

MiCC for Lync - HowTo: Configure a site to work with SBS/SBA

INFORMATION

When the UCMA application transfers a call to a remote user on SBS/SBA, the SBS/SBA needs to be trusted by the Router. If not, an internal call will not be transferred through either a Dial out of Queue, or blind transfer. In the Lync OCS tracing, there will be an error "403 Forbidden" logged.

CONFIGURATION

To add SBS/SBA as a trusted server, the administrator needs to put the FQDN of the SBS/SBA into the configuration file for the Oranda Router service.

1. On the Oranda Router server (typically this is the Enterprise Server) go to **[InstallDir]\CCM\Services\RouterService**.

NOTE: This is a 64 bit application and is normally found in **C:\Program Files\prairieFyre Software Inc\CCM\Services\RouterService**.

2. Open the **OrandaRouterService.exe.config** file in an editor such as Notepad.
3. Find the following value:

```
<setting name="TrustedServersFQDN" serializeAs="String">  
  <value></value>  
</setting>
```

4. Add the FQDN for the SBS/SBA into the Value section. For example:

```
<setting name="TrustedServersFQDN" serializeAs="String">  
  <value>www.mitel.com</value>  
</setting>
```

5. Save the .config file.
6. Restart the Oranda Router service.

NOTE: If there are multiples SBS/SBA servers to specify, separate them with semicolons. ;

NOTE 2: In rare cases, we have seen similar behavior with transfers to SIP peers, such as SIP PSTN gateway or IP-PBX. After first checking that you have voice policy with PSTN call enabled, and if there is an error "403 Forbidden", you can specify the FQDN of the SIP peer into the same config file under the following value.

```
<setting name="TrustedSipPeersFQDN" serializeAs="String">  
  <value></value>  
</setting>
```

APPLIES TO

5.10.7.0

Keywords: Lync SBS SBA

Saturday, May 21, 2022