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Microsoft Skype for Business Deployment Guide

Upgrading Multimedia Connector for Skype For Business

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Upgrading Multimedia Connector for Skype For Business

Important

Upgrade of Connectors should be performed in the maintenance window. See the [Graceful Shutdown](#) topic for more details.

Connector Upgrade Procedure

The Graceful Shutdown feature enables Connectors to be upgraded one by one without affecting calls.

1. Gracefully shut down the Connector to be upgraded by using either of the two following methods:
 - [Genesys Administrator](#).
 - [Genesys Administrator Extension \(GAX\)](#).

The Connector will be placed in "Suspending" state until the resources allocated to that Connector are freed, and then the application will stop.

2. Upgrade the Connector to a new version.
3. Re-start the upgraded Connector.

Procedure to apply Skype for Business Cumulative Updates

Important

Business Cumulative updates should be performed in the maintenance window. Calls may be affected.

To apply Skype for Business Cumulative Updates to Connectors, do the following:

1. Gracefully shut down the Connector to which you will apply Business Cumulative updates by using either of the two following methods:
 - [Genesys Administrator](#).
 - [Genesys Administrator Extension \(GAX\)](#).

The Connector will be placed in "Suspending" state until the resources allocated to that Connector are freed, and then the application will stop.

2. Follow the Microsoft recommended procedure to install Cumulative Updates.
3. Re-start the updated Connector.

Important

If Front End Servers are stopped during normal operation, it can impact ongoing contact center activities. See [Skype For Business Front End Server Maintenance](#) for details.