

SIP Phone Support (SPS)

Version 3.0



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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Manual Name
SPS for Skype for Business Administrator's Guide
SPS for Skype for Business Quick Start Guide

Document Revision Record

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38807	Initial document release for Version 3.0

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1 Introduction

The SPS Version 3.0 introduces new features and bug fix as described in this document. The following components are included in the SPS version:

- SPS Core
- SPS Switch
- Web Admin
- DB
- DB Sync
- License Server
- TFTP/FTP

1.1 Windows 2016 Support

SPS can be run on the Microsoft Windows 2016 platform. Follow the instructions in the Installation document.

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2 New Features

This section lists the new features added to the new version.

2.1 Software Update 3.0.59

2.1.1 Skype for Business 2019 Support

A new software package was created for SPS Skype for Business 2019.

2.2 Software Update 3.0.58

2.2.1 Windows 2019 Support

SPS can be run on the Microsoft Windows 2019 platform. Follow the instructions in the installation document.

2.2.2 Import Users Using File on the Disk

A service has been added that can scan a specific directory on the SPS server for importing users csv files. If a file is found, all the users from it are automatically imported.

Follow the instructions in *SpsImportUsersService.rtf* which is part of the SPS installation files.

2.3 Software Update 3.0.55

2.3.1 LDAP Login

LDAP authentication can be used to login to the SPS Web. You must setup the LDAP section before LDAP login can be used.

SPS will allow logging to any LDAP user that belongs to specific security groups that you define via the SPS Web. Several security groups can be defined with different permissions.

The security groups are defined as SPS Administrator user; however, the name of the Administrator must start with **##**. See example below where the first Administrator is a security group name that will be checked when performing an LDAP login.

	Name	Type	Site
1	##Administrators	System Administrator	
2	Admin	Super Administrator	
3	Admin1	System Administrator	

When logging in via LDAP, the user name can be entered using one of the following formats:

- User Principal Name (UPN) format (e.g. userName@domain)
- down-level logon name format (e.g. domain\userName)

A non-LDAP login will always be available even when LDAP is defined.

2.4 Software Update 3.0.53

2.4.1 Add Event Viewer Message for Free License Thresholds

Add support to print an event log entry when free license pass a threshold.

Enabling this feature and defining the thresholds is done via the SPS configuration file with the following parameters (by default this feature is disabled):

- freeLicenseThresholdEnable (optional, default = false)
- freeLicenseErrorThreshold - (optional, default = 0)
- freeLicenseFatalThreshold (optional, default = 0)

2.5 Software Update 3.0.52

2.5.1 Updated AudioCodes Logo

Update the software with new AudioCodes logo.

2.5.2 PHP 7 and Apache Update

- Upgrade to PHP 7.1 version
- Upgrade to Apache 2.4.9

2.6 Software Update 3.0.43

2.6.1 Decline Incoming OCS call based on user-agent Regex.

Decline OCS incoming calls if user agent matches Regex in incomingOcsDeclineUaRegex. Default pattern never matches.

If matched, then calls are declined with response code specified in incomingOcsDeclineUaCode.

To decline incoming PSTN calls, set the value to "MediationServer".

The following new configuration values have been added:

- incomingOcsDeclineUaRegex - (optional, default = "z^")
- incomingOcsDeclineUaCode - (optional, default = "486")

Note that Regex is case-sensitive.

The default decline value (486) will reject the call on SPS only. Other devices will not be affected. To decline calls everywhere, on all devices, use code 603. To decline calls everywhere including voicemail, use code 605.

3 Known and Resolved Constraints

The table below shows the known and resolved constraints.

Table 3-1: Known and Resolved Constraints

Incident	Discovered Version	Resolved Version	Description
152061	3.0.50	-	SPS license expired and then changed to 2030 after resetting the SPS server. Workaround: open "Sentinel LDK License Manager" service and go to Recovery tab and change failure action to "Restart the service" instead of "Take no Action" for the three failure options.
APPSPS-38	3.0.55	3.0.58	Fixes the "No ring back" problem that existed on Audiocodes Skype phones. When the SIP User Agent (UA) matches the <i>earlyMediaFromOcsIgnoreUa</i> value, the 180 Ringing message is still sent with the SDP. In this case, phones may not play the ring back. (This happened with calls from the SPS phone to the AudioCodes Skype phone.) Need to send 180 Ringing message without early media, if early media is received
155520	3.0.x	3.0.56	When the SPS was configured with BLF and rebooted, the BLF stopped working.
-	3.0.x	3.0.55	Backing up to ZIP file and ZIP log didn't work properly.
-	3.0.x	3.0.55	Adding and importing a user sometimes failed due to an XML parsing error.
-	3.0.x	3.0.44	Setting transferSleepDurationMS default configuration to zero (this parameter was previously set to 2000 translated to a two second delay on the call). This parameter is a sleep delay that is added between call accept and transfer for RGS.
-	3.0.x	3.0.43	Changed default media relay mode to be enabled on all calls in all directions. This behavior was changed because today almost all installations require this mode: <ul style="list-style-type: none"> mediaRelayMode default value is now "MediaRelayAlwaysFromOcs" mediaRelayOutgoingAlways default value is now "true"
-	3.0.x	3.0.41	RGS call to agent over an Edge server failed. If the user calls Skype Response Group Service (RGS) and the agent is over an Edge server, then the call will fail because after the call is established, SPS detects that the destination is over an Edge server and transfers the call to a media relay. However, there's a UCMA bug in parameter encoding: if the value includes chars to escape then everything is converted to lowercase. For example if the destination is 'sip:test5@lync2013.net;opaque=user:epid:HkPbQQFE1FeBvijwVZ4xGQA A;gruu' it will be sent as: 'Dst=sip:test5@lync2013.net;opaque=user:epid:hkpbqqfe1febvijwvz4xgqaa;gruu' Note the case difference!

Incident	Discovered Version	Resolved Version	Description
-	3.0.x	3.0.40	Fix RTP/AVP and crypto from Lync/Skype for Business side to RTP/SAVP on initial invite and re-invites. SPS Switch Service rejects the invite. <ul style="list-style-type: none"> In the past it was modified only for initial invites, and not re-invites, and this caused calls to be disconnected after 30 minutes because of a session refresh failure that used a re-invite by an AudioCodes Lync/Skype for Business phone, with Lync/ Skype for Business SRTP configured as supported, and not mandatory (as default). The fix is implemented for all calls initiated in both directions because the re-invite may come from either direction.
-	3.0.x	3.0.40	Added Polycom to earlyMediaFromOcsIgnoreUa default configuration.
-	3.0.x	3.0.39	Fix for TSMC conference noise bug: <ul style="list-style-type: none"> Conference dial-in and then dial-out by MCU sent an invite+replaces on the same conversation, instead of escalating to conference as was the case in our lab setup (the customer setup and behavior was successfully reproduced in the Lync 2010 lab). This INVITE+ replaces the failed scenario because UCMA uses the same media provider as the initial call for the new call, in case of the same conversation. The cause of the failure was that the new call was with a media-relay; however, the original call was with B2B. <ul style="list-style-type: none"> ✓ The call failed with the B2B media provider not being able to find the answer. ✓ The solution is to add the default mediaRelayOutgoingUaRegex to "Conferencing_Attendant" (from null before). In addition, a fix has been added so that if the remote endpoint does not support replaces (as Conferencing_Attendant) then a new call is initiated and the original is terminated. For this solution, the initial dial-in is a media-relay call and the new invite+replace from AV-MCU will succeed in replacing this call in the case of the same conversation.
-	3.0.x	3.0.38	This issue concerns not being able to mute/unmute via *6, and not hearing such announcements. This is especially important when joining to a muted conference, because without it there is no way to unmute yourself. This issue is tested by creating a conference with client, muting all participants, dialing in from SPS, verifying the muted announcement, unmuting from client and then dialing *6 from SPS several times and verifying the client status.
-	3.0.x	3.0.38	The activation script has been fixed as follows: <ul style="list-style-type: none"> Fixed pool name (was 1.domain, instead of sps-pool-1.domain, for example) Added automatic support for pending certificate requests and handling of denied requests
-	3.0.x	3.0.38	Fixed default configuration to not media-relay SPS to SPS internal calls (previously this was enabled by mistake due to mediaRelayIncomingUaRegex value containing "RTCC/6"). This fix has been implemented to change the relevant regex to "^RTCC/6((?!SPS).)*\$"

4 Upgrade Instructions

The following procedure describes how to upgrade your system with the new version.

The latest version can be download from the following link:

https://downloads-audiocodes.s3.amazonaws.com/Download/AC_SPS_IW.html

Since the file is zipped, you need to unzip it to a temporary directory on the SPS server.

➤ **To upgrade your system:**

1. Create a snapshot of your virtual PC. This will help you restore the system if needed. or perform an SPS backup via the SPS Web.

In case the Apache configuration was changed to use a non-self-signed certificate – you need to backup the certificate files and re-configure the Apache server in case SPS infrastructure is upgraded.

2. Run sps_setup.exe as Administrator.
3. Open the following dialogs and click **Run** to perform component upgrade – in case you have already installed the latest version, the wizard prompts if you wish to run repair. Normally you need to select no for the repair option.
 - Prerequisites\Infrastructure
 - Web Admin
 - Core
 - Switch Server

In case you have an older version, perform the installation of the new component.

4. Restart the SPS server.

International Headquarters

1 Hayarden Street,
Airport City
Lod 7019900, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.

27 World's Fair Drive,
Somerset, NJ 08873
Tel: +1-732-469-0880
Fax: +1-732-469-2298

Contact us: <https://www.audiocodes.com/corporate/offices-worldwide>

Website: <https://www.audiocodes.com/>

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