Microsoft Skype for Business Deployment Guide

Upgrading Multimedia Connector for Skype For Business

5/4/2025

Upgrading Multimedia Connector for Skype For Business

Upgrade of Connectors must be performed in the maintenance window. The Skype for Business Contact Center must not be operating during this upgrade.

T-Server and Connectors Upgrade Procedure

1. Shut down both primary and backup T-Servers to move all Connectors into passive mode and prevent receiving incoming calls.
2. Shut down all Connectors.
3. Back up the Connector configuration files to prevent them from being overwritten during the upgrade.
4. Upgrade all T-Servers for Skype for Business to a new version.
5. Upgrade all Connectors to a new version.
6. Restore the Connector configuration files, if required.
7. Start all Connectors.
8. Start primary and backup T-Servers.

Procedure to apply Skype for Business Cumulative Updates

To update Microsoft UCMA components, you must perform the following steps:

1. Shut down both primary and backup T-Servers to move all Connectors into passive mode and prevent receiving incoming calls.
2. Shut down all Connectors.
3. Follow the Microsoft recommended procedure to install Cumulative Updates.
4. Start all Connectors.
5. Start primary and backup T-Servers.

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.