

# Polycom® UC Software

## Software Updates for Devices Registered to Microsoft Technical Notification 275

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This document addresses an issue with in-band provisioning update loops on Polycom devices. When you update software on a Polycom device that is connected to a Microsoft Skype or Lync Server using a method other than the in-band provisioning, the device enters a continual update loop. This document shows you how to configure devices to ensure that phones avoid a continual update loop.

Polycom certified Skype for Business devices support in-band provisioning software updates through Skype for Business Online, Skype for Business Server 2015, and Lync Server 2013. In-band provisioning software updates enable you to minimize deployment infrastructure and maintain software centrally using Microsoft tools.

This Technical Notification applies to the following Polycom products:

- [Polycom Business Media Phones](#)
- [Polycom Trio](#)
- [Polycom SoundStructure VOIP Interface Card](#)

Skype for Business Server 2015 and Lync Server 2013 allow you to control which software version to advertise to users by uploading Polycom CAB files to the administrator Control Panel. Note two limitations: one, control over deployment schedule and testing groups is limited and two, because Microsoft exclusively controls the software versions advertised across all tenants, Skype for Business Online users have no control over the software version loaded to their device. Due to these limitations, when registering Polycom devices with Microsoft, consider managing your device software and configuration files through other means, such as the Polycom® RealPresence® Resource Manager (RPRM) or an FTP server.

To ensure the best level of support, Polycom recommends that all Skype for Business customers use only Microsoft-qualified software releases. Polycom also recommends that you upgrade your Polycom phones to the latest version of UC Software in conjunction with the latest version of the Better Together over Ethernet (BToE) helper application.



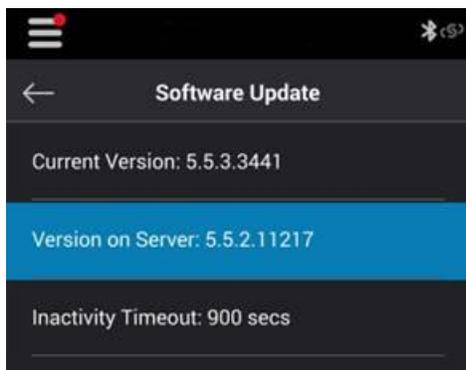
For more information, see [Microsoft Certified Polycom UC Software Releases](#) and [Polycom Support Portal for Latest UC Software Release](#) on Polycom Support.

## Feature Limitations

### Disabling Device Update Service

When you use the Device Update Service through Skype for Business Server 2015 or Lync Server 2013, phones alert users when new software is available and allow users to install or defer the update.

The following diagram illustrates the user software alerts.



You can also navigate to this field on the phone at Settings > Status > Diagnostics > Skype for Business Device Updates.

When you disable the Device Update Service either on the tenant or device, the user is not prompted and the device does not show available software. For this reason, consider distributing software using centralized provisioning available with Polycom Resource Manager, an FTP server, or on a per-phone basis using the Polycom Web Configuration Utility.

When using Skype for Business Online, the user is not prompted for updates with the ability to delay the installation. The software is downloaded and installed as soon as available as long as the device is not in a call.

### Using Centralized Provisioning

If you use Polycom Resource Manager or FTP provisioning to update software and connect to a Microsoft environment enforcing a different software version, the device will continue to update software indefinitely. If this occurs, you must de-register devices to Microsoft or disable the provisioning server. You must follow the steps below to Disable Device Updates provided by Microsoft.

### Using Polycom's Hosted Server for Software Upgrades

If you use the Polycom Web Configuration Utility to update software and you connect to a Microsoft environment enforcing a different software version, the device will update to the software version provided by Microsoft on the Microsoft Call Server. In this case, it appears that the upgrade through the Web Configuration Utility failed. To resolve this, you can disable Device Updates provided by Microsoft by following the steps below.

# Disable Device Update Service via Polycom<sup>®</sup> RealPresence<sup>®</sup> Resource Manager (RPRM)

Skype and Lync server configurations have higher precedence than centralized configurations. To disable Device Updates, you must disable the Device Update Service as well as configure the phone to ignore the IPPhone Policy parameters that are provided by Microsoft's in-band provisioning.

You can use Polycom RealPresence Resource Manager software to associate the 'Skype-DeviceUpdates-Disabled' and 'O365-IPPhonePolicy-Disabled' Configuration Profile to devices, as shown in the following illustration.

Profile Name	Profile Type	Modified By	Modified Date
<input type="radio"/> Skype-DeviceUpdates-Disabled	Polycom Standard		04-01-2017 09:22:53

Profile Name	Profile Type	Modified By	Modified Date
<input checked="" type="radio"/> O365-IPPhonePolicy-Disabled	Polycom Standard		04-01-2017 09:22:54



Best Practice: RPRM customers should always place these two Configuration Profiles as a member of the Global Profile Deployment as shown below.

Endpoint > Phone Management > Profiles Deployment

Global | Endpoint Groups | Endpoint Models | Sites | Endpoints

[MORE](#)

Profile Name
0 O365-IPPhonePolicy-Disabled
1 Skype-DeviceUpdates-Disabled



Best Practice: Configuration of these two profiles has no impact on any device registered to a call server other than Microsoft. To avoid poor performance and continual reboots, always place this profile in the Global level to ensure that all managed phones receive the configuration.

## Disable Device Update Service with FTP Provisioning

For customers using traditional FTP or TFTP provisioning or other third-party provisioning services, configure your environment so that all devices you are managing with the service are configured with the following parameters:

```
<DeviceUpdate
device.set="1"
device.prov.lyncDeviceUpdateEnabled.set="1"
device.prov.lyncDeviceUpdateEnabled="0"
lync.provisionDeviceParams.enabled="0"/>
```



When you set parameter `lync.provisionDeviceParams.enabled="0"` the Polycom device ignores the following Skype in-band parameters:

- "EnableDeviceUpdate"
- "IPPhoneAdminPasswd"
- "LocalProvisioningServerAddress"
- "LocalProvisioningServerUser"
- "LocalProvisioningServerPassword"
- "LocalProvisioningServerType"

This is the same parameter that is set by using the *'O365-IPPhonePolicy-Disabled'* Configuration Profile in RPRM.

## Disable Device Update Service on a Single Device

If you are managing a small number of devices and have not deployed centralized provisioning, consider manually managing your software versions using the Polycom Hosted Server for Software Updates. You can access this hosted server in the Polycom Web Configuration Utility by going to Utilities > Software Upgrade.



Since settings you make using the Polycom Web Configuration Utility have higher precedence than Microsoft in-band provisioning settings, only a subset of the centralized provisioning parameters set using RPRM or FTP are required.

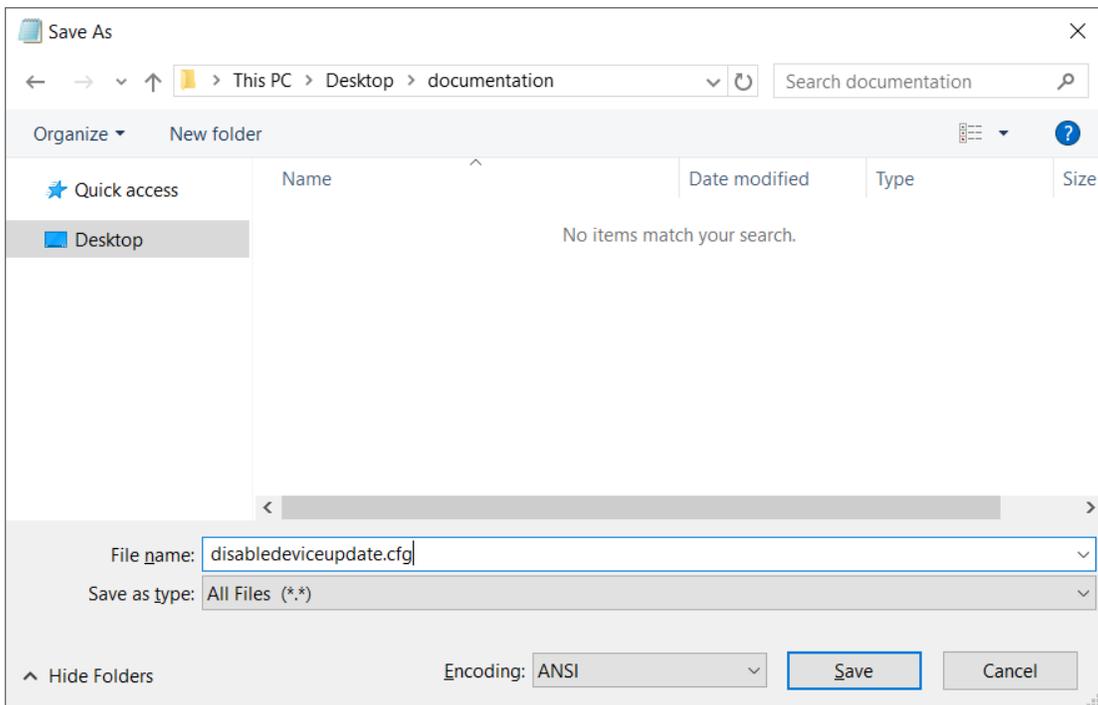
Setting `\lync.provisionDeviceParams.enabled="0"` does not harm the device in this scenario and is optional.

- 1 To Disable the Device Update Service on a single device, copy the following XML markup into a new text document:

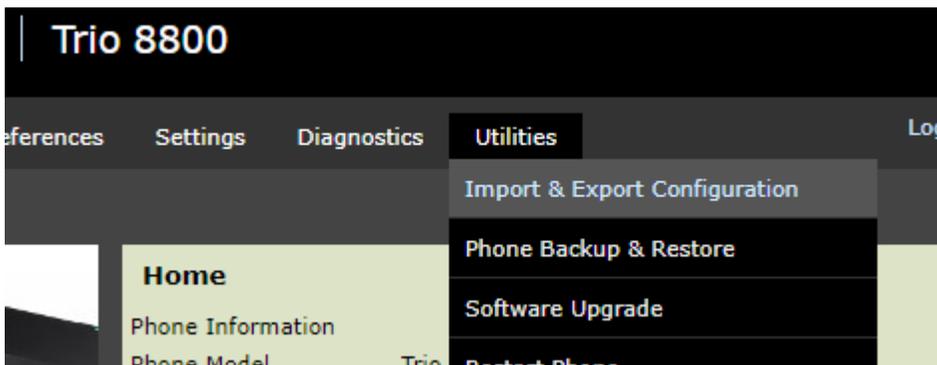
```
<DeviceUpdate
device.set="1"
device.prov.lyncDeviceUpdateEnabled.set="1"
device.prov.lyncDeviceUpdateEnabled="0"/>
```



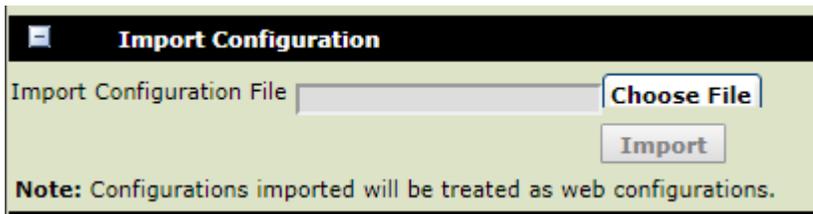
2 Save the file as `disabledeviceupdate.cfg`.



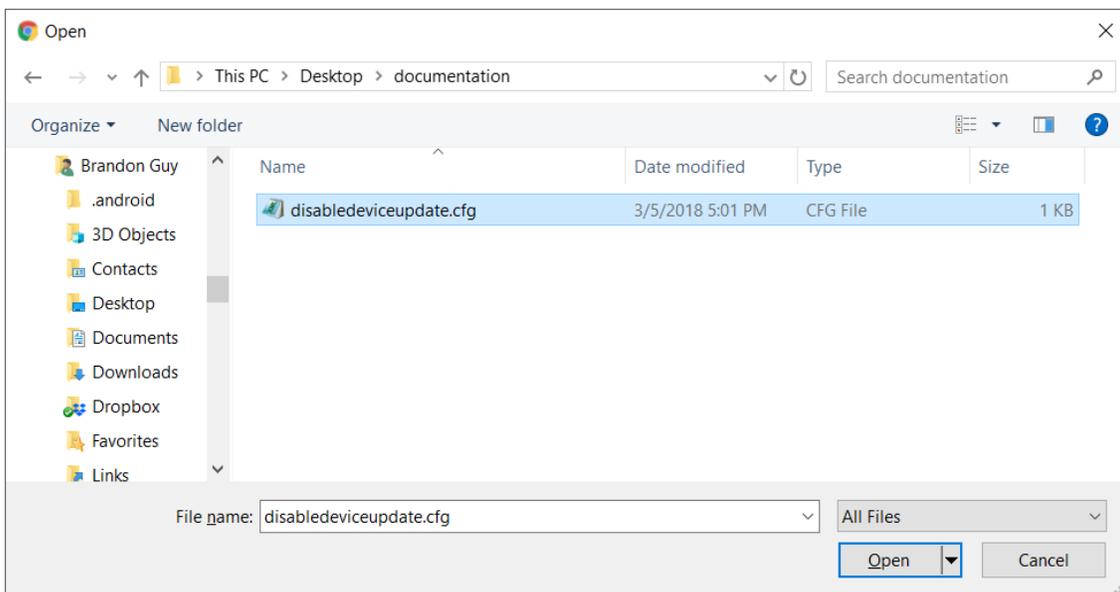
3 Log in to the Web Configuration Utility for the device and navigate to **Utilities > Import & Export Configuration**.



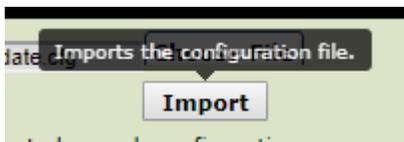
4 Under **Import Configuration**, select **Choose File**.



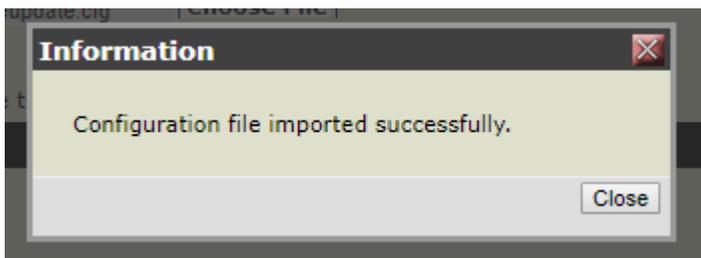
5 Select the file you created and click **Open**:



6 Click **Import**.



The file is imported.



The device now ignores updates provided by the Microsoft in-band configuration.

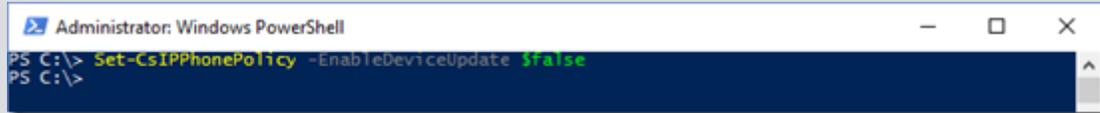
## Disable Device Updates via Microsoft PowerShell

You can also choose to disable advertisement of updates via Microsoft PowerShell. PowerShell applies settings globally for all accounts signing into the configured tenant.

In Skype for Business Online, you can configure the tenant so that device updates are not offered.

- 1 Using the Skype for Business Online Management Shell, issue the following `Set-CsIPPhonePolicy` cmdlet to change the device update behavior.

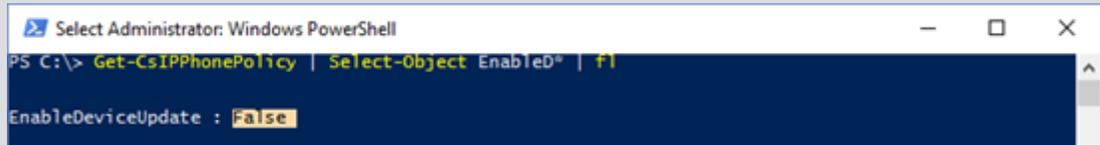
```
Set-CsIPPhonePolicy -EnableDeviceUpdate $false
```



A screenshot of a Windows PowerShell window titled "Administrator: Windows PowerShell". The command prompt shows the execution of the command `Set-CsIPPhonePolicy -EnableDeviceUpdate $false`. The output is not visible, but the command has been entered and executed.

You can verify that the change was implemented by running the following cmdlet:

```
Get-CsIPPhonePolicy | Select-Object Enabled* | fl
```



A screenshot of a Windows PowerShell window titled "Select Administrator: Windows PowerShell". The command prompt shows the execution of the command `Get-CsIPPhonePolicy | Select-Object Enabled* | fl`. The output shows `EnableDeviceUpdate : False`, indicating that the device update behavior has been successfully disabled.

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