

# OVOC

## Release Notes

Version 8.2.3122



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| <a href="#">One Voice Operations Center Product Description</a>                    |
| <a href="#">One Voice Operations Center User's Manual</a>                          |

| Document Name   |
|---|
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| <a href="#">One Voice Operations Center Alarms Monitoring Guide</a>                   |
| <a href="#">One Voice Operations Center Performance Monitoring Guide</a>              |
| <a href="#">One Voice Operations Center Security Guidelines</a>                       |
| <a href="#">One Voice Operations Center Integration with Northbound Interfaces</a>    |
| <a href="#">Device Manager for Third-Party Vendor Products Administrator's Manual</a> |
| <a href="#">Device Manager Agent Installation and Configuration Guide</a>             |
| <a href="#">Device Manager Deployment Guide</a>                                       |
| <a href="#">Device Manager Pro Administrator's Manual</a>                             |
| <a href="#">ARM User's Manual</a>   |
| <b>Documents for Managed Devices</b>  |
| <a href="#">Mediant 500 MSBR User's Manual</a>  |
| <a href="#">Mediant 500L MSBR User's Manual</a>                                       |
| <a href="#">Mediant 500Li MSBR User's Manual</a>                                      |
| <a href="#">Mediant 500L Gateway and E-SBC User's Manual</a>                          |
| <a href="#">Mediant 800B Gateway and E-SBC User's Manual</a>                          |
| <a href="#">Mediant 800 MSBR User's Manual</a>  |
| <a href="#">Mediant 1000B Gateway and E-SBC User's Manual</a>                         |
| <a href="#">Mediant 1000B MSBR User's Manual</a>                                      |
| <a href="#">Mediant 2600 E-SBC User's Manual</a>                                      |
| <a href="#">Mediant 3000 User's Manual</a>  |
| <a href="#">Mediant 4000 SBC User's Manual</a>  |
| <a href="#">Mediant 9000 SBC User's Manual</a>  |
| <a href="#">Mediant Software SBC User's Manual</a>                                    |

| Document Name   |
|---|
| Microsoft Teams Direct Routing SBA Installation and Maintenance Manual                  |
| Mediant 800B/1000B/2600B SBA for Skype for Business Installation and Maintenance Manual |
| Fax Server and Auto Attendant IVR Administrator's Guide                                 |
| Voca Administrator's Guide  |
| VoiceAI Connect Installation and Configuration Manual                                   |

## Document Revision Record

| LTRT  | Description  |
|-------|--|
| 90570 | Initial release for this version (8.2.265).  |
| 90571 | Update for fix version 8.2.277 (no new features were introduced in this version).          |
| 90572 | Update for fix version 8.2.280 (no new features were introduced in this version).          |
| 90573 | Update for version 8.2.10xx (this version includes both new features and resolved issues). |
| 90574 | Update for fix version 8.2.1342.   |
| 90575 | Update for fix version 8.2.1368.   |
| 90576 | Update for supported MSBR version 7.26.xx.   |
| 90577 | Update for fix version 8.2.1382.   |
| 90578 | Update for fix version 8.2.3000.   |
| 90579 | Update for fix version 8.2.3112.   |
| 90580 | Update for fix version 8.2.3122.   |

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## Table of Contents

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|          |   |           |
|----------|---|-----------|
| <b>1</b> | <b>Managed VoIP Equipment</b>                                 | <b>1</b>  |
| <b>2</b> | <b>OVOC Requirements and Capacities</b>                       | <b>5</b>  |
|          | OVOC Requirements   | 5         |
|          |   | 6         |
|          | OVOC Capacities   | 7         |
| <b>3</b> | <b>Centralized SBC Licenses</b>                               | <b>9</b>  |
|          | License Types   | 10        |
|          | Fixed License   | 10        |
|          | Floating License  | 10        |
|          | Cloud Mode  | 10        |
|          | FlexPool Mode   | 10        |
|          |   | 10        |
|          | Centralized SBC Licenses Product Support                      | 11        |
| <b>4</b> | <b>New Features in Version 8.2.3122</b>                       | <b>12</b> |
| <b>5</b> | <b>New Features in Version 8.2.3000</b>                       | <b>13</b> |
|          | Management & UX   | 13        |
|          | Management Scope  | 13        |
|          | Tenant Management by System Operators                         | 13        |
|          | New User Interface Design                                     | 14        |
|          | Auto-Position   | 15        |
|          | Customize Dashboard   | 16        |
|          | Support for CIDR Notation                                     | 16        |
|          | Device Inventory  | 16        |
|          | SBC FIPS Version Integration                                  | 17        |
|          | Support for SBC Version 7.4.500                               | 17        |
|          | Support for MP-532  | 17        |
|          | Alarm and Journal Management                                  | 17        |
|          | Alarm Drill Down  | 17        |
|          | Journal Event Forwarding                                      | 17        |
|          | Forwarding Alarms and Journal Alerts for Specific Time Ranges | 17        |
|          | New Performance Monitoring Metrics                            | 18        |
|          | QoE Features  | 18        |
|          | Analytics Report Module                                       | 18        |
|          | Monitoring Links Operator Extensions                          | 18        |
|          | Configure Lists of Call Termination Reasons                   | 19        |
|          | Enhanced Parsing Capabilities for PCAP File Generation        | 19        |
|          | SIP Ladder Message Enhancements                               | 20        |
|          | Infrastructure  | 20        |
|          | Support for ESXi 8  | 20        |
|          | Support for VM Tools  | 20        |
|          | New OVOC Certificates   | 20        |

|  |           |
|--|-----------|
| Device Manager .....   | 20        |
| Support for New Devices .....  | 20        |
| Manually Adding Phone to Server .....  | 20        |
| New MAC Prefix Configuration .....   | 20        |
| Converting C448HD and C450HD Teams Phones to SIP Gateway .....               | 21        |
| RXV200 Meeting Room Compute .....  | 21        |
| RX-PANEL Meeting Room Scheduler .....  | 21        |
| Zero Touch Mapping .....   | 21        |
| Device Manager FQDN .....  | 21        |
| Peripheral Device Management .....   | 21        |
| RX40 Audio Device .....  | 21        |
| Teams Pairing Required Alarm .....   | 21        |
| RX-PAD Reporting .....   | 22        |
| Device Manager Displays MAC Address of MTR with which RX-PAD is Paired ..... | 22        |
| Reporting RXV81 as Connected USB Peripheral .....                            | 22        |
| Bundling Icon .....  | 23        |
| RXVCam10-CC .....  | 23        |
| <b>6 New Features in Version 8.2.1368 .....</b>                              | <b>24</b> |
| <b>7 New Features in Version 8.2.1342 .....</b>                              | <b>25</b> |
| Management & UX .....  | 25        |
| Alarm Forwarding .....   | 25        |
| SBC Alarms .....   | 25        |
| Host Header Validation .....   | 25        |
| Device Manager .....   | 25        |
| BULK Android APK Upgrade .....   | 25        |
| Upgrade AudioCodes AppSuite .....  | 26        |
| SCEP Alarms for Native Teams IP Phones and MTR-A .....                       | 26        |
| RXV100-Enhanced Version Information .....                                    | 27        |
| Support for RX-PAD .....   | 27        |
| New Status Parameter for Serial Number(Android & UC) .....                   | 28        |
| Peripherals Support .....  | 29        |
| IP Phones Certificate Status Reporting .....                                 | 30        |
| <b>8 New Features in Version 8.2.1000 .....</b>                              | <b>31</b> |
| Management .....   | 31        |
| Security Enhancements .....  | 31        |
| REST API Host Alarm Forwarding Destination .....                             | 32        |
| Performance Monitoring Filter Query Enhancements .....                       | 34        |
| Support for SBC Version 7.4.400 .....  | 34        |
| Single Sign-on to Device Manager .....                                       | 35        |
| Device Manager .....   | 35        |
| Meeting Room Bundle Device Statuses .....                                    | 35        |
| IP Phones Certificate Status Reporting .....                                 | 36        |
| Actions Menu for RXV Devices .....   | 36        |

|   |           |
|---|-----------|
| Queued Actions Tooltips .....                               | 37        |
| <b>9 New Features in Version 8.2.280 .....</b>              | <b>39</b> |
| Infrastructure .....  | 39        |
| Oracle Database Deprecated and Replaced by PostgreSQL ..... | 39        |
| Support for VMware ESXi 7.0 .....                           | 39        |
| Management .....  | 39        |
| IPv6 Support .....  | 39        |
| Support for SBC Version 7.4.300 .....                       | 40        |
| RDP Support for Additional Windows-Based Devices .....      | 40        |
| Save Network Topology as a File .....                       | 40        |
| New Login Screen .....                                      | 40        |
| Device Manager .....  | 41        |
| Management of Meeting Room and Peripherals .....            | 41        |
| Upgrade of AudioCodes AppSuite .....                        | 41        |
| Supported Meeting Experience (RX) Bundle Peripherals .....  | 41        |
| New Icons for the Meeting Room .....                        | 41        |
| Upgrade APK for Microsoft Teams Devices .....               | 43        |
| Microsoft's SIP Gateway Integration .....                   | 44        |
| User Interface Improvements .....                           | 44        |
| <b>10 Issues Resolved in Fix Version 8.2.3122 .....</b>     | <b>48</b> |
| <b>11 Issues Resolved in Fix Version 8.2.3112 .....</b>     | <b>49</b> |
| <b>12 Issues Resolved in Fix Version 8.2.3000 .....</b>     | <b>50</b> |
| <b>13 Issues Resolved in Fix Version 8.2.1382 .....</b>     | <b>52</b> |
| <b>14 Issues Resolved in Fix Version 8.2.1368 .....</b>     | <b>53</b> |
| <b>15 Issues Resolved in Fix Version 8.2.1342 .....</b>     | <b>54</b> |
| <b>16 Issues Resolved in Fix Version 8.2.1000 .....</b>     | <b>56</b> |
| <b>17 Issues Resolved in Fix Version 8.2.280 .....</b>      | <b>58</b> |
| <b>18 Issues Resolved in Fix Version 8.2.277 .....</b>      | <b>59</b> |
| <b>19 Issues Resolved in Fix Version 8.2.265 .....</b>      | <b>60</b> |
| <b>20 Known Limitations and Workarounds .....</b>           | <b>62</b> |



# 1 Managed VoIP Equipment

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

| Product                                | Supported Software Version   |
|--|--|
| Gateway, SBC and MSBR Devices          |  |
| Mediant 9000 SBC                       | Versions 7.0, 6.8  |
| Mediant 9030 SBC                       | Versions 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2                                       |
| Mediant 9080 SBC                       | Versions 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2                                       |
| Mediant 4000 SBC                       | Versions 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2, 7.0, 6.8                             |
| Mediant 4000B SBC                      | Versions 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2, 7.0                                  |
| Mediant 2600 E-SBC                     | Versions 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2, 7.0, 6.8                             |
| Mediant 2600B E-SBC                    | Versions 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2 and 7.0                               |
| Mediant Software SBC (Virtual Edition) | Versions 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2.2x, 7.2, 7.0, 6.8                     |
| Mediant Software SBC (Cloud Edition)   | Versions 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2 (including support for MTC), 7.0, 6.8 |
| Mediant Software SBC (Server Edition)  | Versions 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2 (including support for MTC), 7.0, 6.8 |
| Mediant3000 (TP-8410 and TP-6310)      | 7.0 (SIP), 6.8 (SIP), 6.6 (SIP)  |
| Mediant 3100 SBC                       | Versions 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 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 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2., 7.0, 6.8, 6.6              |
| Mediant 800B Gateway and E-SBC         | Versions 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2, 7.0, 6.8, 6.6                        |
| Mediant 800C                           | Version 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2  |

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

| Product                      | Supported Software Version   |
|------------------------------|--|
| Mediant 600 <sup>1</sup>     | Version 6.6  |
| Mediant 500 E-SBC            | Version 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2  |
| Mediant 500L E-SBC           | Version 7.60A.xxx.xxx, <b>7.4.600</b> , 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2  |
| Mediant 1000B MSBR           | Version 6.6  |
| Mediant800 MSBR              | Versions 7.26.xx, 7.24.xx, 7.2, 6.8, 6.6   |
| Mediant500 MSBR              | Version 7.26.xx, 7.24.xx, 7.2, 6.8   |
| Mediant 500L MSBR            | Versions 7.26.xx, 7.24.xx, 7.2, 6.8  |
| Mediant 500Li MSBR           | Version 7.26.xx, 7.24.xx, 7.20.x.x   |
| Mediant 800Ci MSBR           | Version 7.26.xx, 7.24.xx   |
| MP-504                       | Version 7.26.xx  |
| MP-508                       | Version 7.26.xx  |
| MP-532                       | Version 7.26.xx  |
| MediaPack MP-11x series      | Version 6.6 (SIP)  |
| MediaPack MP-124             | Version 6.6 (SIP) Rev. D and E   |
| MP-1288                      | Version 7.4.500, 7.4.400, 7.4.300, 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>2</sup>             | Product  |
| Microsoft Lync               | <ul style="list-style-type: none"> <li>Mediant 800B SBA-Version 1.1.12.x and later and gateway Version 6.8</li> <li>Mediant 1000B SBA-Version 1.1.12.x and later and gateway Version 6.8</li> <li>Mediant 2000B SBA-Version 1.1.12.x and later and gateway Version 6.8</li> </ul>  |
| Microsoft Skype for Business | <ul style="list-style-type: none"> <li>Mediant 800B SBA-Version 1.1.12.x and later and gateway Version 7.2</li> <li>Mediant 800C SBA-Version 1.1.12.x and later and gateway Version 7.2</li> <li>Mediant 1000B SBA-Version 1.1.12.x and later and gateway Version 7.2</li> <li>Mediant 2600B SBA-Version 1.1.12.x and later and gateway Version 7.0</li> </ul> |
| CloudBond <sup>3</sup>       |  |
| CloudBond 365                | Version 7.6 (with MediantVersion 7.2.100 and later)  |

<sup>1</sup>As above

<sup>2</sup>As above

<sup>3</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   |
|--|--|
| Pro Edition                            |  |
| CloudBond 365 Enterprise Edition       | Version 7.6 (with MediantVersion 7.2.100 and later)                                |
| CloudBond 365 Standard + Edition       | Version 7.6 (with Mediant800B Version 7.2.100 and later)                           |
| CloudBond 365 Standard                 | Version 7.6 (with Mediant 800B Version 7.2.100 and later)                          |
| CloudBond 365                          | Version 8.0.0 (Skype for Business 2019 and Microsoft Teams)                        |
| User Management Pack 365               |  |
| User Management Pack 365               | Version 7.8.100  |
| User Management Pack 365 ENT           | Version 8.0.0  |
| User Management Pack 365 SP Version    | 8.0.450, 8.0.400, 8.0.300, 8.0.220, 8.0.200, 8.0.100                               |
| Meetings and Recordings                |  |
| SmartTAP 360° Live Recording           | Version 5.6, 5.5, 5.4, Ver. 5.3, Ver. 5.2, Ver. 5.1, Ver. 5.0, Version 4.3         |
| Meeting Insights                       | Version 2.0.44.27  |
| Voca Conversational Interaction Center | Version 8.4  |
| Voice AI Connect                       | Version 3.12   |
| Generic Applications                   |  |
| Fax and Auto-Attendant (IVR)           | Version 2.6.200  |
| Microsoft Teams Direct Routing SBA     |  |
| 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 2600B 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.                    |
| AudioCodes Routing Manager (ARM)       | Version 9.8  |
| Device Management                      |  |
| 400HD Series Lync server               | From Version 2.0.13: 420HD, 430HD 440HD  |

| Product   | Supported Software Version   |
|---|--|
| Generic SIP server  | From Version 2.2.2: 420HD, 430HD 440HD, 405HD and 405<br>From Version 3.4.3: C450HD, 450HD, 445HD and RX50   |
| 400HD Series<br>Skype for<br>Business-Teams-<br>compatible<br>devices | <ul style="list-style-type: none"> <li>■ From Version 3.0.0: 420HD, 430HD 440HD and 405HD.</li> <li>■ From Version 3.0.1: 420HD, 430HD 440HD, 405HD and 450HD.</li> <li>■ From Version 3.0.2: HRS 457 (with Jabra firmware support).</li> <li>■ From Version 3.1.0: 445HD, 430HD 440HD, 405HD, 450HD and HRS.</li> <li>■ From Version 3.2.0 C450HD.</li> <li>■ From Version 3.2.1: C450HD, 445HD, 430HD 440HD, 405HD, 450HD, HRS 457D and HRS 458.</li> <li>■ From Version 3.4.2: RX50 Conference Phone</li> <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> <li>■ From Version 1.15: C455HD</li> <li>■ From Version 2.0: MTRfA for Meeting Room Solution</li> <li>■ From Version 1.18: MTRfWA/RXV81 Meeting RoomSolution</li> <li>■ From AudioCodes AppSuite Version 1.0.0.0: MTRfW/RXV100 Meeting Room Solution</li> <li>■ From Version 2.2: RX-PANEL</li> <li>■ From Version 2.2: RXV200</li> </ul> |
| Device<br>Management -<br>Third-party<br>Vendor Products              |  |
| Spectralink   | Spectralink 8440   |
| Polycom   |  |
| Polycom Trio<br>8800  | Polycom Trio 8800  |
| Polycom VVX   | Polycom VVX  |
| CCX 500/600<br>phones   | CCX 500/600 phones   |
| Jabra Headset<br>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.   |
| EPOS  | For a list of supported devices, see:<br><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>   |



- 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.

### OVOC Requirements

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

| Resources                           | Virtual Platform  | Memory     | Recommended Disk Space                                   | Minimum Disk Space (OS + Data) | Processors   |
|-------------------------------------|---|------------|--|--------------------------------|--|
| <b>Low Profile</b>                  |   |            |  |                                |  |
| VMWare                              | <ul style="list-style-type: none"> <li>VMware: ESXi 8.0</li> <li>VMware HA cluster: VMware ESXi 6.0</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 Premium                                       | 320 GiB                        | 8 vCPUs  |
| AWS                                 | InstanceSize: m5.2xlarge  | 32 GiB     | AWS EBS: General Purpose SSD (GP2) 500 GB                | 320 GiB                        | 8 vCPUs  |
| <b>High Profile</b>                 |   |            |  |                                |  |
| VMWare                              | <ul style="list-style-type: none"> <li>VMware: ESXi 8.0</li> <li>VMware HA cluster: VMware ESXi 6.0</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 Premium   | 520 GiB                        | 16 vCPUs   |
| AWS                                 | InstanceSize: m5.4xlarge  | 64 GiB     | AWS EBS: General Purpose SSD (GP2) 2TB                   | 520 GiB                        | 16 vCPUs   |
| <b>Bare Metal (HP DL360p Gen10)</b> |   |            |  |                                |  |
|                                     | -   | 64 GiB     | Disk: 2x 1.92 TB SSD configured in RAID 0                |                                | <ul style="list-style-type: none"> <li>Intel®Xeon®Cascade Gold 6226R (16 cores 2.6 GHz each )</li> <li>Intel®Xeon® Gold 6126 (12 cores 2.60 GHz each)</li> </ul> |
| <b>SP Single</b>                    |   |            |  |                                |  |
|                                     | VMware: ESXi 8.0 and VMware HA cluster: VMware ESXi 6.0   | 256 GB     | Standalone mode: SSD 6TB with Ethernet ports: 10GB ports | ~1.25T SSD                     | 24 cores at 2.60 GHz   |

The table below lists the minimum requirements for running an OVOC web client.

**Table 2-2: OVOC Client Minimum Requirements**

| Resource         | OVOC Client   |
|------------------|---|
| Hardware         | Screen resolution: 1280 x 1024  |
| Operating System | Windows 10 or later   |
| Memory           | 8 GB RAM  |
| Disk Space       | -   |
| Processor        | -   |
| Web Browsers     | <ul style="list-style-type: none"><li>■ Mozilla Firefox version 120 and higher</li><li>■ Google Chrome version 119 and higher</li><li>■ Microsoft Edge Browser version 119 and higher</li></ul> |
| Scripts          | <ul style="list-style-type: none"><li>■ PHP Version 7.4</li><li>■ Angular 10.0</li></ul>  |

## OVOC Capacities

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

**Table 2-3: OVOC Capacities**

| Machine Specifications  | Low Profile                                  | High Profile   | Bare Metal   | Service Provider<br>Single Server  |
|---|--|--|--|--|
| OVOC Management Capacity  |  |  |  |  |
| Managed devices   | 100  | 5,000  | 5,000  | 10,000   |
| Links   | 200  | 10,000   | 10,000   | 10,000   |
| Operators   | 25   |  |  |  |
| Device Manager Pro  |  |  |  |  |
| Managed devices   | 1,000  | <div><div></div>30,000 Microsoft Lync/Skype for Business and third-party vendor devices<sup>1</sup></div> <div><div></div>20,000 Microsoft Teams devices</div> | <div><div></div>10,000 Microsoft Lync/Skype for Business and third-party vendor devices<sup>2</sup></div> <div><div></div>20,000 Microsoft Teams devices</div> | <div><div></div>30,000 Skype for Business devices and third-party vendor devices<sup>3</sup></div> <div><div></div>20,000 Teams device</div> |
| Disk space allocated for firmware files                         | 5 GB   | 10 GB  |  |  |
| Alarm and Journal Capacity                                      |  |  |  |  |
| History alarms  | Up to 12 months or 10,000,000 million alarms |  |  |  |
| Journal logs  | Up to 12 months                              |  |  |  |
| Steady state  | 20 alarms per second                         |  |  | 50 alarms per second   |
| Performance Monitoring  |  |  |  |  |
| 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  | 1,000,000  |
| Storage time  | One year                                     |  |  |  |
| QoE Call Flow (for SBC calls only)                              |  |  |  |  |
| Maximum managed devices with QoE call flows                     | 10   | 100  | 100  | 300  |

<sup>1</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>2</sup>Including phones, headsets and Conference Suite devices

<sup>3</sup>Including phones, headsets and Conference Suite devices

| Machine Specifications  | Low Profile                         | High Profile                       | Bare Metal                    | Service Provider<br>Single Server |
|---|-------------------------------------|------------------------------------|-------------------------------|-----------------------------------|
| CAPS per OVOC instance  | 6                                   | 25                                 | 100                           | 300                               |
| Maximum number of calls   | 1,000,000                           | 1,000,000                          | 1,000,000                     | 10,000,000                        |
| <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 per OVOC instance (SBC and SFB/Teams and RFC SIP Publish 6035)       | 30<br>Teams<br>CAPS=30 <sup>1</sup> | 120<br>Teams CAPS=120 <sup>2</sup> | 300                           | 1,000<br>Teams CAPS= <sup>3</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 200,000,000     |
| 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                            | -                                 |
| 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                             |                                    |                               |                                   |
| Users sync  | Up to 150,000                       |                                    |                               |                                   |
| TEAMS Customer  | up to 7 <sup>4</sup>                |                                    |                               |                                   |

<sup>1</sup>The TEAMS CAPS estimation is based on round trip delay of 500 milliseconds to Microsoft Azure.

<sup>2</sup>As above

<sup>3</sup>Please contact AudioCodes OVOC Product Manager

<sup>4</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:



- 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.
- Centralized SBC Licenses are not supported for devices connected to OVOC over IPv6.

**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.<br>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     | √     | √    |
| SIP Rec Streams                                       | The total number of SIP Rec streams that can be managed.                    | x     | √     | √    |



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

## License Types

This section describes the centralized SBC license types.

### 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.



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

### Floating License

This section describes the Floating License types.

#### 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.

#### 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.

## Centralized SBC Licenses 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: SBC Licenses Product Support Matrix**

| Product                          | Fixed License |         | Floating License |         |             |         |
|----------------------------------|---------------|---------|------------------|---------|-------------|---------|
|                                  | Version       | Support | Cloud Mode       |         | FlexPool    |         |
|                                  |               |         | Version          | Support | Version     | Support |
| 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 800B 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 | √       |
| MSBR                             |               |         |                  |         |             |         |
| 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       | √       | -                | ✖       | -           | ✖       |

## 4 New Features in Version 8.2.3122

This version adds support for SBC Version 7.4.600 On-Premises devices.

## 5 New Features in Version 8.2.3000

This section describes the new features in version 8.2.3000



This version can be upgraded from versions 8.2. or 8.2.1000.

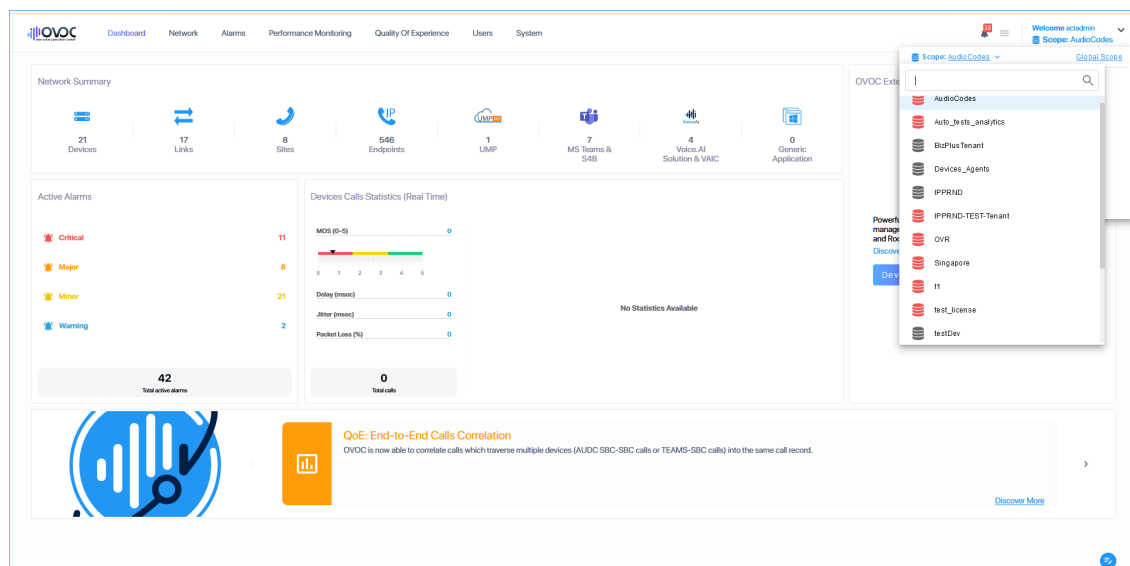
### Management & UX

This section describes new Management and UX features.

#### Management Scope

Scope management determines access to OVOC according to operator role. The Global scope represents System operator permissions and the Tenant scope represents Tenant operator permissions. The Tenant scope has privileged access to Privacy data for GDPR compliance including: Analytics; QoE Statistics (Devices, Links Sites, Endpoints, PMs and AD user Locations); Calls and Reports. Phone numbers displayed in the Call Details can be masked for privacy GDPR by System operators. Privacy data (QoE Statistics ) can optionally be migrated per tenant as part of the Upgrade scripts for compliance with GDPR regulations.

Scope is chosen from the 'Welcome' drop-down. Once a tenant is selected, data is filtered according to this tenant.



#### Tenant Management by System Operators

The following describes Tenant functionality managed by System operators:

- A dedicated Tenants page has been added including a summary of all configure tenants with available Management actions including:
  - Add new Tenants

- Add Regions
  - Edit Tenant Details
  - Delete Tenants
- Tenant Licenses Allocation
  - Device Backup Settings
  - Alarm Forwarding to Tenant Email (see [Alarm Forwarding to Tenant Email](#) below)
  - Call Storage Enhancements per Tenant (see [Call Storage](#) below)

### Alarm Forwarding to Tenant Email

Alarm forwarding configuration can be based on the Tenant's Email server Source IP address and FQDN instead of the default OVOC System Email server settings.

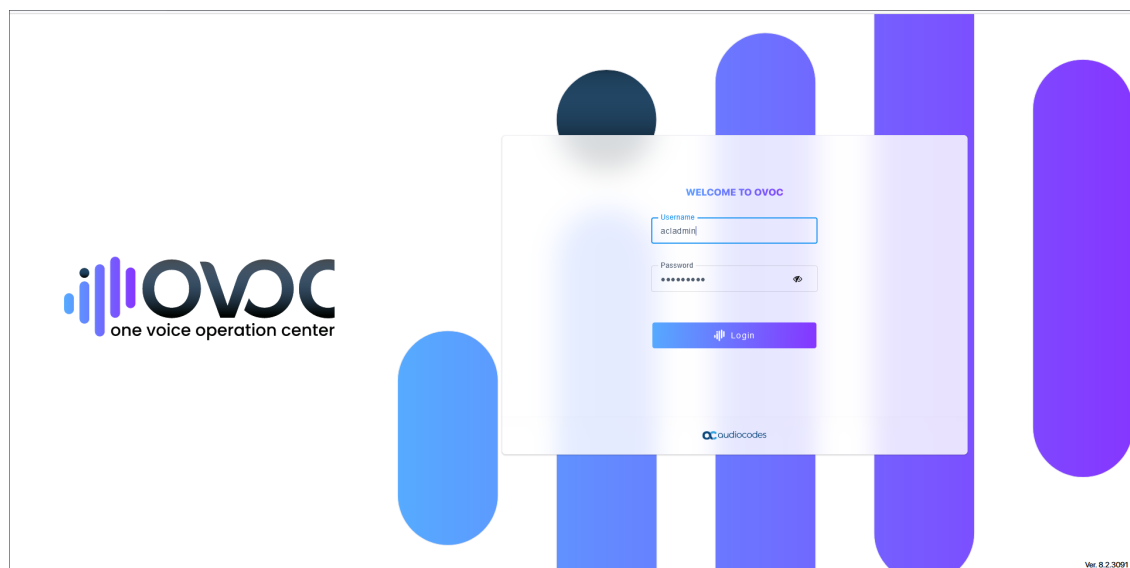
### Call Storage

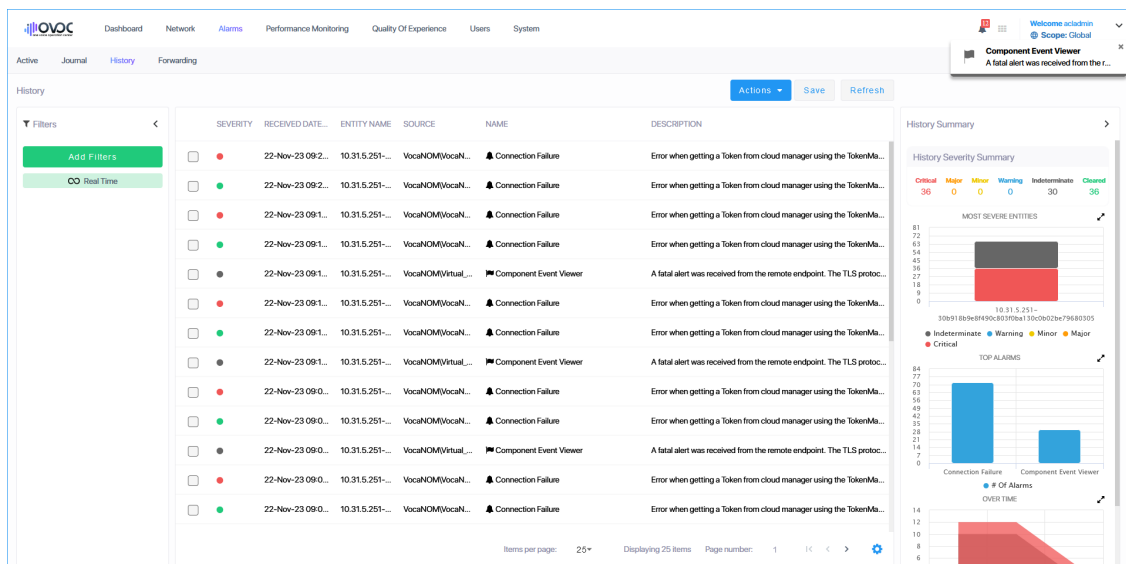
Call Storage settings can be configured per tenant including:

- Manage Call storage data according to the Call Quality category where you also can determine whether to save Call Flow and Call Trend data for each respective category.
- Set the storage periods that Calls-related data is kept on the OVOC server before its cleared.
- Determine whether to store URI and Location statistics.


### New User Interface Design

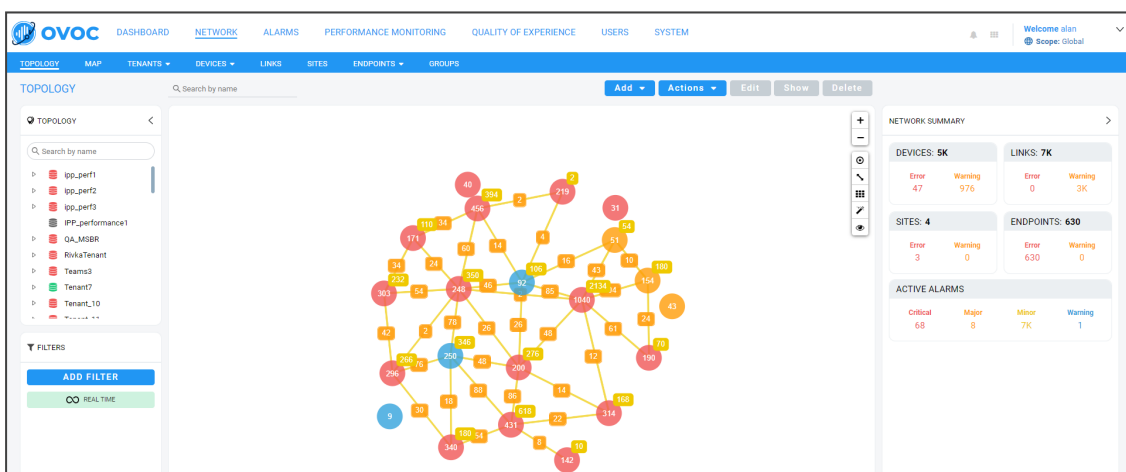
The OVOC User interface has a new look with enhanced graphics and layout.





## Auto-Position

A new **Auto-Position** option has been added to the Topology page. Operators can use the **Auto Position** button  to auto-adjust the proximity of nodes to one another in the page. The feature reduces the density of displayed nodes and facilitate a more operator-friendly view.

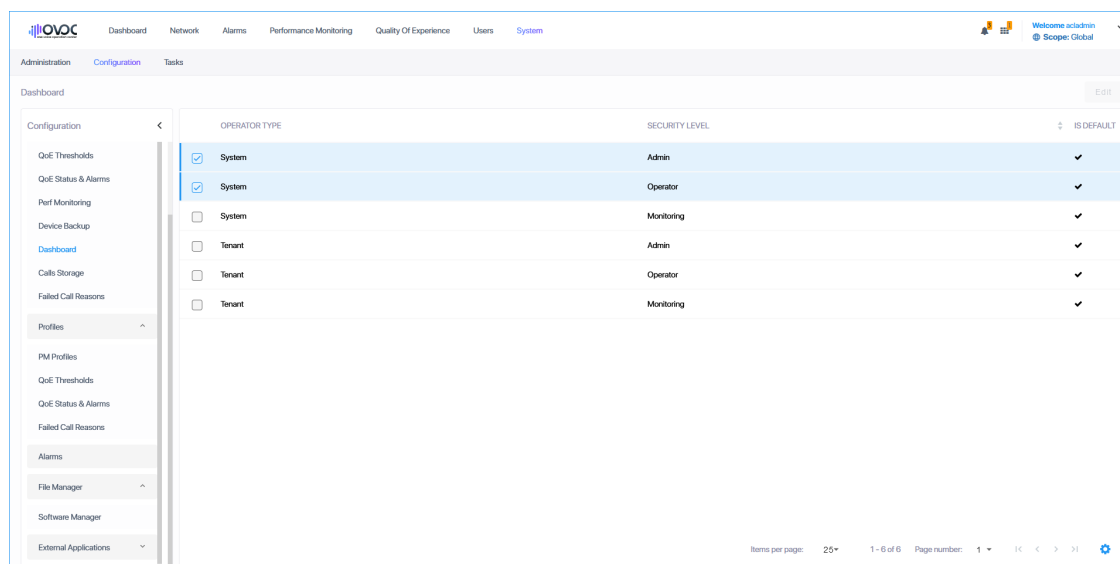



## Customize Dashboard

OVOC Dashboard defaults can be customized per Operator Type and Security Level, in the Dashboard screen (**System > Configuration > Templates > Dashboard**).



The dashboard can be saved as part of the operator workspace.



In the OVOC Dashboard, icon  allows rearranging elements by clicking-and-dragging, and then saving changes. The new look is then applied according to the selection in the screen above.

## Support for CIDR Notation

Tenant Operators 'Valid IPs to Login From' in the Operator Details can be configured with sub-net masks (CIDR Notation).

## Device Inventory

OVOC displays the following additional information in the Managed Devices page, in the exported Topology file and as a generated Scheduled Report:

- Number of concurrent licensed SBC Signaling Sessions
- Number of concurrent licensed SIP-REC sessions
- Number of provisioned E1 trunks
- Trunks Type (e.g., 2x E1 or SIP)
- Activation date / Up time of the device.
- Last restart time of the device



## SBC FIPS Version Integration

This version adds supports for SBC FIPS version 7.60A.xxx.xxx.

## Support for SBC Version 7.4.500

This version adds support for SBC Version 7.4.500 for the MP-1288 device.

## Support for MP-532

This release supports the MP-532 GRX based platform.

## Alarm and Journal Management

This section describes the new features for Alarms and Journal management.

### Alarm Drill Down

The Summary panes data can be drilled down to filter the page according to the selected criteria. When hovering over a data range in the Summary pane, and then clicking it, the page view is automatically filtered according to the selected criteria. For example, in the figure below, the cursor is hovered over the data range for Major alarms. Once clicked, the page displays the first page in the list of Major alarms. The applied filters are also displayed in the Filters pane.

### Journal Event Forwarding

Journal Rules can now be forwarded as email or REST alerts in a similar manner to alarms. This feature is available for System operators only, for the purpose of Security Information and Event Management (SIEM) - System and Organization Controls (SOC) audits to enhance enterprise security and reduce risks.

| RULE NAME                                 | ACTIVE | RULE TYPE | DESTINATION TYPE | DESTINATION                 | TENANT |
|---|--------|-----------|------------------|-----------------------------|--------|
| <input type="checkbox"/> email            | ✓      | Alarm     | MAIL             | miryam.brand@audiocodes.com | System |
| <input type="checkbox"/> not              | ✓      | Alarm     | NOTIFICATION     | All Selected                | System |
| <input type="checkbox"/> test             | ✓      | Journal   | MAIL             | test@microsoft.com          | System |
| <input checked="" type="checkbox"/> test1 | ✓      | Journal   | MAIL             | fff@fff.com                 | System |
| <input type="checkbox"/> test222          | ✓      | Alarm     | SNMP             | 8.8.8.8                     | miryam |

Journal Forwarding Details

RULE NAME: test1

ACTIVE: ✓

DESTINATION TYPE: MAIL

DESTINATION: fff@fff.com

### Forwarding Alarms and Journal Alerts for Specific Time Ranges

Alarm and Journal rules can include time range criteria for determining when alarms and journal events are forwarded as alerts to their respective destinations. This prevents alerts from being sent during non-working hours or during times when operators do not wish to be disturbed by alerts. Rule time ranges can easily be cloned to other days.

## New Performance Monitoring Metrics

A new PM metric gauge has been added to the Network table **Active SIP TLS Conn.**

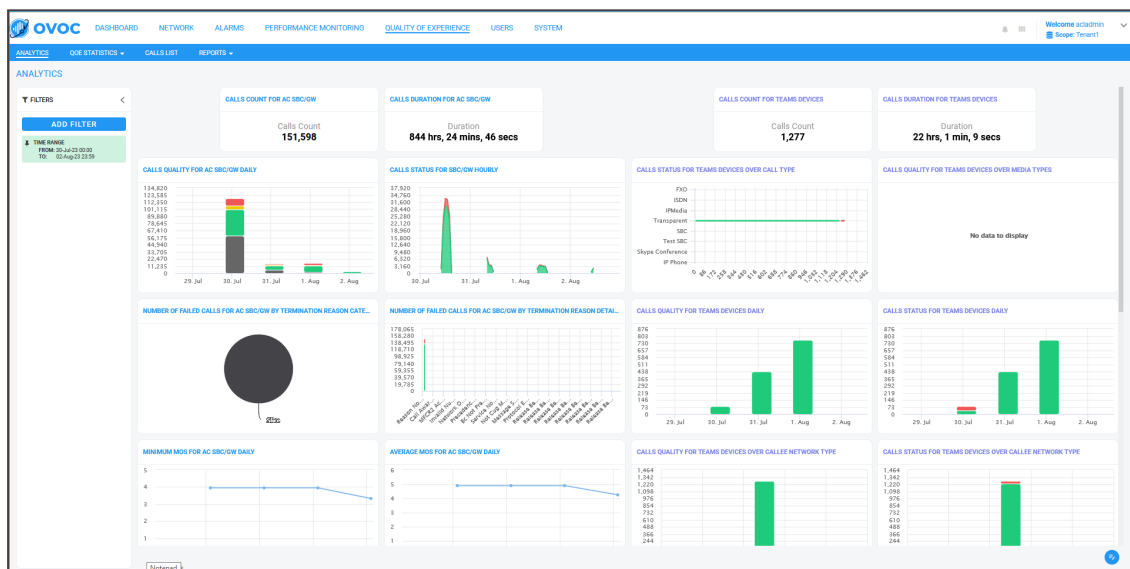
## QoE Features


This section describes the new QoE management features.

### Analytics Report Module

A new report module has been integrated into the Quality of Experience menu for tenant management. Data is retrieved from raw calls data saved in OVOC. QoE data is aggregated for all SBC and Teams devices and displayed using different graph types. The Analytics API license enables:

- Analytics dashboard to be displayed. This requires an Analytics License which is enabled in the OVOC Server Manager with the 'Analytics API' option in the Application menu.



- Analytics data is available for the last 7 days.
- This feature needs to be enabled with the 'Analytics API' feature in the OVOC License in the OVOC Server Manager.
- Operators can customize the dashboard to suit preferences; the icon  allows widget locations, size and content to be customized.

### Monitoring Links Operator Extensions

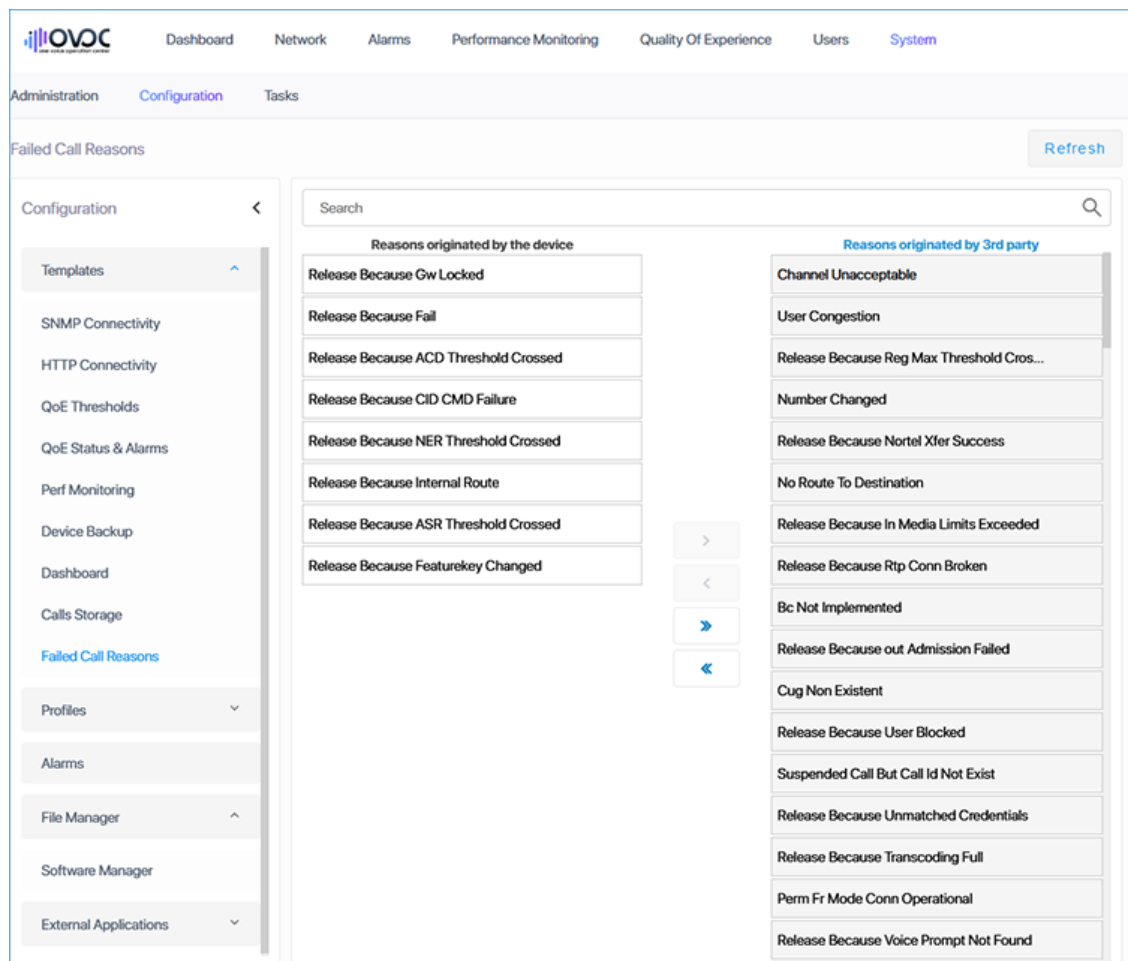
A Tenant operator with 'Monitoring Links' permissions can now do the following:

- Monitor multiple links representing different SBC devices. The links Source and Destination devices must be in the Operator's tenant. Operators can monitor QoE information (Calls, Statistics and Link alarms)
- View the SIP Ladder (SIP Call Flow)

## Configure Lists of Call Termination Reasons

This feature provides the ability to distinguish between Failed Call Termination Reasons as a result of failed calls reported through AudioCodes devices and those reported through "3rd-Party" proprietary devices. Separate lists of failed reasons for AudioCodes devices and for Third-party devices for both Global and Tenant Templates can be configured. Consequently, OVOC classifies the Failed calls according to the configured lists. Management capabilities include:

- Relevant indications in Call Details
- Forwarding of Alarm alerts rules to the relevant vendor support engineer
- QoE Stats filters for devices and links
- Report metrics



## Enhanced Parsing Capabilities for PCAP File Generation

Call data containing line symbols can be parsed from SIP messages when generating PCAP files. This enables the reporting of Emergency call data which contains such symbols.

## SIP Ladder Message Enhancements

The "SigLocalIP" and "SigLocalPort" parameters of the SBC device (SBC IP address and port) have been added to the SIP Ladder messages that are sent from the SBC device. In addition, the message timestamps have been corrected to report in UTC time format.

## Infrastructure

This section describes the infrastructure changes in this release.

### Support for ESXi 8

This version provides support for VMware ESXi 8 client version.

### Support for VM Tools

A new option for installation of VMware Tools on an ESXi machine has been added to the Application Maintenance menu of the EMS Server Manager. This feature requires the pre-mounting of the VMware installer CD-ROM on the ESXi Host machine.

### New OVOC Certificates

The connection between OVOC and the Cloud License Manager is secured with new AWS certificates.



Customers can either upgrade to this version to receive the new certificate or contact AudioCodes support to update the certificates manually.

## Device Manager

This section describes the new features for the Device Manager.

### Support for New Devices

The following new devices are supported in this release:

- RX-PANEL (starting Version 2.2)
- RXV200 (starting Version 2.2)

### Manually Adding Phone to Server

This version adds support for Vendor-specific MAC prefixes. From Version 8.2.2000 and later, AudioCodes devices have both the "00908F" as well as "001719".

### New MAC Prefix Configuration

A new MAC prefix (00:17:19) is supported for IP Phone UC and Android devices. For example: MAC: "00171905c48a"

## Converting C448HD and C450HD Teams Phones to SIP Gateway

Admins can use Device Manager to upgrade the C448HD and C450HD phones to Teams SIP Gateway.

## RXV200 Meeting Room Compute

Admins can monitor and maintain the RXV200 Meeting Room Compute in their networks using Device Manager. For more information about RXV200, see AudioCodes website [here](#).

## RX-PANEL Meeting Room Scheduler

Admins can monitor and maintain RX-PANEL in their networks using Device Manager. For more information RX-PANEL, see AudioCodes website [here](#)

## Zero Touch Mapping

The **Set Defaults** button has been added to the Zero Touch Templates Mapping page. When selected, the available models are mapped to their matching template file.

## Device Manager FQDN

The Device Manager FQDN is the base URL of the Customer URL used by customers for Web access to OVOC. The Customer URL is created upon customer creation. For example:  
`https://<DeviceManager_OVOC_Management_System>/lrcfordevice/<Customer_Tenant_Id>/`  
where <DeviceManager\_OVOC\_Management\_System> is the interface system platform where keep-alive messages are aggregated from the endpoints. This platform may be one of the following:

- OVOC Server
- Imperva Incapsula WAF

## Peripheral Device Management

This section describes the new features that have been added for the management of peripheral devices.

### RX40 Audio Device

RX40 USB audio bar can be connected to RXV200 and RXV100 as a peripheral device (Firmware Upgrade is not yet supported).

### Teams Pairing Required Alarm

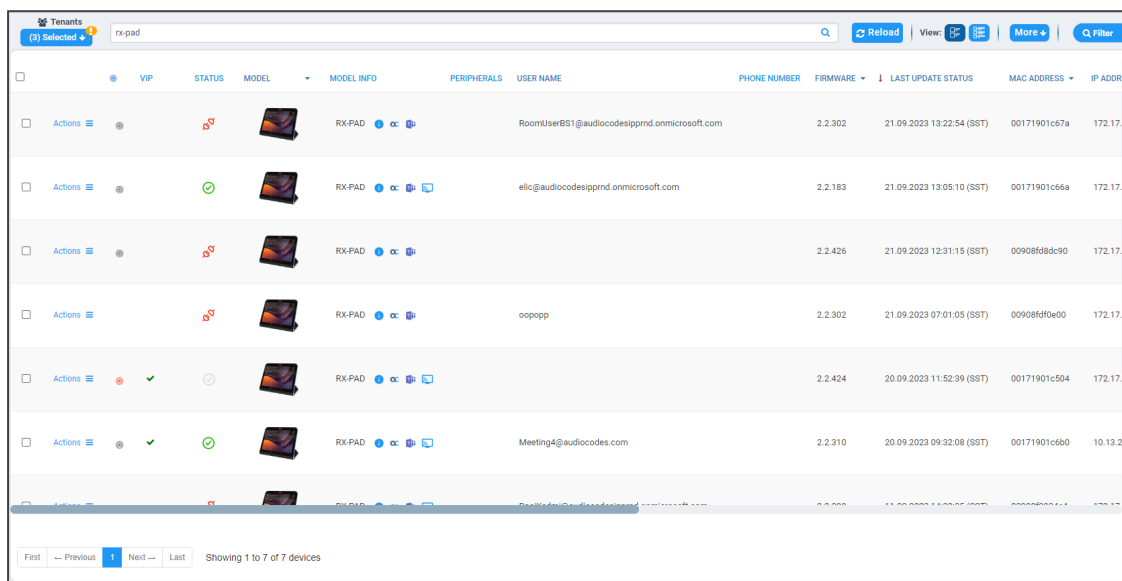
A new alarm 'Teams Pairing Required' is raised when peripheral devices are signed in; however are not paired at Teams level to their hosts.

## RX-PAD Reporting

The Device Manager displays the MAC address of the RXV81/RXV200 device to which the RX-PAD is paired.

### Device Manager Displays MAC Address of MTR with which RX-PAD is Paired

Device Manager displays in the Devices Status page, the MAC address of the Microsoft Teams Room (MTR) on Android device (RXV81 Video Collaboration Bar or RXV200 Compute) with which RX-PAD Meeting Room Controller is bundled | paired.



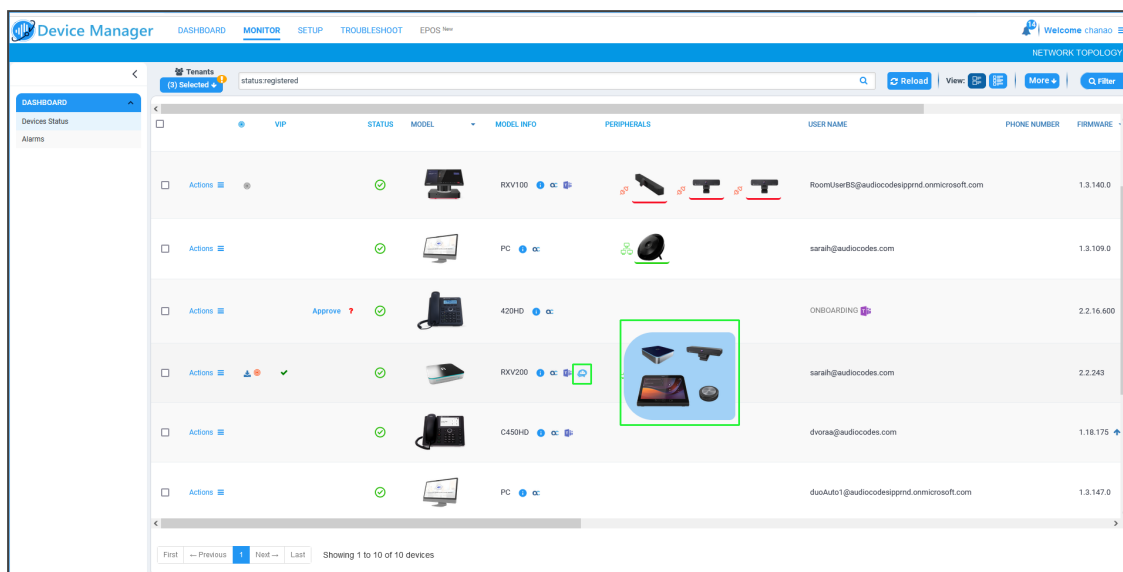
| Actions                 | VIP | STATUS | MODEL | MODEL INFO | PERIPHERALS | USER NAME                                   | PHONE NUMBER | FIRMWARE | LAST UPDATE STATUS        | MAC ADDRESS  | IP ADDRESS |
|-------------------------|-----|--------|-------|------------|-------------|---|--------------|----------|---------------------------|--------------|------------|
| <a href="#">Actions</a> | @   |        |       | RX-PAD     |             | RoomUserBS1@audiocodesippmd.onmicrosoft.com |              | 2.2.302  | 21.09.2023 13:22:54 (SST) | 00171901c67a | 172.17.    |
| <a href="#">Actions</a> | @   |        |       | RX-PAD     |             | elic@audiocodesippmd.onmicrosoft.com        |              | 2.2.183  | 21.09.2023 13:05:10 (SST) | 00171901c66a | 172.17.    |
| <a href="#">Actions</a> | @   |        |       | RX-PAD     |             |   |              | 2.2.426  | 21.09.2023 12:31:15 (SST) | 00908f8dc90  | 172.17.    |
| <a href="#">Actions</a> | @   |        |       | RX-PAD     |             | oopopp                                      |              | 2.2.302  | 21.09.2023 07:01:05 (SST) | 00908f8f0e00 | 172.17.    |
| <a href="#">Actions</a> | @   |        |       | RX-PAD     |             |   |              | 2.2.424  | 20.09.2023 11:52:39 (SST) | 00171901c504 | 172.17.    |
| <a href="#">Actions</a> | @   |        |       | RX-PAD     |             | Meeting4@audiocodes.com                     |              | 2.2.310  | 20.09.2023 09:32:08 (SST) | 00171901c5b0 | 10.13.2    |
| <a href="#">Actions</a> | @   |        |       | RX-PAD     |             | RoomUserBS1@audiocodesippmd.onmicrosoft.com |              | 2.2.302  | 21.09.2023 13:22:54 (SST) | 00171901c67a | 172.17.    |

### Reporting RXV81 as Connected USB Peripheral

Support for reporting to Device Manager when the RXV81 connected as a USB peripheral. This status is displayed in the Device Manager interface when the status/usb\_device\_mode/plugged parameter is added to the phone's RXV81 template file.

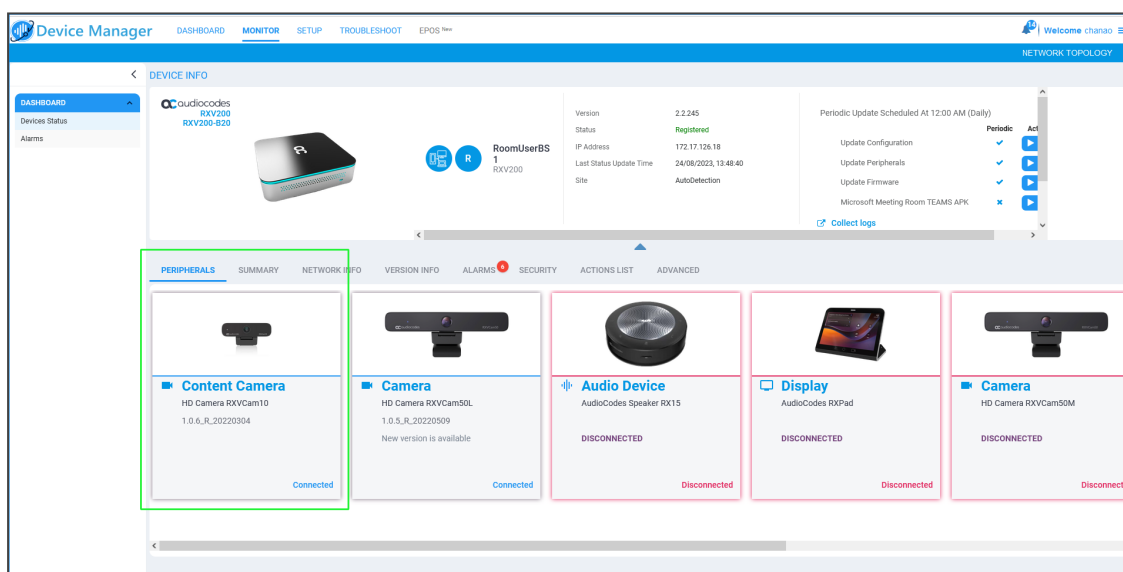
## Bundling Icon

A new 'bundle' icon displays icons of all the peripherals in the bundle.



## RXVCam10-CC

This release supports connecting the RXVCam10 Content Camera peripheral device to the RXV100 or RXV200 Meeting Rooms.



## 6 New Features in Version 8.2.1368

This version includes support for SBC Version 7.4.500 (for details of supported products, see Managed VoIP Equipment).



## 7 New Features in Version 8.2.1342

This section describes the new features in Version 8.2.1342

### Management & UX

This section describes new Management and UX features.

#### Alarm Forwarding

The description fields for the following entities have been added to the alarm forwarding information:

- Devices
- Tenants
- Regions
- Zoom
- ARM

#### SBC Alarms

The following new alarms have been added for SBC Version 7.4.400:

- VMMaintenanceAlarm
- TLS Sockets Limit Alarm

For details, refer to the [OVOC Alarms Guide](#).

#### Host Header Validation

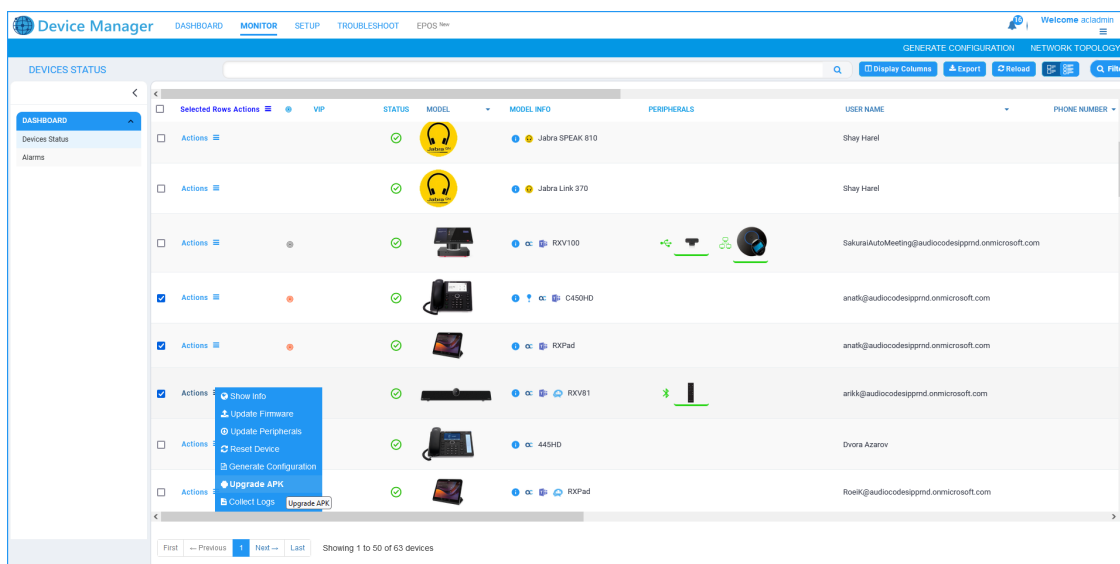
An HTTPS Security Settings option in the OVOC Server Manager prevents host header injection attacks by enabling the configuration of a list of valid OVOC server IP addresses and FQDNs.

### Device Manager

This section describes the new features for the Device Manager.

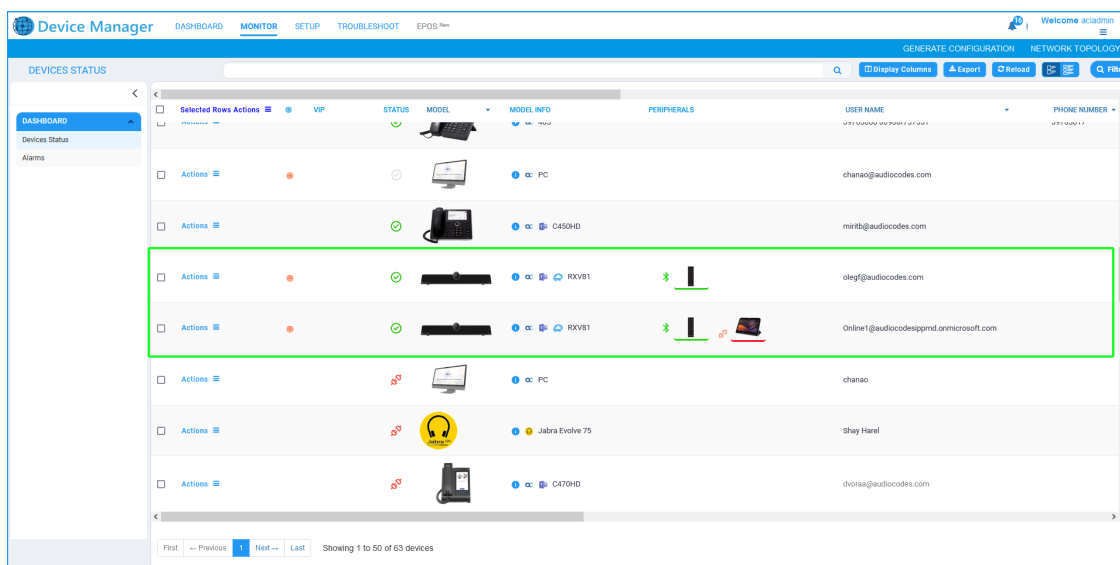
#### BULK Android APK Upgrade

Bulk and Single device Android APK update can be performed on devices in the Monitor or Show Info page using the **Upgrade APK** option.



## Upgrade AudioCodes AppSuite

Bulk and Single AudioCodes' AppSuite upgrade can be performed on devices in the Monitor or Show Info page. This upgrade allows admins to immediately upgrade the AppSuite installed on the RXV100 or Desktop devices thereby ensuring that the Device Manager client is upgraded to the latest version.



## SCEP Alarms for Native Teams IP Phones and MTR-A

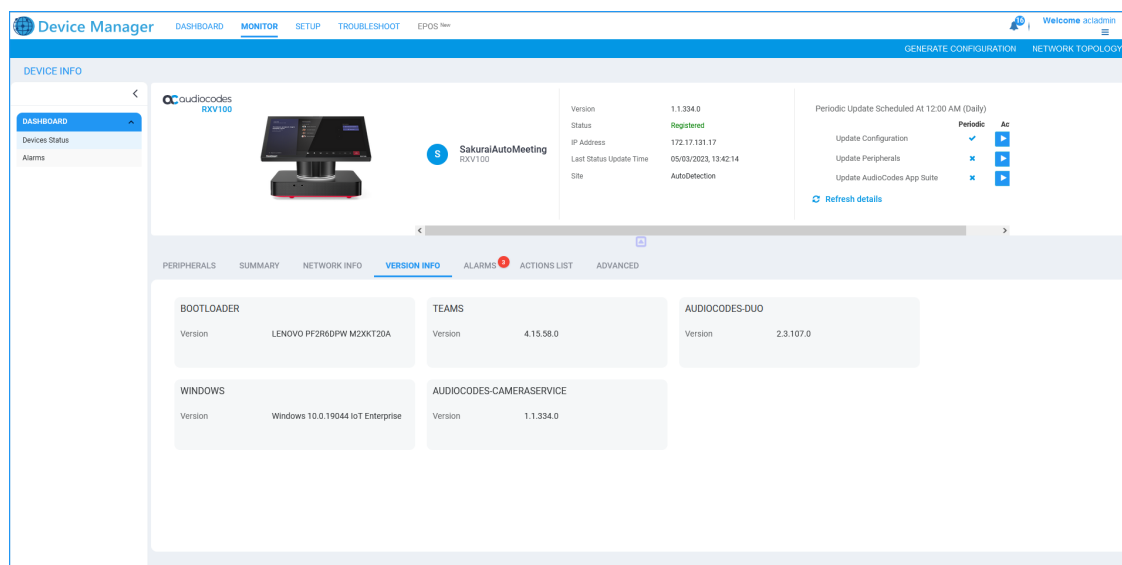
The following new alarms were added in this release for Native Teams IP Phones and MTR-A management:

- Device Fails to Get Certificate
- Device Acquired a New Certificate Event

For details, refer to the [OVOC Alarms Guide](#).

## RXV100-Enhanced Version Information

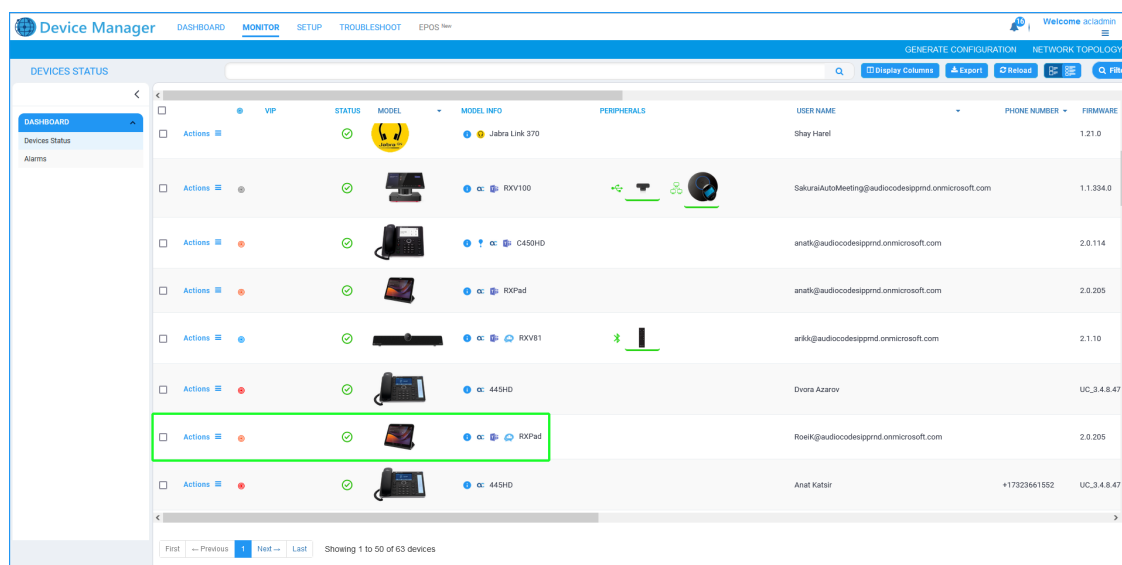
The Version info tab for the RXV100 displays the Windows version. This information has also been added to the default device configuration template.

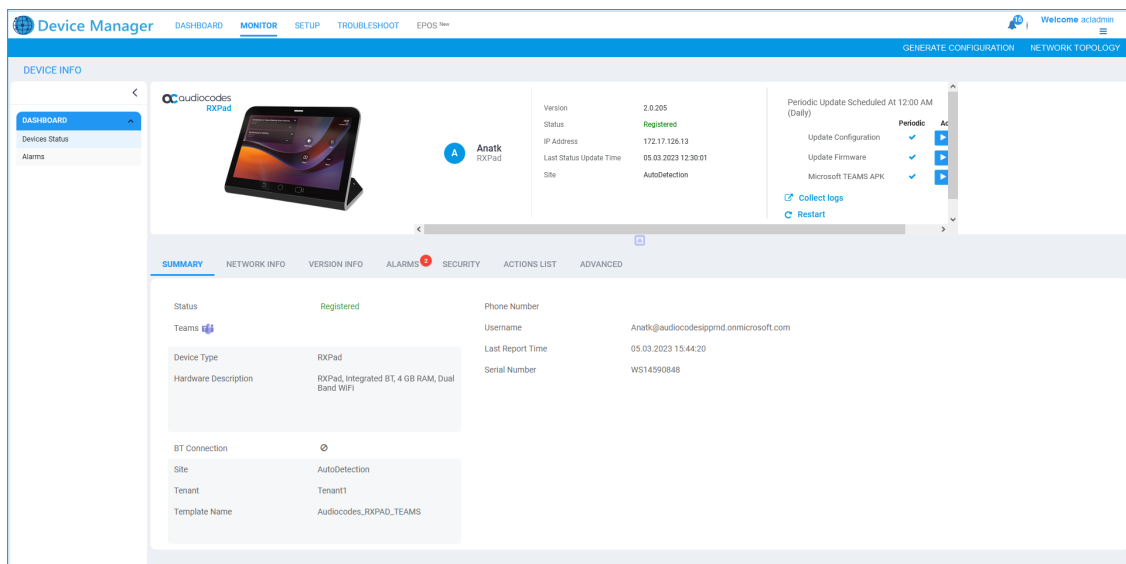


## Support for RX-PAD

AudioCodes' RX-PAD Microsoft Teams Room (MTR) Controller. Similar to AudioCodes' RXV100 MTR which is Windows-based, RX-PAD is an Android-based MTR controller, running the Teams App and compute. RX-PAD is managed independently – connecting to OVOC – Android device with the Teams APK.

After RX-PAD is paired with RXV81, the Device Manager displays it as a peripheral device. It can be managed by the Device Manager as either a Standalone or Peripheral device.





## New Status Parameter for Serial Number(Android & UC)

The Serial Number status parameter status/device/serial\_number has been added to the device configuration template. Serial Number status reporting is supported by the following models:

- UC phones
- Teams phones
- Windows / Android based Meeting Room devices
- Desktop / PC

### Edit template

```

<name>%ITCS_mac%.cfg</name>
<destinationDir>%ITCS_destination%</destinationDir>
<data><![CDATA[include Audiocodes_C435HD_global_LYNC_empty.cfg
;%ITCS_Version%
ems_server/keep_alive_period=1
provisioning/configuration/url=%ITCS_HTTP_OR_S%://%ITCS_ServerIP%/configfiles/
provisioning/method=STATIC
provisioning/period/daily/time=0:00
provisioning/period/hourly/hours_interval=24
provisioning/period/type=DAILY
provisioning/period/weekly/day=SUNDAY
provisioning/period/weekly/time=0:00
provisioning/random_provisioning_time=120
ems_server/user_name=%ITCS_Line1AuthName%
ems_server/user_password=%ITCS_Line1AuthPassword%
provisioning/firmware/url=%ITCS_HTTP_OR_S%://%ITCS_ServerIP%/firmwarefiles/%ITCS_FirmwareFile%
ems_server/provisioning/url=%ITCS_HTTP_OR_S%://%ITCS_HTTP_PROXY_IP%:%ITCS_HTTP_PROXY_PORT%/
display/language=%ITCS_Language%
dm/report_status/paths=status/packages/*, status/audio/stream/*, status/network/wifi/mac_status/installed/*, status/peripheral/device/*,
status/Wifi/*, status/lidp/chassis/*, status/ssl_certificate/*, status/version_info/*, status/device/serial_number
dm/report_config/paths=provisioning/period/*
zzz1_tenant_cfg=ENABLE
zzz21_group_cfg=ENABLE
zzz2_site_cfg=ENABLE
zzz3_user_cfg=ENABLE
]]>
</data>
<file_config>
</ipphonetemplate>

```

Save
Cancel

## Peripherals Support

Support for the following peripherals has been added in this release:

- TEAMS-RXV81 is a standalone Android-based Meeting Room
- TEAMS-RXV81-RXPAD bundle (see [Support for RX-PAD](#) on page 27)

Device Manager

DASHBOARD

MONITOR

SETUP

TROUBLESHOOT

EPOS New

WELCOME aciadmin

GENERATE CONFIGURATION

NETWORK TOPOLOGY

DEVICES STATUS

Selected Rows Actions

VIP

STATUS

MODEL

MODEL INFO

PERIPHERALS

USER NAME

PHONE NUMBER

Actions

Actions

Actions

Actions

Actions

Actions

Actions

Actions

Actions

Actions

Actions

Actions

Actions

Actions

Actions

First

Previous

Next

Last

Showing 1 to 50 of 63 devices

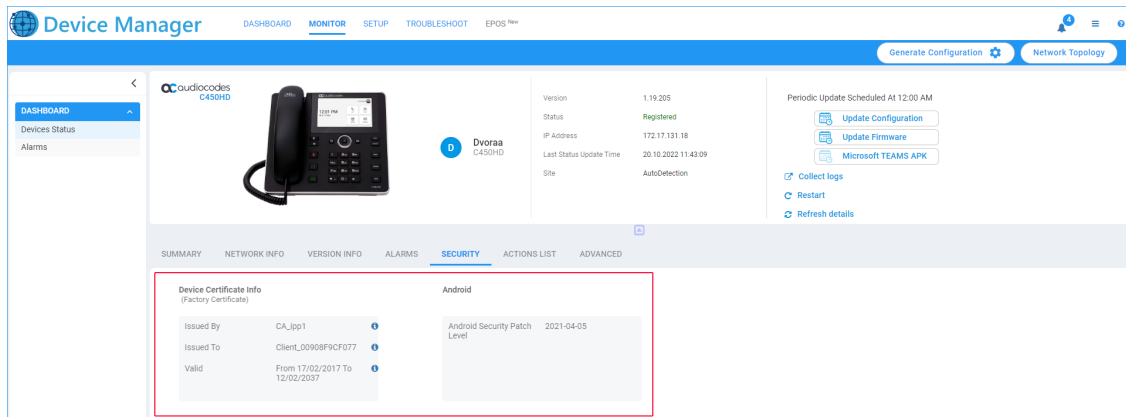
## IP Phones Certificate Status Reporting

The Device Details screen includes a new Security tab which includes the Device Certificate Info and applied Android Security patches. This tab is displayed for Teams and Windows devices only. This tab appears only when certificates are installed on the device.



For RXV100 devices, this tab only appears when certificates are installed on the device.

**Figure 7-1: Security Tab**



## 8 New Features in Version 8.2.1000

This section describes the new features in Version 8.2.1000.

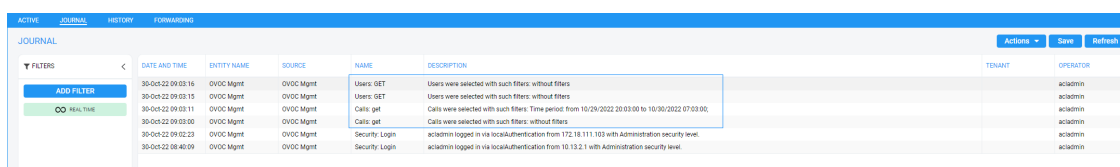
### Management

#### Security Enhancements

- Enforcement of strong password rules for Linux OS passwords.
- New Journal for Viewed Personal Call Data Records:

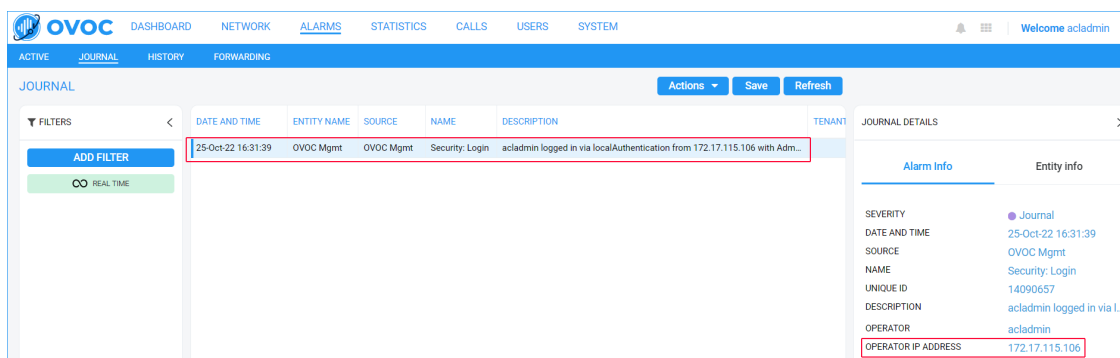
A new journal event "PII Data Accessed" is issued whenever an operator views personal call and user data. For example, for viewed call data, the journal entry lists the name of operator viewing the call details, the Call ID and the associated tenant; however does not expose personal call information, such as phone numbers and the names of the calling parties. This Journal event is issued when the operator:

- Saves calls
- Reads calls list or details for a specific call
- Views a user list or URI or Endpoint reports
- Views User Experience and User Details
- Runs URI-based reports (default or user defined reports)
- Views User and URI reports
- Filters calls for Caller and callee information



| DATE AND TIME      | ENTITY NAME | SOURCE    | NAME            | DESCRIPTION   | TENANT | OPERATOR |
|--------------------|-------------|-----------|-----------------|---|--------|----------|
| 30-Oct-22 09:03:16 | OVOC Mgmt   | OVOC Mgmt | Users: GET      | Users were selected with such filters: without filters  |        | acadmin  |
| 30-Oct-22 09:03:16 | OVOC Mgmt   | OVOC Mgmt | Users: GET      | Users were selected with such filters: without filters  |        | acadmin  |
| 30-Oct-22 09:03:11 | OVOC Mgmt   | OVOC Mgmt | Calls: get      | Calls were selected with such filters: Time period: from 10/29/2022 20:03:00 to 10/30/2022 07:03:00 |        | acadmin  |
| 30-Oct-22 09:03:00 | OVOC Mgmt   | OVOC Mgmt | Calls: get      | Calls were selected with such filters: without filters  |        | acadmin  |
| 30-Oct-22 09:02:23 | OVOC Mgmt   | OVOC Mgmt | Security: Login | acadmin logged in via localAuthentication from 172.17.115.106 with Administration security level.   |        | acadmin  |
| 30-Oct-22 08:40:09 | OVOC Mgmt   | OVOC Mgmt | Security: Login | acadmin logged in via localAuthentication from 10.13.2.1 with Administration security level.        |        | acadmin  |

- The source IP address of the remotely logged user performing the action is captured in the OVOC Journal.



| DATE AND TIME      | ENTITY NAME | SOURCE    | NAME            | DESCRIPTION   | TENANT |
|--------------------|-------------|-----------|-----------------|---|--------|
| 25-Oct-22 16:31:39 | OVOC Mgmt   | OVOC Mgmt | Security: Login | acadmin logged in via localAuthentication from 172.17.115.106 with Adm... |        |

| JOURNAL DETAILS     |                            |
|---------------------|----------------------------|
| Alarm Info          | Entity info                |
| SEVERITY            | Journal                    |
| DATE AND TIME       | 25-Oct-22 16:31:39         |
| SOURCE              | OVOC Mgmt                  |
| NAME                | Security: Login            |
| UNIQUE ID           | 14090657                   |
| DESCRIPTION         | acadmin logged in via l... |
| OPERATOR            | acadmin                    |
| OPERATOR IP ADDRESS | 172.17.115.106             |

## REST API Host Alarm Forwarding Destination

A new alarm forwarding destination can be defined for a REST server host. This enables customers to categorize the alarms sent to the REST server through configuring Topology and Rule conditions according to their network logic. For example, in the figure below, alarms forwarding is enabled only for the default tenant and its sub-entities. The Rule Conditions specify to retrieve only Quality of Service alarms with status "Critical". Until now, alarms could only be retrieved through requests from the REST server

### ALARMS FORWARDING RULE DETAILS

Rule Name\*  
REST Server Alarms Forwarding

☒ Forward matching alarms/events  
☐ Prevent forwarding of matching alarms/events  
☒ Enable/Disable Rule

Topology Conditions

Rule Conditions

Destination

Rule Owner\*  
System - all tenants

#### ATTACHMENTS

|                 |             |            |
|-----------------|-------------|------------|
| <b>Tenants:</b> | 1 Tenant/s, | All / None |
| <b>Regions:</b> | 1 Region/s, | All / None |
| <b>Devices:</b> | 3 Device/s, | All / None |
| <b>Links:</b>   | 1 Link/s,   | All / None |
| <b>Sites:</b>   | 1 Site/s,   | All / None |

Topology Groups

Open Topology Tree

Search by Name, IP or Serial Number

4 ☒ default

4 ☒ AutoDetection

4 ☒ devices

☒ 10.3.181.55
☒ 10.36.201.1
☒ Skype1

☒ links

4 ☒ sites

☒ AutoDetection

4 ☐ miryam

Close
OK



## ALARMS FORWARDING RULE DETAILS

Rule Name\*

---

- ☒ Forward matching alarms/events  
☐ Prevent forwarding of matching alarms/events

☒ Enable/Disable Rule

Topology Conditions

Rule Conditions

Destination

Alarm Origin

QoE x



☐ none

Event Origin

Devices x



☐ none

Severities

critical x



Alarm Names

All Selected



Alarm Types

Quality Of Service Alarm x



Source

---

Close

OK

## ALARMS FORWARDING RULE DETAILS

Rule Name\*  
REST Server Alarms Forwarding

☒ Forward matching alarms/events  
☐ Prevent forwarding of matching alarms/events

☒ Enable/Disable Rule

| Topology Conditions | Rule Conditions | Destination |
|---------------------|-----------------|-------------|
|---------------------|-----------------|-------------|

Destination Type\*  
REST

DESTINATION DETAILS

Host\*  
Rest-server.TrunkPack

Path  
https://Rest-server.TrunkPack.com

Authorization Header Key  
Authorization

Authorization Header Value  
Bearer eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiIsIng1dCI6IjJaUXBKM1VwYmpBWVhZR2eyJhdW

☒ Secured

## Performance Monitoring Filter Query Enhancements

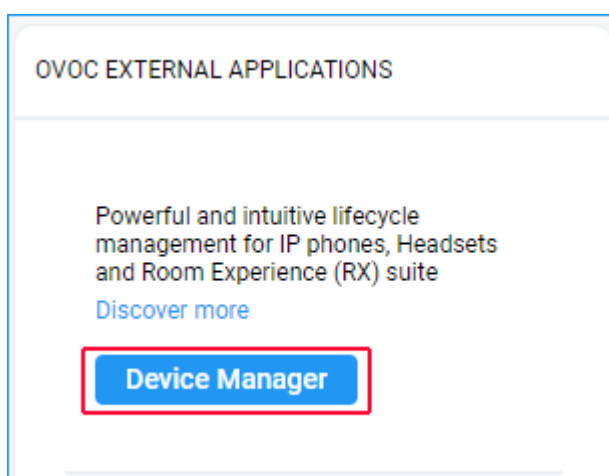
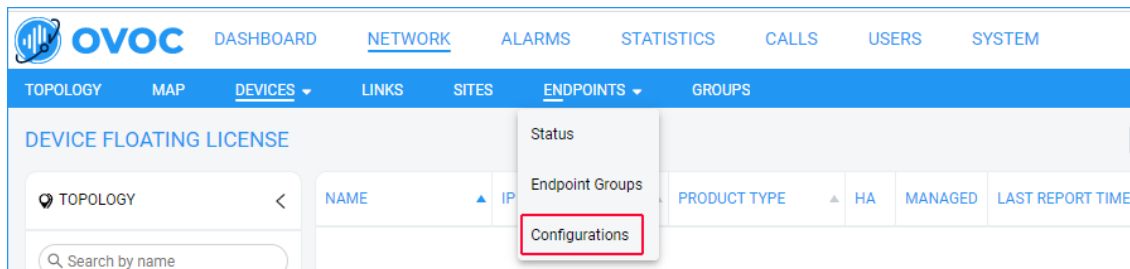
The maximum numbers of PM parameters that can be displayed in the OVOC Web interface is 10,000. When this amount is exceeded, the relevant information message is displayed. If the Aggregated PM filter definition (Time Range, Topology, Groups and Metrics) parses between 10,000 and 25,000 PM parameters, a new option button allows to export all filter results (up to 25,000 parameters) to an XML file. This support also applies to REST API GET actions.

## Support for SBC Version 7.4.400

This version provides support for SBC Version 7.4.400 according to the list of devices described in Managed VoIP Equipment.

## Single Sign-on to Device Manager

This version supports Single Sign-on from OVOC to the Device Manager. When users are logged in to OVOC, then navigate to Endpoints > Configuration or select the Device Manager link under OVOC External Applications, the Device Manager opens automatically without the need to enter a username and password.

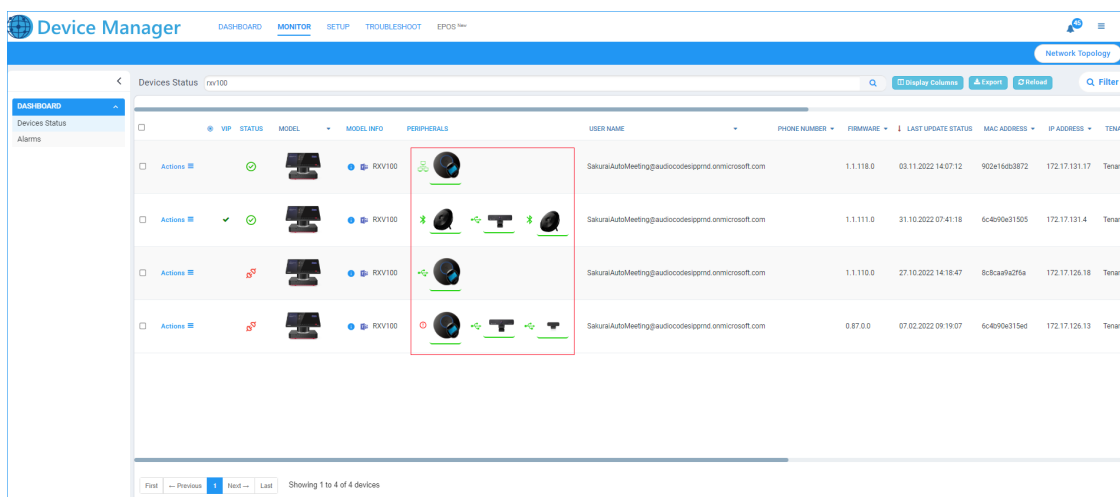


## Device Manager

This section describes the new features for the Device Manager.

### Meeting Room Bundle Device Statuses

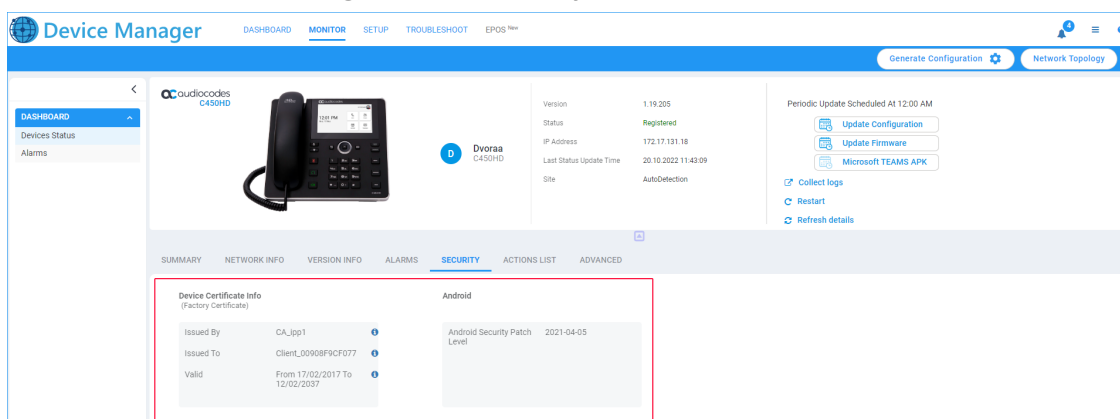
The device statuses for the Meeting Room bundles have a new look and feel with large color-coded icons that simulate the exact current state of Meeting Room bundles in a quick glance.



## IP Phones Certificate Status Reporting

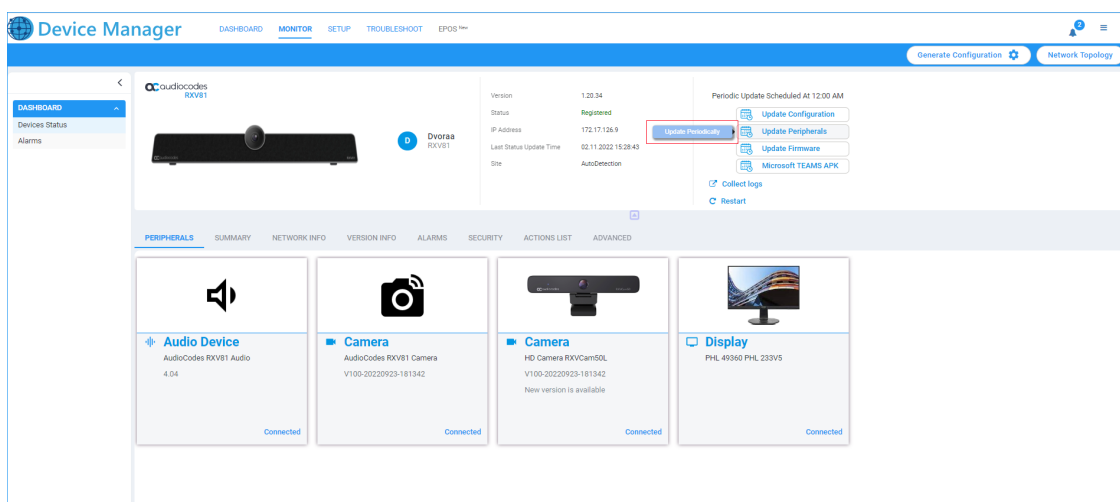
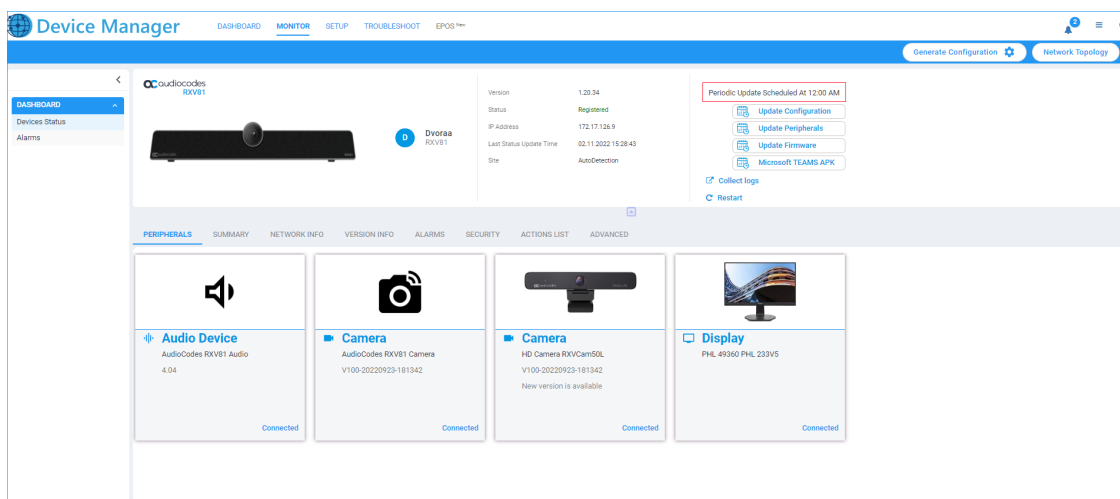
The Device Details screen includes a new Security tab which includes the Device Certificate Info and applied Android Security patches. This tab is displayed for Teams and Windows devices only. This tab appears only when certificates are installed on the device.

**Figure 8-1: Security Tab**



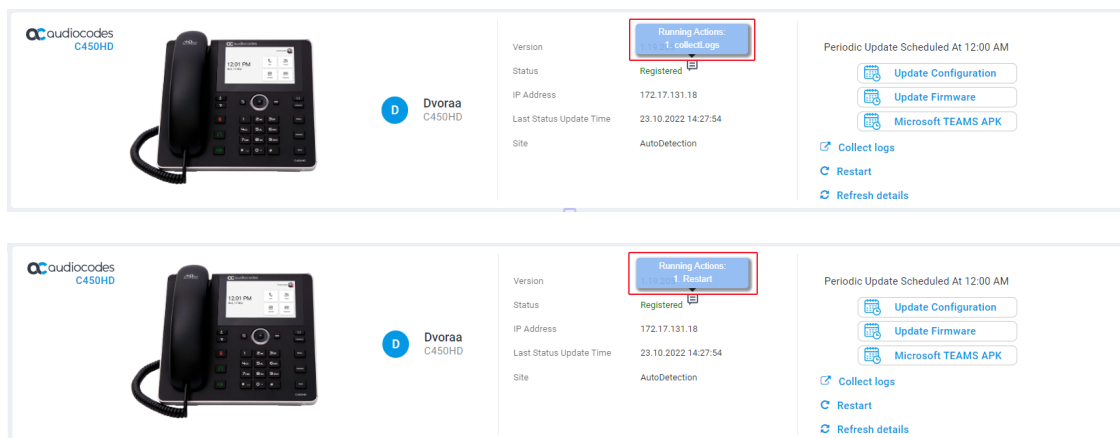
## Actions Menu for RXV Devices

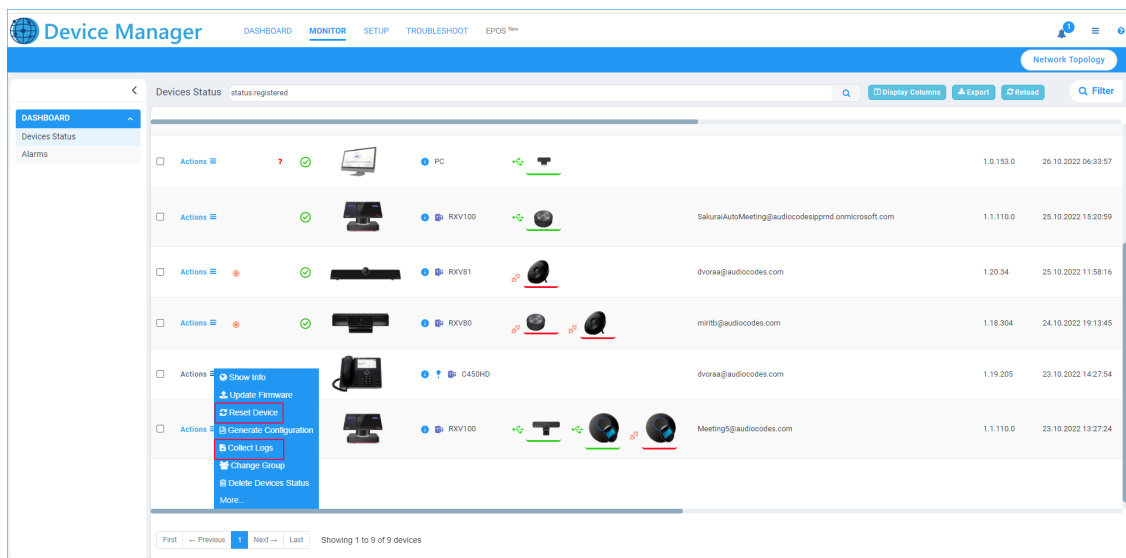
The actions menu for RXV devices has been enhanced. The configured Periodic Update Scheduled time is displayed at the top of the screen (default 12:00 AM) and the Periodic Update Scheduling tooltip is displayed when hovering over each button. In addition, the "Update Peripherals" action is now a separate button (previously under the Update Software menu).



## Queued Actions Tooltips

New tooltips have been added in the Device Monitor screen describing the currently queued actions for the device. The tooltips appear when hovering over the text box adjacent to the Status field.





## 9 New Features in Version 8.2.280

### Infrastructure

#### Oracle Database Deprecated and Replaced by PostgreSQL

The Oracle database has been replaced by the PostgreSQL database. The new database is installed as part of the clean installation and upgrade process.

The data migration process does not include calls, statistics, and alarms. Upgrade is only possible from OVOC version 8.0 and later.

As a result, DVD2 is no longer required to be run separately as part of the clean installation (PostgreSQL is installed from DVD3 as part of the OVOC Application install script) . In addition, the database image size has been significantly reduced.

#### Support for VMware ESXi 7.0

This release includes support for VMWare ESXi 7.0. The IOM includes an updated section for adding a Virtual Machine on this platform.

### Management

#### IPv6 Support

This release provides support for managing SBC device (version 7.4.300 and later) connections to OVOC over IPv6. Alarm forwarding rules can be defined for IPv6 destinations (SNMP and Syslog). Network search and Topology filters support IPv6 and details are displayed in the Network Info and Call Details. PM Polling is supported. The configuration of IPv6 Ethernet Interfaces and IPv6 Static Routes on the OVOC server for these connections is supported. The relevant menu options have been added to the OVOC Server Manager. This functionality extends previously available support of OVOC IPv6 connectivity and management for MSBR devices. In case, MSBR IPv6 devices Performance Monitoring functionality support is required, contact MSBR Product Manager to verify which MSBR version to use. The following main features are not supported by IPv6:

- Centralized SBC Licensing
- OVOC Main Management interface
- NAT configuration
- Cloud Architecture Mode
- REST API

## Support for SBC Version 7.4.300

This version supports SBC Version 7.4.300 devices as described in Chapter Managed VoIP Equipment.

## RDP Support for Additional Windows-Based Devices

Support for opening an RDP session from Web via the Apache Guacamole VPN gateway to the Windows server residing the application. This feature supports 10 simultaneous Remote access sessions where the Administrator can view the list of active sessions and close (stop) sessions manually. This feature in OVOC 8.2 version supports the following applications:

■ Voice.AI applications:

- SmartTAP (support for RDP added in Version 8.2)
- Meeting Insights (support for RDP added in Version 8.2)
- Vocanom

■ Generic Applications:

- DR-SBA (support for RDP added in Version 8.2)

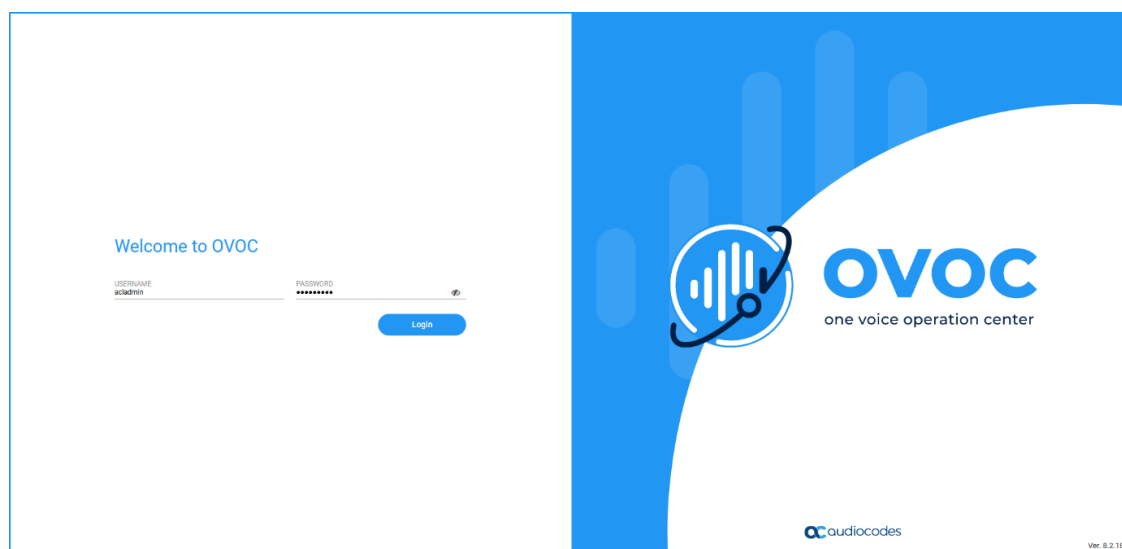
■ UMP-365 Devices

## Save Network Topology as a File

The OVOC Topology csv file can be downloaded from the Network > Devices page as a Maintenance action. This file only includes AudioCodes devices, is not relevant for multi-tenancy and is only relevant for system operators.

## New Login Screen

The OVOC Login page has a new design including a new logo and layout.





## Device Manager

This section describes the new features for the Device Manager.

### Management of Meeting Room and Peripherals

This version includes enhanced management of Meeting Room and their connected peripherals.

#### Upgrade of AudioCodes AppSuite

AudioCodes AppSuite installed on the RXV100 can be upgraded using the Device Manager.

#### Supported Meeting Experience (RX) Bundle Peripherals

The following table describes the currently supported bundles.

| Bundle Name | Peripherals  |
|-------------|--|
| RXV100-B20  | RXVCAM50M  |
| RXV100-B40  | RXVCAM50L; RX50  |
| RXV100-B05  | This bundle does not include any configured peripherals. |

#### ■ Upgrade:

The Device Manager allows network administrators to upgrade Meeting Experience (RX) Bundle peripherals to the latest GA versions which are stored in the Device Manager. This is relevant for Peripherals Software-upgrades peripheral devices that are connected to the RXV100.



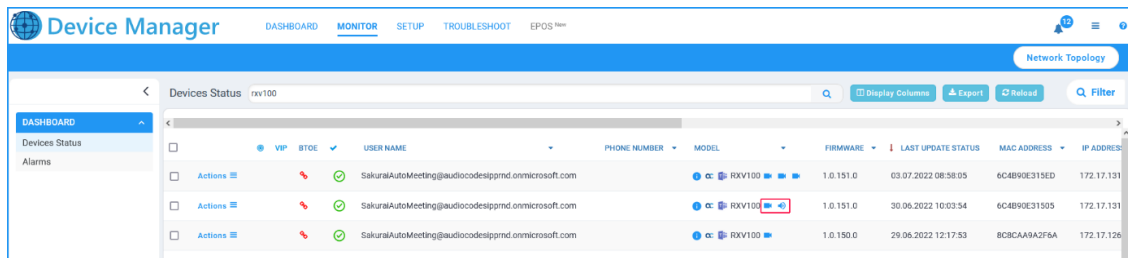
- The RX50 can be upgraded from the RX50 device page and not from the peripheral.
- Clicking "Peripherals Software" link upgrades all peripherals that support the upgrade.
- The peripheral upgrade is only supported when the device is connected by USB and not by Bluetooth.

#### ■ Monitoring Information:

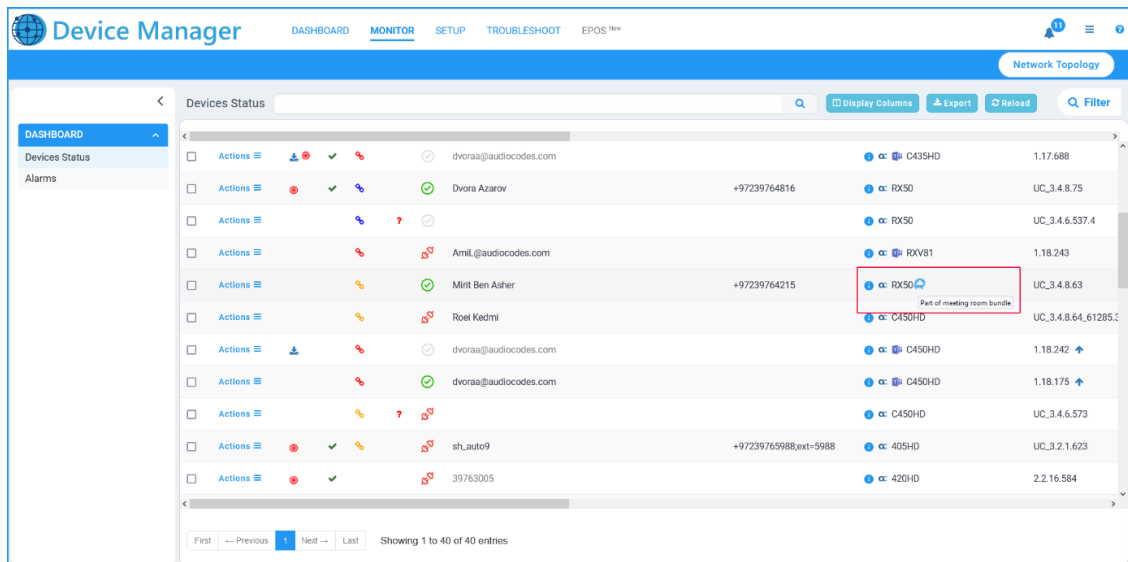
The Show Info screen displays new information regarding the connected Bundle peripheral devices, including connection status and details on latest versions that are available for upgrade.

#### New Icons for the Meeting Room

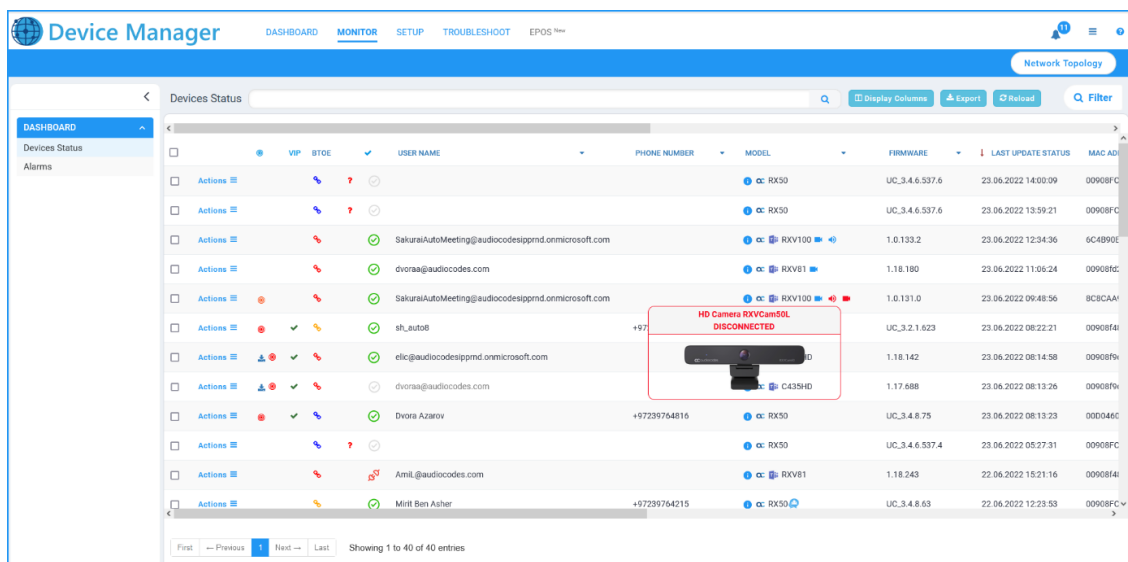
New icons are displayed in the Device Status screen for the Meeting Room bundle and its connected devices.



The icon highlighted in the figure below shows that the RX50 is part of a bundle.



The red icons highlighted in the figure below show that a bundled peripheral device is disconnected and an alarm has been raised.



| Actions | VP | BTOE | USER NAME  | PHONE NUMBER | MODEL      | FIRMWARE       | LAST UPDATE STA     |
|---------|----|------|--|--------------|------------|----------------|---------------------|
| Actions |    |      |  |              | cc: RX50   | UC_3.4.6.537.6 | 23.06.2022 14:00:09 |
| Actions |    |      |  |              | cc: RX50   | UC_3.4.6.537.6 | 23.06.2022 13:59:21 |
| Actions |    |      | SakuraiAutoMeeting@audiocodesipmnd.onmicrosoft.com |              | cc: RXV100 | 1.0.133.2      | 23.06.2022 12:34:36 |
| Actions |    |      | divoraa@audiocodes.com                             |              | cc: RXV81  | 1.18.180       | 23.06.2022 11:06:24 |
| Actions |    |      | SakuraiAutoMeeting@audiocodesipmnd.onmicrosoft.com |              | cc: RXV100 | 1.0.131.0      | 23.06.2022 09:48:56 |
| Actions |    |      | sh_auto8   | +97239764816 | cc: C45SHD | UC_3.2.1.623   | 23.06.2022 08:22:21 |
| Actions |    |      | elic@audiocodesipmnd.onmicrosoft.com               |              | cc: C45SHD | 1.18.142       | 23.06.2022 08:14:58 |
| Actions |    |      | divoraa@audiocodes.com                             |              | cc: C45SHD | 1.17.688       | 23.06.2022 08:13:26 |
| Actions |    |      | Dvora Azarov                                       | +97239764816 | cc: RX50   | UC_3.4.8.75    | 23.06.2022 08:13:23 |
| Actions |    |      |  |              | cc: RX50   | UC_3.4.6.537.4 | 23.06.2022 05:27:31 |
| Actions |    |      | Amil@audiocodes.com                                |              | cc: RXV81  | 1.18.243       | 22.06.2022 15:21:16 |
| Actions |    |      | Mirit Ben Asher                                    | +97239764215 | cc: RX50   | UC_3.4.8.63    | 22.06.2022 12:23:53 |

■ The highlighted bundles devices in the figure below have been disconnected.

**AudioCodes RXV100**  
RXV100-B40

**SakuraiAutoMeeting RXV100**

Version: 1.0.131.0  
Status: **Disconnected**  
IP Address: 172.17.126.8  
Last Status Update Time: 22.06.2022 00:32:08  
Site: AutoDetection

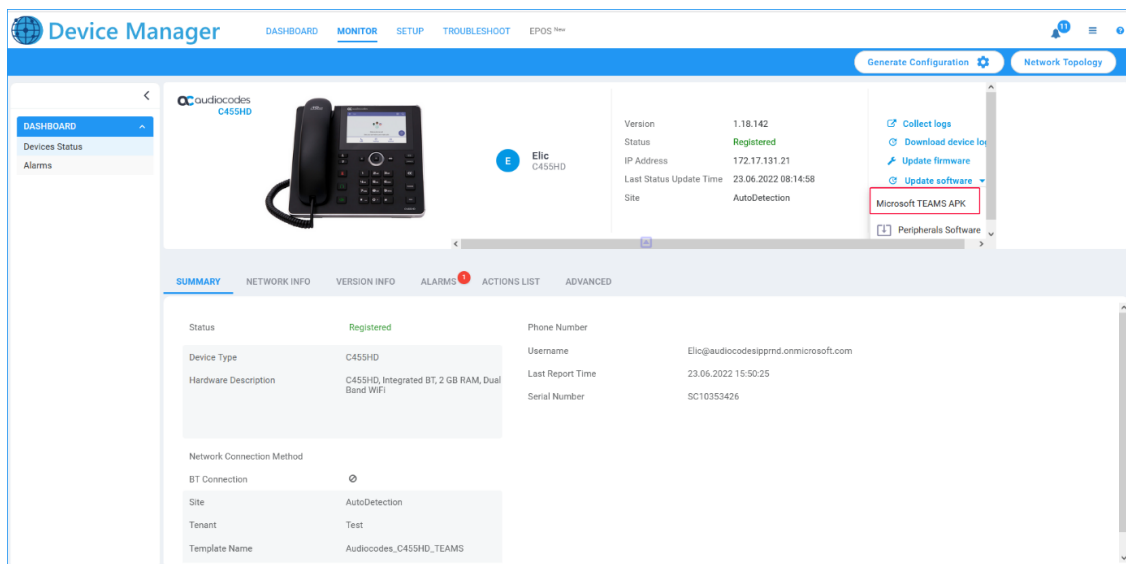
**PERIPHERALS** | SUMMARY | NETWORK INFO | VERSION INFO | ALARMS | ACTIONS LIST | ADVANCED

| Device                                  | Status       |
|---|--------------|
| Audio Device<br>AudioCodes RX50         | Disconnected |
| Camera<br>HD Camera RXVCam50L           | Disconnected |
| Audio Device<br>Lenovo ThinkSmart Audio | Connected    |
| Audio Device<br>S-A                     | Connected    |

■ When a peripheral device is in upgrade state, a PURPLE icon is displayed.

## Upgrade APK for Microsoft Teams Devices

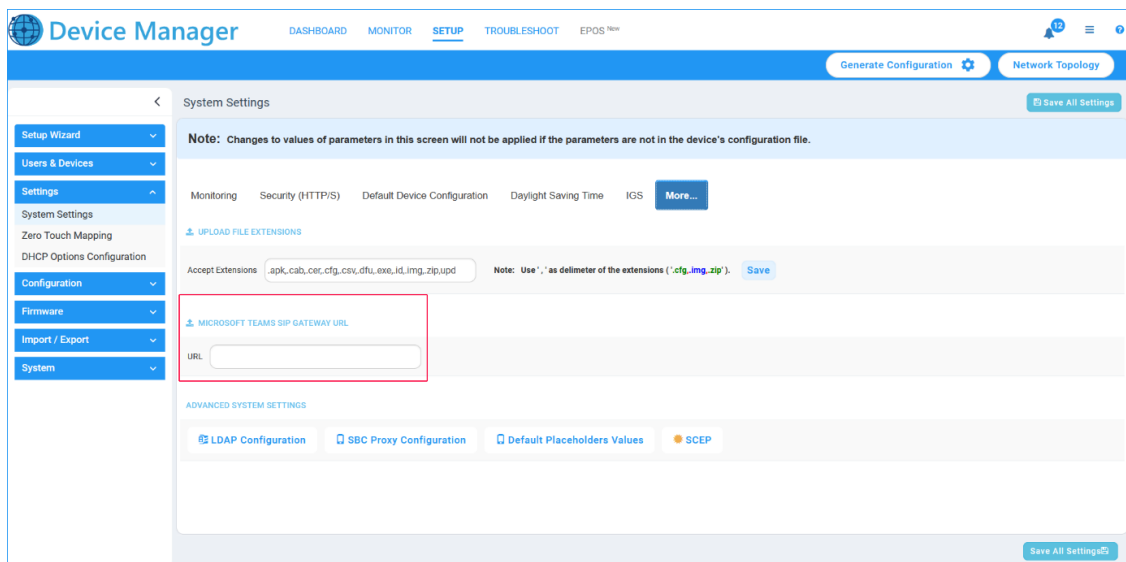
Upgrade of Microsoft Teams APK for Teams devices is supported from version 1.17 and later.



## Microsoft's SIP Gateway Integration

The Device Manager helps to migrate devices to Microsoft Teams SIP gateway and to monitor and apply configuration. The Microsoft's SIP Gateway allows users to convert non-Teams-certified AudioCodes' phones to Microsoft Teams phones which then enables these phones to connect to the Microsoft telephony cloud telephony service.

The following AudioCodes phone models can be converted to Teams phones: 405, 405HD, 420HD, 440HD, 445HD, 450HD and C450HD. (Version 3.4.4.1000.61 and later is supported for the 445HD, 450HD and C450HD models).

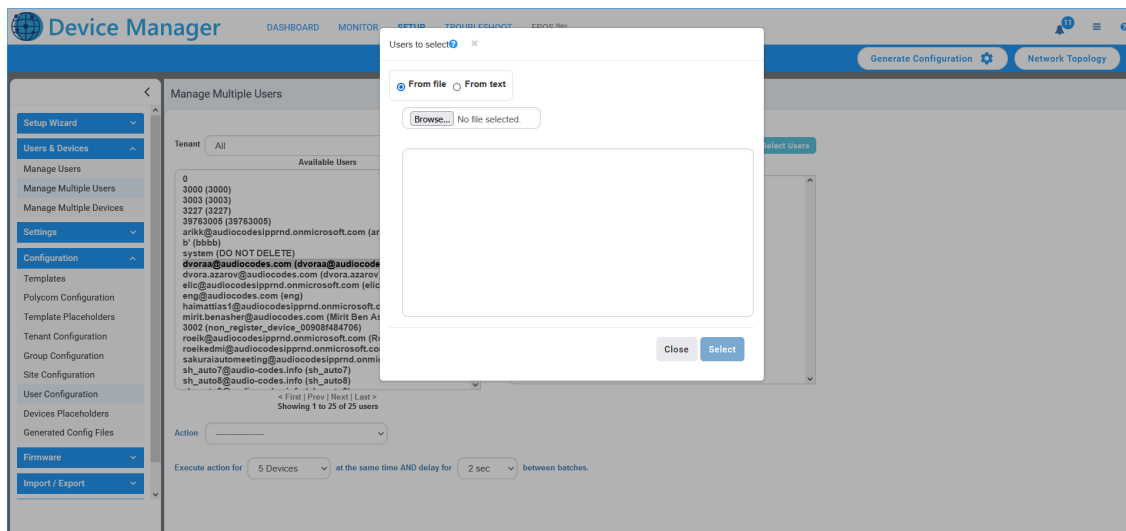
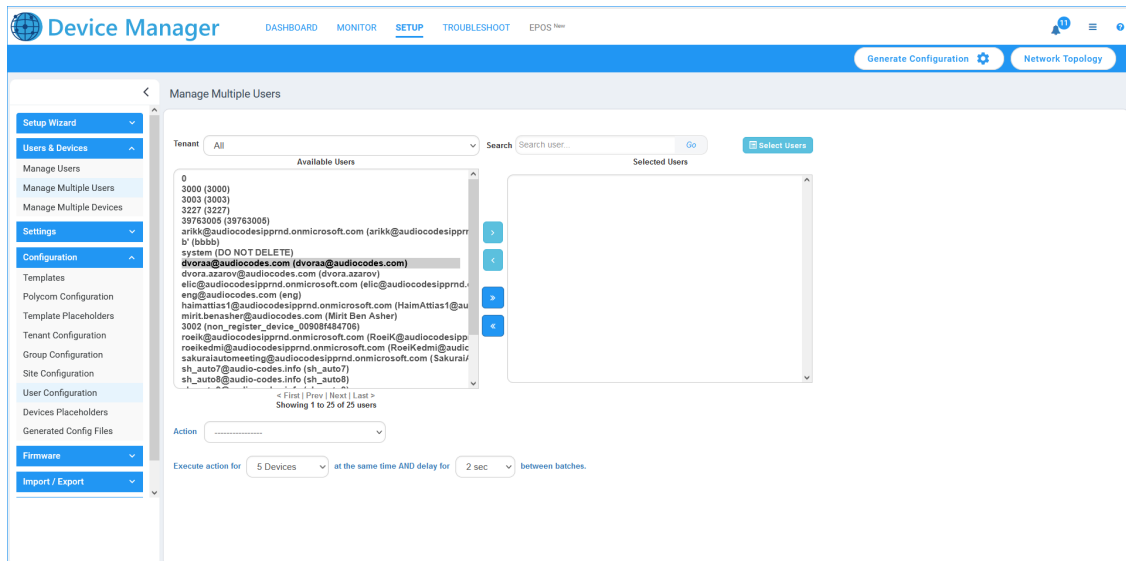


## User Interface Improvements

### Applying a Configuration to a list of Users

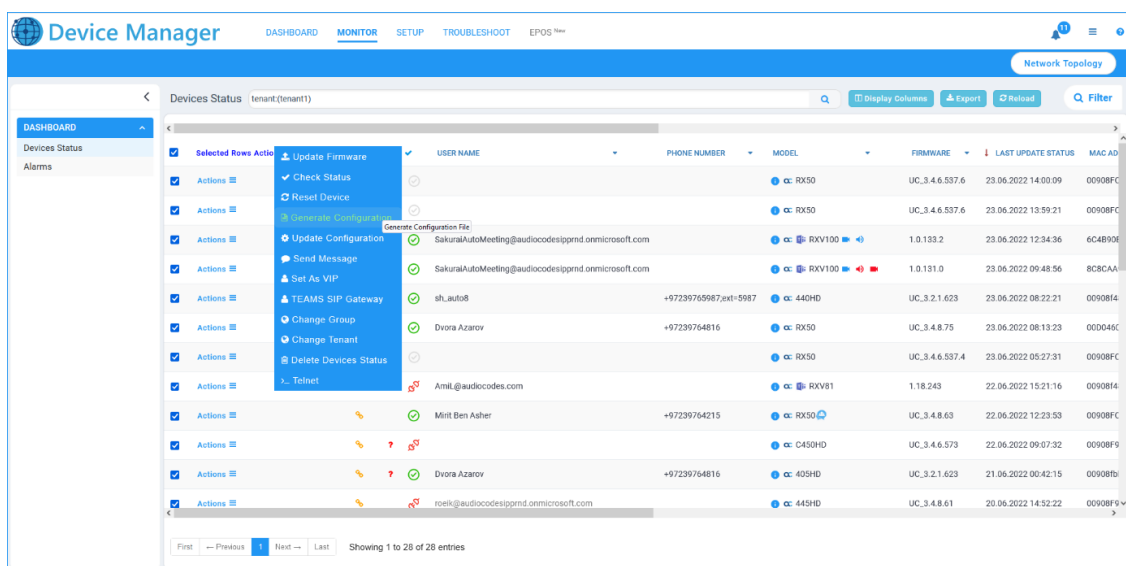
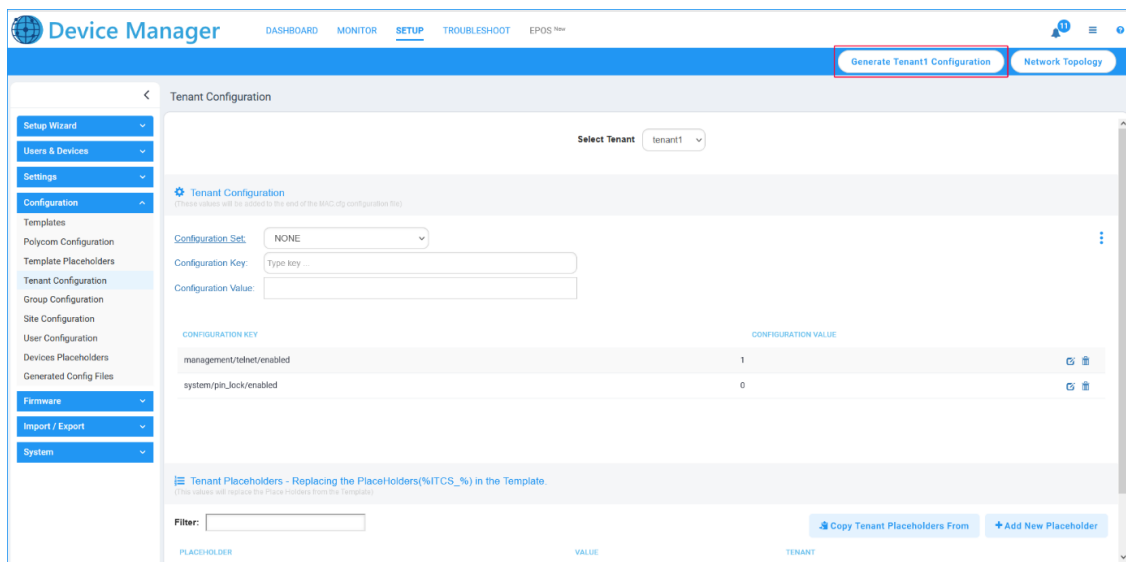
Add the ability to choose a list of users from a CSV file to apply new configuration or any other action. For example, a list of users can be moved between different third-party Voicemail

platforms. The configuration file can be applied to the phones belonging to the users in the list in the Manage Multiple Users screen.



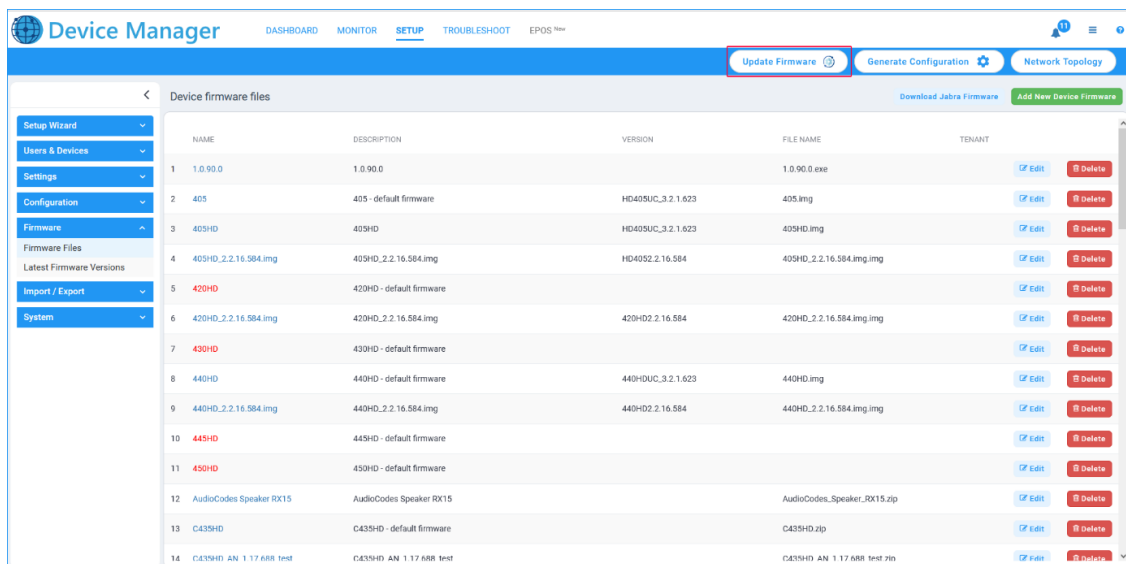
## Generating a Configuration File

When clicking “Generate Tenant Configuration” in the Setup > Configuration screen for Tenant /Group/Site/User entities, the Device Status page opens with the devices belonging to the selected entity, filtered automatically. In addition, the right-click menu with the “Generate Configuration” option is displayed. The administrator can then click to approve or choose other devices from the list. The figures below display an example for generating a configuration file for the “Tenant1” tenant entity.



## Update Firmware Button

A new Update Firmware button has been added to the Upload Firmware page.



| NAME                    | DESCRIPTION               | VERSION           | FILE NAME                   | TENANT |
|-------------------------|---------------------------|-------------------|-----------------------------|--------|
| 1.0.90.0                | 1.0.90.0                  |                   | 1.0.90.0.exe                |        |
| 405                     | 405 - default firmware    | HD405UC_3.2.1.623 | 405.img                     |        |
| 40SHD                   | 40SHD                     | HD405UC_3.2.1.623 | 40SHD.img                   |        |
| 40SHD_2.2.16.584.img    | 40SHD_2.2.16.584.img      | HD4052.2.16.584   | 40SHD_2.2.16.584.img        |        |
| 420HD                   | 420HD - default firmware  |                   |                             |        |
| 420HD_2.2.16.584.img    | 420HD_2.2.16.584.img      | 420HD2.2.16.584   | 420HD_2.2.16.584.img        |        |
| 430HD                   | 430HD - default firmware  |                   |                             |        |
| 440HD                   | 440HD - default firmware  | 440HDUC_3.2.1.623 | 440HD.img                   |        |
| 440HD_2.2.16.584.img    | 440HD_2.2.16.584.img      | 440HD2.2.16.584   | 440HD_2.2.16.584.img        |        |
| 44SHD                   | 44SHD - default firmware  |                   |                             |        |
| 450HD                   | 450HD - default firmware  |                   |                             |        |
| AudioCodes Speaker RX15 | AudioCodes Speaker RX15   |                   | AudioCodes_Speaker_RX15.zip |        |
| C43SHD                  | C43SHD - default firmware |                   | C43SHD.zip                  |        |
| C43SHD_ASI_1.17.688.tst | C43SHD_ASI_1.17.688.tst   |                   | C43SHD_ASI_1.17.688.tst.zip |        |

Once clicked, the Administrator is directed to the Device Status page where a pop-up screen explains how to upgrade the devices – step by step.

Device Manager

DASHBOARD

MONITOR

SETUP

TRICKS & TIPS

FAQ

10

Network Topology

DASHBOARD

Devices Status

Alarms

Devices Status

VIP

BTQE

USER NAME

<

## 10 Issues Resolved in Fix Version 8.2.3122

| Incident Index | Incident Description   |
|----------------|--|
| Management     |  |
| OVOC-16038     | Missing actions for M5XX devices in several pages.   |
| OVOC-15911     | Server machine ID is not compatible with license due to case-sensitive comparison.                             |
| OVOC-15810     | Customer cannot revert back to 'Global' scope from 'Tenant' scope.   |
| OVOC-15507     | 'Monitor' level operator cannot select 'Start' and 'End' time filters.   |
| Device Manager |  |
| OVOC-15922     | When selecting tenant on 'Manage Devices Placeholders' page, the tenant reverts back to default.               |
| OVOC-15920     | When editing a Template configuration and adding new configuration to template values, the page becomes empty. |
| OVOC-15807     | SSO to Device Manager fails with tenant 'Admin' operator.  |



## 11 Issues Resolved in Fix Version 8.2.3112

| Incident Index   | Incident Description  |
|--|---|
| Infra  |   |
| OVOC-15243   | OVOC cannot identify it's license machine id while configured with second UUID.   |
| OVOC-15354   | The 'Static Routes' menu option in OVOC Server Manager is missing in OVOC cloud environments.                                   |
| Management   |   |
| OVOC-15205, OVOC-15215, OVOC-15329, OVOC-15336, OVOC-15353, OVOC-15390 | The OVOC Web user interface does not respond when OVOC authentication is configured with LDAP/Radius.                           |
| OVOC-15328   | The OVOC Web user interface configured with secure LDAP authentication prevents login (certificate is not taken from database). |
| OVOC-15334   | The OVOC Web user interface does not respond when device exists in DB with empty x or y locations.                              |
| OVOC-15392   | Alarms History is not cleared due to maximum size (cleared only by time).   |
| OVOC-15196   | Alarms are not forwarded due to missing schedule time ranges.   |
| Security   |   |
| OVOC-14278   | OVOC does not retrieve all User Groups from Azure AD.   |

## 12 Issues Resolved in Fix Version 8.2.3000

Table 12-1: 8.2.3000

| Incident Index         | Incident Description   |
|------------------------|--|
| Infra                  |  |
| OVOC-12810             | Analytics API password update failed due to special characters.                    |
| Management             |  |
| OVOC-14543             | Missing information in User Active Directory Details.                              |
| OVOC-14277             | AD Authentication: Group Name does not accept dots in the name.                    |
| OVOC-14078             | After browser refresh, the OVOC task is sometimes incorrectly shown as successful. |
| OVOC-13993             | Missing Voice AI Storage Account alarm.  |
| OVOC-13539             | An Incorrect popup message is displayed during SBC Auxiliary file download.        |
| OVOC-13169             | SBC devices behind NAT, added using serial number remain disconnected.             |
| OVOC-13106             | ARM Remote Manager IP is not configured with the correct interface.                |
| OVOC-13861             | SMTP authentication parameters are missing in Alarms forwarding.                   |
| OVOC-14886             | OVOC incorrectly consider "0" as a valid SBC serial number.                        |
| Security               |  |
| OVOC-14705, OVOC-14435 | Update CentOS RPMs   |
| OVOC-14606             | Port 5000 displayed incorrect information.   |
| OVOC-14460             | JDK DF key update to 4096 bit.   |
| OVOC-11573             | Browser local storage and logs contains  |

| Incident Index | Incident Description  |
|----------------|---|
|                | sessionId.  |
| QoE            |   |
| OVOC-13540     | QoE connection is lost while working in 'TLS only' mode.                      |
| OVOC-13439     | Teams calls are not displayed after server restart.                           |
| OVOC-13314     | The number of calls in dashboard QoE pie chart does not match the calls list. |
| OVOC-13125     | Incorrect certificate can be used for QoE after importing a new certificate.  |
| OVOC-13113     | SIP Ladder SDP body displayed information incorrectly following an upgrade.   |
| Device Manager |   |
| OVOC-14367     | Teams Pairing Alarm is not displayed in OVOC.                                 |
|                |   |

## 13 Issues Resolved in Fix Version 8.2.1382

**Table 13-1: Version 8.2.1382**

| Incident Index   | Incident Description   |
|--|--|
| Infra  |  |
| OVOC-14327, OVOC-14134,<br>OVOC- 13994, OVOC-12735, OVOC-14868 | Upgrade to Postgres 14 was implemented to prevent memory leaks.                        |
| OVOC-14795   | Live Cloud – OVOC is restarted in Standard mode instead of Live Cloud mode.            |
| Management   |  |
| OVOC-14839   | Live Cloud – Customers with site-locations may display an incorrect Management status. |
| Security   |  |
| OVOC-13760   | Apache vulnerability CVE-2023-25690  |
| Device Manager   |  |
| DM-80  | Add additional details to the error message when failing to add a customer.            |
| OVOC-14866   | If a channel has no customers, customers can be added under the same service provider. |
| User Interface bug   | Customer redirect server list was limited to 25 devices.                               |

## 14 Issues Resolved in Fix Version 8.2.1368

**Table 14-1: Version 8.2.1368**

| Incident Index | Incident Description   |
|----------------|--|
| Management     |  |
| OVOC-13169     | Unable to connect to devices behind NAT added to OVOC using serial number.   |
| OVOC-12735     | OVOC Server Swap memory reached its maximum and as a result causes the Cassandra database to crash.                        |
| OVOC-13386     | SBC's Unlock Action in OVOC displays a warning to delete the SBC.  |
| QoE            |  |
| OVOC-13182     | Teams calls are not retrieved by OVOC through the Microsoft Teams Notification Service due to Microsoft Graph API updates. |
| OVOC-13221     | The SDP body in SIP Call Flow message is not properly displayed.   |

## 15 Issues Resolved in Fix Version 8.2.1342

Table 15-1: Version 8.2.1342

| Incident Index           | Incident Description   |
|--------------------------|--|
| Management               |  |
| OVOC-12625               | <ul style="list-style-type: none"> <li>■ Missing Operator IP address in Journal CSV.</li> <li>■ In some Journal logs, operator IP values are shown as 0.0.0.0.</li> </ul>  |
| OVOC-12499               | Define PM metrics as aggregated.   |
| OVOC-12284               | Endpoints are missing in table view when regions are filtered.   |
| OVOC-11823               | Alarm forwarding failed to forward ARM alarms containing special characters.   |
| OVOC-11702               | Live Cloud: operator connect configuration window is empty when using time filter.   |
| OVOC-12283/OVOC-11841    | Live Cloud: Selecting any dashboard links, opens 'service request' web instead.  |
| OVOC-12878               | Connection state changes should not generate 'Topology Update' event.  |
| Security                 |  |
| OVOC-11957               | Update OS vulnerable packages  |
| OVOC-11757<br>OVOC-11575 | <ul style="list-style-type: none"> <li>■ Remove session identifier from REST Operators.</li> <li>■ Remove session identifier from WebSocket URL.</li> <li>■ Allowing Host Header Validation Configuration</li> </ul> |

| Incident Index         | Incident Description   |
|------------------------|--|
|                        | using EMSServerManager.  |
| OVOC-12807             | Mitigation for openssl vulnerability CVE-2023-0286.  |
| QoE                    |  |
| OVOC-12029/OVOC-11974  | Calls with very long sessionId were discarded.   |
| OVOC-11756             | Number Stored Days in the Calls Status page is not updated correctly following an upgrade.         |
| Device Manager         |  |
| OVOC-12464             | DN user is different to the Teams phone logged in user.  |
| OVOC-12439             | Adding 'Back' button from Phone Info page back to the Monitor page.                                |
| OVOC-12167/ OVOC-12279 | The Device Manager Monitor page doesn't show the same information as the Device Manager dashboard. |

## 16 Issues Resolved in Fix Version 8.2.1000

The table below lists the issues resolved in Version 8.2.1000.

**Table 16-1: Version 8.2.1000 Fixes**

| Incident Index         | Incident Description  |
|------------------------|---|
| Management             |   |
| OVOC-11301             | CLM reports failures occurred when there are no valid versions for a device.  |
| OVOC-11249             | Monitoring Links operators cannot access the calls list.  |
| OVOC-11192             | The Topology file contains invalid characters.  |
| OVOC-11191             | Floating licenses reports aren't sent to the Cloud License Manager when OVOC is running Version 8.2 (and above) software release and when it is configured with a negative time-zone. |
| OVOC-11177             | SBC 7.4 PM metrics are missing when there is a large number of indexes for the PM metric.   |
| OVOC-11039             | Operator Connect Tenant ID is cleared when editing tenant offers.   |
| OVOC-11038             | Operator Connect removes offering markets still appears in GUI.   |
| OVOC-10616             | Prevent OVOC IP change when Analytics is enabled.   |
| Security               |   |
| OVOC-10719             | Rejection of specific invalid characters such as "\$" in the CLM Proxy password configuration.  |
| OVOC-9366              | Updated security vulnerabilities in operating system RPMs, Java and Kafka.  |
| QoE                    |   |
| OVOC-11527             | Long delays occur when opening the Calls list page.   |
| OVOC-11253/ OVOC-11090 | SBC calls with media and with zero call duration are not saved in the OVOC database.  |
| Device Manager         |   |



| Incident Index | Incident Description  |
|----------------|---|
| OVOC-11463     | Device status is not shown correctly in the Device Manager.       |
| OVOC-11303     | Template errors occur for the 445HD phone.                        |
| OVOC-10894     | Update Knockout and jQuery.                                       |
| OVOC-6923      | OVOC-6923 Device Status does not show Group when loaded from .csv |

## 17 Issues Resolved in Fix Version 8.2.280

The table below lists the issues resolved in this Version 8.2.280.

**Table 17-1: Version 8.2.280 Fixes**

| Incident Index | Incident Description  |
|----------------|---|
| Management     |   |
| OVOC-11286     | Floating licenses reports aren't sent to the Cloud License Manager when OVOC is running the 8.2 software release and when it is configured with a negative time-zone. |
| OVOC-11276     | The multitenant link operator is logged out when trying to display the Calls List page.   |
| OVOC-11275     | OVOC doesn't request all Performance Monitoring metrics when the number of indices of these metrics exceeds ~250.   |
| QoE            |   |
| OVOC-11090     | SBC calls with media and with zero call duration aren't saved in the OVOC database.   |

## 18 Issues Resolved in Fix Version 8.2.277

The table below lists the issues resolved in Version 8.2.277.

**Table 18-1: Version 8.2.277 Fixes**

| Incident Index | Incident Description  |
|----------------|---|
| Management     |   |
| OVOC-10997     | A Timezone configured with “//” causes an OVOC upgrade to fail during PostgreSQL database installation.                           |
| QoE            |   |
| OVOC-11028     | QoE Alert rules cause OVOC out of memory crash over time.   |
| OVOC-11071     | Devices’ table, maximum concurrent calls counter is 0 when filtering with a time range greater or equal to 24 hours.              |
| Device Manager |   |
| OVOC-11022     | OVOC stops updating ipphone requests due to multiple inserts of acIpPhonesDevicesStatusLastChange parameter to the OVOC database. |

## 19 Issues Resolved in Fix Version 8.2.265

The table below lists the issues resolved in Version 8.2.265.

**Table 19-1: Version 8.2.265 Fixes**

| Incident Index | Incident Description  |
|----------------|---|
| Management     |   |
| OVOC-10233     | Backup summary shows incorrect last backup status.                                  |
| OVOC-9670      | SIP traces are not saved in OVOC syslog.  |
| OVOC-9993      | A device is not recognized after RMA.   |
| OVOC-9365      | Alarm/Events origins disappear from the alarm forwarding rule.                      |
| Security       |   |
| OVOC-10823     | RPM update (FreeRDP).   |
| OVOC-10593     | RPM update (Kernel, GZIP).  |
| OVOC-10126     | Openssl RPM update.   |
| OVOC-10715     | RPM update (npm, NodeJS).   |
| OVOC-10434     | Multiple RPM updates (aide, cyrus,xpat, httpd, nginx, openldap, php, polkit ,xorg). |
| QoE            |   |
| OVOC-10100     | OVOC displays negative Maximum Concurrent Streams data.                             |
| OVOC-10250     | Incorrect QoE average call duration calculation.                                    |
| OVOC-10093     | Call Export to PCAP packets marked 'TCP ACKed unseen segment'.                      |
| OVOC-9608      | QoE RX/TX utilization calculation.  |
| Infra          |   |
| OVOC-10056     | OVOC uses -1 instead of correct cloud public IP address.                            |
| OVOC-10024     | OVOC unable to configure NAT interface due to empty                                 |

| Incident Index | Incident Description                             |
|----------------|--|
|                | string instead of null value.                    |
| Device Manager |  |
| OVOC-9644      | Device Manage Group functionality does not work. |

## 20 Known Limitations and Workarounds

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

**Table 20-1: 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<br>- First upgrade to Version 7.4 (refer to document Migration from EMS and SEM Ver. 7.2 to One Voice Operations Center) 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     | -   |
| Browser cache  | Cache memory browser overload causes performance degradation.<br>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.<br><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.<br><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     | -   |
|  | OVOC Main Management interface only supports IPv4.   | Infra     | -   |
| Database Password  | When upgrading to Version 8.2 with PostgreSQL from Versions 8.0/8.0.1000/8.0.2000/8.0.3000 the default database password "pass_1234" is restored. This is done because the Oracle DB password may contain characters that do not comply with PostgreSQL.   | Infra     | Following upgrade, change PostgreSQL from default using OVOC Server Manager option Security menu option "PostgreSQL DB Password".   |

| Issue                          | Problem/Limitation  | Component      | Comments and Workaround   |
|--------------------------------|---|----------------|---|
| 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     | -   |
|                                | The option "Use LDAP Credentials for Device Page Opening" is not supported for operators when the LDAP "Level" parameter is set to Admin (1)  | Management     | This functionality will be supported in a future release.   |
|                                | 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)   | Management     | This functionality will be supported in a future release.   |
|                                | Tenant operators with Tenant Monitor Links security level are not supported for RADIUS authentication.  | Management     | -   |
| 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.<br><br>After running the Server Certificates Update procedure, reload the Microsoft Certificates in the OVOC Web. |
|                                | <p>If you are configuring the connection to the MS-SQL server with SSL using a certificate file, and then one of the following occurs:</p> <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> <p>The connection between the OVOC Server and the MS SQL server may fail.</p> | Management     | After reloading the new certificate file, restart the OVOC server using the EMS Server Manager.<br><br>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.  | MS Kerberos    | MS Kerberos-based authentication on OVOC (including OVOC/Lync/Tenant users AD) is not supported.  |
| 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).   | 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).   |
| 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 Restart 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 multitenancy.   | 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  |

| Issue                                       | Problem/Limitation  | Component  | Comments and Workaround                                   |
|---|---|------------|---|
|   |   |            | 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      |
| SBC Privacy Mode (PII Masking)              | <p>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):</p> <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 | -   |
| Operator Passwords                          | Operator passwords are validated to comply with UTF8 character sets.  | Management | -   |
| Upgrades from version 8.2.1000 and earlier. | Upgrade with migration (customer can choose to upgrade without migrating QoE data) can be very long (8 hours or longer), depending on the number of tenants, volume of QoE data, and data distribution.   | QoE Infra  | -   |
| Upgrades from version 8.2.1000 and earlier. | <p>Due to Postgres slowness with a large number of partitions, the upgrade is prevented, depending on the number of partitions (which is approximately calculated as the number of tenants):</p> <ul style="list-style-type: none"> <li>■ Approximately 5 tenants for VM Low profile (depending on QoE data and distribution)</li> <li>■ Approximately 20 tenants for VM High profile and Bare-Metal (depending on QoE data and distribution)</li> <li>■ SP spec – no limitation</li> </ul>   | QoE Infra  | Contact AudioCodes Support                                |
| Upgrades from version 8.2.1000 and earlier. | Calls might not be updated with new information such as Correlation ID, once added.   | QoE        | Relevant only up to 24 hours following the upgrade.       |
| 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  | QoE        | This issue will be resolved in a future release.          |



| Issue                           | Problem/Limitation   | Component   | Comments and Workaround  |
|---------------------------------|--|---|--|
|                                 | data for this traffic.<br>Applicable for all AudioCodes HA devices.  |   |  |
| 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 users 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 is 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   |  |
|                                 | On rare occasions pictures of devices are not always displayed in the Device Status screen.  | All devices   |  |
|                                 | 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.  | <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</li> </ul> </li> </ul> | -  |

| Issue | Problem/Limitation | Component   | Comments and Workaround |
|-------|--------------------|---|-------------------------|
|       |                    | <p>display the public IP address of the devices' network instead of its private IP address.</p> <ul style="list-style-type: none"><li>■ BT and WiFi statuses are not displayed for all devices.</li></ul> |                         |

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