

# Product Notice #0522



## One Voice Operations Center (OVOC) Certificate Update for Customers using SBC Floating Licenses

This Product Notice announces a required OVOC certificate update for Customers using the SBC Floating Licensing model.

### Effective Date

Immediate

### Update of OVOC and CLM Certificates

We wish to inform you about an important update concerning the Floating Licenses mechanism for OVOC and the Cloud License Manager (CLM) deployed in AWS.

Due to a recent policy change in AWS certificates, it's necessary to replace the existing OVOC and CLM certificates. We emphasize that this update is not due to any security issue with AudioCodes certificates.

### Key Points

- Even with the current certificate, your OVOC connection to CLM remains fully secured.
- The procedure outlined in this notice ensures continued security of the connection and compliance with the new AWS certificate policy.
- **Timeline:**
  - **January 21, 2024:** AudioCodes will update the CLM certificate.
  - **By April 15, 2024:** This is the deadline for Customers to update their OVOC certificates. If the OVOC certificate update is **not done** by this date, their Floating license SBCs (Session Border Controllers) **will stop accepting calls**.

Customers have the flexibility to update their OVOC certificates either before or after the CLM certificate update. However, AudioCodes **recommends** completing this update by January 21, 2024. If the update is not completed by this date, an alarm related to the connection to CLM will be activated in OVOC.

### Required Action

For Customers with Live and managed services, AudioCodes support team will take care of this change, so no action is required from such Customers. For all other Customers using Floating licenses, the following procedure for certificate replacement must be done.

OVOC certificates can be replaced using one of the following two methods:

1. Upgrade OVOC to version 8.2.3000, which includes the new certificate. This version works with both the current and new CLM certificates. To upgrade OVOC, download the software from AudioCodes [Services Portal](#) and then follow the upgrade procedure.
2. Retain the current OVOC version and upgrade to the new certificate using a script. To use the script, download it from AudioCodes [Services Portal](#) and then follow the upgrade procedure.
  - The script runs for several seconds.
  - The Floating license process will stop when the script ends, and OVOC will automatically restart, which takes about 5 minutes.
  - SBC traffic will not be affected because of running the script.

### Affected Product

One Voice Operations Center (OVOC)

### Announcement Date

December 25, 2023



If you have any questions, at <https://www.audiocodes.com/corporate/offices-worldwide>

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