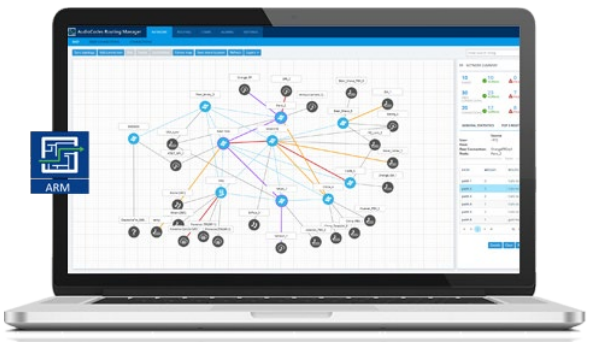
Release Notes

*AudioCodes One Voice™ Operations Center*

# AudioCodes Routing Manager (ARM)

Version 9.0



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## Abbreviations and Terminology

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

## Related Documentation

| Manual Name |
|---|
| ARM Installation Manual |
| ARM User's Manual |
| Mediant 9000 SBC User's Manual |
| Mediant 4000 SBC User's Manual |
| Mediant SE SBC User's Manual |
| Mediant SE-H SBC User's Manual |
| Mediant VE SBC User's Manual |
| Mediant VE-H SBC User's Manual |
| Mediant 1000B Gateway and E-SBC User's Manual |
| Mediant 800B Gateway and E-SBC User's Manual |
| Mediant 500 Gateway and E-SBC User's Manual |
| Mediant 500 MSBR User's Manual |
| Mediant 500L Gateway and E-SBC User's Manual |
| Mediant 500L MSBR User's Manual |
| MP-1288 High-Density Analog Media Gateway User's Manual |
| One Voice Operations Center Server Installation, Operation and Maintenance Manual |
| One Voice Operations Center Integration with Northbound Interfaces |
| One Voice Operations Center User's Manual |
| One Voice Operations Center Product Description |
| One Voice Operations Center Alarms Guide |
| One Voice Operations Center Security Guidelines |

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# 1 Overview

These *Release Notes* describe the new features and known issues in version 9.0 of the AudioCodes Routing Manager (ARM).

## 1.1 Managed AudioCodes Devices

ARM 9.0 supports the following AudioCodes devices (Gateways and SBCs) referred to in the ARM GUI as *nodes*:

**Table 1-1: AudioCodes Devices Supported by ARM Version 8.8**

| Device | Major Versions |
|---|---|
| Mediant 9000 SBC | 7.2.158 and later |
| Mediant 4000 SBC | 7.2.158 and later |
| Mediant 2600 SBC | 7.2.158 and later |
| Mediant SE/VE SBC | 7.2.158 and later |
| Mediant 1000B Gateway and E-SBC | 7.2.158 and later |
| Mediant 800B Gateway and E-SBC | 7.2.158 and later |
| Mediant 800C | 7.2.158 and later |
| Mediant 500 E-SBC | 7.2.158 and later |
| Mediant 500L - SBC | 7.2.158 and later |
| Mediant SBC CE (Cloud Edition) | 7.2.250 and later |
| Mediant 3000 Gateway only | 7.00A.129.004 and later |

**Note:**

- Customers are strongly recommended to upgrade their devices to version 7.2.158 or later as issues were encountered with device version releases earlier than 7.2.158.
- See also Section 4 for the earliest device version supported by the ARM, *per ARM feature*.

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# 2 What's New in Version 9.0

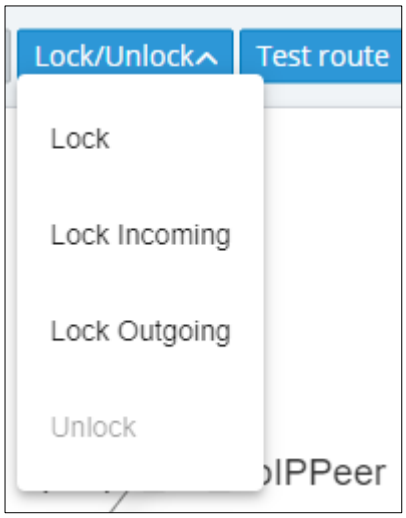
This section describes the new features and capabilities introduced in ARM 9.0.

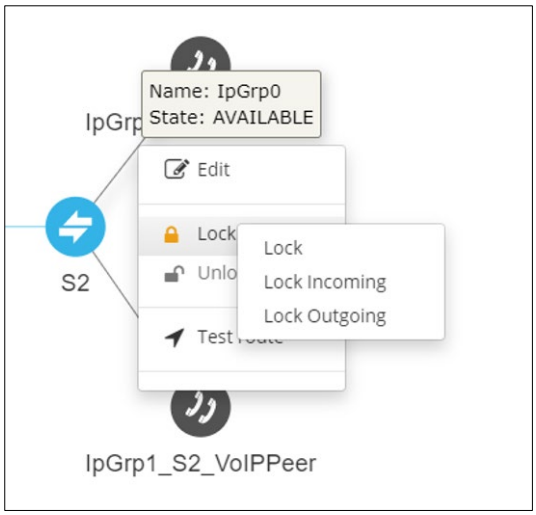
## 2.1 Uni-Directional Lock/Unlock of Peer Connection

In addition to Lock/Unlock of a Peer Connection, ARM 9.0 supports *directional based* Lock/Unlock of a Peer Connection. The feature allows operators to (for example) stop only traffic *towards* specific VoIP Peers (for example, specific IVRs) while calls *coming from* these VoIP Peers will still be routed to their destination. Operators can use the feature to perform a graceful stoppage of traffic for maintenance reasons (for example).

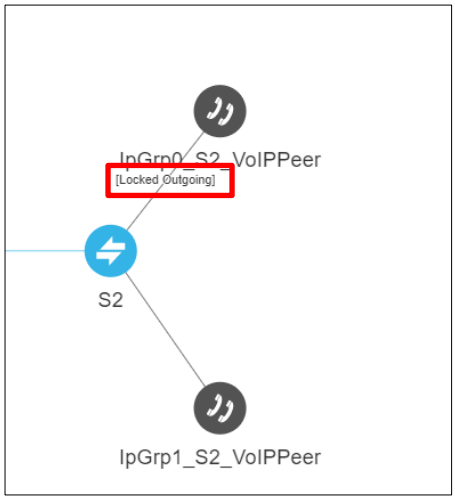
The feature is essential for IVR VoIP Peers when there are always calls in a queue that are not yet connected to an agent. From the IVR's perspective, the connection to the agent is outbound calls; without the uni-directional lock feature, calls fail.

The new direction-based action can be activated either from the **Lock/Unlock** button when a specific Peer Connection is selected, or from the right-click popup menu of a specific Peer Connection.



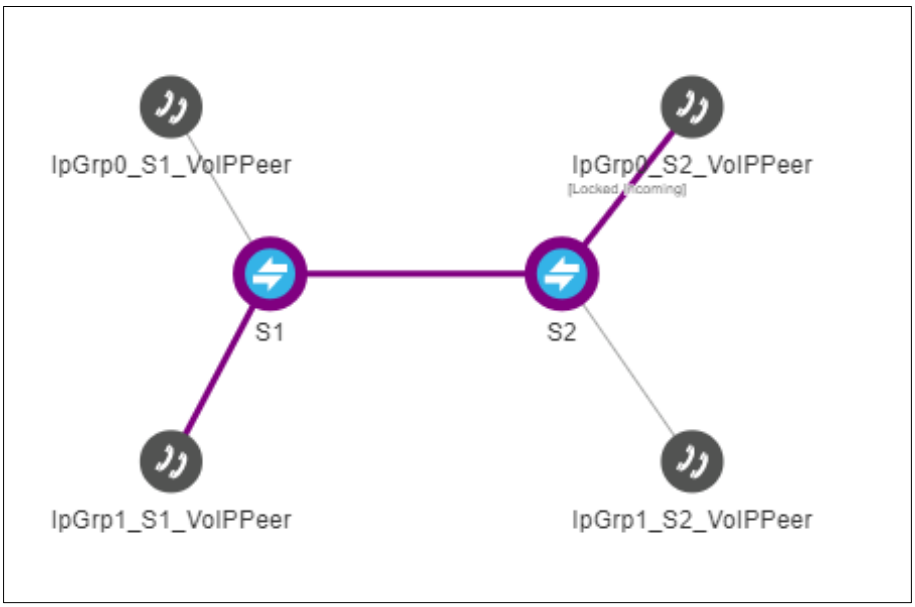

The directional lock of all Peer Connections is indicated in Topology Map view and in Table view:



| | | | | | | |
|---|---|---|---|---|---|---|
| ✓ | S1 | IpGrp0 ⇢ | IpGrp0_S1_VoIPPe... | IpGrp0 | ✓ | Unlocked |
| 🔒→ | S2 | IpGrp0 ⇢ | IpGrp0_S2_VoIPPe... | IpGrp0 | ✓ | Locked Outgoing |

Note that a lock of the opposite direction automatically unlocks the previous lock direction; it doesn't apply a bi-directional lock; it allows traffic of the previously locked direction. Either direction is applicable.

Direction-based lock is also supported in the Offline Planning page (**Network** > **Offline Planning**) as well as by the Test Route feature. In the following example, Test Route is activated (and allowed) for outgoing calls even though the Peer Connection is locked for incoming calls.



## 2.2 Combined ARM and SBC Routing Decision

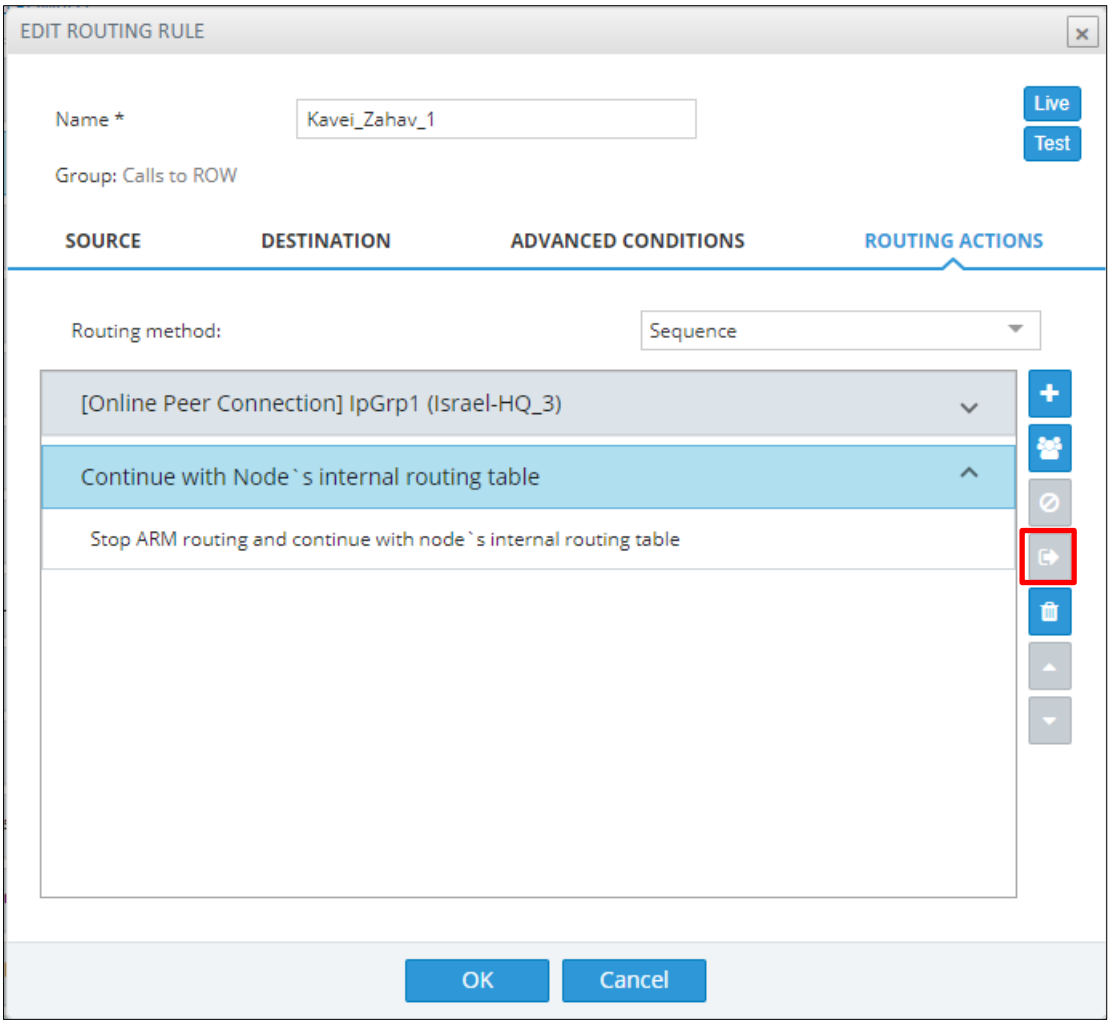
ARM 9.0 supports a combined routing decision taken by the ARM and a node (SBC only). The feature enables customers to specify that after a specific number of routing attempts configured in *ARM routing*, they'd like to continue with the *local SBC routing table*.

ARM 9.0 supports a new action in the Routing Rule: **Stop ARM routing**

A second action follows this: **Stop ARM routing and continue with node's internal routing**

This action is always the last option in a Routing Rule.

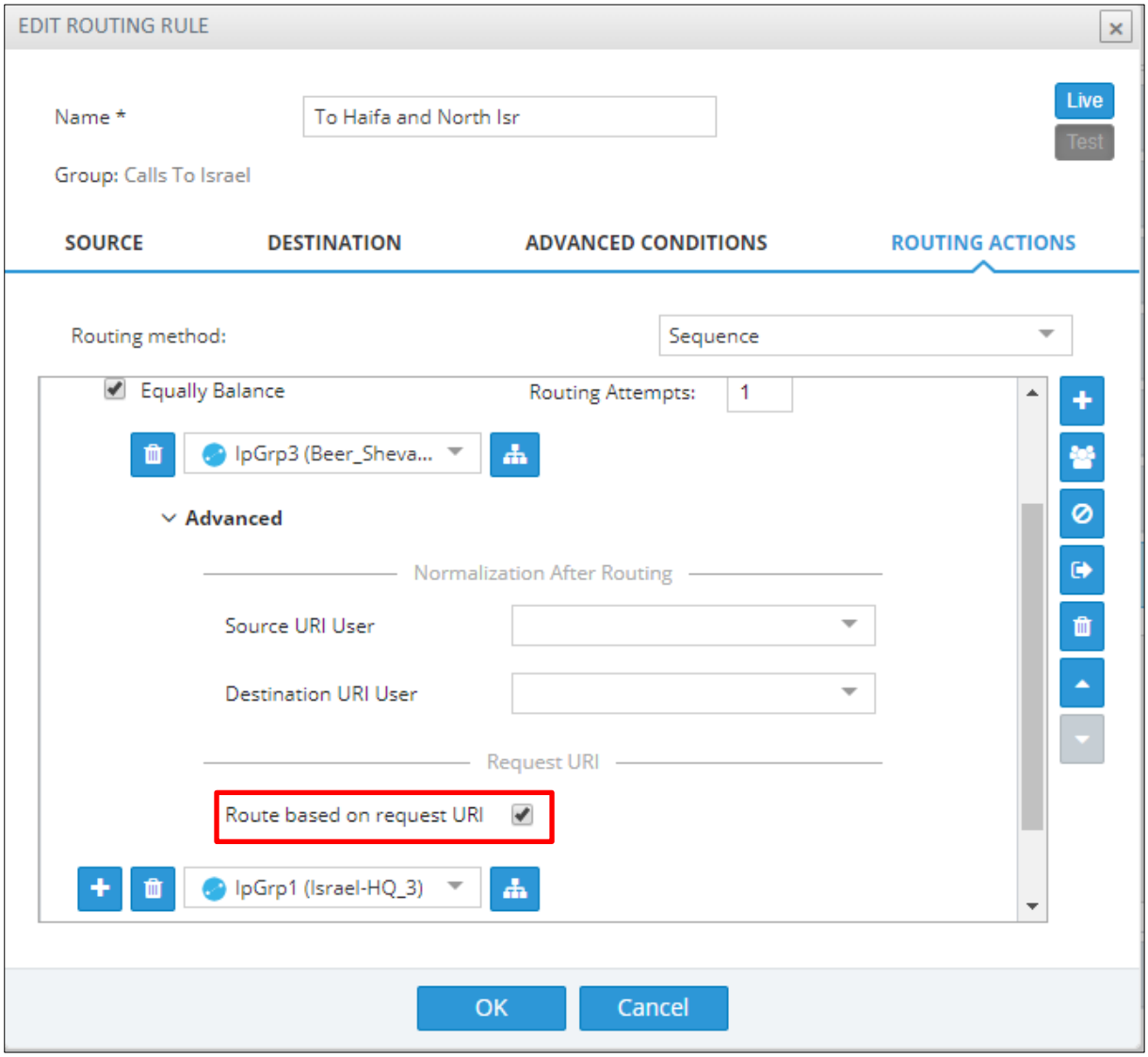
Note that this feature is only available for SBC nodes.




The feature additionally allows current AudioCodes SBC customers who want to use ARM Security-based Routing (integrated with SecureLogix) without immediately moving to the ARM. These customers can use ARM's SecureLogix integration feature but must indicate in their routing rule that the calls must be routed based on the SBC's existing routing table. ARM routing capabilities can be provisioned in future.

## 2.3 Combined ARM – SIP based Routing Decision (Route based on Request URI)

ARM 9.0 supports a combination of ARM and SIP based routing decisions. Sometimes, a customer (or a customer's network) provides routing instructions for a call as part of the SIP Invite message (via Request URI). In ARM 9.0, the ARM supports this combination of routing. To apply it, customers must select the 'Route based on Request URI' option in the ARM's Routing Rule, on a per-action basis. The option is located by expanding the **Advance**d tab; it's under the 'Request URI' section, under the section 'Normalization After Routing'.




Note that the Peer Connection (the SBC's IP Group) must be specified in the action as well. SIP based routing takes place in the context of a specific SBC and IP Group. In this way, the ARM will route a call until a specified SBC and request the SBC to use 'Request URI' for further routing.

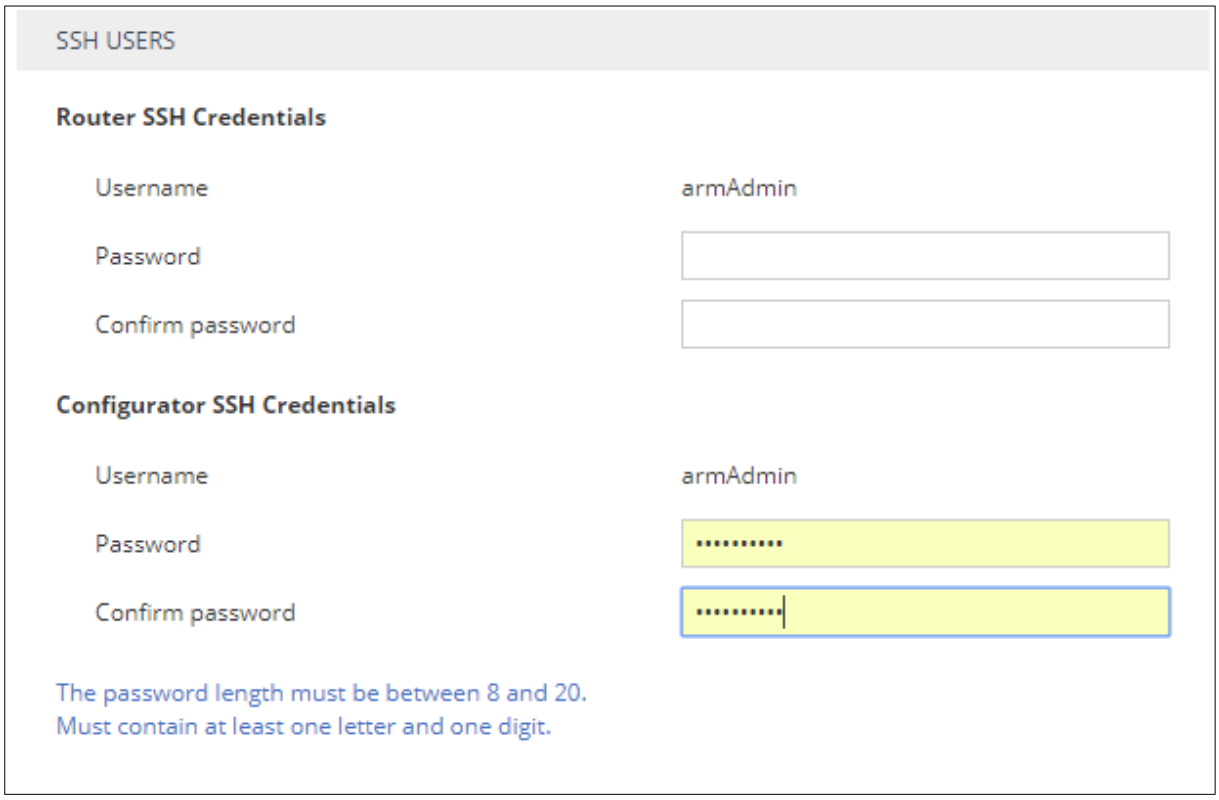
Note that the feature is available for SBCs only.

## 2.4 Enhanced SSH Users Management for Security

ARM 9.0 blocks remote **root** login into ARM VM Linux machines for both ARM Configurator and ARM Router, for security reasons. The feature prevents accidental damage of ARM system files available for the **root** user. External hackers typically attack the **root** user because the **root** account is the most vulnerable and can be attacked remotely via SSH. Customers can use the new **armAdmin** SSH user instead of the **root** user. During a first-time installation of the ARM or an upgrade to ARM 9.0, this account is created with a default password; the **root** account is blocked for remote access.

The operator can change the default password for an **armAdmin** SSH user. The same password should be shared by all ARM Routers and it can be different to the Configurator's **armAdmin** password.

Operators can apply the action in the ARM GUI's Security page (**Settings** > **Administration** > **Security**) under section SSH Users.




Starting from ARM 9.0, operators are requested to log in to ARM machines using the **armAdmin** user and to request **root** access only when powerful **root** privileges are required. Only after a remote login using **armAdmin**, the operator can switch to **root** user by applying the "su-" command.

This switch of privileges is required for the following ARM maintenance operations:

- ARM upgrade (starting from ARM V.9.0 and later). Note that upgrade to ARM 9.0 from the customer's previous load still requires **root** privileges.
- ARM Backup and Restore
- Logs collection (logCollect)

See the *ARM Installation Manual* for more information.

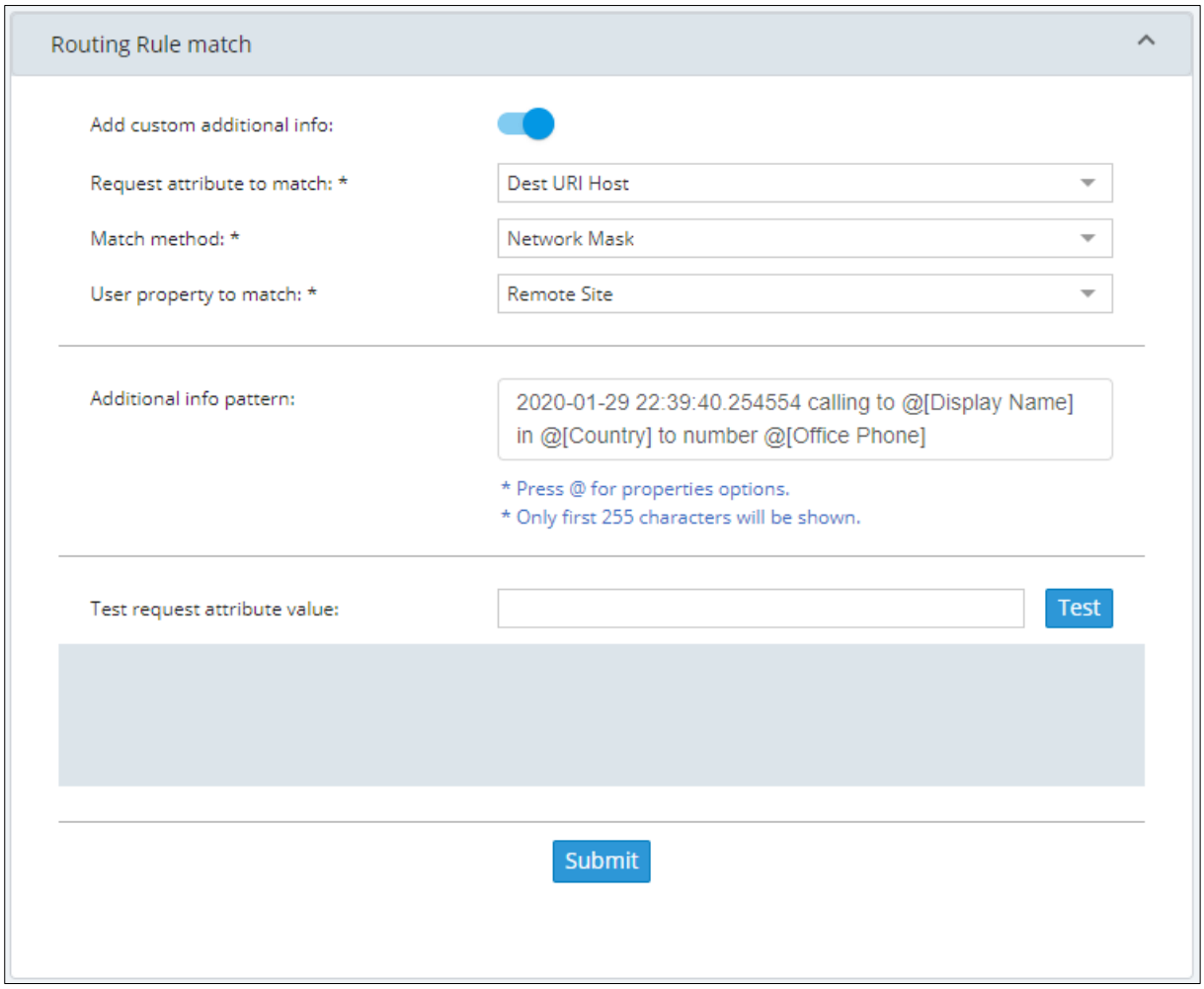
## 2.5 Routing Rule Matching Notification Enriched with ARM Information

In addition to the previously supported notification on a call matching a specific rule, ARM 9.0 allows operators to *customize information* provided with the notification. The feature - notification on a call matching a rule - is usually applied for emergency calls such as 911 calls.

The notifications usually require additional information such as user name, building, floor, country or office branch name. This information is not part of the SIP Invite message but it *can* be added to the ARM users database and used for additional information in notifications.

To implement the feature, customers must first add the corresponding Property Dictionary property (**Users** > **Property Dictionary**) to the ARM's Users table and add the information to these columns; this data will be used as the additional information in generated notifications.

After this, the operator customizes the notification in the 'Routing Rule match' screen (**Alarms** > **Advanced** > **Routing Rule match**). The operator first enables the feature with parameter 'Add custom additional info'.

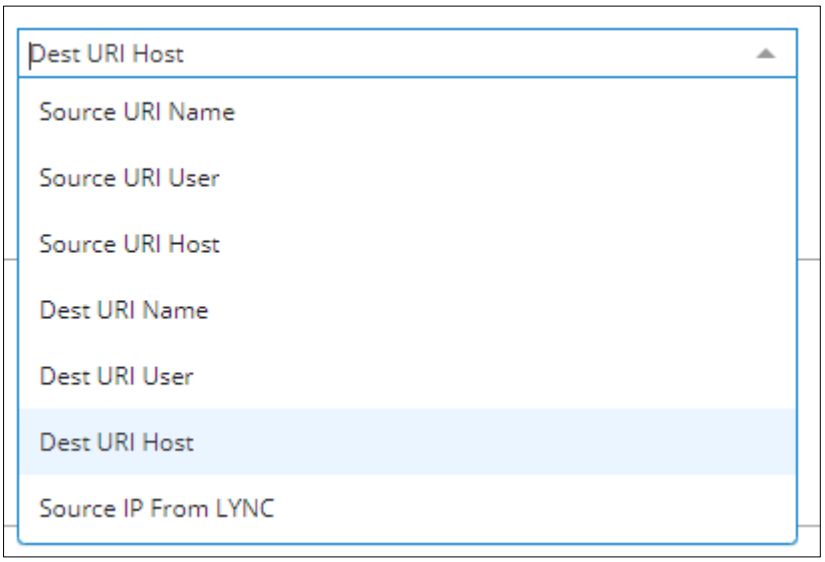



The notification is defined in the 'matching' section and in the section displaying parameter 'Additional info pattern' shown in the preceding figure.

The 'matching' section is used to identify the exact row (the exact record) in the Users table to be used to extract additional information for the notification. It includes:

- **Request attribute to match**. Defines which **SIP Invite message** property will be used as the matching criteria. The information is taken by the ARM Router from the SIP message and used to find the corresponding row in the Users table. Operators can

select one of the following options from the drop-down:

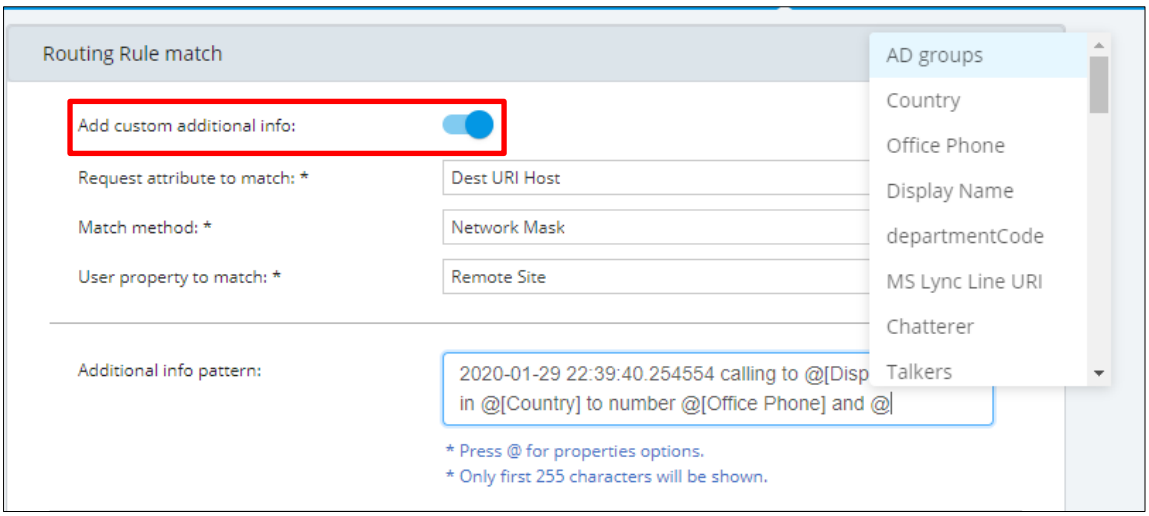



- **Match method**. Defines how to look for the corresponding entry in the Users table. Available values are **Full** (for an exact match), **Contains** (for the Users table value to contain the SIP message field) or **Network Mask** (for the value of the subnet mask).
- **User property to match**. Defines one of the properties (available in the ARM Users table) to be used for matching; the operator can select any property from the Property Dictionary.

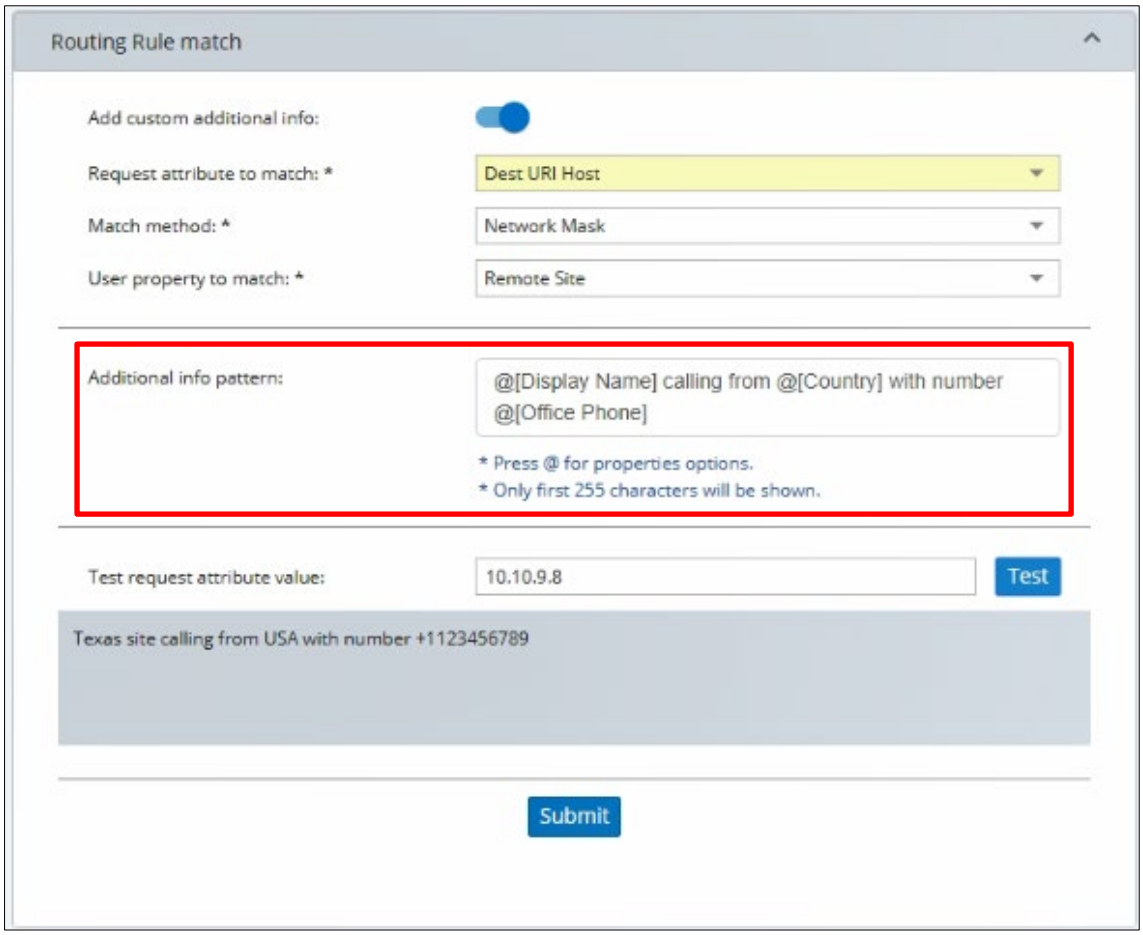
In the preceding example, the Routing Rule match criteria are configured to make the following match:

If the IP address is taken from 'Dest URI Host' of the SIP Invite message belonging to the subnet (the matching method 'Network Mask') defined in the 'Remote Site' property of the ARM Users table, it will be considered as a match and this row in the Users table will be used for 'Additional info pattern'.

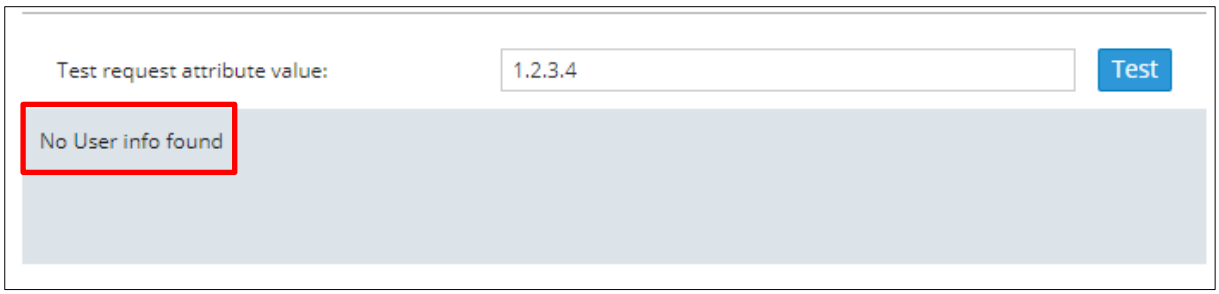
Using parameter 'Additional Info pattern', the operator defines information (and format) to be added as 'Additional Info 2' in the notification. This information is taken from the Users table (per matching row). The information to be presented is formatted using the @ symbol after which the operator can select a specific property:



Operators can use the 'Test request attribute value' field shown in the figure below to test the definition. The operator can enter any potential value for 'Request attribute to match' (that can potentially be received in the appropriate SIP header) and thereby validate the required definitions. This is the pattern that will be displayed in 'Additional Info 2' in a real notification in the case of a real call.

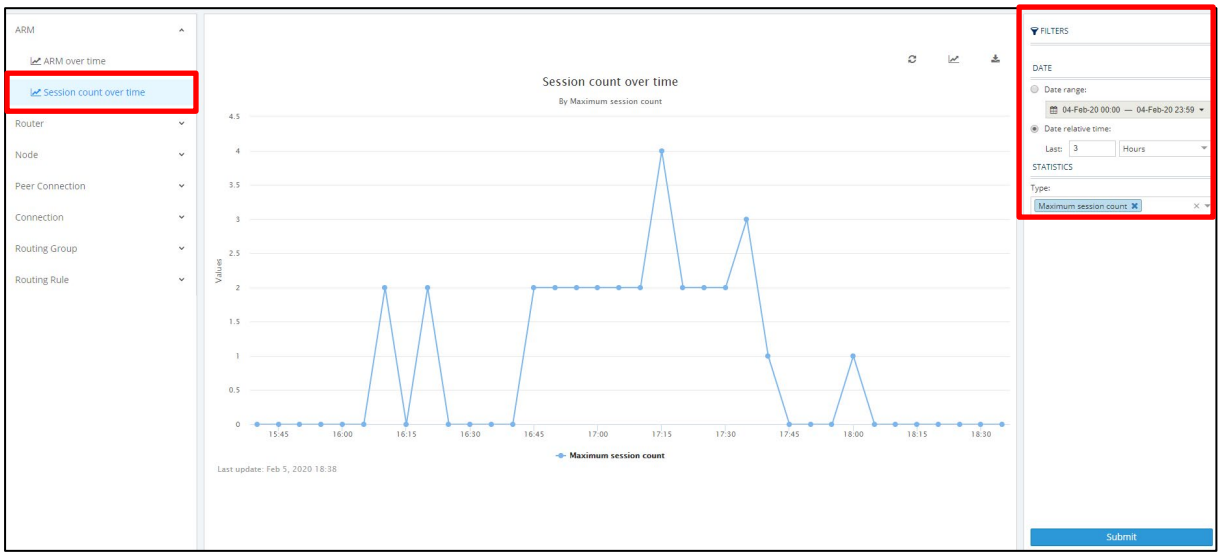



If there is no match, the message shown in the figure below is displayed:

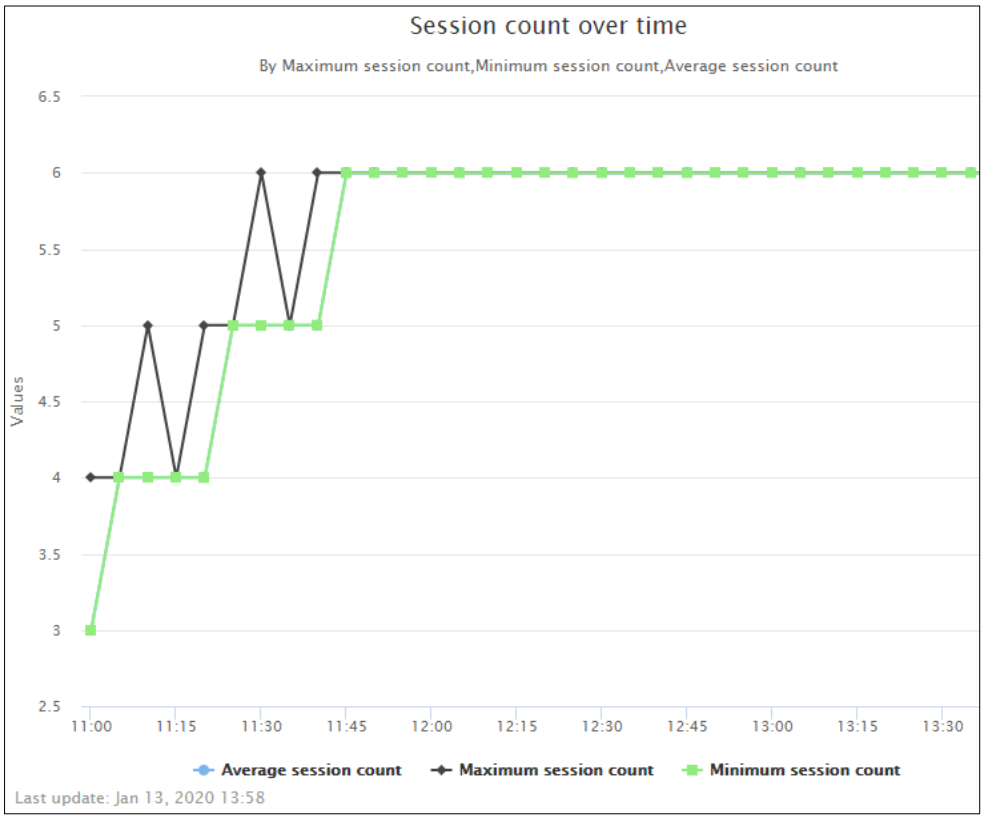


# 2.6 ARM Sessions Count Statistic (License Utilization)

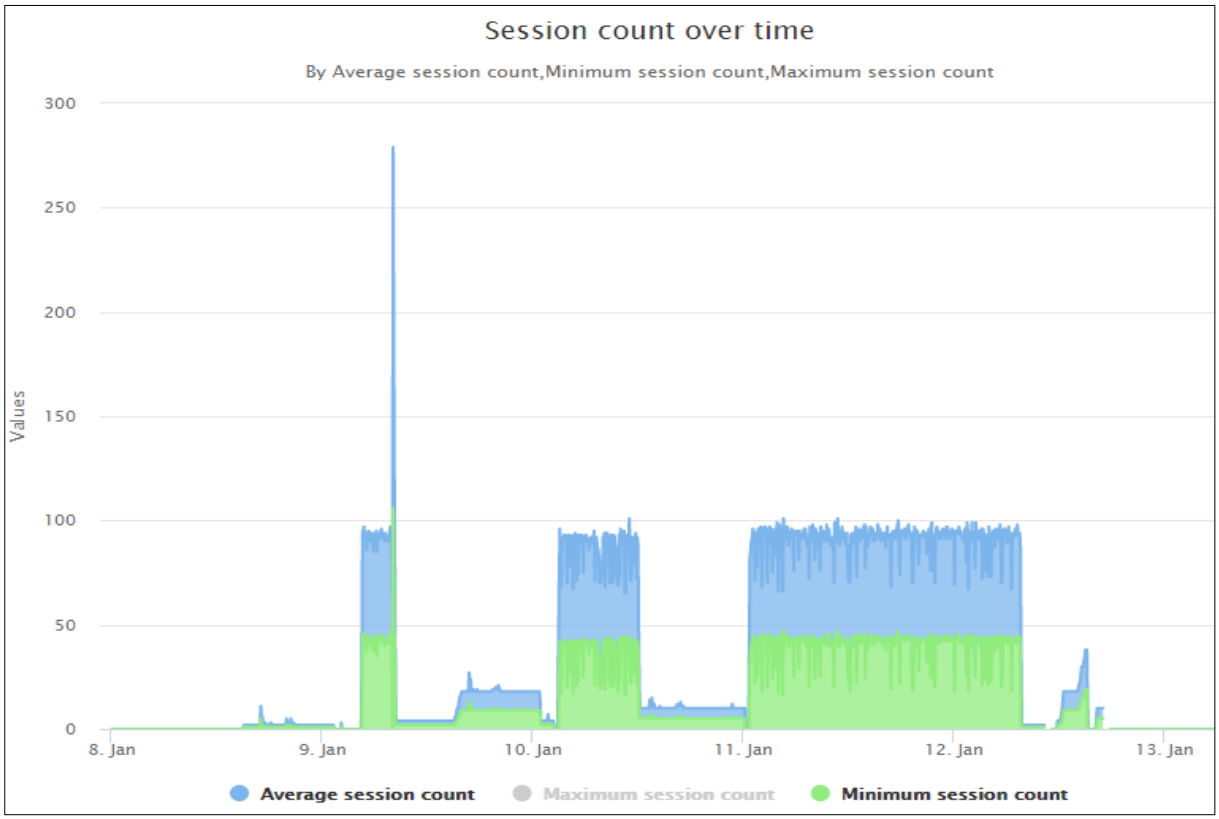
ARM 9.0 supports a new statistics counter: **Sessions count over time**.




The new statistics counter is available in the Statistics page under **Statistics** > **ARM** level. For the selected time and date range, it can provide (if selected) maximum, minimum and average number of sessions over time.

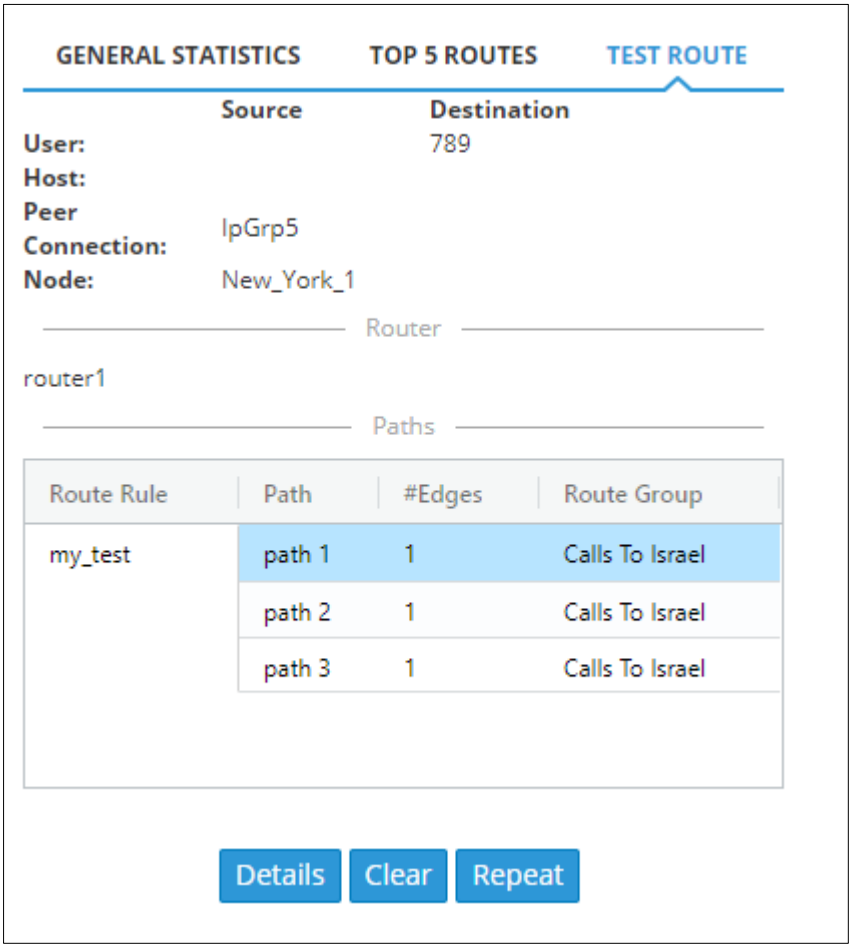


Other views are also available:



# 2.7 Representation of Forking in Test Route

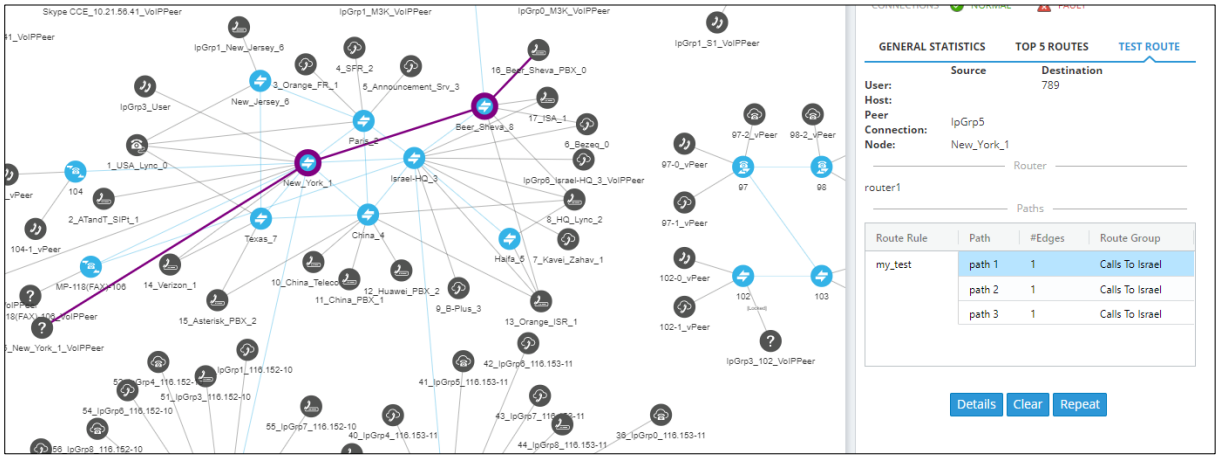
ARM 9.0 displays forking in Test Route. If Test Route criteria match a Routing Rule with Forking Routing Method, it's displayed accordingly in the Paths section.



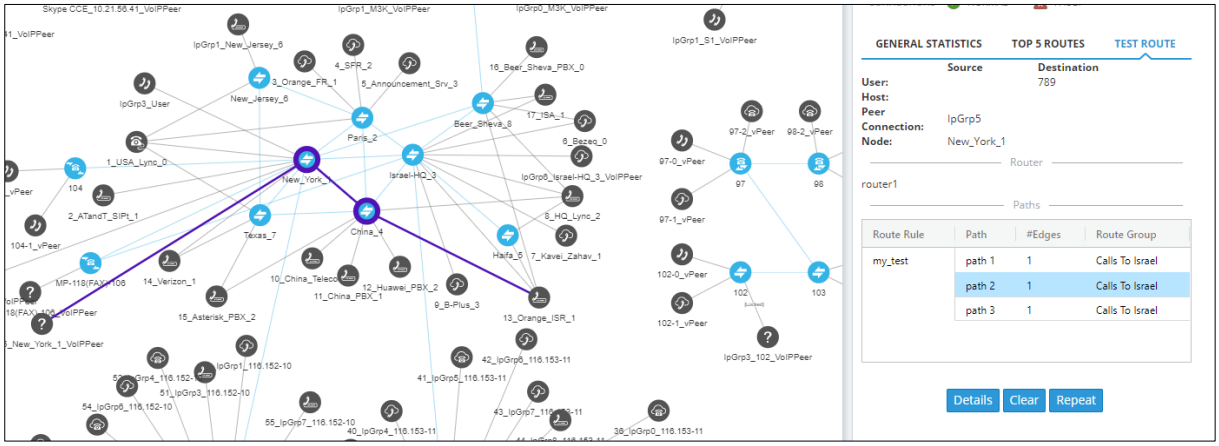

Selecting a path (path 1, 2 or 3 in the preceding figure) displays the path of the forking leg in a different color on the map.

The following three figures show three different paths of a call's forking. Each is in a different color. Note that for each forking leg (forking path), its details are available.

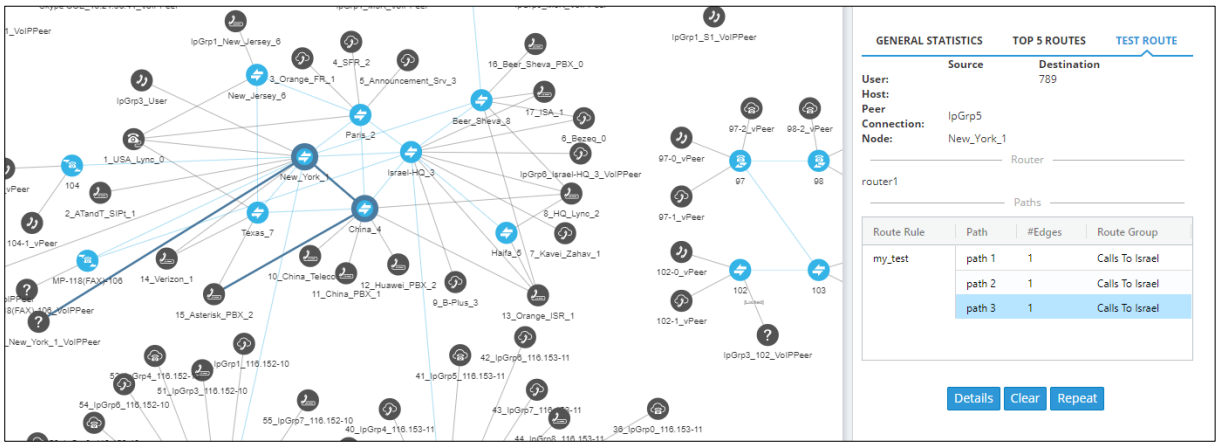
**Path 1:**



**Path 2:**

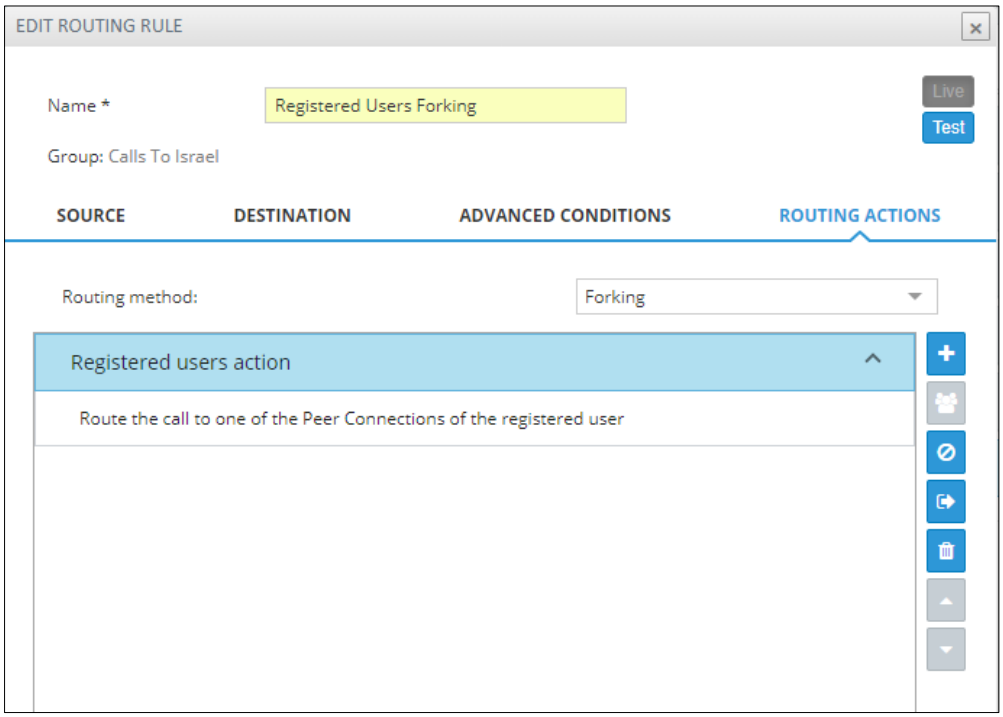

GENERAL STATISTICS
TOP 5 ROUTES
TEST ROUTE
Source
Destination
User:
Host:
789
Peer
Connection:
IpGrp5
Node:
New_York_1
Router
router1
Paths
Route Rule
Path
#Edges
Route Group
my_test
path 1
1
Calls To Israel
path 2
1
Calls To Israel
path 3
1
Calls To Israel
Details
Clear
Repeat

**Path 3:**


GENERAL STATISTICS
TOP 5 ROUTES
TEST ROUTE
Source
Destination
User:
Host:
789
Peer
Connection:
IpGrp5
Node:
New_York_1
Router
router1
Paths
Route Rule
Path
#Edges
Route Group
my_test
path 1
1
Calls To Israel
path 2
1
Calls To Israel
path 3
1
Calls To Israel
Details
Clear
Repeat

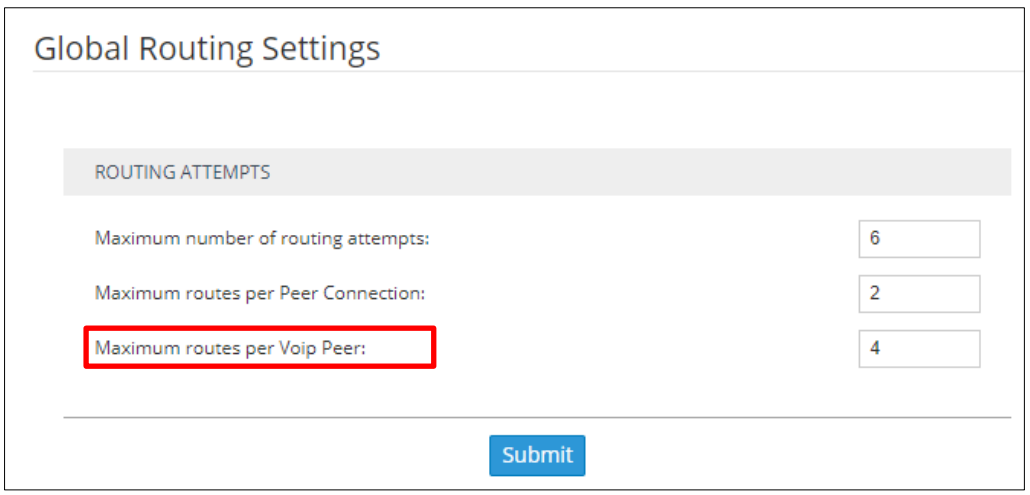
## 2.8 Registered Users Forking

ARM 9.0 supports forking for registered users. If the Routing Rule's Routing Method is set to 'Forking' and the action is set to 'Registered Users' ('Route to user location'), the ARM will attempt to apply forking if the same user is registered in multiple SBCs.




## 2.9 Maximum Number of Routing Attempts per VoIP Peer can be Configured

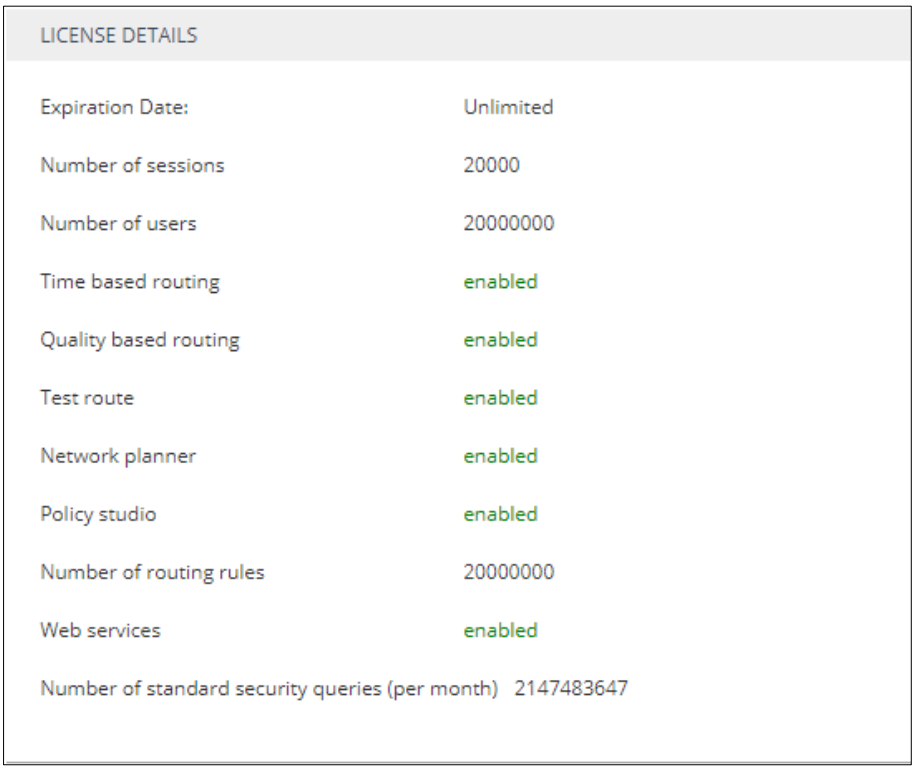
ARM 9.0 allows operators to determine the maximum number of routing attempts per VoIP Peer for a specific call. The default is 4. The feature is available in addition to the previously supported configuration of maximum routes per Peer Connection. It's configured in the ARM GUI's Global Routing Settings page accessible from **Settings** > **Routing** > **Routing Settings**.



# 2.10 New License Key for Security Queries and Enforcement

ARM 9.0 supports a new license key for security-based routing. The ARM GUI's License Details page (**Settings** > **Administration** > **License**) displays the number of standard security queries per month purchased by the customer. Note that this number does not indicate the dynamic information of the remaining number of queries available on the security server but rather the number of queries per month that were ordered.

**Figure 2-1: License Details**




ARM 9.0 additionally features *enforcement based on the license value*. If the number of standard security queries equals zero, the customer will not be able to define an external Web service for pre-routing call security score consultation with SecureLogix's Orchestra One CAS (Call Authentication Service).

Note that a customer upgrading to ARM 9.0 from a previous ARM load can use ARM with an existing license key; it's unnecessary to regenerate a new license though if the customer wants to use security-based routing, the license for security queries should be purchased from AudioCodes and a new ARM license (with enabled security queries) will be provided.

## 2.11 ARM Machine OS Upgraded with Latest CentOS6.10 Security Patches

ARM 9.0 runs on the latest edition of the CentOS 6 (CentOS 6.10) operating system. The latest security patches are automatically applied during the upgrade to ARM 9.0. The changes in the upgrade procedure are described in the *ARM Installation Manual*.

Upgrade to ARM 9.0 also upgrades Java to Java 11, latest MariaDB and Apache Tomcat.

**Note:**

- When the upgrade is finished, best practice is to clear the GUI cache (**Ctrl**+**F5**).
- Upgrading from ARM 8.6 to ARM 9.0 does not preserve calls (CDRs) information on calls run by ARM 8.6. Upgrade from ARM 8.8 to ARM 9.0 preserves CDRs
- If a customer needs calls information from ARM 8.6, contact AudioCodes Support (R&D) for the procedure to back up calls (CDRs) information.

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# 3 Supported Platforms

ARM 9.0 supports the platforms shown in the table below.

**Table 3-1: ARM 9.0 Supported Platforms**

| ARM | Platform | Application |
|---|---|---|
| GUI | Web Browser | Firefox, Chrome, Edge |
| Deployment | VMWare | VMware ESXI 6.0, 6.5, 6.7 |
| | HyperV | Windows Server 2016<br>Hyper-V Manager<br>Microsoft Corporation<br>Version: 10.0.14393.0 |

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# 4 Earliest SBC/GW Software Versions Supported by ARM Features

Some ARM features are developed in coordination with nodes (AudioCodes' SBCs and Media Gateways). To activate and use an ARM feature, the node needs to be upgraded to the earliest software supporting that feature if it's configured with software that does not support it.

The following table displays ARM features supported by the earliest node software.

**Table 4-1: ARM Features Supported by the Earliest Node Software**

| # | Feature | Earliest Node Software Supporting It | Comments |
|---|---|---|---|
| **1** | Quality-based routing | Version 7.2.158 and later | The quality-based routing feature is not supported when operating with nodes version 7.0 (for Mediant 3000). |
| **2** | Separate interface at the node level for ARM traffic | Version 7.2.158 and later | The capability to configure a separate interface at the node level for ARM traffic is not supported when operating with nodes earlier than version 7.2.154 (for Mediant 3000). |
| **3** | Call preemption | Version 7.2.158 and later | The call preemption for emergency calls feature is not supported when operating with nodes version 7.20A.154.044 or earlier (not applicable for Mediant 3000). |
| **4** | Number Privacy | Version 7.2.250 or later | |
| **5** | Support of IP Group of type User without 'dummy' IP | 7.20A.250 and later | Network administrators who want to use a node's IP Group of type 'User' as the ARM Peer Connection can avoid configuring a dummy IP Profile if using node version 7.20A.250 and later.<br>Customers who use ARM version 8.4 with node version earlier than 7.2.250 and who want to configure an IP Group of type 'User' as the ARM Peer Connection, must configure a dummy IP Profile (with a dummy IP address) at the node level, to be associated with this IP Group. |
| **6** | Support of ARM Routers group and policies. | Version 7.20A.240 or later | |
| **7** | Support of ARM Routed Calls/CDRs representation | Version 7.20A.250.205 or later | |
| **8** | Support of Forking in ARM (SBC only) | Version 7.20A.252 or later. | |
| **9** | Support for Registered users in ARM | Version 7.20A.254.353 or later | |
| **10** | Support for combined ARM and | Version 7.20A.256.391 | Supported for SBC only |

| # | Feature | Earliest Node Software Supporting It | Comments |
|---|---|---|---|
| | SIP based Routing decision (Route based on Request URI) | | |
| **11** | Support for combined ARM and SBC Routing decision | Version 7.20A.256.391 | Supported for SBC only |

# 5 Resolved Issues in ARM 9.0

The table below lists major issues which were encountered by customers in previous releases but which are resolved in ARM 9.0.

**Table 5-1: Resolved Issues in ARM 9.0**

| Incident | Problem / Limitation | Comments/Solution |
|---|---|---|
| ARM-3393 | LIVE button activated automatically after any change (update) made for a Routing Rule. | The bug was at the GUI level and is fixed in ARM 9.0. |
| ARM-3250 | The ARM doesn't manipulate the number before checking the "Registered Users" table. | For registered users, the ARM incorrectly refers to the SIP 'To' header rather than to the Dest URI (which actually was manipulated). |
| ARM-3248 | Problem with the GUI. It's impossible to remove the value representing the SIP reason code in a Discard action; the operator should be able to leave the field empty. | The bug was at the GUI level and is fixed in ARM 9.0. |
| ARM-3247 | A problem occurs with an E1↔E1 call on the same gateway. | For ARM 8.8, AudioCodes suggested a workaround of using a VoIP Peer as the Routing Rule Action (instead of a Peer Connection).<br>In ARM 9.0 the issue is fixed. |
| ARM-3115 | ARM 8.8: The GUI was not making it easy to change the SIP discard reason. | The bug was at the GUI level and is fixed in ARM 9.0. |
| ARM-3052 | ARM - logCollect and ARM upgrade are not functioning. Spaces are present in the Router name. | The problem occured when the ARM Router name contained spaces. Removing the spaces from the ARM Router name was the workaround in ARM 8.0.<br>In ARM 9.0 the issue is fixed. |
| ARM-2759 | The ARM does not support the 'maddr' parameter in refer-to. | The issue is solved in ARM 9.0 by providing the new combined ARM - SIP Based Routing Decision (Route based on Request URI). |

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# 6 Tested ARM Capacities

Table 6-1 lists tested ARM capacities. The table presents the results of *the maximum capacities* tested. If customers require *higher capacities* tested, they should communicate this to AudioCodes.

**Table 6-1: Tested ARM Capacities**

| Item | Maximum Capacity Tested |
|---|---|
| Number of CAPs | 300 CAPs per ARM Router |
| Maximum number of supported ARM Routers | Tested up to 40 |
| Maximum number of Routing Groups | Tested up to 2000 |
| Maximum number of Routing Rules | Tested up to 5000 |
| Maximum number of ARM Users (either local or LDAP) | Tested up to 1 million |
| Maximum number of Nodes in ARM network | Tested up to 40 |
| Maximum number of Peer Connections in ARM network | Tested up to 750 |
| Maximum number of Connections in ARM network | Tested up to 40 |
| Maximum number of Prefix Groups | Tested up to 3500 |
| Maximum number of Prefixes in a single Prefix Group | Tested up to 2000 |
| Maximum number of Normalization rules | Tested up to 2000 |

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# 7 Known Limitations and Workarounds

The table below lists the known limitations and workarounds in ARM 9.0.

**Table 7-1: Known Limitations and Workarounds**

| Incident | Problem / Limitation | Comments/Workaround |
|---|---|---|
| - | Attaching / detaching a user to / from an Active Directory Group is reflected in the ARM's Users page (and Users Groups page) only after performing a full update (synchronization) with the LDAP server (by default performed automatically every 24 hours). | Network administrators should take this into consideration |
| - | If a customer applies manipulation to a property taken from the Active Directory for the local Users table in the ARM and creates a users group with a condition based on it, the value of the property used by the ARM will be a premanipulated value. | Network administrators should take this into consideration |
| - | The ARM does not fully support using the same dialable number for multiple users irrespective of whether the source of these users is different (different Active Directories, or local and remote user).<br>These users are added to the ARM's users database but the routing behavior of the ARM becomes unpredictable when Users Groups or Policy Studio matching a user like this are defined. If a Users Group based on a single phone number is defined, the ARM won't know which user is part of the Users Group and its routing behavior consequently becomes unpredictable. | The operator should refrain from having multiple users with the same dialable number.<br>In the case of a temporary unavoidable requirement for this, the following workarounds can be applied:<br>In the case of a failed route to such a user, the operator can temporary solve the issue by reloading each ARM Router using "cli reload". It will synchronize the Router's memory to the latest version of the ARM Configurator.<br>Temporarily increasing the frequency of a full sync with the Active Directory can be helpful as well. |
| | If a customer adds a new mapping to an existing Active Directory property (the one that was already mapped to another attribute), the new data will not be reflected in the ARM for existing users.<br>The Active Directory property will be mapped twice (properly) only for the new or updated users. | As a workaround, the customer should recreate the Active Directory server. |
| - | ARM Forking is supported for SBC only (Media Gateway is not supported). | - |
| - | For customers upgrading from ARM 8.6 or earlier. The redesigned ARM 8.8 Add Routing Rule – Routing Actions screen does not feature the 'via' action as previous versions did. The same applies to ARM 9.0. | Customers upgrading from a previous version will still view the action but are advised to exclude it from routing definitions. |

| Incident | Problem / Limitation | Comments/Workaround |
|---|---|---|
| | | In future, the feature will be redesigned and reincorporated for a friendlier user experience |
| - | Upgrading from ARM 8.6 to ARM 9.0 (same as to ARM 8.8) does not preserve calls (CDRs) information on calls run by ARM 8.6.<br>Note that upgrading from ARM 8.8 (the previous ARM GA) to ARM 9.0 preserves calls information during the upgrade. | If a customer needs calls information from ARM 8.6, contact AudioCodes support (R&D) for the procedure to back up calls (CDRs) information. |
| - | Miscellaneous issues with the ARM GUI after upgrading from ARM 8.6 to ARM 8.8. | Customers are requested to clear the browser cache after performing a software upgrade (**Ctrl**+**F5**). |
| ARM-3341 | When using combined ARM and SBC routing (Route based on Request URI) customer can accidently provide PSTN TrunkGroup as Peer Connection of Action. This is not valid although not rejected by ARM. Call will be dropped. | Route based on Request URI is relevant for SBCs only (IP groups only). |
| ARM-2282 | For nodes with a very high number of Peer Connections (more than 100), topology synchronization takes too long. | Will be solved in the next release. |
| - | For VMWare users, after rebooting or upgrading an ARM Configurator, its clock 'drifts'. This can sometimes cause inconsistency between ARM Configurator and ARM Router data. | Make sure the clock in the machine (Host) and the VM (Guest) are the same.<br>Both should be synchronized with the same NTP. |
| **GUI Incidents** | | |
| ARM-3249 | Prefixes in a Prefix Group cannot be edited. Double-clicking an existing prefix in order to modify it doesn't work. | The customer can remove the old prefix and define a new prefix. |

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