

# One Voice Operations Center

Version 8.0.3000 fix1





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## Notice

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## 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
Migration from EMS and SEM Ver. 7.2 to One Voice Operations Center Ver. 7.4
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 Alarms Monitoring Guide
One Voice Operations Center Performance Monitoring Guide
One Voice Operations Center User's Manual
Device Manager Pro 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
90558	Initial release for this version.
90559	Update to the OVOC capacities table.
90560	Update for Version 8.0.1000
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90566	Update for Version 8.0.3000 fix1-removed support for Service Provider Cluster Node

## Documentation Feedback

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# 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 7.4.200, 7.4.100, 7.4, 7.2 (including support for MTC), 7.0, 6.8
Mediant 4000 SBC	Versions 7.4.200, 7.4.100, 7.4, 7.2, 7.0 and 6.8
Mediant 4000B SBC	Version 7.4.200, 7.4.100, 7.4, 7.2, 7.0
Mediant 2600 E-SBC	Versions 7.4.200, 7.4.100, 7.4, 7.2, 7.0 and 6.8
Mediant 2600B E-SBC	Version 7.4.200, 7.4.100, 7.4, 7.2 and 7.0
Mediant Server Edition (SE) SBC	Versions 7.4.200, 7.4.100, 7.4, 7.2.2x, 7.2, 7.0 and 6.8
Mediant Virtual Edition (VE) SBC	Versions 7.4.200, 7.4.100, 7.4, 7.2 (including support for MTC), 7.0 and 6.8
Mediant Cloud Edition	Version 7.4.200, 7.4.100, 7.4, 7.2
Mediant 3000 Media Gateways (TP-8410 and TP-6310)	Versions 7.0 (SIP), 6.8 (SIP) and 6.6 (SIP)
Mediant 3100 SBC	Version 7.4.200, 7.4.0
Mediant 2000 Media Gateways	Version 6.6
Mediant 1000 Gateway <sup>1</sup>	Version 6.6 (SIP)
Mediant 1000B Gateway and E-SBC	Versions 7.4.200, 7.4.100, 7.4, 7.2., 7.0, 6.8 and 6.6
Mediant 800B Gateway and E-SBC	Versions 7.4.200, 7.4.100, 7.4, 7.2, 7.0, 6.8 and 6.6
Mediant 800C	Version 7.4.200, 7.4.100, 7.4, 7.2
Mediant 1000B MSBR	Version 6.6
Mediant 800 MSBR	Versions 7.24.xx, 7.2, 6.8 and 6.6
Mediant 500 MSBR	Version 7.24.xx, 7.2 and 6.8
Mediant 500L MSBR	Versions 7.24.xx, 7.2 and 6.8
Mediant 500Li MSBR	Version 7.24.xx, 7.20.x.x
Mediant 800Ci MSBR	Version 7.24.xx
Mediant 500 E-SBC	Version 7.4.200, 7.4.100, 7.4, 7.2
Mediant 500L E-SBC	Version 7.4.200, 7.4.100, 7.4, 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

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

<sup>2</sup> As above

Product		Supported Software Version
MP-1288		Version 7.4.200, 7.4.100, 7.4, 7.2.2x, 7.2
MP-202		Version 4.4.9 Rev. B, D and R
MP-204		Version 4.4.9 Rev. B, D and R
SBA <sup>3</sup>	Product	
Microsoft Lync	Mediant 800B SBA	SBA Version 1.1.12.x and later and gateway Version 6.8
	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
CloudBond <sup>4</sup>		
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 Version 7.6 (with Mediant 800B/Mediant 800C 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 7.8.100	
User Management Pack 365 ENT	Version 8.0.0	
CloudBond 365	Version 8.0.0 (Skype for Business 2019 and Microsoft Teams)	
User Management Pack 365 SP	Version <b>8.0.220</b> , 8.0.200, 8.0.100	

<sup>3</sup> As above

<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.

Product	Supported Software Version
<b>Voice AI</b>	
SmartTAP 360° Live Recording	Ver <b>5.5</b> , 5.4, Ver. 5.3, Ver. 5.2, Ver. 5.1, Ver. 5.0, Version 4.3
Voice AI Connect	Ver. 2.6
Meeting Insights	2.0.44.27
<b>Generic Devices</b>	
<b>Microsoft Teams Direct Routing SBA</b>	
Mediant 800B DR-SBA	SBA Versions 1.0.1xx and later, 1.0.22 and 1.0.21 with SBC certified by Microsoft
Mediant 800C DR-SBA	SBA Versions 1.0.1xx and later, 1.0.22 and 1.0.21 with SBC certified by Microsoft
Mediant 1000B DR-SBA	SBA Versions 1.0.1xx and later, 1.0.22 and 1.0.21 with SBC certified by Microsoft
Mediant 2600 DR-SBA	SBA Version 1.0.1xx and later with SBC certified by Microsoft
Mediant DR-SBA Virtual Appliance	SBA Version 1.0.1x.x and later with SBC certified by Microsoft
<b>Device Management</b>	
400HD Series Lync server	From Version 2.0.13: 420HD, 430HD 440HD
Generic SIP server	<ul style="list-style-type: none"> <li>From Version 2.2.2: 420HD, 430HD 440HD, 405HD and 405</li> <li>From Version 3.4.3: C450HD, 450HD, 445HD and RX50</li> </ul>
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
	From Version 3.0.2: HRS 457 (with Jabra firmware support)
	From Version 3.1.0: 445HD, 430HD 440HD, 405HD, 450HD and HRS
	From Version 3.2.0 C450HD
	From Version 3.2.1: C450HD, 445HD, 430HD 440HD, 405HD,450HD, HRS 457D and HRS 458
	<ul style="list-style-type: none"> <li>From Version 3.4.2: RX50 Conference Phone</li> </ul>
<b>Native Teams (Android-based)</b>	<ul style="list-style-type: none"> <li>From Version 1.5: C448HD and C450HD</li> <li>From Version 1.12.33: C435HD</li> <li>From Version 1.8: C470HD</li> <li>From Version 1.9: RXV80 Video Collaboration Bar</li> </ul>

Product	Supported Software Version
	<ul style="list-style-type: none"> <li>• <b>From Version 1.15: C455HD</b></li> <li>• <b>From Version xxx: MTRfW/RXV90 meeting room solution</b></li> <li>• <b>From Version xxx: MTRfW/RXV100 meeting room solution</b></li> </ul>
Device Management -Third-party Vendor Products	
Spectralink	Spectralink 8440
Polycom	Polycom Trio 8800
	Polycom VVX
	CCX 500/600 phones
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.
<b>EPOS</b>	For a list of supported devices, see the following: <a href="https://cdw-prod.adobecqms.net/content/dam/cdw/on-domain-cdw/brands/epos/fact-sheet-epos-manager-en.pdf">https://cdw-prod.adobecqms.net/content/dam/cdw/on-domain-cdw/brands/epos/fact-sheet-epos-manager-en.pdf</a>



**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.

## 2 OVOC Requirements and Capacities

This chapter describes the OVOC requirements and capacities.

### 2.1 OVOC Requirements

**Table 2-1: OVOC Requirements**

Resources	Virtual Platform	Memory	Recommended Disk Space	Minimum Disk Space	Processors
<b>Low Profile</b>					
VMWare	<ul style="list-style-type: none"> <li>VMware: ESXi 6.7</li> <li>VMware HA cluster: VMware ESXi 6.5</li> </ul>	24 GiB RAM	500 GB	320 GiB	<ul style="list-style-type: none"> <li>1 core with at least 2.5 GHz</li> <li>2 cores with at least 2.0 GHz</li> </ul>
HyperV	<ul style="list-style-type: none"> <li>Microsoft Hyper-V Server 2016</li> <li>Microsoft Hyper-V Server 2016 HA Cluster</li> </ul>	24 GiB RAM	500 GB	320 GiB	<ul style="list-style-type: none"> <li>1 core with at least 2.5 GHz</li> <li>2 cores with at least 2.0 GHz</li> </ul>
Azure	Size: D8ds_v4	32 GiB	500 GB SSD	320 GiB	8 vCPUs
AWS	InstanceSize: m5.2xlarge	32 GiB	AWS EBS: General Purpose SSD (GP2) 500 GiB	320 GiB	8 vCPUs
<b>High Profile</b>					
VMWare	<ul style="list-style-type: none"> <li>VMware: ESXi 6.7</li> <li>VMware HA cluster: VMware ESXi 6.5</li> </ul>	40 GiB RAM	1.2 TB	520 GiB	6 cores with at least 2 GHz
HyperV	<ul style="list-style-type: none"> <li>Microsoft Hyper-V Server 2016</li> <li>Microsoft Hyper-V Server 2016 HA Cluster</li> </ul>	40 GiB RAM	1.2 TB	520 GiB	6 cores with at least 2 GHz
Azure	Size: D16ds_v4	64 GiB	2 TB SSD	520 GiB	16 vCPUs
AWS	InstanceSize: m5.4xlarge	64 GiB	AWS EBS: General Purpose SSD (GP2) 2TB	520 GiB	16 vCPUs

Resources	Virtual Platform	Memory	Recommended Disk Space	Minimum Disk Space	Processors
<b>Bare Metal (HP DL360p Gen10)</b>					
	-	64 GiB RAM	Disk: 2x 1.92 TB SSD configured in RAID 0		<ul style="list-style-type: none"> <li>CPU: Intel (R) Xeon(R) Gold 6126 (12 cores 2.60 GHz each)</li> <li>CPU: Xeon Cascade Gold 6226R (16 cores 2.60 GHz each)</li> </ul>
<b>SP Single Node</b>					
	<ul style="list-style-type: none"> <li>VMware: ESXi 6.7</li> <li>VMware HA cluster: VMware ESXi 6.5</li> <li>Ethernet ports: 10 GiB ports</li> </ul>	256 GiB	Standalone mode: SSD 6TB	~1.25T SSD	24 cores at 2.60 GHz

- All of the above platforms run on Linux CentOS Version 7.764-bit, Rev.19
- 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:
  - Microsoft Edge Browser Ver. 80+
  - Mozilla Firefox Version 56 and higher
  - Google Chrome Version 79 and higher



**Note:** The JDK and Oracle database component Versions mentioned above are provided as part of the OVOC installation image.

## 2.2 OVOC Capacities

The following table shows the performance and data storage capabilities for the OVOC managed devices and endpoints.

**Table 2-2: Capacities**

Machine Specifications	Low Profile	High Profile	Bare Metal	Service Provider Single Server
<b>OVOC Management Capacity</b>				
Managed devices	100	5,000	5,000	10,000
Links	200	10,000	10,000	10,000
Concurrent Operators	25			
<b>Device Manager Pro</b>				
Managed devices	1,000	<ul style="list-style-type: none"> <li>30,000 Microsoft Lync/Skype for Business and third-party vendor devices<sup>5</sup></li> <li>4,000 Microsoft Teams devices</li> </ul>	<ul style="list-style-type: none"> <li>10,000 Microsoft Lync/Skype for Business and third-party vendor devices<sup>6</sup></li> <li>4,000 Microsoft Teams devices</li> </ul>	<ul style="list-style-type: none"> <li>30,000 Skype for Business devices</li> <li>4,000 Teams devices</li> </ul>
Disk space allocated for firmware files	5 GB	10 GB	10 GB	10 GB
<b>Alarm and Journal Capacity</b>				
History alarms	Up to 12 months or 10,000,000			
Journal logs	Up to 12 months			

<sup>5</sup> In normal operation (when devices are remotely managed) 30,000 devices send Keep-alive messages at five minute intervals; however, when managing devices behind a firewall or NAT using the Device Manager agent, a 10% factor (3,000 devices) is deducted for the allocation for these devices. In this case, 90% of the configuration (27,000) is checked every 15 minutes (for remotely managed devices) and 10% is checked every five minutes (for devices managed behind a firewall or NAT).

<sup>6</sup> Including phones, headsets and Conference Suite devices.

Machine Specifications	Low Profile	High Profile	Bare Metal	Service Provider Single Server
Steady state	20 alarms per second			50 alarms per second
<b>Performance Monitoring</b>				
Polled parameters per polling interval per OVOC-managed device	50,000	100,000	100,000	500,000
Polled parameters per polling interval per OVOC instance	50,000	500,000	500,000	<ul style="list-style-type: none"> <li>• 1,000,000 for Version 7.4 devices (REST interface)</li> <li>• 500,000 for Version 7.2 devices (SNMP interface)</li> </ul>
Storage time	One year			
<b>QoE Call Flow (for SBC calls only)</b>				
Maximum managed devices with QoE call flow.	10	100	100	300
CAPS (call attempts per second) per OVOC instance	6	25	100	300
Maximum number of calls	1,000,000	1,000,000	1,000,000	10,000,000



Machine Specifications	Low Profile	High Profile	Bare Metal	Service Provider Single Server
<b>OVOC QoE for Devices</b>				
QoE for managed devices	100	1,200	3,000	10,000
CAPS (calls attempts per second) per device	30	120	300	1,000
CAPS (calls attempts per second) per OVOC instance (SBC and SFB/Teams and RFC SIP Publish 6035)	30 Teams CAPS=30 <sup>7</sup>	120 Teams CAPS=120 <sup>8</sup>	300	1000 Teams CAPS <sup>9</sup>
QoE concurrent sessions	3,000	12,000	30,000	100,000
Call Details Storage - detailed information per call	Up to one year or 6,000,000	Up to one year or 80,000,000	Up to one year or 80,000,000	Up to one year or 250,000,000
Calls Statistics Storage - statistics information storage	Up to one year or 12,000,000	Up to one year or 150,000,000	Up to one year or 150,000,000	Up to one year or 500,000,000
<b>QoE Capacity with SBC Floating License Capability</b>				
CAPS (calls attempts per second) per OVOC instance with SIP call flow.	5	22	90	-

<sup>7</sup> The TEAMS CAPS estimation is based on round trip delay of 500 milliseconds to Microsoft Azure.

<sup>8</sup>As above.

<sup>9</sup> Please contact AudioCodes OVOC Product Manager

Machine Specifications	Low Profile	High Profile	Bare Metal	Service Provider Single Server
CAPS (calls attempts per second) per OVOC instance without SIP call flow.	27	108	270	-
Managed devices with floating license.	100	500	1,000	-
<b>Lync and AD Servers– applicable for QoE license only</b>				
MS Lync servers	Up to 2			
AD Servers for Users sync	Up to 2			
User's sync	Up to 150,000			
TEAMS Customer	Up to 7 <sup>10</sup>			

<sup>10</sup> For additional support contact AudioCodes Product Manager

### 3 Centralized SBC Licenses

SBC calling capacity licenses can be managed using the One Voice Operations Center (OVOC). The SBC license including the management of the following license features: SBC sessions, SBC devices, SBC registrations, SBC transcoding and signaling sessions. Global values are configured for these features in the OVOC license that is loaded to the OVOC server using the OVOC Server Manager. Licenses can then be allocated to managed SBC devices for the OVOC instance within the bounds of the OVOC license and the system capacity of the SBC. This document discusses the different license models that can be implemented for this purpose. The table below shows the different license modes and features that can be enabled for each mode:



**Note:**

- The Version numbers shown in the table below refer to the product's base version support.
- All SBC Licenses are valid for 90 days from the date of purchase.

**Table 3-1: License Features**

License Feature	Description	Fixed	Cloud	Flex
SBC Sessions	The maximum number of concurrent SBC call sessions.	√	√	√
SBC Registrations (also referred to as Far-End Users)	The maximum number of SIP endpoints that can register with the SBC devices.	√	√	√
SBC Transcoding	The maximum number of SBC transcoding sessions.	√	√	√
SBC Signaling	The maximum number of SBC signaling sessions	√	√	√
Managed Devices	The maximum number of SBC devices that can be managed. Default-1000	x	x	√
SBC Managed Devices	The total number of devices that can be managed by the Fixed License Pool.	√	x	x
Web RTC Sessions	The total number of Web RTC sessions that can be managed.	x	√	x
SIP Rec Streams	The total number of SIP Rec streams that can be managed.	x	√	x



**Note:** The SBC Transcoding session license is applicable to the following products:

- Mediant Virtual Edition (VE)
- Mediant Cloud Edition (CE)
- Mediant Server Edition (SE) running on HP DL360p Gen10 platform
- Mediant 9000 SBC when running on HP DL360p Gen10 platform
- Mediant 4000 SBC

## 3.1 License Types

### 3.1.1 Fixed License

This license centrally distributes existing session licenses to multiple devices according to capacity and site requirements without changing local License Key per device and independently of AudioCodes. New session license can be purchased from AudioCodes according to requirements.



**Note:** The Mediant 2000 and Mediant 3000 do not support the fixed license.

### 3.1.2 Floating License

#### 3.1.2.1 Cloud Mode

This mode manages the license per tenant in the Cloud using the AudioCodes Floating License Service. If customers exceed their licensed configuration limits incremental billing is automatically enforced for excess usage. This mode requires that the managed SBCs are loaded with Version 7.2.202 or later and OVOC Version 7.4.3000 or later is deployed.

#### 3.1.2.2 FlexPool Mode

This mode manages the license at the system level. It supports a Floating License across a network without the need to connect to a public cloud and enables service to continue uninterrupted for a grace period once the license has expired. This mode is supported for SBC devices loaded with firmware Version 7.2.256.3xx or later and OVOC Version 7.8 is deployed.

## 3.2 Product Support

The table below describes the support for different products for each license type. For each type, it's indicated which product is supported and the base version from which this support commences.

**Table 3-2: Centralized SBC Licenses Product Support**

Product	Fixed License		Floating License			
			Cloud Mode		FlexPool	
Mediant 500 Gateway & E-SBC	√	7.0	√	7.2.202	√	7.2.256.3xx
Mediant 500 Gateway & E-SBC	√	7.0	√	7.2.202	√	7.2.256.3xx
Mediant 500L Gateway & E-SBC	√	7.0	√	7.2.202	√	7.2.256.3xx
Mediant 800 Gateway & E-SBC	√	7.0	√	7.2.202	√	7.2.256.3xx
Mediant 1000B Gateway & E-SBC	√	7.0	√	7.2.202	√	7.2.256.3xx
Mediant 2600B E-SBC	√	7.2.150	√	7.2.202	√	7.2.256.3xx
Mediant 3100 SBC	√	7.4.200	√	7.4.200	√	7.4.200
Mediant 4000 SBC	√	7.0	√	7.2.202	√	7.2.256.3xx
Mediant 9000/9030/9080 SBC	√	7.0	√	7.2.202	√	7.2.256.3xx
Mediant Server Edition (SE) SBC	√	7.0	√	7.2.202	√	7.2.256.3xx
Mediant Virtual Edition (VE) SBC	√	7.0	√	7.2.202	√	7.2.256.3xx
Mediant Cloud Edition (CE) SBC	√	7.2	√	7.2.252	√	7.2.256.3xx
<b>MSBR<sup>11</sup></b>						
Mediant 500 MSBR	√	7.2.150	×	-	-	-
Mediant 500L MSBR	√	7.2.150	×	-	-	-
Mediant 500Li MSBR	√	7.2A.202	×	-	-	-
Mediant 800Ci MSBR	√	7.24.xx	×	-	-	-
Mediant 800 MSBR	√	7.0	×	-	-	-
MP-1288	√	7.2.150	×	-	-	-

<sup>11</sup> Not supported for IPv6 devices

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# 4 New Features in Version 8.0.3000

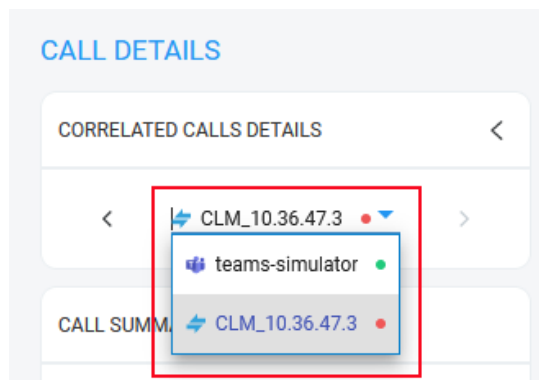
## 4.1 Quality of Experience

### 4.1.1 End-to-End Call Correlation: Management of Calls Traversing Multiple Devices

OVOC is now able to correlate calls which traverse multiple devices (AUDC SBC-SBC calls or TEAMS-SBC calls) into the same call record. The same correlation ID is assigned to these calls which can be filtered to display all call legs assigned with this ID. When displaying Call Details, it's possible to toggle between the call legs to display the details of each leg.

SOURCE	STATUS	QUALITY	MEDIA TYPE	CALLER	CALLER	CORRELATION ID	START TIME	END TIME	DURATION	CALL TYPE	DEVICE	LINK
Natan2	🟢	🟢	📶	rand User	Yacov1	GSID: 3f0baa53efec435e8db495fc7c39f4d	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
rand User	🟢	🟢	📶	Marina Risher	Cohavi Merchavi	GSID: 647f53a5c5046b4495f0d8bdc3c1b12	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Marina2	🟢	🟢	📶	Yacov Sokolovsky	rand User	GSID: 3e87278096674099b3070b4051340e42	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Yacov Sokolovsky	🟢	🟢	📶	Mike2	Marina2	GSID: 9ca38242bc0a4bc99916c250a5c9a900	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Mike2	🟢	🟢	📶	Cohavi Merchavi	rand User	GSID: 4312f8a02c6e43ce98bc05069abae27	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Cohavi Merchavi	🟢	🟢	📶	Mike3	Gal3	GSID: 989a6554424248a41439641e72b5e	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Mike3	🟢	🟢	📶	Yossi1	Gal3	GSID: 07e84cc6773432e845a10cc99a221	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Yossi1	🟢	🟢	📶	Yossi3	Marina3	GSID: 2ec2c4f0f574e069ea7cd000f1dcb	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Yossi3	🟢	🟢	📶	Yacov Sokolovsky	Arik Kabessa	GSID: e461668600d14849872351a848b6e6e	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Yacov Sokolovsky	🟢	🟢	📶	Cohavi2	Yacov1	GSID: 31e4d01c05e64c319ea434d491969e	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Cohavi2	🟢	🟢	📶	Natan2	rand2	GSID: f60c0b8f6e8438895a1790812c66646	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Natan2	🟢	🟢	📶	Ron2	Marina2	GSID: 5f13169339040ba0a0e9c8b21e223f3	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Ron2	🟢	🟢	📶	Mike2	Yacov3	GSID: 4312f8a02c6e43ce98bc05069abae27	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Mike2	🟢	🟢	📶	Brad3	rand User	GSID: bdf008ca1e6e4cc8893c67ccafae8a	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Brad3	🟢	🟢	📶	Yari2	Gal Erez	GSID: 67728c07b604c29b7ae059f0d03c8	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Yari2	🟢	🟢	📶	Gal1	Yacov2	GSID: 61db347ac9d477f8656705500a3d302	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Gal1	🟢	🟢	📶	Yacov2	Marina Risher	GSID: 0d8e79932bae4b63ba48ff93af128a	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Yacov2	🟢	🟢	📶	Gal2	Cohavi3	GSID: c9f5884404b4c55912458859951585c	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Gal2	🟢	🟢	📶	Natan Merish	Marina2	GSID: 549e41577110d40149e0e9e5a0d31c12	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Natan Merish	🟢	🟢	📶	Gal1	Gal1	GSID: cdddc1e5ca74bcf99923af5a54a5c7f	14 Dec-21 18:52:00	14 Dec-21 18:52:00	01m 40s	Teams	teams-simulat...	
Gal1	🟢	🟢	📶	Natan1	Ron2							

The call details preview provides the overall status of all the call contributors and each one of these calls including the report source (SBC or Teams) and call status, allowing to focus on the exact source of the problem.



### 4.1.2 Calls Table and Call Details User Interface Improvements

The Calls Table and Call Details screens have been redesigned for an enhanced user experience including layout changes, columns renaming and new icons. The Calls table also displays Teams call media types and their severities and the number of participants in group calls. On the top of previously added caller / callee network type it completes the high-level view of the call with full control and quality information summary set of data including distinctive icons for each call type (Voice, Video and Desktop Sharing) and corresponding quality metric:

- Voice: MOS, PLoss, Jitter, Delay and Echo
- Video: Video Frame RATE and Frame LOSS
- Desktop Sharing: VBSS Frame RATE and Frame LOSS (FRATE, FLOSS)

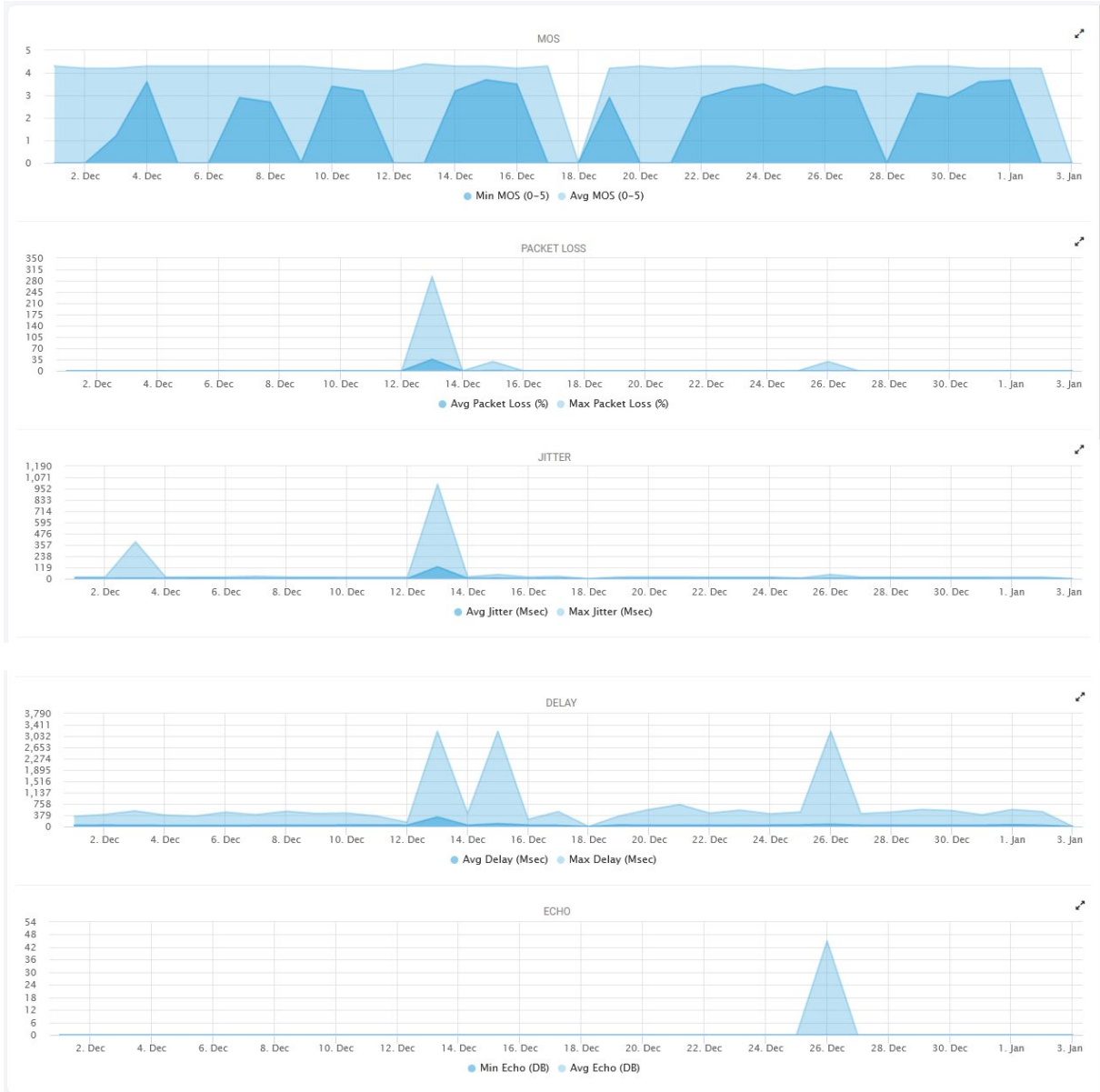
OVOC One Voice Operations Center											
DASHBOARD NETWORK ALARMS STATISTICS CALLS USERS SYSTEM											
CALLS LIST QOE THRESHOLDS QOE STATUS & ALARMS											
CALLS LIST											
FILTERS											
ADD FILTER											
TIME RANGE											
FROM: 01-Dec-21 00:00 TO: 22-Dec-21 23:59											
SOURCE	STATUS	QUALITY	MEDIA TYPE	CALLER	CALLER	CORRELATION ID	START TIME	END TIME	DURATION	CALL TYPE	
📞	🟢	🟢	📶	Yariv Milber	Conf ID (3): sps2113		15-Dec-21 11:37:20	15-Dec-21 11:37:25	05s	Teams Group Call	
📞	🟢	🟢	📶	Gai Erez	Conf ID (3): sps2113		15-Dec-21 11:37:20	15-Dec-21 11:37:25	05s	Teams Group Call	
📞	🟢	🟢	📶	Marina Risher	Conf ID (3): sps2113		15-Dec-21 11:37:20	15-Dec-21 11:37:25	05s	Teams Group Call	
📞	🟢	🔴 Video FRATE	📺	Yacov Sokolovsky	Conf ID (3): sps2113		15-Dec-21 11:37:20	15-Dec-21 11:37:25	05s	Teams Group Call	
📞	🟢	🔴 Video FRATE	📺	Mike Dubb	Conf ID (3): sps2113		15-Dec-21 11:37:20	15-Dec-21 11:37:25	05s	Teams Group Call	
📞	🟢	🔴 Video FRATE	📺	Yariv Milber	Conf ID (3): sps2113		15-Dec-21 11:37:20	15-Dec-21 11:37:25	05s	Teams Group Call	
📞	🟢	🔴 Video FRATE	📺	Arik Kabessa	sps2113		15-Dec-21 11:37:20	15-Dec-21 11:37:25	05s	Teams	
📞	🟢	🟢	📶	Gai Erez	Conf ID (3): sps2113		15-Dec-21 11:37:20	15-Dec-21 11:37:25	05s	Teams Group Call	
📞	🟢	🟢	📶	auto9 user +12345671009@a...	C1_User +97235475000@a...	GSID: 140744151...	15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	SBC	
📞	🟢	🟢	📶	auto9 user +12345671009@a...	C1_User +97235475000@a...	GSID: 140744151...	15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	SBC	
📞	🟢	🟢	📶	B1_User B1_User@ai-logics...	C1_User C1_User@trunkpac...		15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	Teams	
📞	🟢	🟢	📶	+97235473000	C1_User C1_User@trunkpac...		15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	Teams	
📞	🟢	🟢	📶	B1_User +97235473000@si...	+97235475000@ai0logics.cu...	GSID: 178822954...	15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	SBC	
📞	🟢	🟢	📶	B1_User +97235473000@si...	+97235475000@ai0logics.cu...	GSID: 178822954...	15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	SBC	
📞	🟢	🔴 VBSS FLOSS	📺	Yariv Milber	Conf ID (3): sps2113		15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	Teams Group Call	
📞	🟢	🟢	📶	Arik Kabessa	Conf ID (3): sps2113		15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	Teams Group Call	
📞	🟢	🔴 Delay	📺	Ron Miller	Conf ID (3): sps2113		15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	Teams Group Call	
📞	🟢	🔴 PLoss	📺	Brad Brzezinski	Conf ID (4): sps2113		15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	Teams Group Call	
📞	🟢	🔴 Video FRATE	📺	Natan Merfish	Conf ID (4): sps2113		15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	Teams Group Call	
📞	🟢	🔴 Video FRATE	📺	Yossi Zadah	Conf ID (4): sps2113		15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	Teams Group Call	
📞	🟢	🟢	📶	Marina Risher	Conf ID (4): sps2112		15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	Teams Group Call	
📞	🟢	🔴 Video FRATE	📺	Yacov Sokolovsky	Conf ID (3): sps2113		15-Dec-21 11:22:41	15-Dec-21 11:22:46	05s	Teams Group Call	

DETAILS																																																																												
CALL DETAILS																																																																												
Debug File																																																																												
CALL SUMMARY																																																																												
15:22:55 - 15:24:35																																																																												
Caller: 21788382_B4_MAN@srcVOMg.com Callee: 21789383@stVOMg.com																																																																												
Session ID: 10893692 Call Status: <span style="color: green;">✔ Successful</span> Call Quality: <span style="color: orange;">● Fair</span> Cause: Echo Call Type: SBC Media Type: <span style="color: orange;">⬇</span> Call Flow: SIP messages do not exist																																																																												
Call Date and Time Start: 12-Dec-21 15:22:55 End: 12-Dec-21 15:24:35 Connect: 12-Dec-21 15:22:55 Duration: 00:01:40																																																																												
Call Termination Initiator: Unknown																																																																												
MEDIA SIGNALING TRENDS																																																																												
<table border="1"> <thead> <tr> <th>Media IP Address</th> <th>172.17.114.21</th> <th>172.17.113.65</th> <th>172.17.113.65</th> <th>172.17.114.21</th> </tr> </thead> <tbody> <tr> <td>Media Port</td> <td>6000</td> <td>6010</td> <td>6010</td> <td>6000</td> </tr> <tr> <td>Burst Duration</td> <td>1</td> <td>16</td> <td>16</td> <td>1</td> </tr> <tr> <td>Rx Rate</td> <td>162151</td> <td>72308</td> <td>72308</td> <td>162151</td> </tr> <tr> <td>Quality</td> <td>0000</td> <td>0000</td> <td>FAIR</td> <td>FAIR</td> </tr> <tr> <td>MOS (0-5)</td> <td>4.6</td> <td>3.6</td> <td>3.1</td> <td>3.1</td> </tr> <tr> <td>Jitter (msec)</td> <td>2</td> <td>1</td> <td>33</td> <td>35</td> </tr> <tr> <td>Packet Loss (%)</td> <td>0.39</td> <td>1.17</td> <td>0.78</td> <td>0.39</td> </tr> <tr> <td>Delay (msec)</td> <td>29</td> <td>106</td> <td>1</td> <td>65</td> </tr> <tr> <td>Media Cluster</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Media IF</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Network IF</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Coder</td> <td></td> <td>GSM610MS</td> <td></td> <td>GSM610MS</td> </tr> </tbody> </table>												Media IP Address	172.17.114.21	172.17.113.65	172.17.113.65	172.17.114.21	Media Port	6000	6010	6010	6000	Burst Duration	1	16	16	1	Rx Rate	162151	72308	72308	162151	Quality	0000	0000	FAIR	FAIR	MOS (0-5)	4.6	3.6	3.1	3.1	Jitter (msec)	2	1	33	35	Packet Loss (%)	0.39	1.17	0.78	0.39	Delay (msec)	29	106	1	65	Media Cluster					Media IF					Network IF					Coder		GSM610MS		GSM610MS
Media IP Address	172.17.114.21	172.17.113.65	172.17.113.65	172.17.114.21																																																																								
Media Port	6000	6010	6010	6000																																																																								
Burst Duration	1	16	16	1																																																																								
Rx Rate	162151	72308	72308	162151																																																																								
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Media IF																																																																												
Network IF																																																																												
Coder		GSM610MS		GSM610MS																																																																								



### 4.1.3 Metrics Graph Enhancements

This feature enables you to easily compare the minimum and maximum metric scores in the filtered time period with the average scores. A moving average trend line is calculated for each metric. For MOS and Echo, the minimum values are compared to the average values and for Delay, Jitter and Packet Loss, the maximum values are compared to the average values.



### 4.1.4 OVOC Data Masking

The new 'Masked Digits Number' field defines the number of digits that will be masked from the phone number when OVOC 'Privacy Mode' is enabled. By default, OVOC conceals the **last** four digits from users' phone numbers, usernames and URIs. Masking can be performed both at the global level or per tenant. When configured at both levels, the configuration with the highest number of masked digits takes priority.

GENERAL SETTINGS

OVOC Hostname ovoc-high-44	Description Audiocodes
-------------------------------	---------------------------

SBC Devices Communication  
IP Based

Privacy Mode

globalLogo.png



Masked Digits Number  
4

Submit

TENANT DETAILS

General    SNMP    HTTP    Operators    License

Tenant Name Teams	Description
----------------------	-------------

Is Default  
False

HTTP Operator (License Pool)

Users URI Regexp  
\*

Azure Tenant ID

Subnet (CIDR Notation)

None

Masked Digits Number  
4

Close    OK

### 4.1.5 New Call Filters

The following new Call filters have been added in this release:

- Call ID
- Correlation ID
- Caller Connection Types (WiFi, Wired, Mobile, Tunnel, Unknown)
- Callee Connection Types (WiFi, Wired, Mobile, Tunnel, Unknown)

### 4.1.6 Enhanced Links Details

A new Category type for Links Details “Tenant” has been added. This value must be configured on the SBC (Tenant ID CDR Field) and is obtained from the SIP message (header data) using Message Manipulation rules. It can be included in the CDR using the SBC CDR Format table. The field is applicable only to SBC signaling (“CALL\_CONNECT” and “CALL\_END” CDR Report Types). This allow customers to add the Tenant ID CDR Field value in the SIP leg so OVOC then calculates QoE statistics aggregated by this calls legs obtaining this value.

### 4.1.7 Resize the Message Info Windows in Call Flow Layout Page

The SIP Call Flow tab is displayed in the Call Details page when a SIP Ladder (Call Flow) is available or partially available and found for a specific call over an SBC device. Clicking the message indication of a SIP message to display MESSAGE DETAILS in the right pane.

You can click the icon in the upper right corner of the MESSAGE DETAILS pane to expand the page.

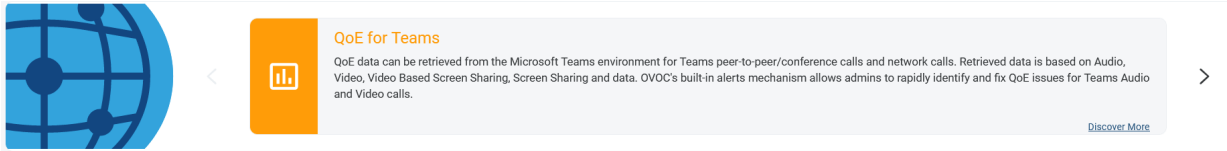
The screenshot displays the OVOCC interface for a SIP Call Flow. It is divided into three main sections:

- CALL SUMMARY:** Shows call details for session ID 8360, including caller and callee information, call status (Successful), quality (Good), and termination reasons.
- SIP CALL FLOW:** A timeline diagram showing the sequence of SIP messages between the caller and callee. Key messages include INVITE, 100 Trying, 180 Ringing, 200 OK SDP, ACK, and BYE.
- MESSAGE DETAILS:** A pane showing the raw SIP message for the selected INVITE. It includes fields like FROM, TO, CSEQ, CALL-ID, MAX-FORWARDS, VIA, CONTACT, CONTENT-LENGTH, MIN-SE, SUPPORTED, USER-AGENT, CONTENT-TYPE, ALLOW, and SESSION-EXPIRES.

## 4.2 Management

### 4.2.1 Features Pane

The Dashboard is constantly updated with marketing snippets describing the latest OVOC features. Clicking the “Discover More” link opens a Web page that describes the relevant feature. In order to receive dynamic updates, the OVOC Web Client should have access to the AudioCodes portal. If this is not possible, customers will be presented with the latest features released in the version.



### 4.2.2 Integrating VocaNOM into OVOC

VOCA is now monitored by OVOC. All its alarms are reported to OVOC and can be filtered, summarized, forwarded as part of the Alarm Forwarding feature.

### 4.2.3 Support for Cloud Architecture Mode for SmartTAP 360° Live

Support has been added for securing Cloud Architecture Mode (WebSocket) connection with SmartTAP 360° Live. This mechanism binds a secure HTTPS tunnel through a generic WebSocket server connection to OVOC. Single Sign-on from the SmartTAP Device page is not supported in this release.

## 4.2.4 Floating License Support for SIPREC and WebRTC

The Cloud License Manager and Flex Pool License now support SIP Rec Streams and WebRTC Sessions.

**FLOATING LICENSE**

---

**CLOUD LICENSE MANAGER**

**License Status:** Disable

**CLM pool size:**

SBC Media Sessions:	10000	SBC Registrations:	10000
SBC Signaling:	10000	SBC Transcoding:	10000
Web RTC Sessions:	10000	SIP Rec Streams:	10000

**FLEX POOL LICENSE**

**License Status:** Enable

Managed Devices: 100

SBC Shutdown on Failure(days): 90

**Flex pool size:**

SBC Media Sessions:	100	SBC Registrations:	100
SBC Signaling:	100	SBC Transcoding:	100
Web RTC Sessions:	50	SIP Rec Streams:	50

```

OUOC Server 8.0.3098 Management
-----
Menu> Application Maintenance> License
-----
License Configuration Manager:
Server Machine ID: D520BF058C41
Product Key: D520BF058C41
License Status: ENABLED
OUOC Advanced: Yes
Expiration Date: 01-01-2140

Voice Quality
Total Devices: 100,000,000
Total Endpoints: 300,000,000
Total Sessions: 100,000,000
Total Users: 300,000,000
Total Reports: 1,000,000
Analytics Stats: ENABLED

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

-----
Endpoints
Managed Endpoints: 300,000,000

-----
1. Load License
  b. Back
  q. Quit to main Menu

-----
Cloud License Manager
Status: DISABLED
SBC Media: 10,000
SBC Registrations: 10,000
SBC Transcoding: 10,000
SBC Signaling: 10,000
WEB RTC Sessions: 10,000
SIP Rec Streams: 10,000

-----
Flex License
Status: ENABLED
Managed Devices: 100
SBC Media: 100
SBC Registrations: 100
SBC Transcoding: 100
SBC Signaling: 100
WEB RTC Sessions: 50
SIP Rec Streams: 50
SBC Shutdown On Failure (Days): 90

-----
MasterScope License
Status: ENABLED

```

### 4.2.5 System Profiles

When adding a new tenant with an HTTP profile, a System profile can be used, including a default system password which prevents the user-defined password being sent over the network in plain text. Likewise, when adding an SNMPv3 Profile, a System profile includes default system strings for the Authentication and Privacy keys.

**TENANT DETAILS**

General    SNMP    **HTTP**    Operators    License

---

Use System HTTP Profile

Device Admin User  
Admin

Device Admin Password

Communication Protocol  
HTTP

**TENANT DETAILS**

General    **SNMP**    HTTP    Operators    License

---

Use System SNMP Profile

SNMP V2

SNMP Read Community    SNMP Write Community

Trap Community

SNMP V3

Security Name  
OVOCUser    Security Level  
No Security

Authentication Protocol  
No Protocol    Authentication Key

Privacy Protocol  
None    Privacy Key



## 4.2.6 Device Backup

### 4.2.6.1 Backup of Device Configuration Package

Until now, OVOC supported the downloading and uploading of device INI files. OVOC now additionally supports the downloading and uploading of the full device CONFIGURATION PACKAGE. This feature is supported for device versions SBC/GW 7.4.200 and later.

**ADD AUXILIARY FILE**

System File

Tenant\*  
fmcuc\_com

File Type  
INI

- CLI
- CLI SCRIPT LOG
- CONF
- LOGO (PNG, JPEG)
- JSON
- ZIP (VAIC)
- Configuration Package (ZIP)

### 4.2.6.2 Device Backup with .Zip Files

All devices Version 7.4.200 and later are now backed up with a .zip file. Up to five backup files can be stored for each managed device (both for .zip and existing formats). When a Device is backed up in OVOC from the Actions menu, the following applies:

- AudioCodes SBC / Gateway Version is 7.4.200 and later: zip (Configuration Package).
- MSBR: CLI script file
- MP-202 or MP-204: Conf file
- VoiceAI Connect: zip file
- Stack Manager: JSON file
- For all other AudioCodes devices (except CloudBond, UMP and SmartTAP) ini files

## 4.3 Server Manager

### 4.3.1 Configuration of Multiple OVOC Server Interfaces for Multitenancy Deployments

A new option has been added for supporting multi-tenancy deployments. This option can be configured when OVOC is deployed behind a different NAT to customer tenants. A new option in the OVOC Server Manager Networking menu allows the configuration of an applicative level NAT interface for each tenant domain; Devices' incoming communication like SNMP traps, license reports and file upload/download will communicate via the tenants' NAT interface. Until now, NAT could be configured only at OVOC network interface level.

### 4.3.2 Web Application Firewall (WAF)

A new option has been added to the OVOC Server Manager HTTP Security Settings menu "Disable Client's IP Address Validation". This option controls whether the OVOC server validates the WebSocket IP address and client's logged in IP address (REST connection) for connection requests from the OVOC Web client. This feature has been implemented to avoid scenarios where a Web Application Firewall (WAF) may randomly change the Client IP address in the packets and therefore the OVOC server receives the WebSocket packet from an IP address that is different to the client's logged in IP address (REST IP address). As a result, the Client-Server WebSocket connection cannot be established and the operator is logged out.

## 4.4 Device Manager

### 4.4.1 MTRfW OVOC Support

This feature provides OVOC support for the AudioCodes MTRfW/RXV100 meeting room solution. The RXV100 bundles act as Microsoft Teams Rooms on Windows devices to bring on-site meetings to life and deliver the optimal collaboration experience to a greater number of participants. It also delivers effective video and audio collaboration in larger rooms, including factors such as voice pickup range, visual coverage, and integrated unified communications to ensure productive meetings.

The screenshot displays the Device Manager interface for an AudioCodes RXV100 device. The top section shows the device name 'SakuraiAutoMeeting RXV100' and its status 'Registered'. Below this are tabs for PERIPHERALS, SUMMARY, NETWORK INFO, VERSION INFO, ALARMS, ACTIONS LIST, and ADVANCED. The PERIPHERALS tab is active, showing a grid of connected devices: two Audio Devices (Internal Speaker and Intel(R) Display Audio Output 3), two Displays (Generic PnP Monitor and Generic Non-PnP Monitor), and two Cameras (Lenovo Video Capture and HD Camera RXVCarr). Each device card shows its name, model, health status, and a 'Connected' indicator.

### 4.4.2 Firmware Update Alerts

Devices Status page displays ↑ in the 'Firmware' column adjacent to a listed device to indicate that firmware updates are available for this device; clicking ↑ uploads the latest firmware to the device.

### 4.4.3 EPOS Devices Management

The Device Manager utilizes the EPOS Manager API to enable new EPOS customers to create a new EPOS tenant and for existing EPOS customers to import their EPOS tenant from the EPOS Manager. For the latter option, the Tenant ID must be extracted from the EPOS Manager. In previous versions, EPOS tenants needed to be created directly from the EPOS Manager.



**Note:** The Device Manager supports all the EPOS devices supported by the EPOS Manager. For a list of supported EPOS devices, see link in Chapter 1.

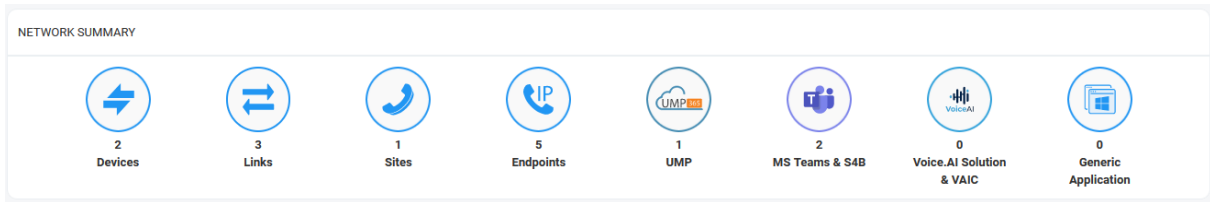
⚙️ Tenant

SOFTWARE
LOGIN
CONFIGURATION
ADVANCED

Tenant ID	<input type="text" value="a564fa7b-9c7a-43e9-a614-b11bcddf11f6"/>
Tenant Name	<input type="text"/>
Tenant Company Name	<input type="text"/>

## 5 New Features in Version 8.0.2000

### 5.1 New Managed Products



#### 5.1.1 Support for New Device Versions

This version includes support for the following new versions:

- SBC Version 7.4.200

#### 5.1.2 Stack Manager

This version supports Stack Manager for Mediant VE-CE SBC that is used for managing 'software stacks' deployed in virtual environments.

#### 5.1.3 Voice AI Solutions

A new product has been created "Voice.AI Solution" which includes the following products (the below products have been renamed to Voice.AI Solution):

- SmartTAP 360° Live
- Meeting Insights

#### 5.1.4 Generic Applications

The following products are now managed as Generic Applications:

- Microsoft Teams Direct Routing SBA (DR-SBA)

## 5.2 Management

### 5.2.1 Configuring Operator Authentication with SAML

OVOC supports Security Assertion Markup Language (SAML) based authentication of a carrier operators .SAML is an XML-based open-standard for identity management between an identity provider (IdP) and an OVOC service provider tenant . The IdP performs operator authentication and passes the operator's identity and authorization level to the tenant; the tenant trusts the IdP and authorizes operator access. This authentication method can be applied at system or tenant level for all operator types. The attributes shown in the figure below are default attribute names that point to customer fields defined on the SAML client including the configured values.

SAML

ADMINISTRATION <

- LICENSE ^
- Configuration
- Tenants Allocations
- System Allocations
- Floating License

SECURITY ^

- Authentication
- Operators
- SAML

OVOC SERVER v

SAML CONFIGURATION

Identity Provider Name\*

Description

Is Identity Provider Enabled

Identity Provider URL\*

Identity Provider Certificate File\*

ATTRIBUTES

Operator Type\*

Operator Security Level\*

Tenants List\*

Tenants Links List\*

Endpoint Group User\*

Endpoint Group List\*

Default Security Level\*

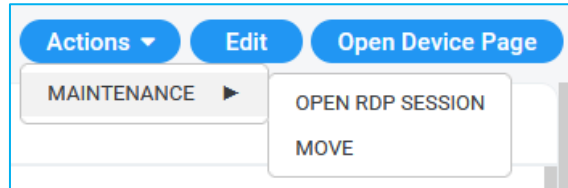
Submit

## 5.2.2 Support for Voice AI Gateway Backup and Restore

Support Voice AI Gateway manual and periodic device backup and restore

## 5.2.3 UMP 365 Web Socket Tunnel RDP Connection

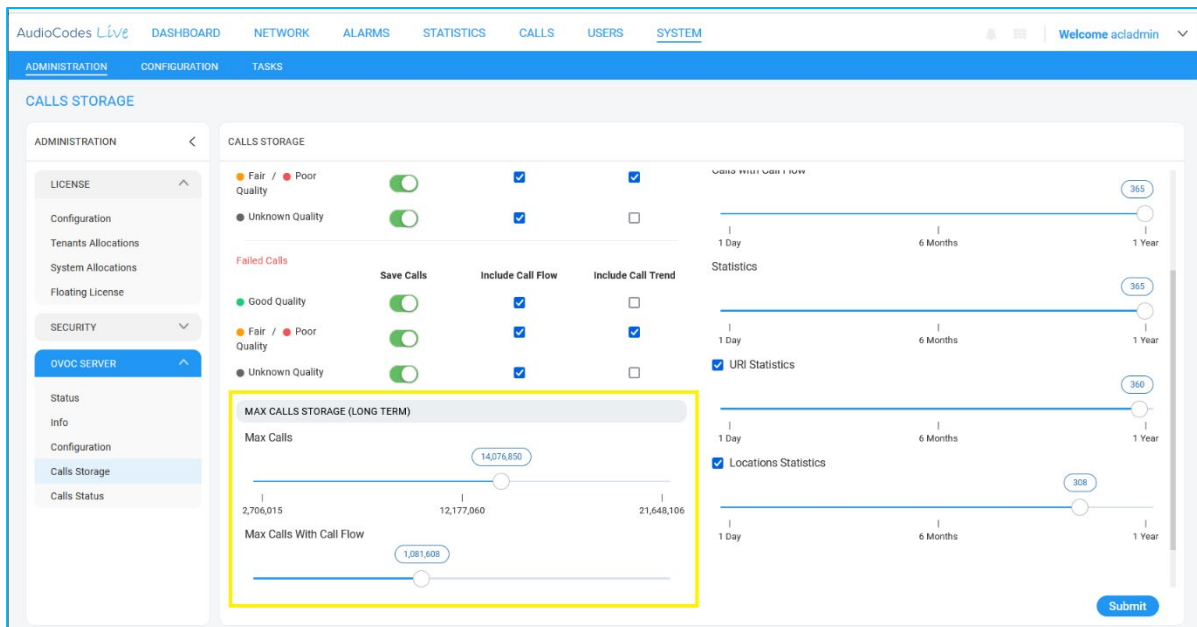
Support for opening an RDP Remote Desktop connection via the Apache Guacamole application to the Windows server residing the UMP application. The Tomcat Apache server is used as the Web server for this application. This feature is applied in the UMP Device page in Live Cloud for Teams from the drop-down Maintenance menu. It supports 10 simultaneous Remote access sessions where the Administrator can view the list of active sessions and close (stop) sessions manually.



## 5.3 Quality of Experience

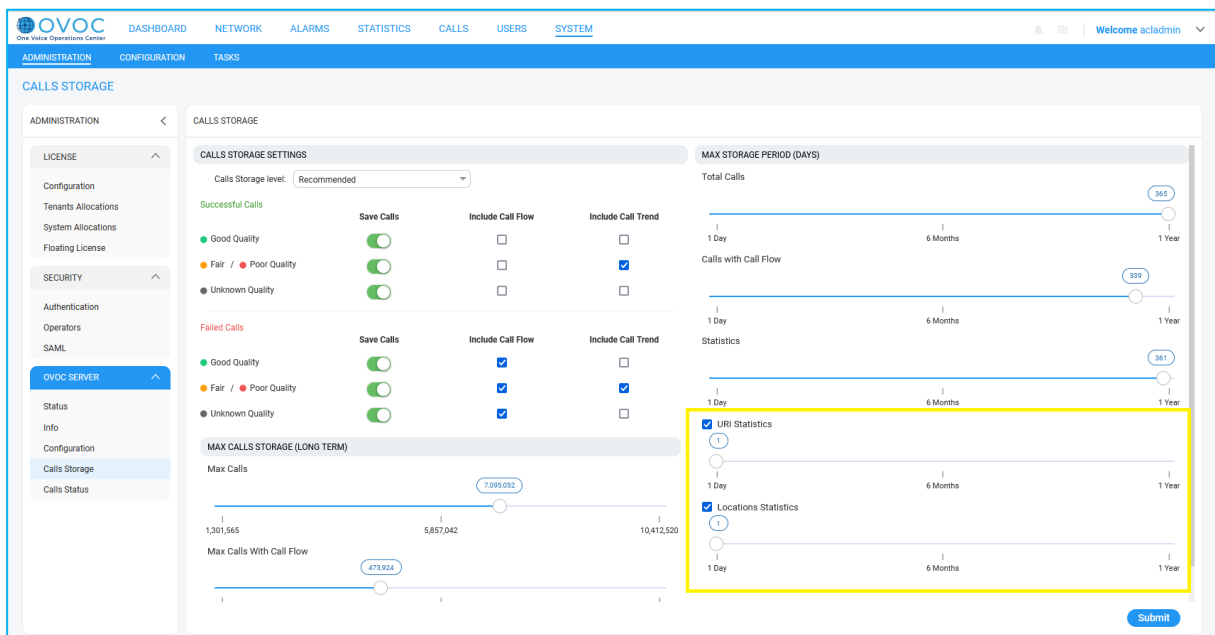
### 5.3.1 Control Storage of Call Flows

This feature allows customers who are specifically interested in call flow analysis to increase the maximum number of calls with Call Flow that are saved in the OVOC database relative to the Maximum Number of Calls. This action is performed in the Call Storage screen; when the Max Calls with Call Flow parameters is increased, the Max Calls value is decreased and vice-versa.



### 5.3.2 URI and Location Statistics

Customers can control the storage capacities for URI Statistics and User Location Statistics. In addition, it's possible to disable the storage of these statistics entirely.



### 5.3.3 Call Details Page - PCAP File

Details of calls made through AudioCodes devices and for which the OVOC displays a SIP Call Flow screen can be exported to a Packet Capture (PCAP) file. The PCAP file format specifically stores the SIP Ladder displayed in the SIP Call Flow screen.

## 5.4 OVOC Server

### 5.4.1 OVOC Server Certificate Expired Alarm

A new alarm has been implemented for managing the expiration time of the OVOC Server Certificate.

### 5.4.2 Upgraded Bare Metal Hardware Specifications

The Bare Metal dedicated platform now supports the Xeon Cascade Gold 6226R (16 cores). This enhances the currently used HP G10 Intel Xeon Gold 6126 CPU (12 cores, 2.60 GHz) which was declared EOL at the end of 2020. OVOC currently supports both platforms.

### 5.4.3 WebSocket Tunnel Password Updates

An option has been added to the OVOC Server Manager to change the WebSocket Tunnel default password.



## 5.4.4 Downsized Disk Space Specifications

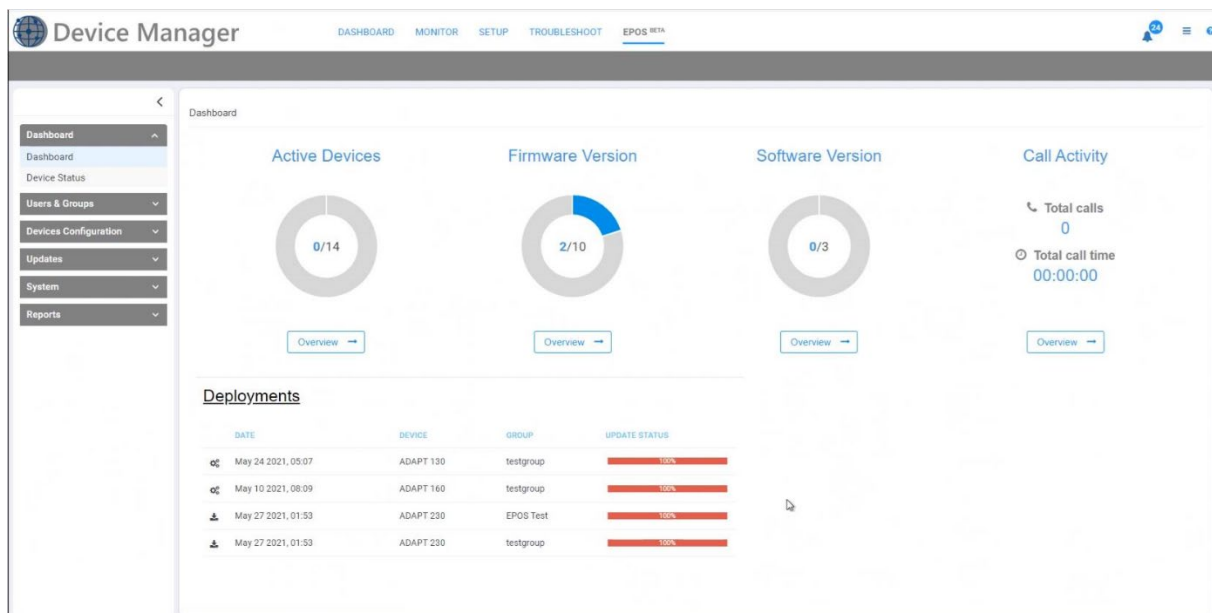
Support for provisioning of downsized minimum disk space allocations for all platforms. Existing minimum requirements for each specification are now the recommended requirements. For example, the recommended disk space for the VM low specification is 500 GiB and the minimum disk space requirements are 320 GiB including 250 GiB provisioning for Linux Operating System and 70 GiB for data storage. For all specifications, see Section 2.1.

## 5.5 Device Manager Pro Integration with EPOS (Sennheiser) Headset Devices (Beta)

EPOS Manager is a powerful IT management solution that enables IT managers to manage, update and configure settings for EPOS headsets and speakerphones within an organization from any location.

The partnership between EPOS and AudioCodes enables IT administrators to manage EPOS devices directly in the AudioCodes One Voice Operations Center (OVOC) solution for a premium and seamless user experience. The full-fledged integration includes the following:

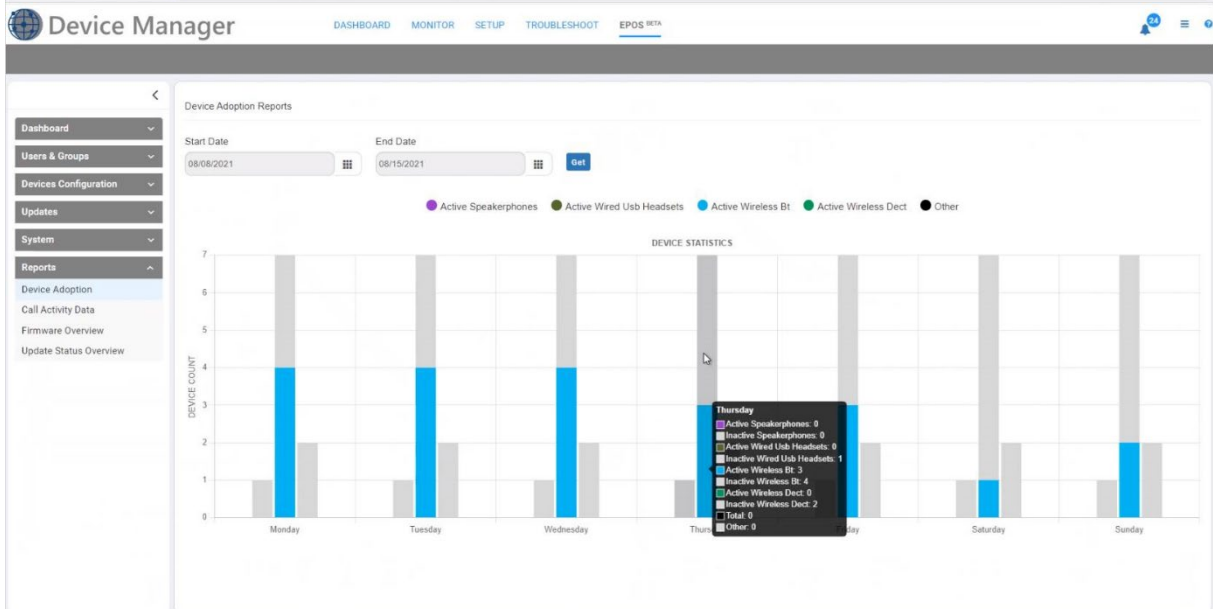
- Remote deployments of firmware and configurations
- Data insights to track EPOS device UC adoption progress through dashboard and reports.
- View active and inactive devices



Device Manager DASHBOARD MONITOR SETUP TROUBLESHOOT EPOS BETA

Devices Status

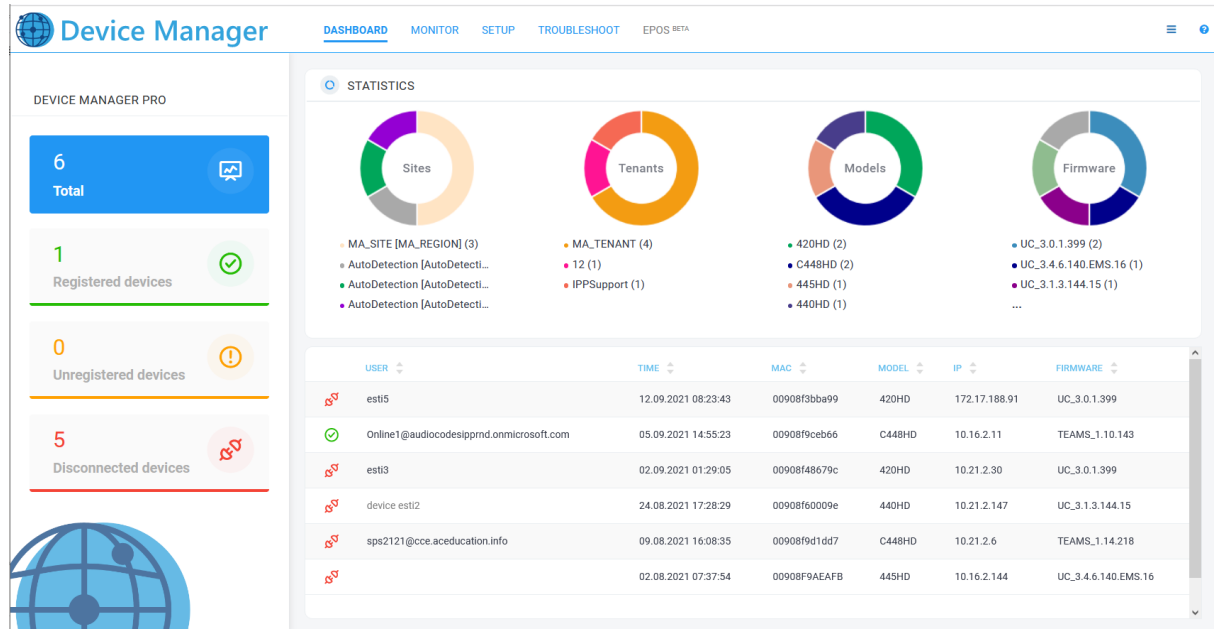
USER NAME	NAME	STATUS	FIRMWARE	FIRST FIRMWARE	FIRST SEEN	LAST SEEN	FIRST IP	LAST IP	VENDOR
Zhenhao (Alex) Liu	ADAPT 660	<span style="color: orange;">!</span>	1.4.19	1.4.19	May 6 2021, 09:59	May 6 2021, 09:59	10.100.139.66	10.100.139.66	EPOS
Kairat Ziman	ADAPT 660	<span style="color: green;">✔</span>	1.4.19	1.4.19	Jul 14 2021, 11:20	Aug 16 2021, 01:39	10.38.2.19	10.38.2.19	EPOS
Kairat Ziman	BTD 800	<span style="color: green;">✔</span>	2.12.1	2.12.1	Jul 14 2021, 11:16	Aug 16 2021, 01:39	10.38.2.19	10.38.2.19	EPOS
Zhenhao (Alex) Liu	BTD 800 USB for Lync	<span style="color: orange;">!</span>	2.13.5	2.13.5	May 6 2021, 09:43	Jun 24 2021, 02:59	10.100.139.66	10.100.140.62	EPOS
Zhenhao (Alex) Liu	BTD 800 USB for Lync	<span style="color: orange;">!</span>	2.13.5	2.13.5	May 6 2021, 09:43	Jun 24 2021, 02:59	10.100.139.66	10.100.140.62	EPOS
Zhenhao (Alex) Liu	BTD 800 USB for Lync	<span style="color: green;">✔</span>	2.16.7	2.16.7	May 3 2021, 10:42	Aug 16 2021, 01:27	192.168.0.16	192.168.0.16	EPOS
Zhenhao (Alex) Liu	MB 660 MS	<span style="color: green;">✔</span>	2.4.0	2.4.0	May 3 2021, 10:42	Aug 16 2021, 01:59	192.168.0.16	192.168.0.16	EPOS
Zhenhao (Alex) Liu	SDW 5 BS EU	<span style="color: orange;">!</span>	1.6.60	1.6.60	May 6 2021, 09:43	Jun 24 2021, 02:59	10.100.139.66	10.100.140.62	EPOS
Zhenhao (Alex) Liu	SDW 60 HS	<span style="color: orange;">!</span>	1.6.60	1.6.60	May 6 2021, 09:43	Jun 24 2021, 02:59	10.100.139.66	10.100.140.62	EPOS
Zhenhao (Alex) Liu	UI 20 BL USB	<span style="color: orange;">!</span>	1.0.2	1.0.2	May 6 2021, 09:43	Jun 24 2021, 02:59	10.100.139.66	10.100.140.62	EPOS



## 5.6 Device Manager Pro

### 5.6.1 New Look and Feel

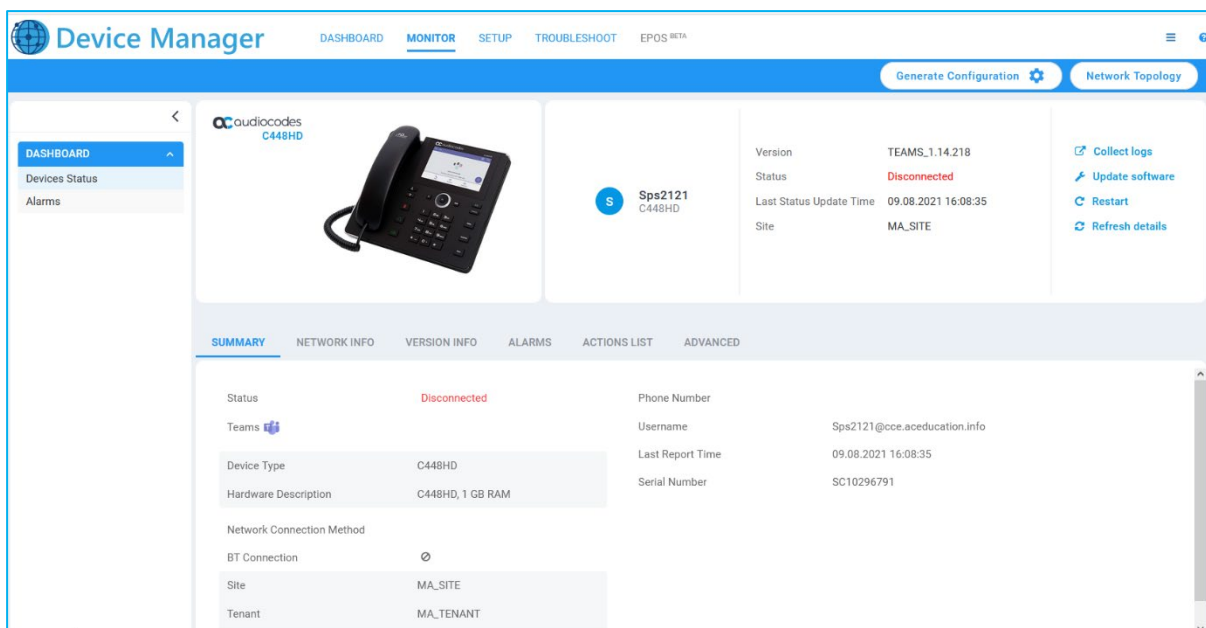
The Device Manager Pro has a new look and feel with enhancements to dashboard, navigation, tables, graphs, and layout.



### 5.6.2 Enhanced Teams Device Information

The following information is displayed for the Teams device under OVOC Device details:

- Full version information (similar to today device UI - main version and any other sub-version application for example Teams Admin Agent Version, company portal, main version)
- Detailed network status including whether Wi-Fi is enabled.
- Indication whether the BT interface enabled, if so, a list of connected devices are displayed.
- Filtering capabilities. For example per user, phone #, MAC, IP address, model, version, status



### 5.6.3 New Phone Model Support

- Polycom CCX 500/600 phones
- RxV80

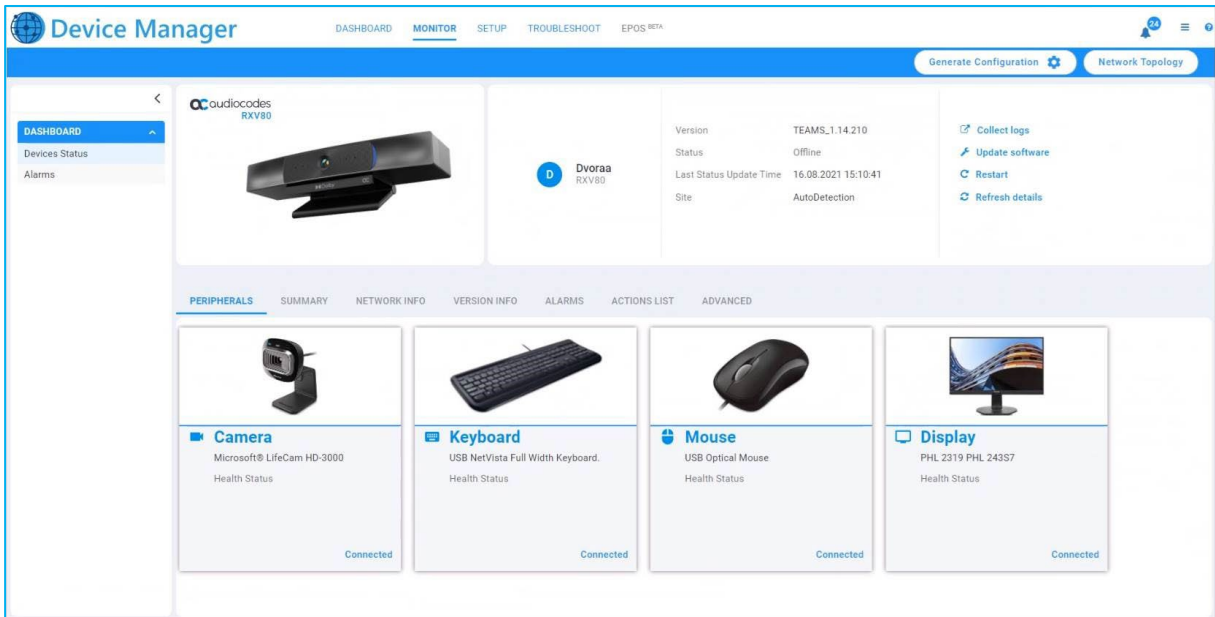
### 5.6.4 Provisioning of Android-based Teams Phones

Device Manager Pro version 8.0.2000 and later supports the provisioning of Android-based Teams devices in a similar manner to UC phones.

### 5.6.5 Android-based Peripheral Device Live Monitoring

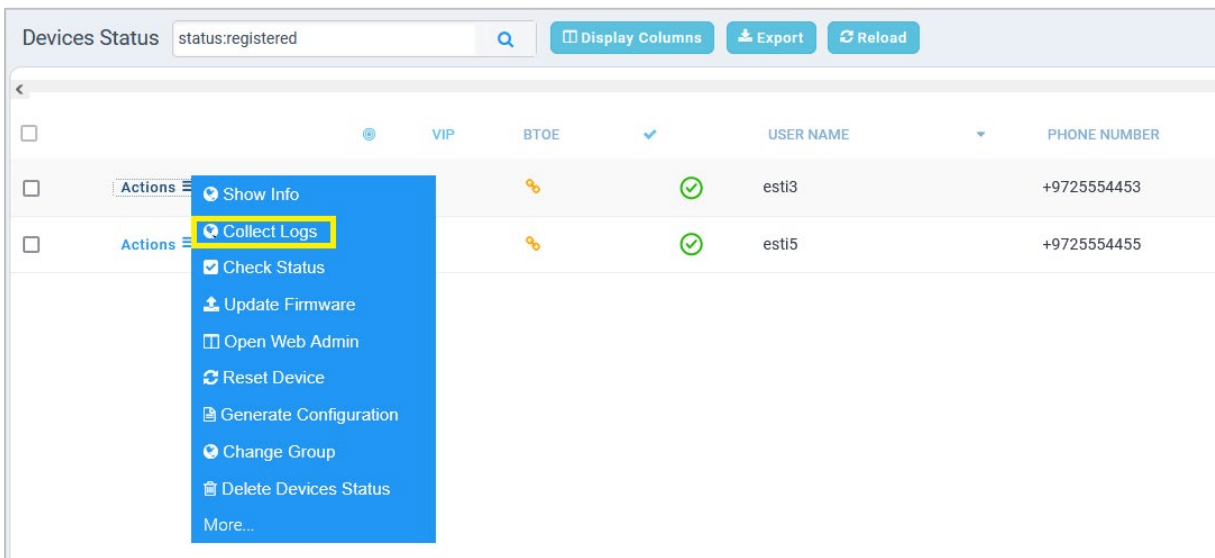
Peripheral devices that are connected to Android-based devices deployed for meeting room solutions can be monitored to determine whether they have an active connection including:

- Camera
- Keyboard
- Mouse
- Display

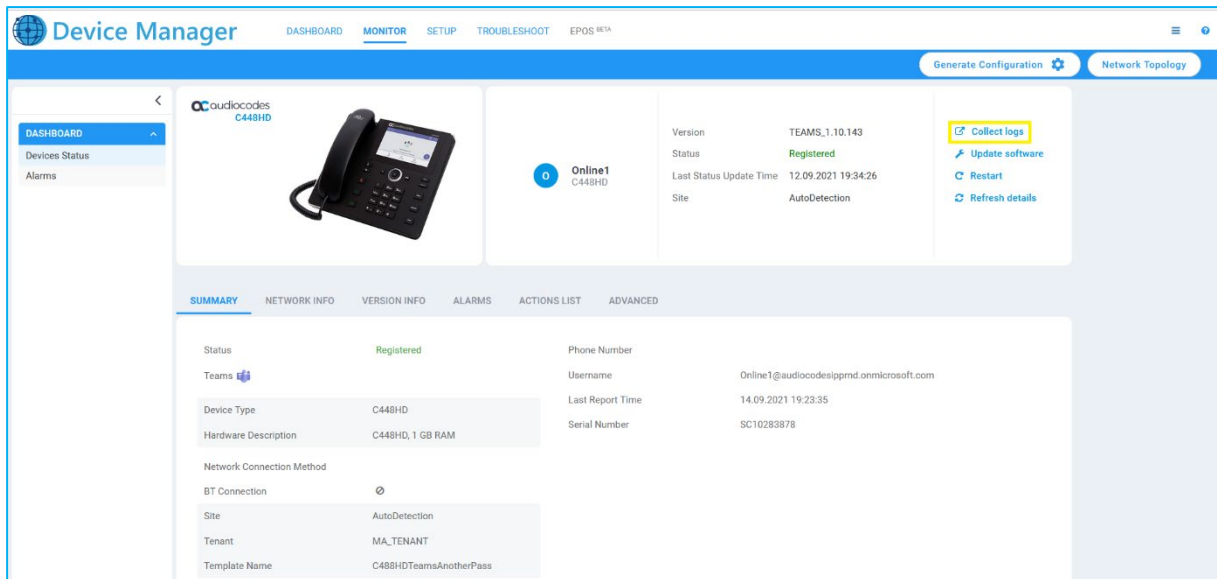


### 5.6.6 Log Collection

The Device Manager enables network administrators to retrieve logs for debugging purposes without the need to access the phone.



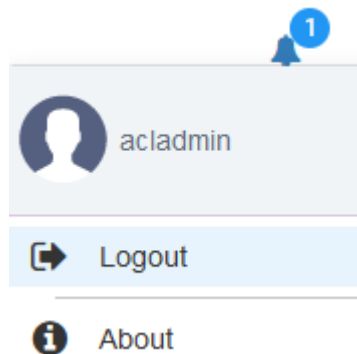
This option is also available in the phone's dashboard.



Files can then be downloaded from the Device Status page.

## 5.6.7 About Device Manager

The About screen has been added to the Toolbar menu.



## 6 New Features in Version 8.0.1000

### 6.1 Management

#### 6.1.1 Support for MSBR Management with IPv6

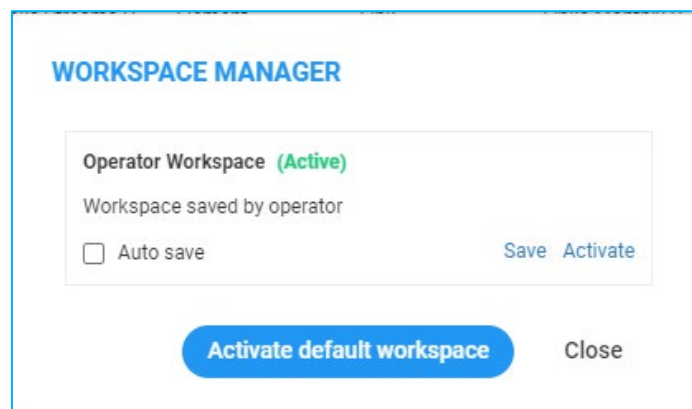
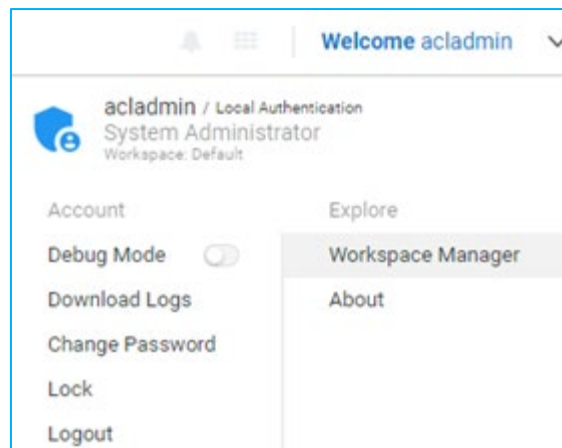
This release provides support for managing MSBR devices (version 7.24A.356.069 (M4) and later) configured with IPv6. IPv6 links can be added for the Media and Control IP category types. Alarm forwarding rules can be defined for an IPv6 destinations (SNMP and Syslog). Network search and Topology filters support IPv6 and details are displayed in the Network Info and Call Details.

The configuration of IPv6 Ethernet Interfaces and IPv6 Static Routes on the OVOC server is now supported. The relevant menu options have been added to the OVOC Server Manager.

OVOC supports configuration of multiple IPv4/IPv6 ethernet interfaces. This feature allows SBC devices to connect to OVOC from different subnets to the respective interfaces on OVOC. Each IPv4 interface can be configured for NAT and one of the IPv4 interfaces can be configured to work in the Cloud Architecture mode.

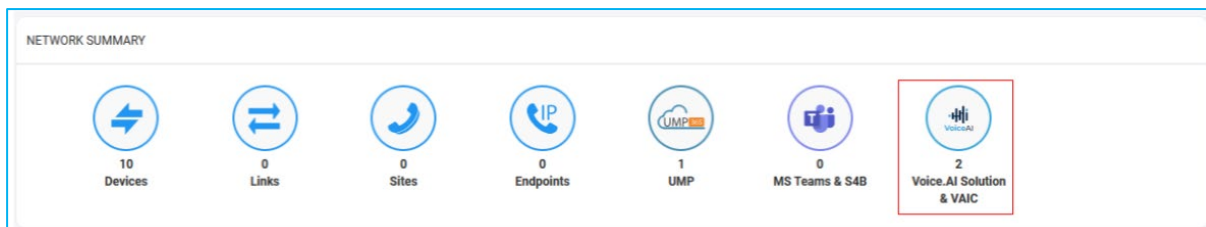
#### 6.1.2 Saving Operator Workspace

A new option is available from the Welcome menu to save the operator workspace which includes working UI contexts e.g. filters, map zoom positions, column widths. This feature can be enabled either manually or automatically. When the user logs out or the browser is closed, the next login all saved UI contexts are retrieved.



### 6.1.3 Support for Voice AI Gateway

This version includes support for management of AudioCodes Voice AI Solution and VAIC. These devices can establish connection with OVOC using either Auto-detection or the Cloud Architecture mode (WebSocket Tunnel) and communication is established using HTTP/S (highlight below).



### 6.1.4 Support for Mediant MSBR 800Ci

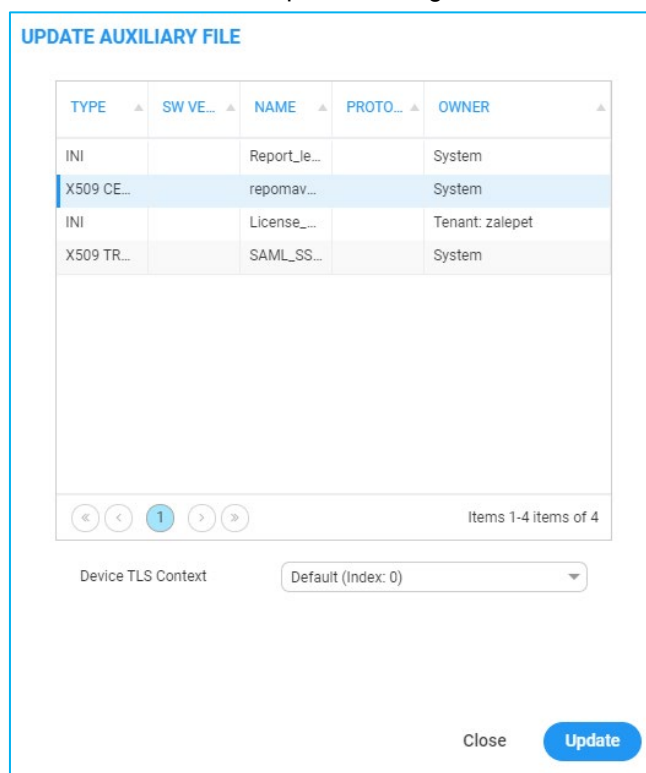
This release includes management support for the Mediant MSBR 800Ci module device with an OSN server for running 3rd-party applications.

### 6.1.5 Support for Mediant 3100 SBC

This release includes management support of the Mediant 3100 SBC.

### 6.1.6 Support for Multiple TLS Contexts (Device Upload)

A new option when uploading an auxiliary file “X509 Private Key” to a device allows users to choose from a list of TLS Contexts to load to the device. For example, this may be required when the device uses a different certificate to authenticate with an additional OAMP interface or with Microsoft Teams. Until now Context #0 was by default assigned when uploading a private key to a device without the option to assign a different context.





## 6.2 QoE Teams Video Metrics

QoE thresholds have been extended to support Microsoft Teams video metrics. As a result overall call quality and related legs are now determined by both voice and video metrics.

Threshold-based alarms are now affected by both voice and video quality. All the default values in Teams Threshold sets are based on Microsoft CQD recommended values, and can be customized by the operator per each Teams device (teams tenant).

### QOE THRESHOLDS DETAILS

Threshold Name	<input type="text" value="MS Teams Thresholds"/>
Description	<input type="text"/>
Tenant	<input type="text" value="tenant_1"/>
Attachments:	0 Devices, 0 Links, 0 Endpoints <a href="#">View</a>
Defaults:	ALL   NONE   INVERT <input type="checkbox"/> Device <input type="checkbox"/> Link <input type="checkbox"/> Endpoint

VOICE
VIDEO

---

**VIDEO**

<input checked="" type="checkbox"/> Avg Video Frame Loss Percentage (%)	→	50	↕	→	→	50	↕	→
<input checked="" type="checkbox"/> Avg Video Frame Rate (fps)	→	7	↕	→	→	7	↕	→
<input checked="" type="checkbox"/> Post Forward Error Correction Packet Loss Rate	→	0.15	↕	→	→	0.15	↕	→

**SCREEN SHARING**

<input checked="" type="checkbox"/> Avg Video Frame Loss Percentage (%)	→	50	↕	→	→	50	↕	→
<input checked="" type="checkbox"/> Avg Video Frame Rate (fps)	→	2	↕	→	→	2	↕	→
<input checked="" type="checkbox"/> Post Forward Error Correction Packet Loss Rate	→	0.15	↕	→	→	0.15	↕	→

Close
OK

## 6.3 Device Manager

### 6.3.1 New Look and Feel

The Device Manager interface has a new look and feel with including new color schemes, new designation icon sets, increased spacing, magnification of screen elements and quick feature summaries.

The screenshot shows the Device Manager Dashboard. On the left, there are three summary cards: Total (288), Registered devices (130), and Disconnected devices (141). The main area features a 'STATISTICS' section with four donut charts for Sites, Tenants, Models, and Firmware. Below the charts is a table of devices with columns for USER, TIME, MAC, MODEL, IP, and FIRMWARE.

USER	TIME	MAC	MODEL	IP	FIRMWARE
Online1@audiocodesiprmd.onmicrosoft.com	26.05.2021 18:49:46	00908fc8b24e	C470HD	192.168.1.30	TEAMS_1.13.205
rgarcia@G12COM.com	26.05.2021 18:12:24	00908fc8b22b	C470HD	192.168.99.171	TEAMS_1.8.288
amir2@audiocodesiprmd.onmicrosoft.com	26.05.2021 18:09:02	00908f9dbc97	C435HD	10.16.2.27	Must use _system_property_read_callback() to read
winaik@audiocodes.com	26.05.2021 18:07:32	00908f9d85de	C450HD	192.168.0.162	TEAMS_1.8.298
teamsdevice3@3PIP.onmicrosoft.com	26.05.2021 18:05:34	00908f484e33	C470HD	192.168.0.116	TEAMS_1.10.139
thomas.schlabach@C48AG.onmicrosoft.com	26.05.2021 18:02:10	00908fc8b239	C470HD	10.3.2.69	TEAMS_1.10.120
Online2@audiocodesiprmd.onmicrosoft.com	26.05.2021 17:30:39	00908f9dbc9b	C435HD	10.16.2.22	TEAMS_1.12.42
AmiL@audiocodes.com	26.05.2021 17:21:09	00908fc8b4bf	C470HD	10.16.2.12	TEAMS_1.13.67
Eliezer@audiocodes.com	26.05.2021 17:16:16	00908f9dbc14	C435HD	192.168.0.21	TEAMS_1.13.113_forceRwC14
n.yunaa@ucproducttest.onmicrosoft.com	26.05.2021 17:10:32	00908fc8b23c	C470HD	10.101.2.85	TEAMS_1.10.120

### 6.3.2 Enhanced Device Information in Monitor Dashboard

The information displayed in the monitor dashboard for each phone has been enhanced.

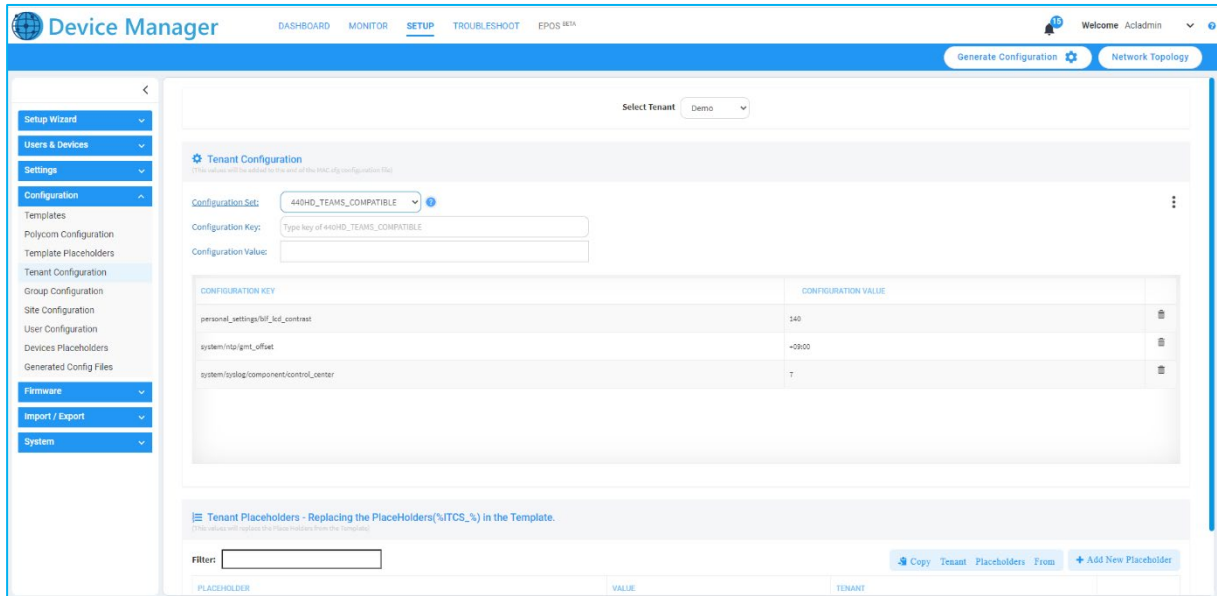
The screenshot shows the Monitor Dashboard for a specific device (C470HD). It includes a device image, a summary table, and a list of actions.

Summary	Value
Status	Registered
Teams	
Device Type	C470HD
Hardware Description	Network Connection Method
BT Connection	
Site	AutoDetection
Tenant	IL
Template Name	AudioCodes_C470HD_TEAMS

Additional information shown includes: Version (TEAMS\_1.8.288), Status (Registered), Last Status Update Time (26.05.2021 18:12:24), Site (AutoDetection), and a list of actions: Update software, Restart, Refresh details.

### 6.3.3 Applying Configuration Files per Model

Device Configuration files can be easily configured according to configuration set with the corresponding Configuration keys and values displayed with auto-fill capabilities according to model selection. This enhancement is relevant for all configuration levels. See example for the Tenant Configuration in the figure below.



### 6.3.4 Configuration File Notation

Comments indicating the source of the configuration have been to the configuration files. This includes an easy and clear understanding of the template source for each parameter:

- Device Specific
- Tenant Level
- Group Level
- Site Level
- User Level

```

system/daylight_saving/start_date/day=26
system/daylight_saving/start_date/day_of_week=0
system/daylight_saving/start_date/hour=
system/daylight_saving/start_date/minute=
system/daylight_saving/start_date/month=3
;TENANT t122 configuration
system/daylight_saving/start_date/week=1
;NO GROUP group1 [t122] configuration
;SITE AutoDetection [AutoDetection] configuration:
system/hw_type = 3
system/user_name = admin
;NO USER jhon@audiocodes.com configuration
    
```

## 7 New Features in Version 8.0

### 7.1 QoE for Microsoft Teams

This release includes support for retrieval of QoE data (Subscription Notifications service) from the Microsoft Teams environment (Microsoft Graph API database) on Office 365/Microsoft 365/Microsoft Azure. Permissions for data access is granted for the managed Microsoft Tenant.

Calls data (subscriptions notifications) can then be retrieved for users managed by this tenant including Teams peer-to-peer or Conference calls and network calls. Call quality data from Teams devices is retrieved based on Audio, Video, Video Based Screen Sharing (VBSS), Screen Sharing and data.



**Note:** Microsoft Graph API currently does not support QoE reports for PSTN streams. In order to assess PSTN calls quality refer to SBC <-> Teams reports from the SBC.

The following enhancements to the OVOC Web have been implemented:

- A new Teams QoE Threshold Profile has been defined with default values to match Microsoft CQD poor / good calls classification (Audio, Video, VBSS, Screen Sharing and data).
- New Filters for Teams Calls (Device and Device Family Type)
- The Show Calls Details includes the ability to display information for each media type (Audio, Video, VBSS, Screen Sharing and data). The radio button color indicates the call quality based on the audio for the worst status of all legs.
- Clicking the Conf ID in a record in the Calls List automatically adds a filter to the current filter set with the "Conf ID" text under "Callee" and filter calls in the same conference.
- The Teams device can be set as a destination for SBC links defined by any rule.

SOUR.	STATUS	QUALITY	QUALITY CA.	CALLER	CALLER	START TIME	END TIME	DURATION	CALL TYPE	DEVICE	LINK	TERMINATION...
eliseva.steinberg@audiocodes.c...	Successful	●		eliseva.steinberg@audiocodes.c...	miriam.zibershiagg@audiocodes...	10-Feb-21 10:54:58	10-Feb-21 10:55:08	10s	SBC	10.3.181.96		Unassigned Num...
eliseva.steinberg@audiocodes.c...	Successful	●		eliseva.steinberg@audiocodes.c...	miriam.zibershiagg@audiocodes...	10-Feb-21 10:54:58	10-Feb-21 10:55:08	10s	SBC	10.3.181.96		Unassigned Num...
eliseva.steinberg@audiocodes.c...	Successful	●		eliseva.steinberg@audiocodes.c...	miriam.zibershiagg@audiocodes...	10-Feb-21 10:54:58	10-Feb-21 10:55:08	10s	SBC	10.3.181.96		Unassigned Num...
eliseva.steinberg@audiocodes.c...	Successful	●		eliseva.steinberg@audiocodes.c...	miriam.zibershiagg@audiocodes...	10-Feb-21 10:54:58	10-Feb-21 10:55:08	10s	SBC	10.3.181.96		Unassigned Num...
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:24	09-Feb-21 16:24:04	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:18	09-Feb-21 16:24:18	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:17	09-Feb-21 16:24:17	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:16	09-Feb-21 16:24:16	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:15	09-Feb-21 16:24:15	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:14	09-Feb-21 16:24:14	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:13	09-Feb-21 16:24:13	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:12	09-Feb-21 16:24:12	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:11	09-Feb-21 16:24:11	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:10	09-Feb-21 16:24:10	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:09	09-Feb-21 16:24:09	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:08	09-Feb-21 16:24:08	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:07	09-Feb-21 16:24:07	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:06	09-Feb-21 16:24:06	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:05	09-Feb-21 16:24:05	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:04	09-Feb-21 16:24:04	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:03	09-Feb-21 16:24:03	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:02	09-Feb-21 16:24:02	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:01	09-Feb-21 16:24:01	01m	Teams	teams-simulat...		
#foname	Successful	●		#foname	#foname	09-Feb-21 16:23:00	09-Feb-21 16:24:00	01m	Teams	teams-simulat...		

**CALL SUMMARY**

12:59:03 - 12:59:43

Caller: #noname

Callee: ConfID: #identifier

Call Status: **Successful**

Call Quality: **Good**

Call Type: **Team Group Call**

Media Type: **Audio**

**Call Date and Time**

Start: 01-Feb-21 12:59:03

End: 01-Feb-21 12:59:43

Duration: 00:00:40

**Call Termination**

Initiator: Unknown

Media Type: **Main Audio**

1001@52.143.14.26 → M: UNKNOWN → M: 10.0.39.49:3480 → 5220006436685434@\_

QUALITY	NETWORK	DEVICE
caller	Teams	Teams
Teams	Teams	caller
Avg Ratio Of Concealed ...		
Max Ratio Of Concealed ...		
Stream Quality Cause	NONE	NONE
Avg Bandwidth Est		
Mos		
Max Delay		72
Max Audio Network Jitter		
Jitter (msec)		4
Delay (msec)		72
Packet Loss (%)		
Max Jitter		6
Avrg Audio Network Jitter		
Stream Quality	UNDEFINED	GOOD
Max Packet Loss Rate		0
Packet Utilization	0	250



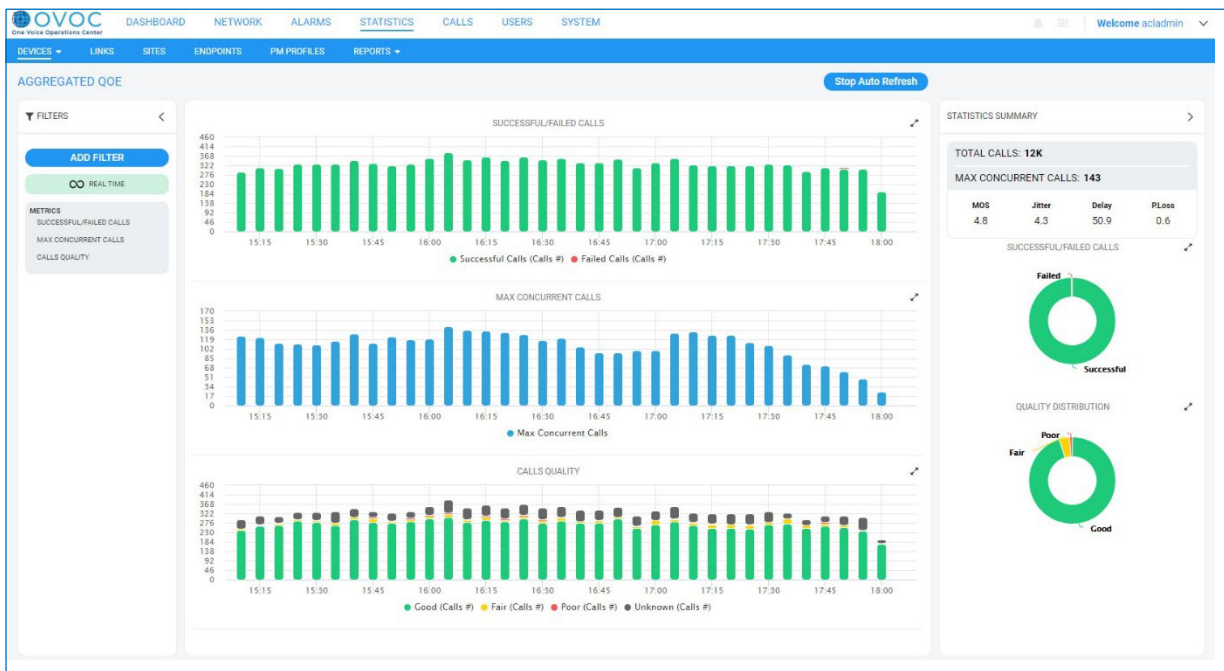
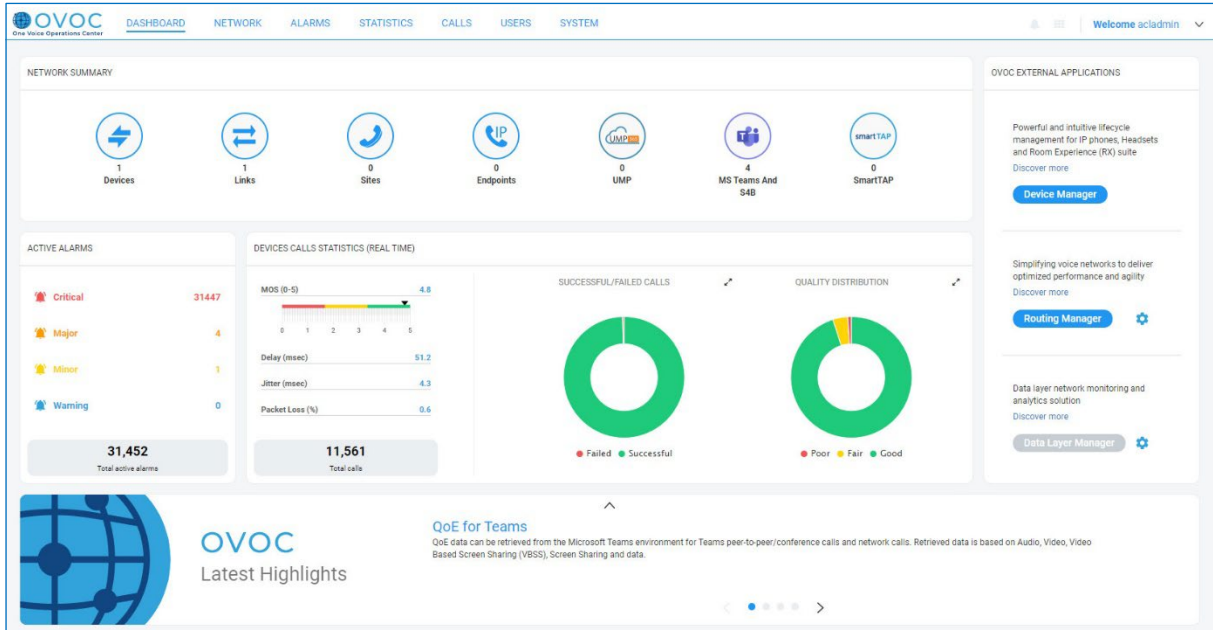
**Note:** Skype for Business customers upgrading to Teams need to define a new Teams Customer device. If they wish to retain Skype for Business calls, existing Skype for Business devices should not be deleted from OVOC.

The License used for Skype for Business users monitoring, is valid to be used for Teams users monitoring.

## 7.2 Management

### 7.2.1 New “Look and Feel” Web Interface

The Web layout has been improved including new color schemes, new designation icon sets, increased spacing, magnification of screen elements and quick feature summaries.



## 7.2.2 Group Entity

A new “Group” entity provides a logical entity which contains devices, links and sites with the ability to filter all application topics, topology, calls, statistics and alarms.

### GROUP DETAILS

Group Name\*

Description

Tenant

Attachments: 6 Devices, 1 Links, 0 Sites  
[View](#)

Close OK

The screenshot shows the 'GROUPS' management interface. On the left, a sidebar lists topology groups: France-west, London-east, and others. The main table displays the following data:

NAME	DESCRIPTION	TENANT	ATTACHED TOPOLOGY ENTITIES
France-west		London	4
London-east		London	1

The right-hand panel shows details for the 'London-east' group:

- NAME: London-east
- STATUS: Warning
- TENANT: London
- ELEMENTS COUNT: DEVICES: 1, LINKS: 0, SITES: 0
- Management: OoE

## 7.2.3 Support for New SBC Versions

This release supports SBC versions 7.2.300 and 7.4.100 (see Chapter 1 for a list of supported products).



## 7.3 Performance Monitoring

### 7.3.1 WebRTC Gateway Session

The following Performance Monitoring parameters have been added for managing the SBCs' WebRTC application:

- Media Stats: Media Web RTC Streams Standalone PM (Gauge with Max, Average)
- System Stats: License Web RTC Usage (Gauge with Max, Average)

### 7.3.2 New Trunk DS1 PM Parameters

The following DS1 Performance Monitoring parameters have been added for SBC devices, version 7.4.100 and later:

- Trunk Burst Errored Seconds
- Trunk Path Coding Violations
- Trunk Controlled Slip Seconds
- Trunk Errored Seconds

### 7.3.3 Performance Monitoring Enhancements

The ability to filter between the SNMP-based (until Version 7.2) and REST-based (Version 7.4 and later) Performance Monitoring parameters has been added to the PM Profiles and filters.

The screenshot shows a configuration interface for Performance Monitoring. It features a sidebar with filter categories: TIME RANGE, TOPOLOGY, GROUPS, and METRICS. The METRICS section is expanded, showing a list of parameters for 'SW 7.4 & above'. The parameters include IP Group, Interface, SBC, SRD, System, and Trunk, each with a count of 0. The main area displays a table of 'SBC User Defined' metrics with columns for Name, Min, Max, Avg, and Val. The table lists 'User Defined Failures In 1' through 'User Defined Failures In 5', each with a status icon and a checkbox.

Name	Min	Max	Avg	Val
<input type="checkbox"/> SBC User Defined				
<input checked="" type="checkbox"/> User Defined Failures In 1	-	-	-	<input type="checkbox"/>
<input checked="" type="checkbox"/> User Defined Failures Out 1	-	-	-	<input type="checkbox"/>
<input checked="" type="checkbox"/> User Defined Failures In 2	-	-	-	<input type="checkbox"/>
<input checked="" type="checkbox"/> User Defined Failures Out 2	-	-	-	<input type="checkbox"/>
<input checked="" type="checkbox"/> User Defined Failures In 3	-	-	-	<input type="checkbox"/>
<input checked="" type="checkbox"/> User Defined Failures Out 3	-	-	-	<input type="checkbox"/>
<input checked="" type="checkbox"/> User Defined Failures In 4	-	-	-	<input type="checkbox"/>
<input checked="" type="checkbox"/> User Defined Failures Out 4	-	-	-	<input type="checkbox"/>
<input checked="" type="checkbox"/> User Defined Failures In 5	-	-	-	<input type="checkbox"/>

## 7.4 OVOC Server

### 7.4.1 Enhanced Specifications for the Virtualization and Cloud Platforms

The memory and processor specifications for the Virtualization and Cloud platforms have been enhanced (see Section 2.1).



**Note:** Customers who are upgrading to Version 8.0 on a Virtual Platform (both VMware and HyperV) are required to change the Memory parameter for the Hardware configuration on their virtual machine before performing the software upgrade. For more information, refer to the *IOM* manual.

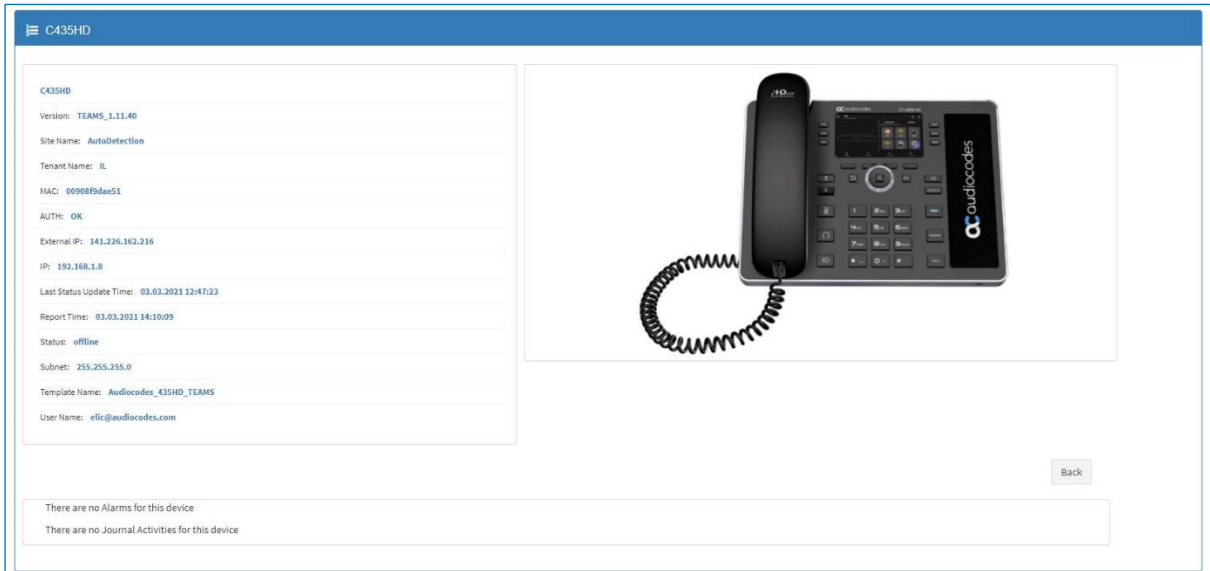
### 7.4.2 Service Provider - Enhanced Specifications for Virtual Platform

New Service Provider specifications for the Virtual Platforms (see Section 2.1).

## 7.5 Device Manager

### 7.5.1 Android-based Teams Management Support

Support for Android-based Microsoft Teams devices (Device Manager Pro version 7.8.2000 and later) including the C435HD and C470HD phones and the RXV80 Standalone Video Collaboration Bar . The Device Manager manages the Android-based Teams phones in a similar way to Skype for Business/Microsoft Lync and Generic phones. Management actions include the provisioning of configuration and firmware and device reset.



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## 8 Issues Resolved in this Release

The table below lists the issues resolved in this release.

**Table 8-1: Issues Resolved in Release**

Incident Index	Incident Description
<b>Management</b>	
OVOC-9010	AWS: SBC automatic backup is not working on mixed network interfaces (WS + LAN).
OVOC-8831	OVOC floating license supports hostname length more than 15 characters.
OVOC-8457	Slow UI tables performance.
OVOC-9388	Device details description field text is cleared upon Device edit.
OVOC-9431	Connectivity problem for auto-detected devices behind NAT with non-default SNMP port to OVOC (not 161).
<b>Security</b>	
OVOC-9274	Several REST paths experienced CSS vulnerability.
OVOC-9182	Apache security fix CVE-2021-40438.
OVOC-9361	Updates to NSS package nss-3.67.0-4 with vulnerability fix.
<b>QoE</b>	
OVOC-9340 OVOC-9214	Call SIP ladder PCAP export displays malformed packets.
OVOC-8823	Analytics API is missing columns under Calls view.
<b>Infra</b>	
OVOC-9116	OVOC upgrade failed due to insufficient disk space under /var partition.
OVOC-8806	On the AWS/Azure platform, static routes are removed after reboot.
<b>Device Manager</b>	
OVOC-8825	Generated configuration files do not display the correct time in the UI.
OVOC-9123	Configuration set parameter switches to NONE after performing an Add operation.
OVOC-8950	Delete User configuration Action buttons are not displayed in the Manage Multiple Users screen.
OVOC-9123	Configuration set parameter switches to NONE after an add operation.
OVOC-8950	Delete User configuration Action buttons are not displayed.
OVOC-6240	IP Phone Manager report is missing columns.
OVOC-7933	Device Manager sends incorrect passwords to IP phones.

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## 9 Known Limitations and Workarounds

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

**Table 9-1: Known Limitations and Workarounds**

Issue	Problem/Limitation	Component	Comments and Workaround
OVOC Server Clean Installation or Upgrade on HP DL G8 machine.	A clean installation or upgrade from OVOC Version 7.8 is not supported on HP DL G8 machines. This installation or upgrade will fail if attempted on this platform. See Product Notice - EOS Announcement of HP ProLiant DL360 G8 Server.	Infra	Perform installation or upgrade of the OVOC server on HP DL G10 machines or on one of the supported Virtual machine platforms to Version 8.0.
Upgrade from EMS to OVOC.	An upgrade from EMS Version 7.2 to OVOC Version 7.8 is not supported.	Infra	-Make sure the EMS is version 7.2 - First upgrade to Version 7.4 (refer to document <i>Migration from EMS and SEM Ver. 7.2 to One Voice Operations Center</i> ) and then upgrade to Version 7.8.
High Availability on OVOC Bare Metal platform	High Availability is not supported for OVOC servers on the Bare Metal platform.	Infra	-
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.	Infra	-

Issue	Problem/Limitation	Component	Comments and Workaround
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.	Infra	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>
AWS/Azure Storage extends operations	OVOC background disk extends process sometimes fails during second extend operation.	Infra	This functionality will be supported in a future release.
Cloud Architecture	The Cloud architecture feature for binding SBC communication to a dedicated tunnel is only supported on the AWS, Azure, VMware and HyperV platforms. <ul style="list-style-type: none"> <li>• AWS, Azure platforms with a maximum of 500 connected devices and 120 CAPS.</li> <li>• VMware, HyperV platforms with a maximum of 100 connected devices and 30 CAPS.</li> </ul>		
IPv6 Networking	The Cloud Architecture feature is not supported for an IPv6 connection.	Infra	
	Public Cloud Networking with AWS and Azure ethernet interfaces are not supported over IPv6.	Infra	



Issue	Problem/Limitation	Component	Comments and Workaround
	OVOC Main Management interface only supports IPv4.	Infra	
	IPv6 MSBR Device Management: License actions (Fixed/Floating/Flex license) are not supported for IPv6 MSBR devices.	Management	
External Server Authentication	Multi-tenancy is not supported for the RADIUS server.	Management	-
	<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>	Management	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>	Management	-

Issue	Problem/Limitation	Component	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.	Management	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 the OVOC Server and the MS SQL server may fail.	Management	After reloading the new certificate file, restart the OVOC server using the EMS Server Manager. This issue will be fixed in a future release.
MS Kerberos	MS Kerberos-based authentication on OVOC (including OVOC/Lync/Tenant users AD) is not supported.	Management	This issue will be fixed in a future release.
Single Sign-on	Single Sign-on is not supported for devices with firmware versions prior to Version 7.0 and for CloudBond, SmartTAP and MP2XX (all versions).	Management	-

Issue	Problem/Limitation	Component	Comments and Workaround
Alarms Forwarding	The Overflow alarm is not cleared if raised during OVOC shutdown.	Management	This issue will be resolved in a future release.
	OVOC supports a maximum of 10 alarm forwarding rules for SNMP trap rule destination for the entire system.	Management	Contact AudioCodes support to change this number per customer scenario.
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).	Management	-
Floating License	The Floating License does not support multi-tenancy.	Management	-
Device Manager Pro-	When OVOC is operating at its maximum specifications for call storage, limit the Device Manager Pro allocated disk for firmware storage to 1.5GB.	Management	Customers who wish to use more (up to the limit defined) must configure the call storage settings (# of days) so that it will only use 95% of the max storage capacity.
Alarms Suppression	When managing more than 5,000 devices (gateway/SBC/MSBR), alarms suppression must be disabled.	Management	This functionality will be supported in a future release.
User Management Pack (UMP)	Opening the UMP device page from OVOC is not possible for UMP versions prior to Version 8.0.100.	Management	Upgrade to Version 8.0.100.
Voice AI Connect	The following features are not supported for this release: backup/restore and Single Sign-on	Management	These features will be supported in a future release

Issue	Problem/Limitation	Component	Comments and Workaround
SBC Privacy Mode (PII Masking)	When SBC PII masking is enabled on SBC devices, PII masking is applied to the following data (according to the number of masked digits configured on the SB): <ul style="list-style-type: none"> <li>• Usernames/hosts displayed in the Calls Table/Call Details/SIP ladder screens are masked.</li> <li>• Calls correlation for calls between SBC and Teams is based on URI and will not be operational.</li> <li>• User data is not expected to be operational for all the users for which calls are passed via SBC that report masked data (Operators should ignore all the user statistics when **** appears in the username).</li> <li>• Links defined based on phone prefixes will not be operational.</li> <li>• Users/URI statistics will not be operational for masked users/hosts.</li> <li>• Users/URI statistics Reports will also contain masked users/hosts and therefore operators should also ignore all data when **** appears in the username .</li> </ul>	Management	
QoE for AudioCodes HA 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.	QoE	This issue will be resolved in a future release.

Issue	Problem/Limitation	Component	Comments and Workaround
Calls Correlations	<ul style="list-style-type: none"> <li>▪ SBC-TEAMS failed calls are not correlated if the TEAMS notification is received less than five minutes after the call has ended.</li> <li>▪ SBC-TEAMS calls are correlated if the reported time difference between the SBC and TEAMS call is more than two seconds.</li> <li>▪ SBC-TEAMS calls are not correlated if Azure Active Directory is not defined as the Users Sync source.</li> </ul>	QoE	
Active Directory for user s sync	Test Connectivity is successful even though the password is incorrect.	QoE	This issue will be fixed in a future release.
Voice Quality Package	Forked calls are NOT supported by OVOC QoE.	QoE	This functionality will be supported in a future release.
	Real time information, for example, in the Network/Statistics screens is only supported for the last three hours.	QoE	This functionality will be supported in a future release.
	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 are not displayed in the Calls List.	QoE	This limit can be extended at the request of AudioCodes support.
	Adobe has stopped supporting Flash Player beginning December 31, 2020 ("EOL Date"). Version 7.6 and below versions will no longer support QoE reports.	QoE	New HTML5-based reports module are available in OVOC Version 8.0.
Device Manager Pro	Compatibility with Polycom devices: Username is not displayed for registered user and firmware upgrade requires template to be applied manually.	Polycom CCX	-
	Irrelevant information is displayed in the Version Info when selecting menu action "More Info".	IPPUC devices	-

Issue	Problem/Limitation	Component	Comments and Workaround
	<p>On rare occasions pictures of devices are not always displayed in the Device Status screen.</p>	<p>All devices</p>	<p>-</p>
	<ul style="list-style-type: none"> <li>• When choosing “Collect logs” option, a confirmation message is displayed even though this feature is only supported for Native Teams devices from version 1.14.x and later.</li> <li>• NAT Management:               <ul style="list-style-type: none"> <li>✓ IP Phones can only be managed behind NAT for Native Teams devices and for IPPUC devices (only from version 3.4.6 and later).</li> <li>✓ Specific actions are not supported for specific device types.</li> <li>✓ Alarms details display the public IP address of the devices’ network instead of its private IP address.</li> </ul> </li> <li>• BT and WiFi statuses are not displayed for all devices.</li> </ul>	<p>Device Manager cannot distinguish between device types in context to their relative supported features.</p>	

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### **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/>

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