audiocodes

Product Notice #0527

Microsoft Updates Impact Synchronization of SmartTAP 360° with Azure Active Directory (AAD)

This Product Notice is an official notification by AudioCodes regarding a recent Microsoft update that affects the synchronization of SmartTAP 360° configuration entities with Azure Active Directory (AAD). This includes login credentials, permissions, licensing, and recording.

We would like to inform that Microsoft implemented a modification that affected the process of importing specific groups from AAD. Consequently, Customers who synchronize Recording Profiles with AAD encountered recording issues, including loss of recording licenses which resulted in unrecorded calls. To address these issues, AudioCodes recommends the immediate upgrade to the SmartTAP 5.6CU8 patch. This upgrade ensures the proper functioning of user recording licenses. For Customers without managed services, we urge you to open an urgent support ticket to request the necessary upgrade. Managed Service Customers don't need to take any action. Our support team is ready to assist you in implementing the required solution.

Recording Functionality Impact

Customers who synchronize Recording Profiles with AAD may encounter issues with recording.

Solution

Upgrade SmartTAP to patch 5.6CU8 to restore license functionality:

- **For Self-managed Customers:** Open an urgent support ticket for assistance with the upgrade.
- **For Managed Service Customers:** No action is required.

Root Cause Analysis

Microsoft announced a number of changes in Microsoft Entra, including the following:

- Enable HTTP/2 on Graph Service Endpoint: Starting September 15, 2023, the Microsoft Graph engineering team plans to begin rollout of HTTP/2 support on the Graph service endpoint. HTTP/2 support will be in addition to existing HTTP/1.1 version support. Once HTTP/2 is enabled on the Microsoft Graph endpoints, clients who support HTTP/2 will negotiate this version when making requests to Microsoft Graph. The enhancements in the HTTP/2 specification concern performance, including perceived latency, and network and service resource usage (refer to https://http2.github.io/), including multiplexing, parallelism, and efficiency through binary encoding and header compression. These benefits may offer substantial value to Microsoft Graph clients and customers. HTTP/2 is expected to be entirely backward compatible with HTTP/1.1 and to require no code changes in client applications. It's possible, in rare circumstances, that specific client applications may be adversely affected if the application does not adhere to HTTP specifications concerning case-insensitive comparisons for Header keys.
- The version of Microsoft Graph SDK used for AAD (Azure Entra) synchronization in Application Server was affected by the change and failed to connect to AAD (Azure Entra) intermittently.

SmartTAP 360° installation and upgrades must be performed only by AudioCodes Services Team or AudioCodes Certified Partners. Please contact your Sales Account Manager or AudioCodes Support for more information.

Effective Date

Immediate

Affected Products

SmartTAP 360°

Announcement Date

February 8, 2024

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