audiocodes

Product Notice #0505

Firewall Change Required for SmartTAP 360° due to Firewall Update of Microsoft Teams Platform Services

This Product Notice announces a required change to AudioCodes SmartTAP 360° firewall due to Microsoft's announcement of an update to their outbound egress firewall rules for Microsoft Teams Platform Services.

Customers are requested to update their SmartTAP 360° firewall settings to allow outbound egress traffic to the following domain: *pma.teams.microsoft.com*. The firewall rule is critical to ensure service continuity between Teams and bot infrastructures.

Note: This firewall update is required only for Customers hosting SmartTAP 360° in their own Azure subscription accounts and whose Teams bot is located behind a firewall. (It's **not** applicable to Customers hosting SmartTAP 360° in AudioCodes' Azure account.)

For more information or questions, please contact AudioCodes support.

Effective Date

This firewall update must be implemented by August 31, 2023. Failure to make this adjustment could potentially disrupt the communication services between Teams and bots.

Affected Products

SmartTAP 360°

Announcement Date

July 26, 2023