Provisioning Lync

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Adding Lync to your Existing Customer Account  (Lync and Lync Professional Conferencing Only) Adding Resources

1. Log into the control panel (https://controlpanel.hostedservices.com) using your username and password.

You will now be in the Operations side of the back end. Select Billing on the menu at the top right hand side of the screen

Go to Operations > Customers. Select the Account which you would like to add the resource to. Select the Subscription (Plan) tab then select the Subscription (Plan) ID of the plan your client is
currently using. The page will now display all the information the subscription/plan your client currently has. Select the Resources tab.

There will now be a list of resources which can be added to the client's plan. Select the ‘Enable Lync’ resource and either the ‘Lync’ (IM/Presence Only) or ‘Lync Professional Conferencing’ (IM/Presence and Conferencing) upgrade by putting a tick against the associated resource using the checkbox. Now Click the Upgrade Resource Limits button that is now available at the top of the page on the grey bar.

Now put a tick against the Resource ID line and enter the required upgrade quantity. The ‘Enable Lync’ Resource only requires 1.00 to be ordered to enable Lync on the subscription. The other resource is for how many users (e.g. 5.00), the quantity should be entered within the field marked Place Order for.
Review the order and then click the **Place Order** button. The **Upgrade Order** will now enter your **Customers Orders** queue and will need to be opened to provision within the system. Before an order can be opened a payment method must be attached.

1.) By Cash (Default Account Type and for External Billing Systems)

Go to **Operations > Orders** to see the placed order. Select the **Order Type** of the newly placed order. This will mean clicking on the **Upgrade Order** as shown below.
Select the tab Documents, then Add New Payment.

Complete the relevant information and select Add.
**Total**: Total amount of order (automatically completed)
**Description**: Leave as preconfigured description
**Document Date**: Leave blank
**Reference Number**: Leave blank or enter your reference if preferred
**Payment method**: Place a '0' into this field **Document #**: Leave as <NEW>

Now select **Add**. Once you have added the payment it will be held against the order

Highlight the payment via the small checkbox on the left and then select **release** above. The Control Panel has now accepted the payment and this should be marked by the status of the order changing from **hold (yellow)** to **open (green)**
Return to the General tab and select Open Order. This will provision the order.

**NB/** The release of a cash/dummy payment informs the system that the payment has been made; if an external billing system is used it should be ensured that the payment has been taken at this point via the external system.

**Order Completed**

When the order is opened after attaching the payment method, the order will begin to provision and take up to a minute to complete. The progress can be checked by selecting Check Order Provisioning in the General tab within the Upgrade Order. If the order is successful, its status will change to Completed. If there is an issue with the order, the status will change to Provisioning Failed and the cause of failure will have to be investigated or escalated by calling Support.

Once the order has been completed the resource can be added in the client’s account.

**Provisioning Lync in Operations**

Now that the order has completed you can go to Operations > Customers > Click on Customer > Click Login icon under 'Actions' (far right).

Now go to Microsoft Lync Hosting Pack tab > Create > Choose default domain and whether to ‘Enable External Communications’. This means your organisation can add/speak to anyone else within Cobweb’s Lync Platform.

Click Add New

Choose ‘Existing Service User’ if the user already has a mailbox. If a completely new user, choose ‘New Service User’. 
If you are only creating user’s for IM/P or Professional Conferencing ensure that Voice is NOT ticked and press Next > Finish.

Once all the users have been created you will need to download the Lync client to the client machine, this can be accessed via Help & Support > Software Downloads. There are downloads for Lync 2010, Lync 2013 and Lync 2011 for MAC.

DNS records for Hosted Lync

**Mandatory Records**

In order to receive the best experience from Hosted Lync, the following DNS records will need to be added to the customer domain.

**SRV Record**
- **Label:** _sip._tls.customerdomain
- **Priority:** 40
- **Weight:** 1
- **Port:** 443
- **Host/Data:** access.hs20.net

**CNAME (Lync Discover) Record**
- **Alias/Host:** lyncdiscover.customerdomain
- **Data:** lyncdiscover.hs20.net

**CNAME (Auto Discover) Record**
- **Note:** To be used only if the customer is also on the Hosted Exchange 2013 platform
- **Alias/host:** autodiscover.customerdomain
- **Data:** autodiscover-redirect.hs20.net

**Public Federation Record**
If you are openly federating within our platform or outside our platform this record is required or communication will fail.

**SRV Record**
- **Label:** _sipfederationtls._tcp.YourDomain
- **Priority:** 40
Open Federation (within the platform)
If the customer needs to federate (communicate with other Lync platforms outside of their own) External Communication needs to be enabled in the Control Panel. To do this login to your Customer Control Panel via Operations > Customers > Click on Customer > Click Login icon under ‘Actions’ (far right).

Now click on Microsoft Lync Hosting Pack > Configuration > Settings > Edit and ensure ‘Enable External Communications’ is ticked and Submit.

Open Federation (Outside the platform)
If your customer is outside of our platform, they will need to follow the steps in this document:-
http://selfservice.knowledgebase.net/article.aspx?article=270646&p=12281

Once they have added the customer into their Lync service, they can communicate with them via our Lync service.

Skype Federation
If your customer needs to be able to contact users that are on Skype then you will need to request that Skype federation is enabled for all customers domain. This request will need to be emailed to Cobweb support support@cobweb.com with the following information:-

Customer Name:
Domains used for Lync:

Please enable Skype Federation for the above domains for my client.

Important Note: Skype Federation can take up to 28 days to be enabled as we have to submit the request to Microsoft and wait for confirmation this has been enabled.