GENESYS™

Microsoft Skype for Business Deployment Guide

Managing UCMA Connectors

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Managing UCMA Connectors

Contents

This section describes how to configure, install, and start/stop UCMA Connector for Skype for Business or Lync.

Prerequisites

- Ensure that you have met the prerequisites listed on Software Requirements.

- Ensure that provisioning for UCMA Connectors is completed.

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.

Installing Connector

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

1. Copy the correct Connector installation package to the computer where Connector will be installed, depending on your environment, as follows:
   - UCMA Connector for MS Lync supports UCMA 4.0
   - UCMA Connector for Skype for Business supports UCMA 5.0

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, specify the connection parameters to the Configuration Server associated with this Connector.

4. When prompted, select the Connector Application object you configured in Configuring Connector from the list of applications.

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

6. When prompted, select the provisioning mode—Manual or Auto—to be used for this Connector.

7. When prompted, depending on your selected provisioning mode, specify parameters for that mode. To consult on the parameter descriptions, see the About the Configuration File section.

8. Click **Install** to begin the installation.

9. Click **Finish** to complete the installation.

When installation is complete, the **connector.config** configuration file that you configured is placed in the installation directory.

> ### 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/Lync application pool.

Starting Connector

You can start the Connector using the Management Layer, or a manual procedure. 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**.

For starting server applications using the Management Layer, see Starting and Stopping Framework Components in the *Management Framework Deployment Guide*.

Stopping Connector

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.

For stopping server applications using the Management Layer, see Starting and Stopping Framework Components in the *Management Framework Deployment Guide*.

About the Configuration File

UCMA Connector must be configured using the configuration file. By default, the installation procedure creates the configuration file named **connector.config**. This file has 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 • Lync Server 2013
applicationUrn	Mandatory for auto mode	The unique identifier of the application in the deployment. It is assigned when the application is provisioned.

Option Name	Type	Description
		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`

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`

- 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.

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