Microsoft Skype for Business Deployment Guide

Managing UCMA Connectors

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Managing UCMA Connectors

In version 9.0, Connector configuration is handled in the Genesys Configuration layer. Note that if a configuration file is present, Configuration Layer settings take precedence.

Prerequisites

- Ensure that you have met the prerequisites listed on Software Requirements.
- Ensure that provisioning for UCMA Connectors is completed.

Installing and configuring Connector with Genesys Administrator

This section describes how to use Genesys Administrator to configure and install UCMA Connector for Skype for Business.

> ### Important
>
> - When installing multiple Connectors, each Connector must be installed on a different host. Each host where Connector is to be installed must belong to the same Skype for Business application pool.
> - UCMA Connector can also work with other newer or older Connectors in a group, and with newer or older version of the Skype for Business T-Server.

Installing Connector

Prerequisites: Connector Application object is created in the Genesys configuration environment.

1. Using Genesys Administrator, upload the Application Template file, **Connector_MsLync_900.apd**, from the **Templates** directory provided with the installation package.
2. Using Genesys Administrator, create an Application object of type `Generic Genesys Server` using the Application Template uploaded in Step 1 and in accordance with the procedure for server-type applications as described in the Management Framework Deployment Guide.
3. In the directory to which the Connector installation package was copied, locate and double-click **Setup.exe** to start the installation.
4. When prompted to choose whether to use a configuration file, leave the **Use an existing configuration file** checkbox unchecked.
5. When prompted, specify the connection parameters to the Configuration Server associated with this

Connector.

6. When prompted, select the Connector Application object you configured in Step 2 from the list of applications.
7. Specify the destination directory into which Connector is to be installed.
8. Click **Install** to begin the installation.
9. Click **Finish** to complete the installation.

Configuring Connector

1. On the **Options** tab, in the **[log]** section, optionally configure common options that manage logging:
   - **all** = `Connector`
   - **buffering** = `false`
   - **expire** = `3`
   - **keep-startup-file** = `1 MB`
   - **segment** = `50 MB`
   - **verbose** = `all`
   - **trace-full-exception-info**—Specifies whether Connector will print full information regarding exceptions:
     - `false`—Only a summary of exception will be printed.
     - `true`—Full exception body will be printed.

       Genesys recommends using value `true` during setup and testing of the application to enable detailed analysis, and returning the value to `false` in production environments to reduce the size of logs.
2. Configure Connector options in the **[startup]** section:
   - application-port
   - application-urn
   - application-user-agent
   - certificate-thumbprint
   - computer-gruu
   - persistent-storage-path
   - provision-mode
   - server-address
   - server-port
3. In the **[switch/connector]** section, optionally configure the Connector options:
   - caching-enabled
   - conf-session-shutdown
   - conference-pool-size

- reuse-avcall

4. In the **[switch/conference-services]** section, optionally configure the Connector options:
   - count
   - lobby-bypass-enabled
   - uri-pattern
5. In the **[switch/connector]** section, optionally configure the following options:
   - ringtone-file-path
   - music-on-hold-file-path

Starting Connector

Before starting Connector, be sure that the following components are running:

- Configuration Server
- Solution Control Server

You can start and stop Framework components using the Management Layer, a startup file, a manual procedure, or the Windows Services Manager. With all these methods, command-line parameters are usually required for a server application in addition to an executable file name.

Starting Connector on Windows manually

Start Connector from either the Start menu or the MS-DOS window. If you use the MS-DOS window, go to the directory where Connector is installed, and type the following command-line parameters:

```
mslync_connector.exe -host <Configuration Server host> -port <Configuration Server port> -app <Connector Application>
```

Starting Connector by using Management Layer

For starting server applications using the Management Layer, see Using the Management Layer in the *Management Framework Deployment Guide*.

Stopping Connector

Stopping Connector on Windows manually

To stop a server application on Windows, do one of the following:

- Type `Ctrl+C` in the application's console window.
- Click **End Task** in the Windows Task Manager.

Stopping Connector by using Management Layer

For stopping server applications using the Management Layer, see Using the Management Layer in

the *Management Framework Deployment Guide*.

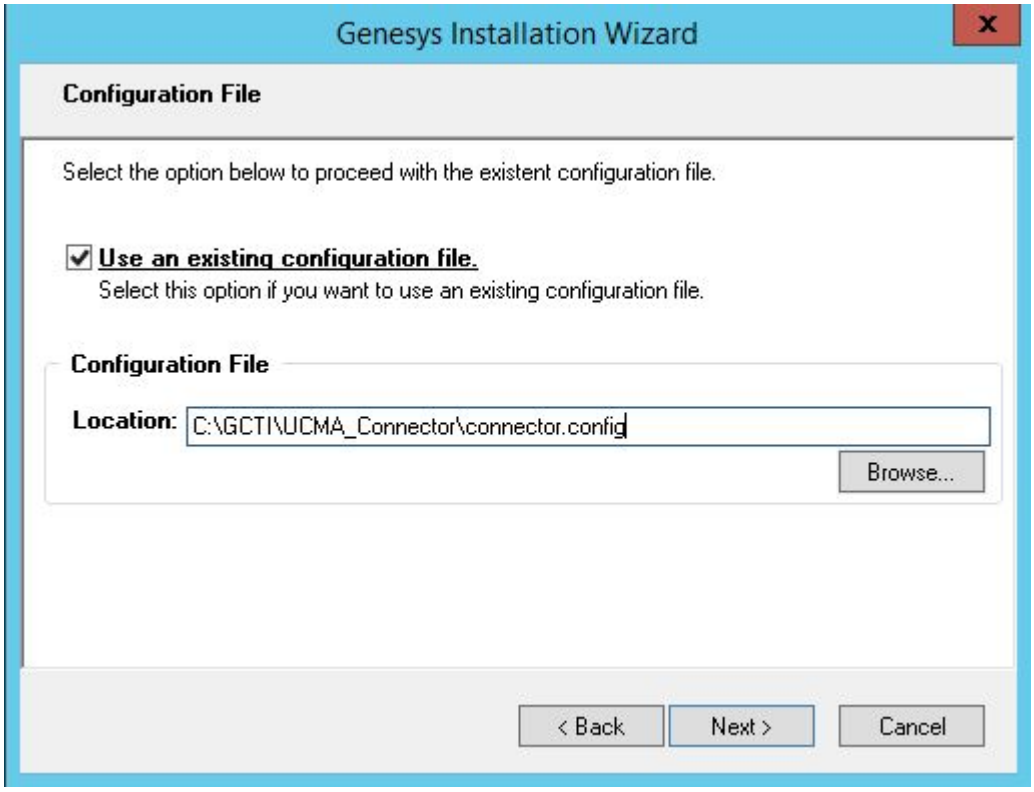
Installing and configuring Connector with a configuration file

This section describes how to configure, install, start and stop UCMA Connector for Skype for Business if you are using a configuration file.

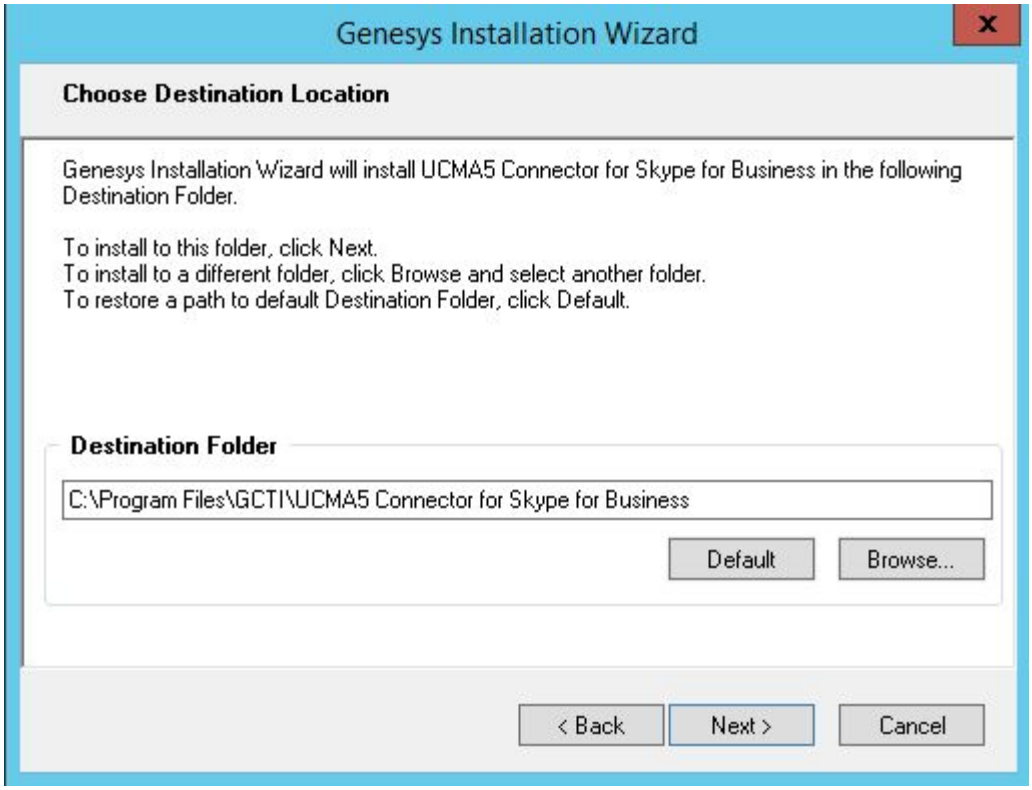
Installing Connector

Prerequisites: The Connector Application object is created in the Genesys configuration environment.

1. Copy the correct UCMA Connector for Skype for Business UCMA Connector installation package to the computer where Connector will be installed.
2. In the directory to which the Connector installation package was copied, locate and double-click **Setup.exe** to start the installation of the Connector.
3. When prompted to choose whether to use a configuration file, check the **Use an existing configuration file** checkbox, enter the path to the configuration file and click **Next**.



4. When prompted, specify the destination directory into which the Connector is to be installed.



5. Click **Install** to begin the installation.
6. Click **Finish** to complete the installation.

To consult on the parameter descriptions, see the About the Configuration File section.

When the installation is complete, the configuration file that you selected is placed in the installation directory.

Configuring Connector

Using Genesys Administrator (or Configuration Manager), create an Application object of type `Third Party Server` for the Connector Application object.

See mandatory and optional options that are configured in the configuration file.

Additional configuration options can be specified in the **Annex** tab of the Switch object and are described in the Skype for Business Options Reference.

About the Configuration file

The installation procedure installs a configuration file that you have previously configured. This file requires two mandatory sections and some optional sections as described below.

- Section **configSections**—Mandatory section. Describes the configuration sections in the XML file. It must contain all the names of the sections used in the configuration file:

Option Name	Type	Description
Name	Mandatory	Specifies the name of the configuration section.
Type	Mandatory	The value must be **System.Configuration.AppSettingsSection**.

- Section **startupOptions**—Mandatory section. Describes the configuration options that are required to start the application and connect to Skype for Business Server.

Option Name	Type	Description
connectorPort	Mandatory	The TCP port for a CTI link. Example: `9001`
provisionMode	Mandatory	The provisioning mode the Connector will use for communication with Skype for Business Server: • auto—for auto-provisioning mode of work • manual—for manual-provisioning mode of work For more information about auto-provisioning mode, see Microsoft documentation: • Skype for Business
applicationUrn	Mandatory for auto mode	The unique identifier of the application in the deployment. It is assigned when the application is provisioned. Example: `urn:application:Connector_app`
applicationUserAgent	Optional	The part of the user agent string that identifies the application. Can be empty or non-present.
applicationPort	Mandatory for manual mode	The configured port of Trusted Application to listen to incoming connections. Example: `6001`
computerGruu	Mandatory for manual mode	Computer GRUU of Trusted Application. The value is unique for each Connector. Example: `sip:computer1.lyncdco.lab@lyncdco.lab;gruu;opaque=s oZ_uG-ia3xAAA`

Option Name	Type	Description
certificateThumbprint	Mandatory for manual mode	The thumbprint of the certificate to use for Trusted Application.
serverAddress	Mandatory for manual mode	The FQDN of FrontEnd of Skype for Business Server for the UCMA application connection. Example: `pool01.lyncdco.lab`
serverPort	Mandatory for manual mode	The port of FrontEnd of Skype for Business Server for the UCMA application connection. Example: `5061`
connectorCertificate	Optional	Thumbprint of the certificate to use for the TLS connection with T-Server.

- Section **log**—Optional section. Describes the standard Genesys logging options. Default options for logging:
  - **verbose** = `all`
  - **all** = `lyncConnector`
  - **expire** = `3`
  - **segment** = `50 MB`
  - **keep-startup-file** = `1 MB`
  - **buffering** = `false`
  - **traceFullExceptionInfo**—Specifies whether connector will print full information regarding exceptions:
    - `false`—Only a summary of exception will be printed.
    - `true`—Full exception body will be printed.

      Genesys recommends using value true during setup and testing of the application to enable detailed analysis, and returning the value to false in production environments to reduce the size of logs.

- Section **miscParams**—Optional section. Describes the miscellaneous options used by Connector:
  - **caching-enabled**—Enables conference caching by default. Conference caching allows to reuse previously scheduled conferences. It reduces the load of Skype for Business Server and the time for establishing new calls. To disable conference caching, configure this option with a value of `0`, as follows:

```
<miscParams>

<add key="caching-enabled" value="0" />

</miscParams>
```

- **musicOnHoldFilePath**—Optional. Specifies the path (full path, relative path or network path are supported) to the file with music that will be used as Music On Hold. The Connector supports audio file .wma type.
- **ringtone-file-path**—Specifies the path (full path, relative path or network path are supported) to the audio file that is played as a ringback tone to a caller while a call is alerting the receiving party. The connector supports the audio file .wma type.

Starting Connector

Starting Connector on Windows manually

When starting manually, specify the following command line:

```
mslync_connector.exe –configFile <config file name>
```

where `<config file name>` is the name of the configuration file created during the installation procedure. By default, it is called **connector.config**. The command line is automatically added to the **Start Info** tab of the Connector Application object.

For example:

```
mslync_connector.exe –configFile connector.config
```

> **Warning**
> If no Connector configuration file is provided in the command line option **-configFile**, the Connector will look for the file named **mslync_connector.exe.config**.

Starting Connector by using Management Layer

You can start the Connector using the Management Layer. For starting server applications using the Management Layer, see Using the Management Layer in the *Management Framework Deployment Guide*.

Stopping Connector

Stopping Connector on Windows manually

To stop a server application on Windows, do one of the following:

- Type `Ctrl+C` in the application's console window.
- Click **End Task** in the Windows Task Manager.

Stopping Connector by using Management Layer

You can stop the Connector using the Management Layer. For stopping server applications using the Management Layer, see Using the Management Layer in the *Management Framework Deployment*

Guide.

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