

Release Notes

*AudioCodes One Voice™ Operations Center*

# One Voice Operations Center

Version 7.6



 audiocodes



---

## Table of Contents

---

<b>1</b>	<b>Managed VoIP Equipment .....</b>	<b>7</b>
<b>2</b>	<b>OVOC- Minimal Platform Requirements.....</b>	<b>11</b>
<b>3</b>	<b>Centralized SBC Licenses .....</b>	<b>15</b>
<b>4</b>	<b>New Features in Version 7.6.2000.....</b>	<b>17</b>
4.1	Management .....	17
4.1.1	New Device Support.....	17
4.1.2	Support for Multiple ITSP Customers .....	17
4.1.3	Call Storage Level .....	18
4.1.4	Notifications for Task Statuses and Alarms/Events.....	19
4.1.5	Support for New SIP Call Scenarios.....	19
4.1.5.1	Call Success Indication for SIP and Internal Responses.....	19
4.1.5.2	Support for SBC Test Calls .....	19
4.1.5.3	Support for MSRP Calls .....	19
4.1.5.4	Support for Voice AI Calls .....	20
4.1.6	Topology and Map Views .....	20
4.1.6.1	Searching by IP Address or Serial Number .....	20
4.1.6.2	Show Link Labels .....	20
4.1.7	Combined User Authentication Mode.....	20
4.1.8	Support for Fixed License Pool and Floating License with LDAP and RADIUS .....	20
4.1.9	Floating License Manager .....	20
4.2	OVOC Server .....	21
4.2.1	VMware ESXi 6.7.....	21
4.2.2	Microsoft Hyper-V Server 2016 .....	21
4.2.3	WebSocket Server .....	21
4.2.4	AudioCodes Floating License Manager.....	21
4.3	Device Manager .....	22
4.3.1	Automatic Upgrade for Phones and Jabra and AudioCodes Firmware .....	22
4.3.2	OVOC Journal .....	22
4.3.3	Enhanced Management Capabilities for Polycom Devices.....	23
4.3.5	Enhanced User Search.....	23
<b>5</b>	<b>Known Limitations and Workarounds.....</b>	<b>25</b>

**This page is intentionally left blank.**

## Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from <https://www.audiocodes.com/library/technical-documents>.

This document is subject to change without notice.

Date Published: August-27-2019

## WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

## Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our Web site at <https://www.audiocodes.com/services-support/maintenance-and-support>.

## Stay in the Loop with AudioCodes



## Related Documentation

Manual Name
Mediant 500 MSBR User's Manual
Mediant 500L MSBR User's Manual
Mediant 500L Gateway and E-SBC User's Manual
Mediant 800B Gateway and E-SBC User's Manual
Mediant 800B MSBR User's Manual
Mediant 1000B Gateway and E-SBC User's Manual
Mediant 1000B MSBR User's Manual
Mediant 2600 SBC User's Manual
Mediant 3000 User's Manual
Mediant 4000 SBC User's Manual
Mediant 9000 SBC User's Manual
Mediant Software SBC User's Manual
One Voice Operations Center Server Installation, Operation and Maintenance Manual
One Voice Operations Center Product Description
One Voice Operations Center Integration with Northbound Interfaces Guide
One Voice Operations Center User's Manual
Device Manager Pro Administrator's Manual
Device Manager Express Administrator's Manual
One Voice Operations Center Security Guidelines
One Voice Operations Center Alarms Guide
ARM User's Manual
Device Manager Agent Installation and Configuration Guide
Device Manager for Third-Party Vendor Products Administrator's Manual

## Document Revision Record

LTRT	Description
90549	Initial document release for Version 7.6.1000.
90551	Correction to Centralized SBC Licenses Product Support table.
90552	Initial document release for Version 7.6.2000

## Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our Web site at <https://online.audiocodes.com/documentation-feedback>.

# 1 Managed VoIP Equipment

**Table 1-1: Managed VoIP Equipment**

Product		Supported Software Version
<b>Gateway, SBC and MSBR Devices</b>		
Mediant 9000 SBC		Versions 7.2 (including support for MTC), 7.0, 6.8
Mediant 4000 SBC –		Versions, 7.2, 7.0 and 6.8
Mediant 4000B SBC		Version 7.2, 7.0
Mediant 2600 E-SBC		Versions 7.2, 7.0 and 6.8
Mediant 2600B E-SBC		Version 7.2 and 7.0
Mediant Server Edition (SE) SBC		Versions 7.2.2x, 7.2, 7.0 and 6.8
Mediant Virtual Edition (VE) SBC		Versions, 7.2 (including support for MTC), 7.0 and 6.8
Mediant Cloud Edition		Version 7.2
Mediant 3000 Media Gateways (TP-8410 and TP-6310)		Versions 7.0 (SIP), 6.8 (SIP) and 6.6 (SIP)
Mediant 2000 Media Gateways		Version 6.6
Mediant 1000 Gateway <sup>1</sup>		Version 6.6 (SIP)
Mediant 1000B Gateway and E-SBC		Versions 7.2., 7.0, 6.8 and 6.6
Mediant 800B Gateway and E-SBC		Versions 7.2, 7.0, 6.8 and 6.6
Mediant 800C		Version 7.2
Mediant 1000B MSBR		Version 6.6
Mediant 800 MSBR		Versions, 7.2, 6.8 and 6.6
Mediant 500 MSBR		Version, 7.2 and 6.8
Mediant 500L MSBR		Versions, 7.2 and 6.8
Mediant 500 E-SBC		Version, 7.2
Mediant 500L E-SBC		Version 7.2
Mediant 600 <sup>2</sup>		Version 6.6
MediaPack MP-11x series		Version 6.6 (SIP)
MediaPack MP-124		Version 6.6 (SIP) Rev. D and E
MP-1288		Version 7.2.2x, 7.2
<b>MP-202</b>		Version 4.4.9 Rev. B, D and R
<b>MP-204</b>		Version 4.4.9 Rev. B, D and R
<b>SBA<sup>3</sup></b>	<b>Product</b>	
Microsoft Lync	Mediant 800B SBA	SBA Version 1.1.12.x and later and gateway Version 6.8

<sup>1</sup> This product does not support Voice Quality Management.

<sup>2</sup> As above

<sup>3</sup> As above

Product		Supported Software Version
	Mediant 1000B SBA	SBA Version 1.1.12.x and later and gateway Version 6.8
	Mediant 2600B SBA	SBA Version 1.1.12.x and later and gateway Version 6.8
Microsoft Skype for Business	Mediant 800B SBA	SBA Version 1.1.12.x and later and gateway Version 7.2
	Mediant 800C SBA	SBA Version 1.1.12.x and later and gateway Version 7.2
	Mediant 1000B SBA	SBA Version 1.1.12.x and later and gateway Version 7.2
	Mediant 2600B SBA	SBA Version 1.1.12.x and later and gateway Version 7.0
<b>CloudBond<sup>4</sup></b>		
CloudBond 365 Pro Edition	Version 7.6 (with Mediant Server Version 7.2.100 and later)	
CloudBond 365 Enterprise Edition	Version 7.6 (with Mediant Server Version 7.2.100 and later)	
CloudBond 365 Standard + Edition	Version 7.6 (with Mediant 800B Version 7.2.100 and later)	
CloudBond 365 Standard	Version 7.6 (with Mediant 800B Version 7.2.100 and later)	
User Management Pack 365	Version 7.8	
<b>CCE Appliance<sup>5</sup></b>		
Mediant 800B	Version 2.1 with Mediant 800 CCE Appliance	
Mediant 800C	Version 2.1 with Mediant 800 CCE Appliance	
Mediant Server	Version 2.1 with Mediant Server CCE Appliance	
<b>Other Applications</b>		
SmartTAP 360° Recording	Version 4.3	
<b>Device Management</b>		
400HD Series Lync server	From Version 2.0.13: 420HD, 430HD 440HD	
400HD Series Non-Lync server	From Version 2.2.2: 420HD, 430HD 440HD and 405	
400HD Series Skype for Business	From Version 3.0.0: 420HD, 430HD 440HD and 405HD	
	From Version 3.0.1: 420HD, 430HD 440HD, 405HD and 450HD	

<sup>4</sup> To support Voice Quality Management for these devices, customers should add the SBC/Media Gateway platform of the CloudBond 365 /CCE Appliances as standalone devices to the OVOC. Once this is done, the SBC/Gateway calls passing through the CloudBond 365 /CCE Appliances can be monitored.

<sup>5</sup> As above.



Product	Supported Software Version
	From Version 3.0.2: HRS 457 (with Jabra firmware support)
	From Version 3.1.0: 445HD
	From Version 3.2.0 <sup>6</sup> : C450HD (Skype for Business support only; not including support for Microsoft Teams)
Device Management -Third-party Vendor Products	
Spectralink	Spectralink 8440
Polycom	Polycom Trio 8800
	<b>Polycom VVX</b>
Jabra Headset Support*	Jabra BIZ, Jabra Coach, Jabra DIAL, Jabra Eclipse, Jabra Elite, Jabra Engage, Jabra Evolve, Jabra Handset, Jabra LINK, Jabra Motion, Jabra Pro, Jabra Pulse, Jabra SPEAK, Jabra Sport, Jabra STEALTH, Jabra Steel, Jabra SUPREME. For a complete list of supported Jabra phones, see document Device Manager for Third-Party Vendor Products Administrator's Manual.



**Note:**

- All Versions VoIP equipment work with the SIP control protocol.
- **Bold** refers to new product support and Version support.
- \*Supported Jabra models interwork with the Jabra Integration Service.

<sup>6</sup> The official 3.2.0 version has not yet been released.

**This page is intentionally left blank.**

## 2 OVOC- Minimal Platform Requirements

The table below describes the minimum platform requirements for the One Voice Operations Center Server.



**Note:** For enhanced service provider specifications, refer to the Appendix “Service Provider - Enhanced Specifications” in the OVOC IOM.

**Table 2-1: OVOC- Minimum Platform Requirements**

Resource	OVOC Server					OVOC Web Client
	Dedicated OVOC Server - Linux OS	AWS	Microsoft Azure	Virtual OVOC - High Profile	Virtual OVOC – Low Profile	
<b>Hardware</b>	<ul style="list-style-type: none"> <li><b>G8:</b> HP DL360p</li> <li><b>G10:</b> HP DL360p</li> </ul>	–	–	–	–	Browser Document Size: 1280 x 768
<b>Operating System</b>	<ul style="list-style-type: none"> <li><b>G8:</b> Linux CentOS Version 7.3-1611 64-bit, Rev.18</li> <li><b>G10:</b> Linux CentOS Version 7.3-1611 64-bit, Rev.19</li> </ul>	Linux CentOS Version 7.3-1611 64-bit, Rev.19	–	Linux CentOS Version 7.3-1611 64-bit, Rev.19	Linux CentOS Version 7.3-1611 64-bit, Rev.19	Windows™ 10/Windows 8/ Windows 8.1/ Windows 7/ Windows 7 Enterprise/ Windows Server 2012 R2 Standard

Resource	OVOC Server					OVOC Web Client
	Dedicated OVOC Server - Linux OS	AWS	Microsoft Azure	Virtual OVOC - High Profile	Virtual OVOC – Low Profile	
<b>Virtualization platform</b>	–	AWS EC2 Instance Type: c4.4xlarge	<ul style="list-style-type: none"> <li>High Profile: VM Size: F16s</li> <li>Low Profile: VM Size D4s_v3</li> </ul>	<ul style="list-style-type: none"> <li>VMware: ESXi 6.7</li> <li>VMware HA cluster: VMware ESXi 6.5</li> <li>Microsoft Hyper-V Server 2012 R2</li> <li>Microsoft Hyper-V Server HA Cluster: 2012 R2</li> <li>Microsoft Hyper-V Server 2016</li> <li>Microsoft Hyper-V Server 2016 HA Cluster</li> </ul>	–	
<b>Memory</b>	<ul style="list-style-type: none"> <li><b>G8:</b> 32 GB RAM</li> <li><b>G10:</b> 64 GB RAM</li> </ul>	30GiB (c4.4xlarge)	<ul style="list-style-type: none"> <li>High Profile: 32 GB (F16s)</li> <li>Low Profile: 16 GB (D4s_v3)</li> </ul>	32 GB RAM	16 GB RAM	8 GB RAM
<b>Disk space</b>	<ul style="list-style-type: none"> <li><b>G8:</b> Disk: 2 X 1.2 TB SAS 10K RPM in RAID 0</li> <li><b>G10:</b> Disk: 2x 1.92 TB SSD configured in RAID 0</li> </ul>	AWS EBS: General Purpose SSD (GP2)	<ul style="list-style-type: none"> <li>High Profile: 2 TB SSD</li> <li>Low Profile: 500 GB SSD</li> </ul>	1.2 TB	500 GB	–
<b>Processor</b>	<ul style="list-style-type: none"> <li><b>G8:</b> CPU: Intel Xeon E5-2690 (8 cores 2.9 GHz each)</li> <li><b>G10:</b> CPU: Intel (R) Xeon(R) Gold 6126 (12 cores 2.60 GHz each)</li> </ul>	16 vCPUs (c4.4xlarge)	<ul style="list-style-type: none"> <li>High Profile: 16 vCPUs (F16s)</li> <li>Low Profile: 4 vCPUs (D4s_v3)</li> </ul>	6 cores not less than 2 GHz	<ul style="list-style-type: none"> <li>1 core not less than 2.5 GHz</li> <li>2 core each with at least 2.0 GHz</li> </ul>	–
<b>DVD-ROM</b>	Local ( <b>G8</b> only)	–	–	–	–	–

- The working space requirements on the OVOC server are as follows:
  - Linux: Executable bash
- The OVOC server works with the Java Development Kit (JDK) Version 1.8 (JDK 1.8 for Linux™).
- The Oracle database used is Version 12.1.0.2.

- Supported browsers for Web client applications are as follows:
  - Internet Explorer Version 11 and higher
  - Mozilla Firefox Version 39 and higher
  - Google Chrome Version 76 and higher
- Flash Version 11 is required for generating Statistics Reports

**Note:**

- The JDK and Oracle database component Versions mentioned above are provided as part of the OVOC installation image.
- The HP ProLiant DL360 G8 server is now End-of-Sale due to Hewlett-Packard's (HP) End-of-Life announcement for this server. AudioCodes will continue supporting the HP ProLiant DL360 G8 server for OVOC Versions 7.4 and 7.6. However, the HP ProLiant DL360 G8 server will no longer be supported from Version 7.8 (expected around Q3/2019). For Versions 7.4 and 7.6, Description Documents relating to patches and Release Notes associated with major releases will include separate capacity information for the HP ProLiant DL360 Gen8 and HP DL360 Gen10 servers.

**This page is intentionally left blank.**

## 3 Centralized SBC Licenses

The table below shows the SBC device types that can be managed for both the Fixed License and the Floating License features.

**Centralized SBC Licenses Product Support**

Product	Fixed License	Base Version	Floating License	Base Version
Mediant 500 Gateway & E-SBC	√	7.0	√	7.2.202
Mediant 500 Gateway & E-SBC	√	7.0	√	7.2.202
Mediant 500 MSBR	√	7.2.150	×	
Mediant 500L Gateway & E-SBC	√	7.0	√	7.2.202
Mediant 500L MSBR	√	7.2.150	×	
Mediant 800 Gateway & E-SBC	√	7.0	√	7.2.202
Mediant 800 MSBR	√	7.0	×	7.2.202
Mediant 1000B Gateway & E-SBC	√	7.0	√	7.2.202
Mediant 2600B E-SBC	√	7.2.150	√	7.2.202
Mediant 4000 SBC	√	7.0	√	7.2.202
Mediant 9000 SBC	√	7.0	√	7.2.202
Mediant Virtual Edition SBC	√	7.0	√	7.2.202
Mediant Software Edition SBC	√	7.0	√	7.2.202
Mediant Cloud Edition SBC	√	7.2	√	7.2.252
MP-1288	√	7.2.150	×	



**Note:**

- **Fixed License:** The Mediant 2000 and Mediant 3000 do not support the fixed license. In addition, the Transcoding session license is applicable only to the Mediant Virtual Edition and Mediant 9000.
- **Floating License:** AudioCodes no longer uses the advanced quality package for implementing the floating license. Customers who have previously ordered OVOC for floating license only, will have their voice quality monitoring functionality de-activated.
- For ordering details, contact your AudioCodes sales representative.

**This page is intentionally left blank.**



## 4 New Features in Version 7.6.2000

### 4.1 Management

#### 4.1.1 New Device Support

This version supports the MP-202 and MP-204 devices with Hardware Revisions B, D and R.

For the above devices, OVOC supports status, initial provisioning, Firmware and Configuration files distribution and backup.

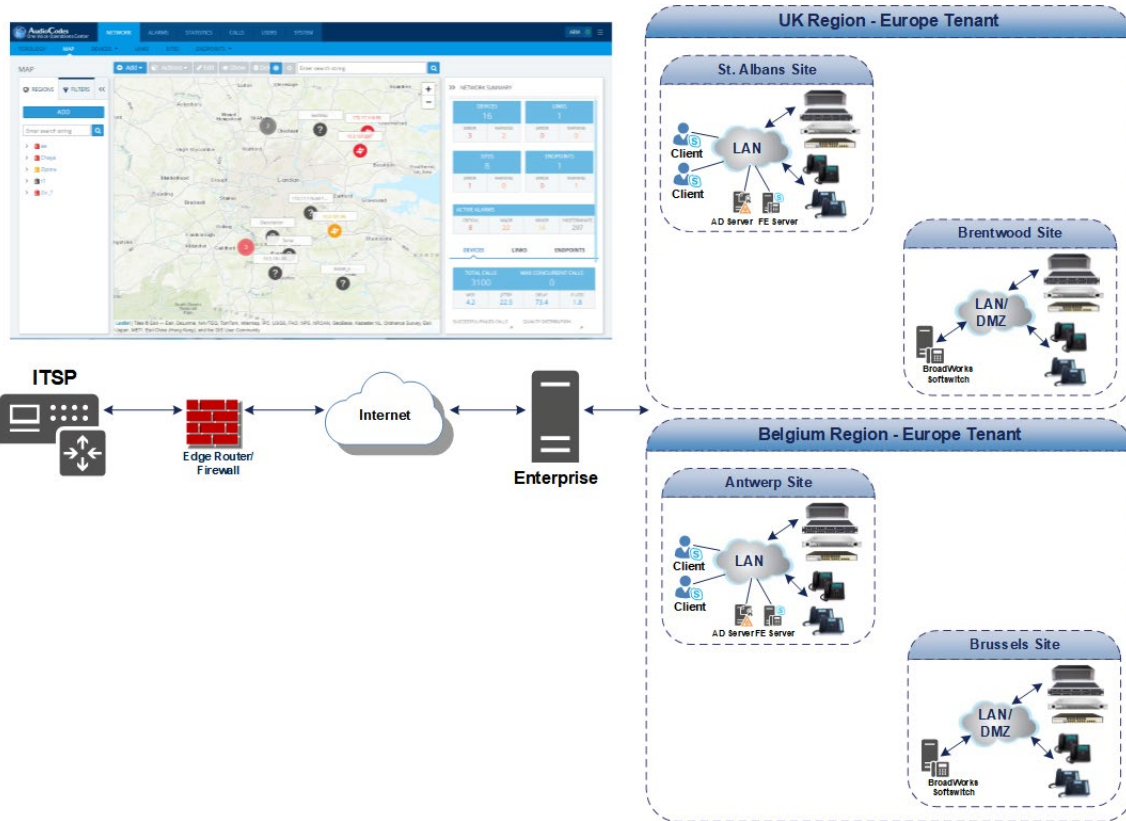
#### 4.1.2 Support for Multiple ITSP Customers

This feature enhances OVOC's monitoring capabilities through the ability for multiple operators assigned to the same tenant to monitor a sub-set of links. Until now, when a Tenant operator was assigned "Monitoring" permissions, they could automatically monitor all links defined for a specific tenant. For example, the same operator could manage links for both Broadworks and Microsoft deployments if these links were defined on the same Tenant. Now a dedicated operator can be defined for managing the Broadworks Softswitch; views all call data related to the connection between defined trunk groups and the BroadWorks Softswitch and another operator on the same tenant may defined to manage all links between the Microsoft Edge Server IP Group and the Skype for Business Front End IP Group. The data that may be specifically monitored by each operator includes the following:

- Sites defined as link destinations and devices defined as source/destination to the links.
- Assigned links in the Network screen
- Alarms and events for the assigned link entities
- Statistics for assigned links
- Notifications for tasks and alarms only for the assigned links

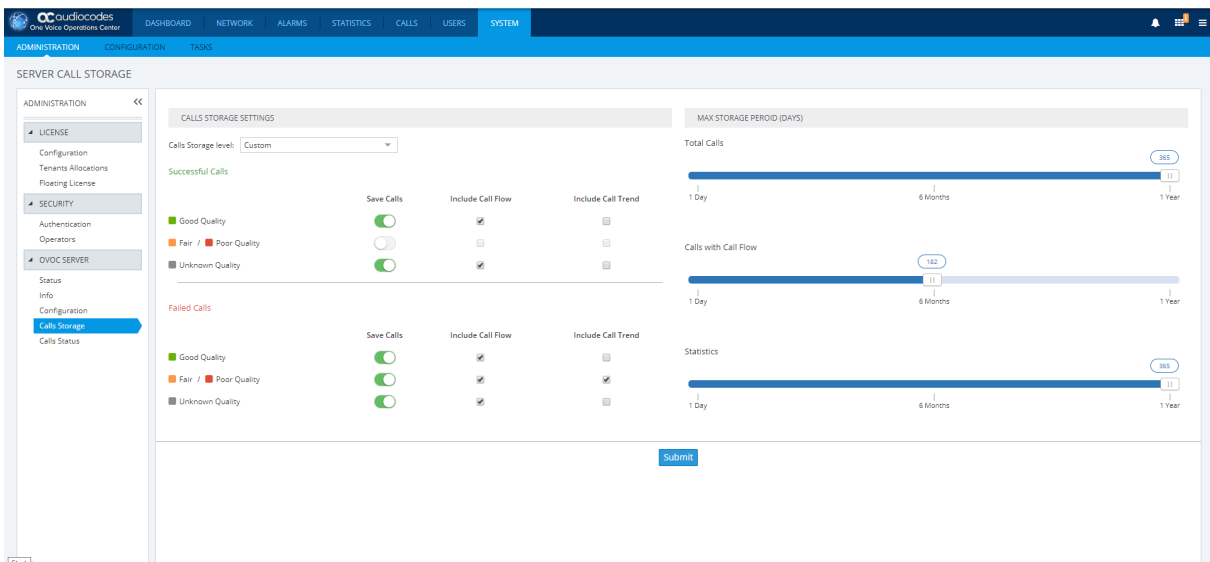
This feature complements OVOC's existing ITSP multi-tenancy architecture that allows Service providers to deploy a single instance of the OVOC application to provide a telephony network management service to multiple enterprise tenants.

A new tenant operator security profile "Monitoring Links" has been defined for this purpose. This operator is assigned to tenant(s) and to links associated to a device managed by these tenant(s). For example, if the operator is assigned to "Tenant New York" and then to device "SBC NY", then they can be assigned to manage one or more links to SBC NY. The Monitoring Links operator's tenant is assigned to an LDAP Authentication Group, which defined globally for all Monitoring Links operators for the OVOC server instance.



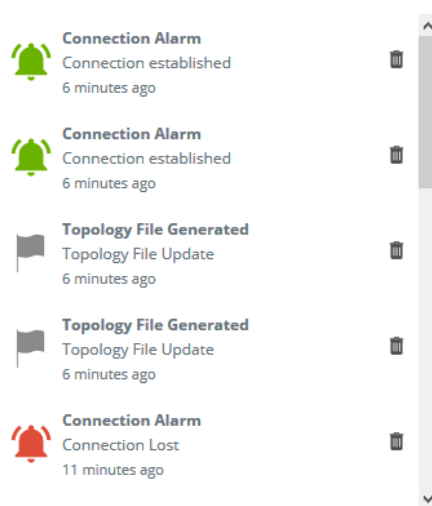
### 4.1.3 Call Storage Level

OVOC server disk management has been streamlined through the ability to control the composition of incremental disk write updates according to whether the calls were successful or failed and according to the reported call quality metrics. You can also determine whether to include the Call Trend and Call Flow data components when saving to the database. Templates can also be applied including predefined and custom settings.



## 4.1.4 Notifications for Task Statuses and Alarms/Events

- Notifications automatically pop-up for statuses of operator task such as adding a device or site or SSH Connection Status, Operation Status Changed. Performance Counter Reached Threshold Alarm. The notification history can be displayed by selecting the bell icon in the Toolbar.
- An alarm forwarding rule with a new Destination Type “Notifications” can be configured for an operator to pop-up notifications whenever an alarm or event is raised on the entities managed by the operator.



The time to display the notifications on the screen for both of the above features can be configured in the Tenant Operator details (Notification Duration “Seconds”). Setting this parameter to 0 prevents notifications from being displayed. All notifications are cleared from the OVOC database after twenty minutes.

## 4.1.5 Support for New SIP Call Scenarios

### 4.1.5.1 Call Success Indication for SIP and Internal Responses

The CDR mechanism for updating the Call Status (“Success” or “Failure”) based on the call termination reason (SIP response code or SBC’s internal response codes) has been enhanced.

### 4.1.5.2 Support for SBC Test Calls

SBC Test Calls are indicated as a new Call Type in the Calls List and it’s also possible to filter by Call Type “SBC Test Call”.

### 4.1.5.3 Support for MSRP Calls

The Message Session Relay Protocol (MSRP) is used for managing SIP SDP Message streams. MSRP SIP SBC messages for the incoming and outgoing call legs do not contain voice media and therefore no quality reports are generated by the SBC. Only control events indicating the Start Time and the End Time for the call are generated. The Media Type for these calls is “MSRP”. In the Calls List, these calls are displayed as Undefined (Grey) with zero Duration. In the Call Details, only the Signaling data is displayed (Media and trends data are not displayed). You can also filter by Media Type “MSRP” in the Calls List.

#### 4.1.5.4 Support for Voice AI Calls

Voice AI Gateway call flow consists of the SBC call leg from the SIP Trunk, IP-PBX, Call Center or Web RTC interface. For this leg, the Media Type is “Audio”. The second leg “HTTP” (indicated as a new Call Type) indicates the call leg from the Chatbot network cloud to the Voice AI Gateway. A call ID is not reported for this leg. For Chatbot sessions that are transferred to a human agent, Voice Quality is only reported by the SBC leg, and therefore only the Call details for this leg are saved to the database.

### 4.1.6 Topology and Map Views

#### 4.1.6.1 Searching by IP Address or Serial Number

In the Topology and Map views, you can search for devices by IP address or Serial number. You can also click a drop-down arrow adjacent to a parent device to view all child devices.

#### 4.1.6.2 Show Link Labels

Links Labels can be hidden to prevent cluttering of the Topology and Map Views.

### 4.1.7 Combined User Authentication Mode

A new mechanism enables the configuration of both the RADIUS/LDAP and local authentication types for the same OVOC server instance. An option is also provided to configure which method takes precedence (authentication order). Until now, if an operator tried to log in to the LDAP or RADIUS server and these servers were not accessible, OVOC attempted to connect with the same credentials to the local database. This feature implements an additional fallback mechanism, where, for example, if the local user database is configured as the first order and the local user does not exist, OVOC attempts to connect to LDAP or RADIUS with the same user credentials.



**Note:** When the RADIUS or LDAP Authentication Type and the Combined Authentication Mode are both configured, the Fixed License Pool and Floating License functionality is supported (using the local database credentials).

### 4.1.8 Support for Fixed License Pool and Floating License with LDAP and RADIUS

The Fixed License Pool and Floating License functionality is now supported for LDAP and RADIUS users.

### 4.1.9 Floating License Manager

Floating License parameters are now displayed in the License Configuration screen.

## 4.2 OVOC Server

### 4.2.1 VMware ESXi 6.7

Support for VMware upgrade to ESXi 6.7.

### 4.2.2 Microsoft Hyper-V Server 2016

Support for Microsoft Hyper-V Server 2016.

### 4.2.3 WebSocket Server

A new internal process for managing the WebSocket server connection has been added to the OVOC Server Manager for managing the new alarm and task notification mechanism in the OVOC Web (described above).



```

-----Application-----|-----Status-----
Watchdog                  | UP
OVOC Server               | UP
SEM CPEs Server           | UP
SEM MS Lync Server        | UP
SEM Endpoints Server      | UP
Floating License Server   | UP
Perf Monitoring Server    | UP
Websocket Server          | UP
Tomcat Server             | UP
Apache HTTP Server        | UP
Oracle DB                 | UP
Oracle Listener           | UP
Cassandra                 | UP
SNMP Agent                | DOWN
NTP Daemon                | DOWN
-----|-----
Press 'Enter' key to go back to the main menu...
  
```

### 4.2.4 AudioCodes Floating License Manager

AudioCodes Floating Manager's License parameters are now managed by the OVOC License Configuration Manager (OVOC Time License):

- Number of media sessions
- Number of registrations
- Number of transcoding sessions
- Number of signaling sessions

These licenses can be activated using AudioCodes License Activation tool at: <http://www.AudioCodes.com/swactivation>

License Information is displayed in the EMS Server Manager License screen and in the License Configuration screen.

```

Main Menu> Application Maintenance> License
-----
License Configuration Manager:
Server Machine ID: B9C8B237B0DF
Product Key: B9C8B237B0DF
License Status: ENABLED
OUOC Advanced: Yes
Expiration Date: 02-06-2022

Floating License
Status: ENABLED
SBC Sessions:
SBC Registrations:
SBC Transcoding:
SBC Signaling:
-----

Fixed License Pool
SBC Managed Devices: 1,000,000
SBC Sessions: 100,000,000
SBC Registrations: 10,000,000
SBC Transcoding: 1,000,000
SBC Signaling: 10,000,000
CB Users: 1,000,000
CB PBX Users: 1,000,000
CB Analog Devices: 100,000
CB Voicemail Accounts: 100,000
-----

Endpoints
Managed Endpoints: 10,000,000
-----

Voice Quality
Total Devices: 10,000,000
Total Endpoints: 100,000,000
Total Sessions: 2,000,000,000
Total Users: 100,000,000
-----

>1. Load License
  b.Back
  q.Quit to main Menu
    
```

## 4.3 Device Manager

### 4.3.1 Automatic Upgrade for Phones and Jabra and AudioCodes Firmware

OVOC installations worldwide can now synchronize with the AudioCodes Cloud Repository to download the latest firmware versions for managed devices and headsets.

### 4.3.2 OVOC Journal

Actions reported by the Device Manager are now saved to the OVOC Alarm Journal. These actions include, for example, adding, updating or deleting a managed device, logging in, logging out, stopping and starting, restarting and shutting down. This enables the operator to view more detailed information for the action than was provided until now in the Activity Log file.

### 4.3.3 Enhanced Management Capabilities for Polycom Devices

- Setup Automatic Provisioning for different Polycom Trio 8800 and Polycom VVX models. These phone models can be automatically provisioned with templates per model from AudioCodes' provisioning server. The feature is an AudioCodes proprietary feature. Prior to Version 7.6.2000, all Polycom devices were manually provisioned with the same template from Polycom's provisioning server.

	BToE	User Name	Phone Number	Last Update Status	Mac Address	IP Address	Model	Firmware	Tenant	Site	Template	Report
Actions				26.07.2019 05:17:10	0004f2f6ec88	10.33.2.142	TRIO_8800	5.9.0.11398	Leo	AutoDetection	TRIO_8800	26.07.2019 05
Actions		Daryl Hunter	+19196859643	27.07.2019 14:44:47	00908f9f13d	192.168.15.135	440HD	UC_3.1.3.144.15	LizyaTest	Raleigh Office	Audiocodes_440HD_LVNC	26.07.2019 05
Actions	Approve			26.07.2019 12:25:59	0004f2f6f8da	192.168.15.117	TRIO_8800	5.9.0.10869	Leo	AutoDetection		26.07.2019 12

- Periodically sync with the AudioCodes' firmware Cloud repository to retrieve the latest Polycom device firmware files. The 'Latest versions' page allows network administrators to 'sync' with the repository.
- Monitor the status of the Polycom devices including displaying presence, registration status and hardware information and viewing the assigned template.
- Change the assigned tenant
- Access the Polycom device's Web Configuration Utility
- Reset the Polycom device

### 4.3.5 Enhanced User Search

You can search for a user in the Managed User page by either User Name or MAC address.

**This page is intentionally left blank.**



## 5 Known Limitations and Workarounds

The table below lists the Known Limitations and Workarounds in this release.

**Known Limitations and Workarounds**

Issue	Problem/Limitation	Comments and Workaround
High Availability on OVOC Bare Metal platform	High Availability is not supported for OVOC servers on Bare Metal platform.	-
Backup and Restore	When running a backup on the Bare-metal or the Virtual server-based platforms, it's not possible to restore the backed-up data to Cloud-based server platforms.	-
High Availability-AudioCodes devices	When there is active call traffic on AudioCodes HA devices during HA switchover, the OVOC QoE application does not recognize this traffic and therefore does not display and calculate the QoE data for this traffic. Applicable for all AudioCodes HA devices.	This issue will be resolved in a future release.
External Server Authentication	External Server Authentication is not supported for TACACS.	-
	Multi-tenancy is not supported for the RADIUS server.	-
	<ul style="list-style-type: none"> <li>The option "Use LDAP Credentials for Device Page Opening" is not supported for operators when the LDAP "Level" parameter is set to Admin (1)</li> <li>The option "Use RADIUS Credentials for Device Page Opening" is not supported for operators when the RADIUS "User Level" parameter is set to Administrator (100)</li> </ul>	This functionality will be supported in a future release.
	<ul style="list-style-type: none"> <li>Tenant operators with Tenant Monitor Links security level are not supported for RADIUS authentication.</li> </ul>	-

Issue	Problem/Limitation	Comments and Workaround
Certificates	If you have installed SSL certificates for Microsoft Active Directory, MS-SQL Server or for LDAP User authentication and you then run the Server Certificates Update procedure in the EMS Server Manager, these Microsoft certificates are overwritten.	Before running the Server Certificates Update procedure, ensure that you have backed up the Microsoft Certificates to an external location. After running the Server Certificates Update procedure, reload the Microsoft Certificates in the OVOC Web.
	If you are configuring the connection to the MS-SQL server with SSL using a certificate file, and then one of the following occurs: <ul style="list-style-type: none"> <li>• Reload of a different certificate file for this SQL server.</li> <li>• Adding of an additional SQL server with a different certificate file.</li> </ul> The connection between OVOC and the MS SQL server may fail.	After reloading the new certificate file, restart the OVOC server using the EMS Server Manager. This issue will be fixed in a future release.
Activate MIB browser & Putty.	MIB browser and Putty cannot be activated from the OVOC Web.	These applications can be activated as Stand-alone applications.
Private Labeling	This Version does not support private labeling.	-
Automatic Updating of Device's SNMP Credentials.	When SNMPv2 or SNMPv3 settings are changed for the tenant, site or devices, the devices SNMP configuration is not automatically updated (only the OVOC database is updated).	Directly update the devices SNMP settings. This will be fixed in a future release.
MEGACO support	MP-1xx and MP-124, Mediant 1000 and Mediant 3000 Version 6.6 are not supported in this release.	-
Alarms	A unified History and Journal View is not yet available.	This issue will be resolved in a future release.
Alarms Forwarding	SNMP, Mail & Syslog forwarding is supported; however, Mail2SMS is not supported.	These issues will be resolved in a future release.
	The Overflow alarm is not cleared if raised during OVOC shutdown.	
	OVOC supports a maximum of 10 alarm forwarding rules for SNMP trap rule destination for the entire system.	Contact AudioCodes support to change this number per customer scenario.
Welcome & Advisory Messages	Welcome & Advisory Messages are not supported.	-
Mass Operations	Mass operations on AudioCodes devices such as reset or firmware upgrade can be done for a maximum of 500 devices (or maximum devices in a single table page).	-

Issue	Problem/Limitation	Comments and Workaround
Voice Quality Package (SEM)	<ul style="list-style-type: none"> <li>The Utilities &gt; Server Configuration screen from Version 7.2 is not supported: Max calls drop time and Mail Source Address Configuration for Scheduler Reports and the Display Name are not supported.</li> </ul>	This functionality will be supported in a future release.
	Forked calls are NOT supported by OVOC QoE.	This functionality will be supported in a future release.
	The 'Save' option in the User Experience screen is not supported.	-
	Real time information, for example, in the Network/Statistics screens is only supported for the last three hours.	This functionality will be supported in a future release.
	In the Statistics Screen, Quality Cause Statistics are not supported.	-
	SBC calls more than the pre-configured maximum monitored call duration of three hours (e.g., the session of a participant in a Skype for Business conference call over an SBC) or an SBC call that is incompletely reported to the OVOC server is not displayed in the Calls List.	This limit can be extended at the request of AudioCodes support.
	When using SBC devices with the official firmware release version 7.20A.252.011, successful/failed call status in calls list/statistics/reports might be incorrect. <i>Note: All SBC devices installed with unofficial/patch release prior to version 7.20A.252.228 must be upgraded in order to apply the fix.</i>	Upgrade SBC device to version 7.20A.252.269 or higher
Browser cache	Cache memory browser overload causes performance degradation. In addition, after upgrade to the new OVOC Version its recommended to clear your browser cache.	See the following link for information on improving browser performance. <a href="https://7labs.io/tips-tricks/clear-site-specific-cookies-cache.html">https://7labs.io/tips-tricks/clear-site-specific-cookies-cache.html</a>
Floating License	The Floating License does not support multi-tenancy.	This functionality will be supported in a future release.

### **International Headquarters**

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

### **AudioCodes Inc.**

200 Cottontail Lane  
Suite A101E  
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/>

©2019 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VoIPerfect, VoIPerfectHD, Your Gateway To VoIP, 3GX, VocaNom, AudioCodes One Voice and CloudBond are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

Document #: LTRT-90552

