



Odin Automation

Office 365 Integration 19.2 Release Notes

Revision 1.42 (July 2, 2020)

Contents

Prerequisites	3
Fixed Issues	4
New Features and Changes	7
UX1 for Customers: User Role Management is Supported.....	7
Using One Microsoft Account for Several Odin Automation Customer Accounts.....	7
UX1 for Customers: Using Several Microsoft Accounts for One Odin Automation Customer Account.....	9
The Management of Licenses Obtained Outside Odin Automation.....	9
The Registration of Existing Microsoft Accounts is More Secure.....	10
The Product Configuration Manager is Supported.....	11
Windows Server 2016 is Supported.....	12
Discontinued Support of Business Reports.....	12
Known Issues and Limitations	13
Technical Information	14
Obtaining the 'Office 365' Package.....	14
Installation Procedure.....	14
Upgrade Procedure.....	14
The End of Life Policy	18
Helpful Resources	19

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
- 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-21291

Issue Summary: A subscription cannot be upgraded because its source subscription state is not active.

Fix Description: This issue was fixed.

APSA-21330

Issue Summary: The OA Billing customization file cowi_script.js affects non-Office 365 subscriptions.

Fix Description: The file is updated so that only Office 365 subscriptions are now affected.

APSA-21328

Issue Summary: A refresh token expires in 90 days.

Fix Description: A refresh token is now automatically updated by the application after the acquisition of a new access token.

APSA-17115

Issue Summary: Navigation in UX1 for Customers slows down because the Office 365 application has too many navigation variables.

Fix Description: The number of navigation variables used by the application is decreased; the performance of UX1 for Customers is improved.

APSA-20872

Issue Summary: Error: User user@example.com is duplicated in Gateway DB.

Fix Description: The Office 365 application no longer stores user data in its own internal database.

APSA-21153

Issue Summary: The subdomain form of the marketplace of UX1 for Resellers passes '-' symbols.

Fix Description: The validation of domain names is improved on the respective Office 365 screen.

APSA-21156

Issue Summary: Resource category names are incorrectly aligned in the online store if the new_general skin is used.

Fix Description: The OA Billing customization files are updated.

APSA-21243

Issue Summary: An incorrect action initiator name is displayed in notification messages.

Fix Description: The notification procedure is fixed.

APSA-21009

Issue Summary: A customer is asked to accept the Microsoft Cloud Agreement even if the customer has already accepted it.

Fix Description: The issue is fixed.

APSA-21335

Issue Summary: Orders fail with the error 'Culture da-FO is not supported in country FO'.

Fix Description: The issue is fixed.

APSA-21113

Issue Summary: The conversion of subscriptions from trial to paid fails for customers that do not have an active Microsoft Cloud Agreement.

Fix Description: No improvements are planned for this issue because it affects only customers that try to convert subscriptions from trial to paid who had ordered their trial subscriptions before the Microsoft Cloud Agreement was introduced.

APSA-21015

Issue Summary: Tasks fail with the error 'Invalid MPN ID' when Offer ID is invalid.

Fix Description: The handling of errors is improved so that the type of error is now correctly identified.

APSA-21245

Issue Summary: An add-on license cannot be provisioned: the 'Sequence contains more than one matching element' error appears.

Fix Description: The processing of add-on licenses is improved.

APSA-21162

Issue Summary: Significant performance degradation happens when a refresh token is expired.

Fix Description: The authentication procedure now makes only one attempt to use such a token, using the fail-fast principle.

APSA-21154

Issue Summary: An unclear error message is displayed if a refresh token is expired.

Fix Description: The original error message from Microsoft is now displayed in this case.

APSA-20795

Issue Summary: Synchronization finishes with the error 'User ... is duplicated in Gateway DB' because a user with the same login name is not removed.

Fix Description: The synchronization process is improved.

APSA-20509

Issue Summary: Synchronization fails with the error 'Username (login) can contain any letters, digits, hyphens, at-sign (@), dots and underscores, length must be in range from 3 to 254'.

Fix Description: The synchronization process is improved.

APSA-21209

Issue Summary: Update billing customizations.

Fix Description: The billing customizations are updated so that a change order cannot be placed if the Microsoft Cloud Agreement is not accepted.

APSA-20656

Issue Summary: Customer account cancellation fails if the relationship with its provider is canceled on the Microsoft side.

Fix Description: The issue is fixed.

APSA-19711

Issue Summary: The 'Generic error occurred while communicating with Company management service.' error appears when a new account is created in the Microsoft cloud.

Fix Description: The creation of an account in the Microsoft cloud is now rescheduled if a transient error appears.

New Features and Changes

UX1 for Customers: User Role Management is Supported

In UX1 for Customers, customer account administrators can now manage Microsoft user roles of their Office 365 users.

This ability is available in the **Edit Office 365 Account** window, which can be opened, for instance, in the following way: select the **Office 365** menu item, in the list of Office 365 users, click on the name of a user, and then click **Edit**.

Note: The application supports the *Company Administrator*, *Helpdesk Administrator*, *Service Support Administrator*, *User Account Administrator*, and *User* roles, which are used in the Microsoft Partner Center. For more granular control over roles, the Office 365 Admin Center can be used.

Edit Office 365 Account

Microsoft User ID
briellewitting @test781427ee54264bed.onmicrosoft.com

Microsoft User Display Name
Brielle Witting

Microsoft User Role
Company Administrator

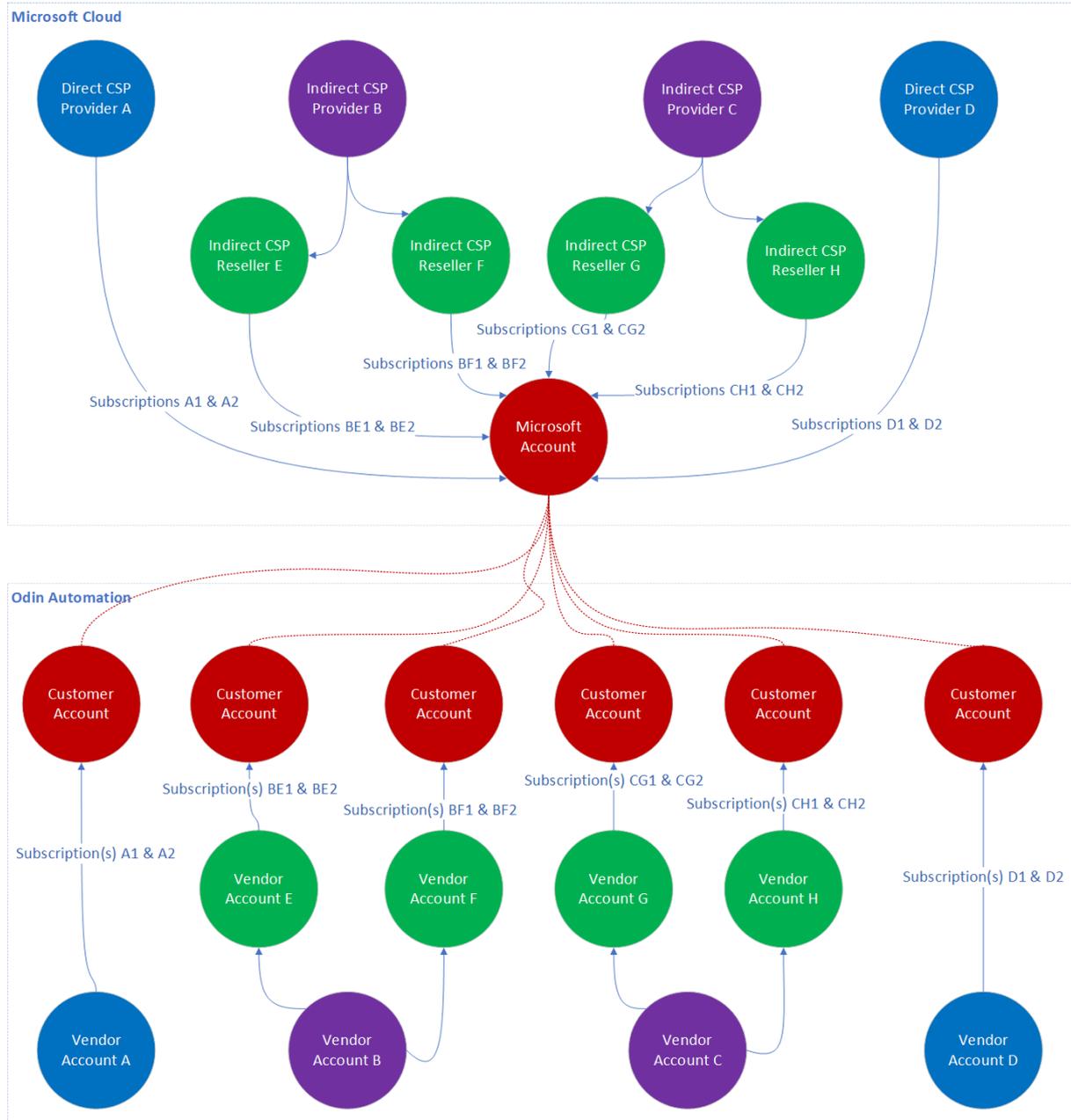
Usage Location
United States of America

CANCEL OK

Using One Microsoft Account for Several Odin Automation Customer Accounts

As of this version, the same Microsoft account can be used by several Odin Automation customer accounts within the same Odin Automation installation.

For a service provider, this allows Direct and Indirect CSP Providers represented as vendor accounts in Odin Automation to sell Office 365 services to the same customer represented as one Microsoft account in the Microsoft cloud and several customer accounts in Odin Automation. For customers, this allows them to buy and use different Office 365 services from different CSP Providers.



UX1 for Customers: Using Several Microsoft Accounts for One Odin Automation Customer Account

A customer that has several Microsoft accounts in the Microsoft cloud for the same customer account in Odin Automation can now manage these Microsoft accounts through the Odin Automation control panel. This enables customers that have only customer accounts in Odin Automation to act as small resellers and provide their own customers with Office 365 services.

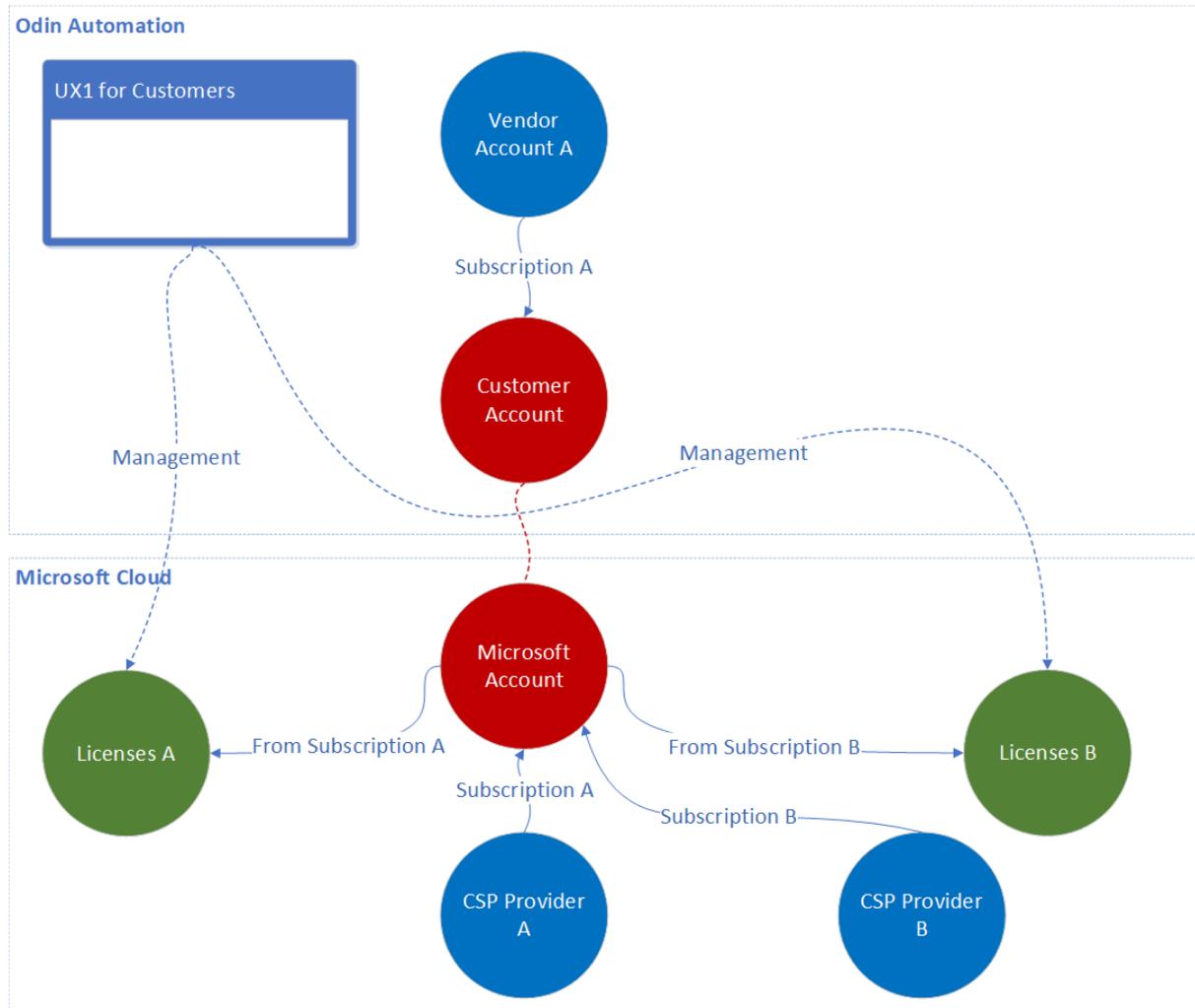
Note: This configuration can be obtained only by using the import tools described in **Office 365 Providers Guide >> The Cloud Solution Provider Scenario > Importing Tenant Subscriptions from the Microsoft Cloud into Odin Automation.**



The Management of Licenses Obtained Outside Odin Automation

In the Microsoft cloud, Microsoft accounts of customers can have licenses that are obtained from different CSP Providers, including those that are not represented as vendor accounts in Odin Automation. In the previous versions of the application, such

licenses were ignored, and customers were not able to manage them through their control panel. As of this version of the application, such licenses are taken into account, and customers can view, assign, and revoke them through their control panel.



The Registration of Existing Microsoft Accounts is More Secure

As of this version of the application, when a customer buys licenses using the **Use Existing Microsoft Online Account** option, the customer must confirm the ownership of this Microsoft account by creating a verification DNS record through the Office 365 Portal.

Marketplace

Enable Office 365 Enterprise

Specify Microsoft Account

Office 365 is a part of Microsoft Online Services and it requires a Microsoft account. If you have already used Office 365 or other similar Microsoft services, you may want to continue using your existing Microsoft account.

SIGN UP FOR NEW MICROSOFT ONLINE ACCOUNT

USE EXISTING MICROSOFT ONLINE ACCOUNT

1) Specify your initial Microsoft domain ○ DONE

Initial Domain
example.onmicrosoft.com [CHANGE](#)

2) Sign in to the Office 365 Portal and accept our invitation ○ NOT DONE

[ACCEPT INVITATION](#)

3) Create a verification TXT DNS record to confirm your access to the Microsoft account. ○ NOT DONE

TXT Name	TXT Value
vrf	4223d8a7_3f870dc95321 COPY

[OPEN PORTAL](#)

When a customer with an existing Microsoft account is registered through the provider or reseller control panel, a verification DNS record must also be created in this Microsoft account.

Home > Operations > Orders >

Create Account And Place Order

- 1 Begin
- 2 Account Settings
- 3 Account Attributes
- 4 Control Panel Settings
- 5 Edit Order Details
- 6 Parameters
- 7 Confirm Order

Microsoft Account Type

Sign up for a new Microsoft account
The user ID and password will be displayed in the customer control panel after processing the order.

Use an existing Microsoft account
Choose this option if the customer has already used Office 365 or similar Microsoft services.

Microsoft Subdomain *

onmicrosoft.com [Check](#)

To add the subscription to an existing account in the Microsoft cloud, specify the initial subdomain name for that account.

[Back](#) [Next](#) [Cancel](#)

The Product Configuration Manager is Supported

The Product Configuration Manager (PCM) is a component of Odin Automation that enables service providers to configure and reconfigure offers of applications. As of this version, the Office 365 application supports the PCM.

To learn more about the PCM and its abilities, please refer to [this documentation](#).

Important: The First Time Configuration mode of the PCM is not supported. For the initial offer configuration of an Office 365 application instance, you must use the instructions provided in the **Office 365 Providers Guide >> The Cloud Solution Provider Scenario > [Configuring Offers](#)**.

Windows Server 2016 is Supported

As of this version, service providers can deploy the Office 365 application endpoint on Windows Server 2016 Standard.

Discontinued Support of Business Reports

Due to significant changes in the application architecture aimed at improving the application functionality, the support of [business reports](#) is discontinued. A replacement for business reports is being developed and will be added in future application versions.

Note: The **Statistics** tab will be removed in future application versions.

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. Update Office 365 resources.
6. Update the OA Billing control panel and online store customizations.
7. Perform post-upgrade validation.
8. Perform post-upgrade actions.
9. Turn on Office 365 synchronization.

Important:

1. The upgrade procedure is not reversible.
2. Upgrade steps **1-9** are mandatory.
3. Make sure the current version of the Office 365 application is **19.1 / 19.1.1 / 19.1.2 / 19.1.3 / 19.1.4**. 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. Update Office 365 resources:

Note: If you have several Office 365 application instances on your installation, make sure that the names of resource types, service templates, and service plans that belong to those application instances conform with one of the following naming schemes: (1) The names of resource types, service templates, and service plans of one application instance have no prefix. The names of resource types, service templates, and service plans of the other application instances have unique prefixes that end with a colon (:). For example: No prefix is used for the first application instance; **O365INST2:** and **O365INST3:** are used for the second and the third. (2) The names of resource types, service templates, and service plans of each application instance have unique prefixes that end with a colon (:). For example: **O365INST1:** is used for the first application instance; **O365INST2:** is used for the second application instance.

For every instance of the Office 365 application, execute the [autoconf.py](#) script. See **Office 365 Providers Guide >> The Cloud Solution Provider Scenario > Configuring Offers** for details.

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**.
8. Perform post-upgrade actions by running the [autoconf.py](#) script in the following

way:

```
python autoconf.py upgrade19_2
```

Note: The execution of this command may take a significant amount of time, depending on the number of Office 365 users registered in the application. For example, on an installation with 80,000 Office 365 users, the execution of this command takes 6.5 hours.

9. Turn on Office 365 synchronization by running all the periodic tasks **Office 365 * Synchronization with Office 365 Portal** that you canceled previously.

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>.