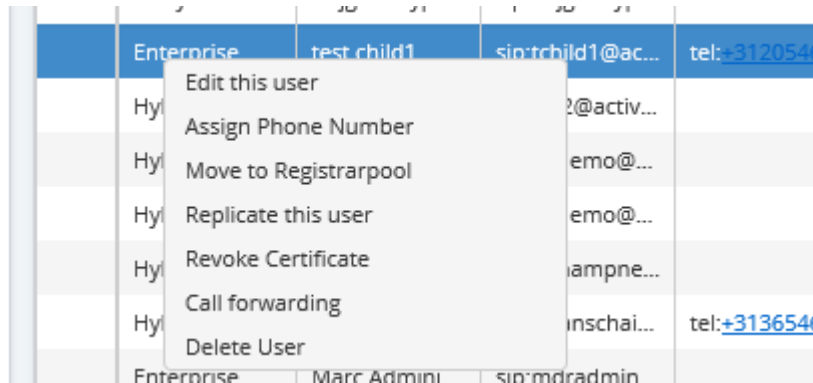
Note: The service account used should be a member of the following security groups:

- AccountOperators
- CSAdministrator
- RTCUniversalServerAdmins
- RTCUniversalUserAdmins

- d. Even though the service startup mode is set to 'Automatic', you need to manually start the service after installation.

2.16 Delete Users

To allow user administrators to clean up the environment, a new right-click action called 'Delete User' has been added to the User List as shown below. When selected, a PowerShell command is added to the queue, to remove the object from the Skype for Business and / or Active Directory environment.



3 Downloading the New Version

User Management Pack 365 Version 7.8.100.352 can be downloaded as an individual installer iso from:

https://downloads-audiocodes.s3.amazonaws.com/Download/UMP365_IW.html

User Management Pack 365 Version 7.8.100.382 can be installed using wyUpdate as described in the next chapter. You can also upgrade the original Version 7.8.000.297 or later, to this release.



Note: User Management Pack 365 Version 7.8 cannot be used to upgrade earlier releases of User Management Pack, due to significant changes in the backend design. If older versions of the User Management Pack 365 need to be upgraded to Version 7.8, consult with your sales or professional services representative.

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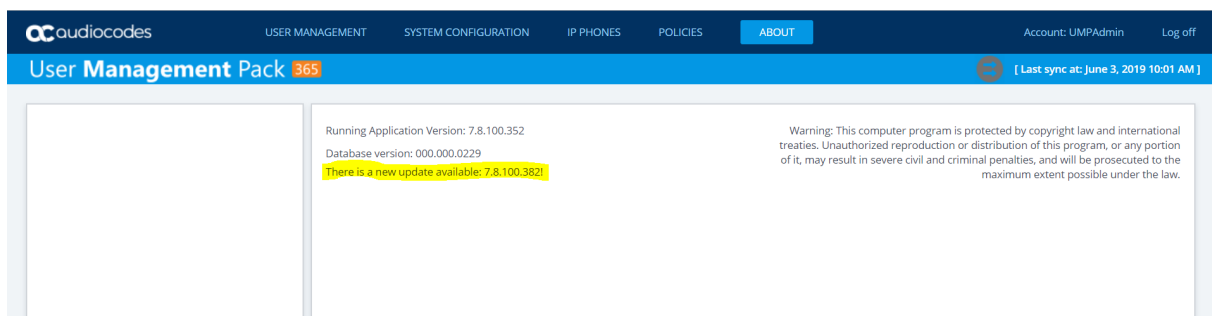
4 Upgrading User Management Pack 365

When starting User Management Pack 365 release 7.8.000.297 onwards, an embedded update utility named *wyUpdate.exe* is introduced. This chapter will describe the steps required to use this utility to update your User Management Pack 365 application to the latest available version.



Note: User Management Pack 365 Version 7.8.000.297 cannot be used to upgrade earlier releases of User Management Pack, due to significant changes in the backend design. If older versions of the User Management Pack 365 need to be upgraded to Version 7.8, consult with your sales or professional services representative.

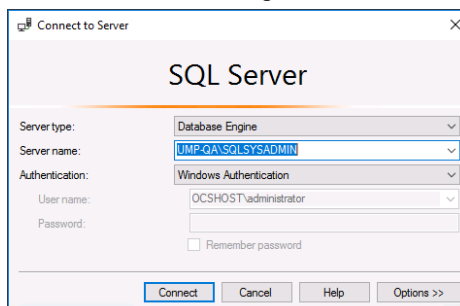
Once an update is available for your system, it will be visible in the ABOUT section of the User Management Application as shown below:



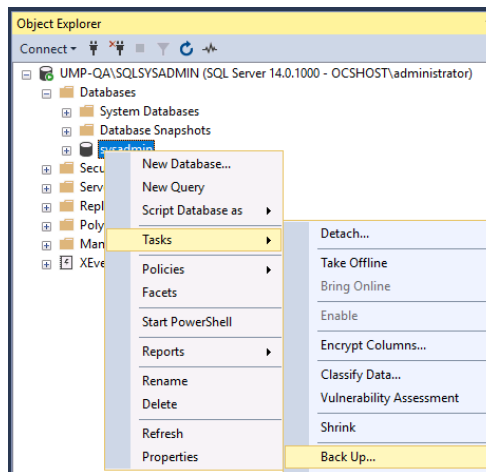
Note: The update process itself cannot be completed from the Web application. Physical access to the server is required to perform the update by completing the steps as outlined below:

➤ To complete the upgrade:

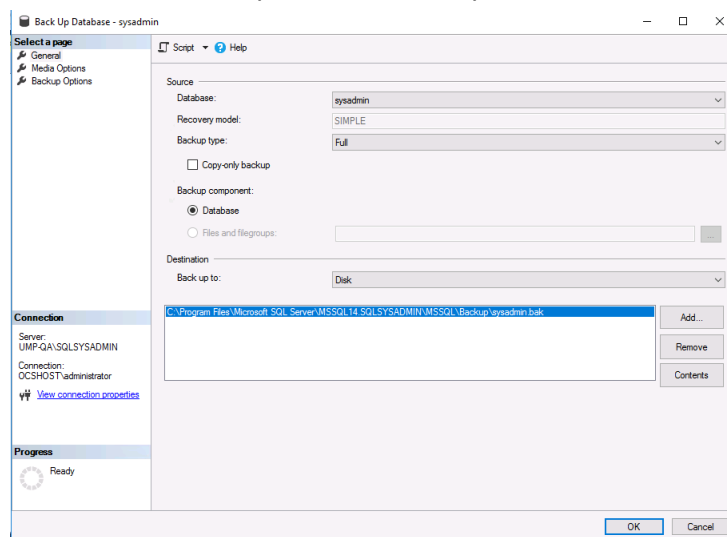
1. Connect to the server running User Management Pack 365 with an account that has administrative permissions on that local server.
2. To prevent data loss, it is always a good idea to have a recent backup from the environment before upgrading. This can be done by performing the following two minimal steps:
 - a. Make a file level copy of the contents in the *c:\acs* folder. To save time and storage resources, it is safe to clean the contents from the *c:\acs\logs* folder first.
 - b. Perform a backup of the *SQLSYSADMIN\sysadmin* database by using SQL Management Studio:
 - ◆ Connect to the database engine named *SQLSYSADMIN*:



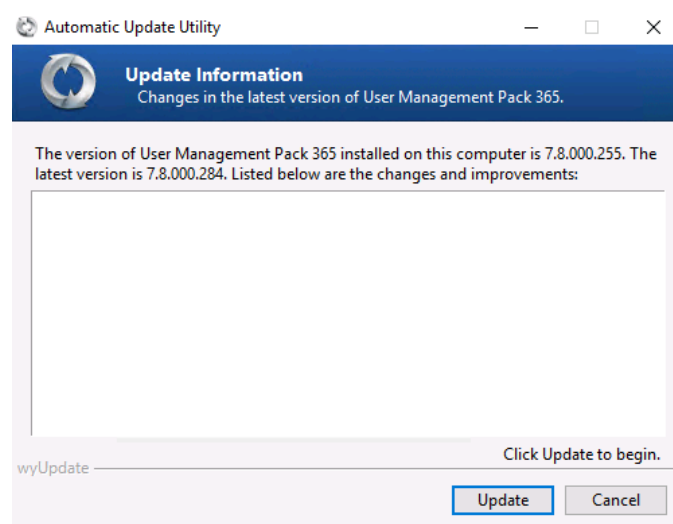
- ◆ Right-click the sysadmin database, and then select **Tasks** followed by **Back Up...**:



- ◆ Choose a destination and set custom options or keep the default settings and click **OK** to perform the backup:



3. Run the `c:\acs\wyupdate.exe` file, and then click **Update** to update UMP to the latest available version.



5 Resolved Constraints

The following constraints have now been resolved:

5.1 Resolved in Version 7.8.100.382

The following constraints from previous versions have been resolved in this version:

Issue ID	Description
UMP-678	Wrong policies for local, analog device, CommonAreaPhone, CloudBond, enterprise and hybrid on-premises users.
UMP-681	Response group membership and Call Pickup group membership cannot be assigned user edit as was possible in Version 7.6.
UMP-990	Timeouts occurred when huge unassigned number ranges were present in the system.
UMP-1005	'Phone' as an option for telephone number assignment is missing in lifecycle management templates.
UMP-1035	Editing a PSTN Gateway fails.
UMP-1115	Cannot use special characters like "[" etc. in Normalization Rules.

5.2 Resolved in Previous 7.8.100.xxx Versions

The following constraints from previous versions have been resolved in this version:

Issue ID	Description
UMP-795	Call Forwarding information is not always up to date for Enterprise pool deployments running more than a single frontend server.
UMP-772	SysAdmin.CacheSync.exe crashes when there are no O365 credentials.
UMP-748	Filter option disappears.
UMP-681	GroupingID cannot be assigned user edit as was possible in Version 7.6.
UMP-827	The Administrator is missing a user principal name and therefore fails to authenticate upon login.

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6 Known Constraints

This version includes the following known constraints:

Issue ID	Description	Workaround
UMP-671	Members from nested (Security) groups are not replicated.	Create dedicated groups for lifecycle management.
UMP-715	If the consul service is not running, sysadmin throws a stack trace error immediately after the authentication (login) page.	Start the sysadmin services.
UMP-774	An incorrect popup arose when deleting a bulk edit job.	Confirmation message is missing; only Yes and Cancel are displayed. Select the appropriate action.
UMP-950	LineUri filed has no validation	Make sure the proper telephone number and format (E.164) are entered.

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Document #: LTRT-26685

