Odin Automation

Office 365 Integration 19.1.1 Release Notes

Revision 1.3 (April 17, 2019)

Contents

Prerequisites

The Office 365 application package requires:

- Odin Automation
    - 8.0.0 or a later 8.0.x version
    - 7.4.0_hf132811_hf133318_hf133599_hf133868 or a later 7.4.x version
    - 7.3.0 or a later 7.3.x version
    - 7.2.0 or a later 7.2.x version
- UX1 Marketplace (optional)
    - 1.4

> **Note:** For information about UX1 Marketplace, please refer to the guide at https://docs.cloudblue.com/oa/8.0/premium/content/UX1-Marketplace/Introduction.htm.

Fixed Issues

APSA-21037

Issue Summary: Improve subdomain form behavior for UX1 for Resellers.

Fix Description: In UX1 for Resellers, the subdomain form now works in the same way as in the Reseller Control Panel v1.

APSA-8003

Issue Summary: 'Plan Switch' and 'Resource Upgrade' orders for Office 365 resources are prematurely marked as 'Complete'.

Fix Description: Now, such orders have the status 'Long Running Operation' until all the related Office 365 tasks are completed (only for Odin Automation 8.0 and higher).

Known Issues and Limitations

- Office 365 and Azure CSP resources cannot be sold in the same service template and service plan. You must use separate service templates and service plans for selling Office 365 and Azure CSP resources.

- Upgrading trial Office 365 subscriptions from trial service plans to paid service plans does not work in CCP v1. To work around this issue, you can switch customers with trial Office 365 subscriptions from CCP v1 to UX1 for Customers.

- In UX1 for Customers of Odin Automation 7.2, adding trial Office 365 services to users does not work on the **Users** screen. To work around this issue, customers can use the **Office 365** screen.

Technical Information

Obtaining the 'Office 365' Package

To obtain the Office 365 application package, contact your Ingram Micro technical account manager.

Installation Procedure

To install the Office 365 application, use the instructions provided in the **Odin Automation Office 365 Integration Provider's Guide**.

Upgrade Procedure

The upgrade procedure consists of the following steps:

1. Prepare the necessary information for upgrading the Office 365 application endpoint (collect Office 365 gateway site parameters).
2. Stop provisioning Office 365 services.
3. Upgrade the Office 365 application endpoint.
4. Upgrade the Office 365 application.
5. Update the OA Billing control panel and online store customizations.
6. Perform post-upgrade validation.
7. Start provisioning Office 365 services.

Important:

1. The upgrade procedure is not reversible.

2. Upgrade steps **1**-**7** are mandatory.

3. Make sure the current version of the Office 365 application is **18.4.1**/**19.1**. Upgrading from other versions is not supported.

4. Before upgrading the Office 365 application from one version to another, make sure that you are going to follow the allowed upgrade paths. See this KB article https://kb.cloudblue.com/en/130752 for details.

5. If a non-LocalDB edition of SQL Server is used by your Office 365 application endpoint, make sure all SQL Server logins of Office 365 gateway application databases have the **sysadmin** server role. See **Odin Automation Office 365 Integration Provider's Guide** >> **Cloud Solution Provider Scenario** > **Deployment Architecture** > **Preparing SQL Server Databases** for details.

6. The names of the Office 365 gateway sites must not be changed after the

installation of the Office 365 application endpoint. If you have changed them, reinstate the original names before upgrading the Office 365 application endpoint.

To upgrade an existing installation of the Office 365 application, perform the following steps:

1. Prepare the necessary information for upgrading the Office 365 application endpoint. You must prepare the name of the Office 365 gateway site, the name of the Office 365 gateway application, the hostname of the Office 365 gateway site, and the IP address of the Office 365 gateway site. This can be done in the following way:
   a. Log in to the Provider Control Panel.
   b. Go to **Service** > **Applications** and click the **Office 365** application.
   c. Select the **Instances** tab and click the target application instance.
   d. Select the **General** tab.
   e. Obtain the value of the **Application API end-point URI** setting. This is a URL that is structured in the following way: https://<Hostname_of_Office_365_Gateway_Site>/<Name_of_Office_365_Gateway_Application>/aps/.
   f. Write down the name of the directory from the URL. This is the name of the Office 365 gateway application.
   g. Write down the hostname from the URL. This is the hostname of the Office 365 gateway site.
   h. Resolve and write down the hostname from the URL into the IP address. This is the IP address of the Office 365 gateway site.
   i. Log on to the Office 365 Application Endpoint Host as **Administrator** via RDP.
   j. Open **Internet Information Services (IIS) Manager**.
   k. Go to the list of sites.
   l. From the list, select the site with the IP address obtained above.
   m. Write down the name of the site. This is the name of the Office 365 gateway site.

2. Stop provisioning Office 365 services:
   a. Stop provisioning Office 365 services. For example, deactivate the **Office 365** service template in OA Operations.
   b. In OA Operations, go to **Operations** > **Tasks** and make sure all Office 365 tasks are processed.

3. Upgrade the Office 365 application endpoint:
   a. Upload the Office 365 application package to the Office 365 Application Endpoint Host.
   b. Unpack the application package.

c. Unblock the contents of the O365-Web.zip file. To do this, right-click the file in **Windows Explorer**, click **Properties**, click **Unblock**, and click **OK**.

d. Unpack the O365-Web.zip file.

e. Start **Windows PowerShell Console** and go to the directory where the contents of the O365-Web.zip file are located.

f. Run the .\setup.cmd -GatewaySiteName <The name of the Office 365 gateway site> -GatewayAppName <The name of the Office 365 gateway application> -GatewayIPAddress <The IP address of the Office 365 gateway site> -GatewaySiteCertSubject <The hostname of the Office 365 gateway site> -Force command.

g. Run the iisreset command.

> **Note**: If you have several Office 365 gateway sites on the Office 365 Application Endpoint Host, use the procedure provided above to upgrade each Office 365 gateway site.

4. Upgrade the Office 365 application:

   a. Import the **Office 365** application package to Odin Automation. See **APS Application Hosting Guide** >> **Application Hosting Configuration** > **Managing Applications** > **Importing Application** for details.

   b. Upgrade your **Office 365** application instances. See **APS Application Hosting Guide** >> **Application Hosting Configuration** > **Bulk Application Upgrades** for details.

5. Update the installed OA Billing control panel and online store customizations. Use https://kb.cloudblue.com/en/130232 to find the necessary customizations and update instructions.

> **Important**: After upgrading Odin Automation, make sure the installed OA Billing control panel and online store customizations belong to the current version of Odin Automation. If necessary, update them. Use https://kb.cloudblue.com/en/130232 to find the necessary customizations and update instructions.

6. Perform the following post-upgrade validation steps:

   a. In Task Manager, make sure that there are no unprocessed Office 365 tasks scheduled during the upgrade.

   b. For each Office 365 application instance, make sure that all settings are correctly specified and all necessary Microsoft APIs are accessible. To do this, select the application instance you need to check and click **Test Connection**.

7. Start provisioning Office 365 services. For example, activate the **Office 365** service template in OA Operations.

Helpful Resources

The Odin Automation Office 365 integration guides are available here:
https://docs.cloudblue.com/oa/services/office365/home.htm.