



Odin Automation

Office 365 Integration 19.2.3 Release Notes

Revision 1.8 (July 2, 2020)

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Prerequisites

The Office 365 application package requires:

- Odin Automation
 - 8.2.0 with OA 8.2.0 HOTFIX PLATFORM v30 and OA 8.2.0 HOTFIX PUI v10, or a later 8.2.x version
 - 8.0.0_hf134499 or a later 8.0.x version
- (Optional) UX1 Marketplace

Note: For information about UX1 Marketplace, please refer to the [UX1 Marketplace Guide](#).

Fixed Issues

APSA-21785

Issue Summary: Provisioning fails with the "Insufficient privileges to complete the operation" error.

Fix Description: This issue is now fixed.

New Features and Changes

Support of the Microsoft Customer Agreement

Microsoft replaced the Microsoft Cloud Agreement with the Microsoft Customer Agreement, which means that all customers must accept and confirm the new agreement. To learn more about this, please see the article at <https://www.microsoft.com/en-us/us-partner-blog/2019/10/23/the-new-streamlined-csp-microsoft-customer-agreement/>.

As of version 19.2.3, to facilitate the acceptance of the Microsoft Customer Agreement, the application enables a customer to accept the new agreement and provide the contact details of the person who accepted it. When purchasing licenses or license seats through the application, customers who have not accepted the new agreement will be asked to accept it and provide their acceptance information; in the customer control panel, customers who have not accepted the new agreement will receive notifications reminding them to accept it and provide their acceptance information.

Known Issues and Limitations

- For CCP v1, the following operations are no longer supported by the application:
 - Adding, viewing, modifying, and removing Office 365 users.
 - Assigning and revoking Office 365 licenses to and from Office 365 users.
 - Running the synchronization of changes from the Microsoft cloud.

Note: The automatic synchronization periodically performed by the application will continue to work.

The full range of operations is available in UX1 for Customers, which is the modern replacement for CCP v1. We recommend that you switch your customers to UX1 for Customers. To switch your customers, use the instructions at <https://docs.cloudblue.com/oa/8.0/premium/content/UX1-for-Customers-Provider-Guide/About-UX1.htm>.

- 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.
- For OA Billing online stores, the ability to create Office 365 subscriptions for existing Microsoft accounts is no longer supported.

Technical Information

Obtaining the 'Office 365' Package

To obtain the Office 365 application package, use [this KB article](#) or 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. Turn off Office 365 synchronization.
3. Upgrade the Office 365 application endpoint.
4. Upgrade the Office 365 application.
5. Turn on Office 365 synchronization.
6. Update the OA Billing control panel and online store customizations.
7. Perform post-upgrade validation.

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 **19.2/19.2.1/19.2.2**. 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](#) 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.

7. Before upgrading the application, we recommend that you check that there are no unprocessed Office 365 tasks in Task Manager. Unprocessed Office 365 tasks may cause issues during and after upgrade.

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 **Services > Applications**, select the **APS Connectors** tab, 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. Turn off Office 365 synchronization by canceling all periodic tasks **Office 365 * Synchronization with Office 365 Portal** in Task Manager.
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. Turn on Office 365 synchronization by running all the periodic tasks **Office 365 * Synchronization with Office 365 Portal** that you canceled previously.
6. Update the installed OA Billing control panel and online store customizations. Use [this KB article](#) to find the necessary customizations and update instructions.
7. 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**.

The End of Life Policy

The Office 365 application follows the end of life (EOL) policy described below.

There are two types of application version:

- Major versions. These have two-part version numbers (19.2, 19.3, 20.1, and so on).
- Minor versions. These have three-part version numbers (19.2.1, 19.2.2, 19.2.3, and so on).

A major version is supported for 12 months from the date it is released, or for 6 months after the next major version is released. Depending on the release date of the next major version, the support period of the previous major version can be extended, but not shrunk.

For example:

1. 19.2 is released on 15 July 2019. In this case, the EOL date of 19.2 is 15 July 2020.
2. 19.3 (or 20.1) is released on 15 August 2019. In this case, the EOL date of 19.2, 15 July 2020, does not change.
- OR -
19.3 (or 20.1) is released on 20 February 2020. In this case, the EOL date of 19.2 changes from 15 July 2020 to 20 August 2020.

The very first minor version replaces its major version and inherits its EOL date from the major version. The major version, in turn, reaches its EOL date in a month after the release of the very first minor version.

The next minor version replaces the previous minor version and inherits its EOL date from the previous minor version. The previous minor version, in turn, reaches its EOL date in a month after the release of the next minor version.

For example:

1. 19.2 is released on 15 July 2019. In this case, the EOL date of 19.2 is 15 July 2020.
2. 19.2.1 is released on 15 August 2019. In this case, 19.2.1 inherits the EOL date of 19.2, 15 July 2020, and the EOL date of 19.2 changes from 15 July 2020 to 15 September 2019.
3. 19.2.2 is released on 19 February 2020. In this case, 19.2.2 inherits the EOL date of 19.2.1, 15 July 2020, and the EOL date of 19.2.1 changes from 15 July 2020 to 20 March 2020.
4. 19.3 (or 20.1) is released on 20 February 2020. In this case, the EOL date of 19.2.2 changes from 15 July 2020 to 20 August 2020.

Helpful Resources

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