Release Notes

One Voice Operations Center

AudioCodes Routing Manager (ARM)

Version 10.0.200 Fix 3

audiocodes

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Date Published: October-08-2026

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Related Documentation

Document Name
ARM Installation Manual
ARM User's Manual
ARM REST API Developer's Guide

Document Name
Mediant 9000 SBC User's Manual
Mediant 4000 SBC User's Manual
Mediant SE SBC User's Manual
Mediant SE-H SBC User's Manual
Mediant VE SBC User's Manual
Mediant VE-H SBC User's Manual
Mediant 1000B Gateway and E-SBC User's Manual
Mediant 800B Gateway and E-SBC User's Manual
Mediant 500 Gateway and E-SBC User's Manual
Mediant 500 MSBR User's Manual
Mediant 500L Gateway and E-SBC User's Manual
Mediant 500L MSBR User's Manual
MP-1288 High-Density Analog Media Gateway User's Manual
One Voice Operations Center Server Installation, Operation and Maintenance Manual
One Voice Operations Center Integration with Northbound Interfaces
One Voice Operations Center User’s Manual
One Voice Operations Center Product Description
One Voice Operations Center Alarms Guide
One Voice Operations Center Security Guidelines

Document Revision Record

LTRT	Description
42361	Initial release of Ver. 10.0. Rocky Linux 8.9
42362	Updated to Ver. 10.0.100. WebSocket Tunnel. Live; Login Security

LTRT	Description
42363	Updated to Ver. 10.0.200
42364	Updated to Ver. 10.0.200 Fix 1
42365	Updated to Ver. 10.0.200 Fix 2
42366	Updated to Ver. 10.0.200 Fix 3

Table of Contents

1 Overview 1
Managed AudioCodes Devices 1
2 Supported Platforms 2
3 Earliest SBC/Gateway Software Versions Supported by ARM Features 3
3 Resolved Issues in ARM 10.0.200 Fix 3 7
4 Tested ARM Capacities 8
5 Known Limitations and Workarounds 10

1 Overview

These *Release Notes* describe the new features and known issues in version 10.0.200 Fix 3 of the AudioCodes Routing Manager (ARM).

Managed AudioCodes Devices

ARM 10.0.200 Fix 3 supports the following AudioCodes devices (Gateways and SBCs) referred to in the ARM GUI as *nodes*:

Table 1-1: AudioCodes Devices Supported by ARM Version 10.0.200 Fix 3

Device	Major Versions
MP-1288 Gateway	7.20A.258.119 and later
Mediant 9000 SBC	7.20A.258 and later
Mediant 4000 SBC	7.20A.258 and later
Mediant 2600 SBC	7.20A.258 and later
Mediant SE/VE SBC	7.20A.258 and later
Mediant 1000B Gateway and E-SBC	7.20A.258 and later
Mediant 800B Gateway and E-SBC	7.20A.258 and later
Mediant 800C	7.20A.258 and later
Mediant 500 E-SBC	7.20A.258 and later
Mediant 500L SBC	7.20A.258 and later
Mediant CE SBC (Cloud Edition)	7.20A.258 and later
Mediant 3000 Gateway only	7.00A.142.001 and later
Mediant 3100 SBC, Gateway or Hybrid	7.40M3.002.084 and later

For the earliest supported SBCs and Media Gateways supported by ARM features, see Earliest SBC/Gateway Software Versions Supported by ARM Features on page 3.

2 Supported Platforms

ARM 10.0.200.Fix 3 supports the platforms shown in the following table.

Table 2-1: ARM 10.0.200 Fix 3 Supported Platforms

ARM	Platform	Application
GUI	Web Browser	Firefox, Chrome, Edge
Deployment	VMware	VMware ESXI 6.7, 7.0 Update 2
	Hyper-V	Windows Server 2016 Hyper-V Manager Microsoft Corporation Version: 10.0.14393.0

3 Earliest SBC/Gateway Software Versions Supported by ARM Features

Some ARM features are developed in coordination with nodes (AudioCodes' SBCs and Media Gateways). To activate and use an ARM feature, the node needs to be upgraded to the earliest software supporting that feature if it's configured with software that does not support it.

The following table displays ARM features supported by the earliest node software.

Table 3-1: ARM Features Supported by the Earliest Node Software

#	Feature	Earliest Node Software Supporting It	Comments
1	Quality-based routing	Version 7.2.158 and later	The quality-based routing feature is not supported when operating with nodes version 7.0 (for Mediant 3000).
2	Separate interface at the node level for ARM traffic	Version 7.2.158 and later	The capability to configure a separate interface at the node level for ARM traffic is not supported when operating with nodes earlier than version 7.2.154 (for Mediant 3000).
3	Call preemption	Version 7.2.158 and later	The call preemption for emergency calls feature is not supported when operating with nodes version 7.20A.154.044 or earlier (not applicable for Mediant 3000).
4	Number Privacy	Version 7.2.250 or later	-
5	Support of IP Group of type User without 'dummy' IP	7.20A.250 and later	Network administrators who want to use a node's IP Group of type 'User' as the ARM Peer Connection can avoid configuring a dummy IP Profile if using node version 7.20A.250 and later. Customers who use ARM version 8.4 with node version earlier than 7.2.250 and who want to configure an IP Group of type 'User' as the ARM Peer Connection, must configure a dummy IP Profile (with a dummy IP address) at the node level, to be associated with this IP

#	Feature	Earliest Node Software Supporting It	Comments
			Group.
6	Support of ARM Routers group and policies.	Version 7.20A.240 or later	-
7	Support of ARM Routed Calls/CDRs representation	Version 7.20A.250.205 or later	-
8	Support of Forking in ARM (SBC only)	Version 7.20A.252 or later	-
9	Support for Registered users in ARM	Version 7.20A.254.353 or later	-
10	Support for combined ARM and SIP based Routing decision (Route based on Request URI)	Version 7.20A.256.391	Supported for SBC only
11	Support for combined ARM and SBC Routing decision	Version 7.20A.256.391	Supported for SBC only
12	ARM as an Information Source for Users Credentials	Version 7.20A.256.713	Supported for SBC only
13	Support for Microsoft Teams LMP (Local Media Optimization) and additional IP Profiles	Versions: 7.20A.258 -0313, 7.20A.260-180 7.40A.005 (official release) and later	-

#	Feature	Earliest Node Software Supporting It	Comments
14	ARM connection with ABC level defined IP Profile and Media Realm	Versions: 7.20A.258 -0313, 7.20A.260-180 7.40A.005 (official release) and later	SBC only
15	ARM 'Customer' entity (Team multi-tenancy) - support for Contact header manipulation	7.40A.005.509 or later	-
16	Delayed Alternative Routing	Official build from SBC 7.4.200 stream	-
17	Story of a call: Integration with Voca. Additional information in ARM calls information.	Official build from SBC 7.4.200 stream	-
18	Support for more efficient way of synchronization of SBC IP groups with ARM	Official build from SBC 7.4.200 stream	If the customer runs earlier SBC SW, the synchronization will work in a pre-ARM 9.6 way.
19	Support for multiple connections from SBC to ARM Router	Official build from SBC 7.4.300 stream	-
20	Support for SIP Conditions and Manipulations for SIP Header fields	Latest official build from SBC 7.2.250, SBC 7.4.250, SBC	-

#	Feature	Earliest Node Software Supporting It	Comments
	(SBC-level bug fixes)	7.4.400	
21	Preserving of the same Call ID when traversing more than one SBC.	SBC 7.40A.490.134 or later	

3 Resolved Issues in ARM 10.0.200 Fix 3

NOTE

This version includes a Time Zone Handling fix. As a result, the following areas should be verified after the upgrade:

- **Time-Based Routing**: if time-based routing rules are configured, verify that they are operating according to the defined schedules.
- **Statistics:** the hour values displayed in the statistics may be inconsistent for an hour following the upgrade.

The upgrade will check whether NTP is configured on ARM. **If NTP is not configured, the upgrade will not start.**

The following issues were resolved in version 10.0.200_Fix3:

Incident	Resolved Issue
ARM-7226	ActiveMQ was upgraded to 6.2.8.
ARM-7224	Fixed adding users via UMP.
ARM-7213	Password length: 30 characters.
ARM-7212	Fixed PFX certificate upload.
ARM-7209	MariaDB was upgraded to 10.11.18.
ARM-7203	Chrony no longer accepts NTP server information provided by the network configuration.
ARM-7191	Fixed user synchronization.
ARM-7190	Fixed incorrect time displayed in call statistics.
ARM-7186	SecureLogix – fixed FAILED handle.
ARM-7242	Mask Operator/Router Credentials in Logs.
ARM-7243	Fix editing elements in quota statistics.
ARM-7252	HTTP is blocked by default.

4 Tested ARM Capacities

The following table lists the tested capacities of ARM Low Profile and ARM High Profile. The table presents the results of *the maximum capacities* tested. If customers require *higher capacities* tested, they should communicate this to AudioCodes.

Table 4-1: Tested ARM Capacities

Item	ARM Low Profile	ARM High Profile
CAPs (assuming the average call duration is 100 seconds)	50 CAPs per ARM Router	300 CAPs per ARM Router
	ARM total: 100 CAPs	ARM total: 3000 CAPs
ARM Routers	4	150
Routing Groups	100	2,000
Routing Rules per ARM	1,000	10,000
ARM Users (either local or LDAP/Azure AD)	100,000	1 million Possible extension to 4 million when ordering a special Feature Key. Requires 16 GB memory for Routers.
'Customer' entities (Teams tenants)	2,000	Up to 20,000
Nodes number	10	150 by default Possible extension to 300 requires ARM Configurator with 8 CPUs and 32 GB memory.
Peer Connections	Per Node: 60	Per Node: 600
	ARM total: 100	ARM total: 30,000
Connections	100	10,000
Prefix Groups	200	10,000
Prefixes in a single Prefix Group	200	2,000

Item	ARM Low Profile	ARM High Profile
Normalization rules	50	2,000
Calls history	1 million	10 million
Threshold alarms	10 threshold rules 5 elements/entities per rule	150 threshold rules 25 elements/entities per rule
Statistics history	3 months	1 year

5 Known Limitations and Workarounds

The following table lists the known limitations and workarounds in ARM 10.0.200.Fix 3.

Table 5-1: Known Limitations and Workarounds

Incident	Problem / Limitation	Comments/Workaround
-	Attaching / detaching a user to / from an Active Directory Group is reflected in the ARM's Users page (and Users Groups page) only after performing a full update (synchronization) with the LDAP server (by default performed automatically every 24 hours).	Network administrators should take this into consideration
-	When defining a Users Group, the condition is applied to the pre-manipulated value of the property used in the condition definition (the original value taken from the Active Directory).	Network administrators should take this into consideration
-	For VMware users, after rebooting or upgrading an ARM Configurator, its clock 'drifts'. This can sometimes cause inconsistency between ARM Configurator and ARM Router data.	Make sure the clock in the machine (Host) and the VM (Guest) are the same. Both should be synchronized with the same NTP.
-	For customers who use auto-detect mode to add a new node (SBC / gateway) to the ARM, the name of the Configurator Web service configured at the node level for auto-discovery *must* be **ARMTopology** else the ARM data center recovery mechanism will not work correctly for the node; it will not be redirected to the new Configurator.	Generally, it's preferable to add a node using the ARM GUI rather than auto-detection.
-	When the ARM is used with Load Balancing CE SBC in an Azure environment, the operator should make sure to define the FQDN / IP Address as the Hostname of the LB CE SBC and add the LB CE SBC in the ARM using that Hostname.	-

Incident	Problem / Limitation	Comments/Workaround
ARM-6403	SBC Media Security Mode "offer-both-answer-prefer-protected" is not supported by ARM.	If the operator has to configure SBC level IP profile with this mode, this IP profile should not be used by ARM.
Installation Manual	The **chapter 'Deploying the ARM from Microsoft's Azure Marketplace' in the** 'Installation Manual' includes screenshots of an old Azure version which are currently inaccurate.	These screenshots will be changed in the document in the next major release.
Security		
-	The ARM does not prevent the opening of HTTP for debugging purposes. HTTPS should be used for debugging purposes.	Operators should consider security threats when enabling HTTP communication between ARM network components and SBCs.
ARM-5846 CVE: 2021-41617	ARM 10.0.100 uses openSSH version 8.0. This openSSH version is potentially exposed to CVE: 2021-41617. ARM OS default settings make sure that the ARM machine is not exposed to this CVE finding even though version 8.0 is used.	ARM operators are required not to change the default configuration of AuthorizedKeysCommand and AuthorizedPrincipalsCommand attributes (default = disabled).
CESA-2021:4150	When ARM 10.0.100 is deployed in Azure and if the customer chooses to activate the WALinuxAgent agent, it will imply usage of Python 36 which is exposed to security vulnerability.	For Azure ARM users, it's up to the customer to either deactivate WALinuxAgent or to use an older version of Python (Python 36).
Breaking changes		
-	ARM 10.0.100 does not support 'Build Star' and 'Build Mash' capabilities. These capabilities were removed from the GUI and REST API starting from ARM 9.4 as they are not widely used by customers and are potentially problematic.	Operators should add Connections and build the ARM Network Topology based on customer requirements.
-	For operators of the pre-9.2 ARM version: ARM 9.2 changes the REST API	Customers must take this into consideration. The new REST API

Incident	Problem / Limitation	Comments/Workaround
	for ARM Users management (Add, Delete, Modify) in a way that is not backward compatible.	for users is described in the *REST API Developer's Guide for ARM 9.2 and later*. If customers develop scripts based on this REST API, these scripts should be adjusted to the new REST API when moving to ARM 9.2 and later.
-	Starting from ARM 9.4, the REST API for getting all VoIP Peers (VoIP Peers GET API) is changed. This non-backward compatible change was implemented to support Paging.	Customers should take this into consideration. The new REST API for getting the VoIP Peers is described in the *REST API Developer's Guide for ARM 9.4*. If customers develop scripts based on this REST API, these scripts should be adjusted to the new REST API when moving to ARM 9.4 and later.
-	For a two-step upgrade (for customers upgrading from ARM 8.6 or earlier): The redesigned ARM 8.8 Add Routing Rule – Routing Actions screen does not feature the 'via' action as previous versions did. The same applies to ARM 9.0, ARM 9.2, ARM 9.4, ARM 9.6, ARM 9.8, ARM 9.8.100 and ARM 9.8.200 Fix 1.	Customers upgrading from a previous version will still view the action but are advised to exclude it from routing definitions.
-	In ARM 9.8.200 Fix 1 (starting from ARM 9.4), when an alarm for a Routing Rule is generated, the detailed alarm information is placed in both **Additional Info 1** and **Additional Info 2**.	Operators should use information from both fields. This is done to provide detailed information about the alarm without truncation.
-	ARM 9.8.200 Fix 1 (starting from ARM 9.6) REST API is not backward compatible in the definition (Add / Edit / Delete) of 'Alternative Routing SIP Reason'. This is due to the new feature (Sets of SIP Reasons for Alternative Routing).	Customers should take this into consideration. The new REST API for managing SIP reasons is described in the *REST API Developer's Guide* for *ARM 9.6*.

Incident	Problem / Limitation	Comments/Workaround
Upgrade		
-	Direct upgrade from ARM 9.0 and earlier to ARM 9.8.200 Fix 1 is not supported.	For these cases, a three-step upgrade is required: Step 1: Upgrade to ARM 9.2 (not regular upgrade, including OS upgrade) Step 2: Upgrade to ARM 9.8.200 Fix 1 Step 3: Upgrade to ARM 10.0.100 **Note**: The following direct upgrades are supported: ■ ARM 9.2 > ARM 9.8.200 Fix 1 ■ ARM 9.4 > ARM 9.8.200 Fix 1 ■ ARM 9.6 > ARM 9.8.200 Fix 1 ■ ARM 9.8 > ARM 9.8.200 Fix 1 ■ ARM 9.8 > ARM 10.0.100
-	For pre-ARM 9.2 deployments, the upgrade to ARM 10.0.100 is not a regular upgrade. It requires three steps: first to ARM 9.2 and then to ARM 9.8.200 and then to ARM10.0.100. The upgrade to ARM 9.2 upgrades the OS of all components to CentOS Stream from CentOS6. Note that for ARM 9.2 and ARM 9.4 deployments (running CentOS8), the upgrade to ARM 9.8.200 is smooth. ARM 9.6, ARM 9.8, ARM 9.8.100 and ARM 9.8.200 Fix 1 also run on CentOS Stream. The upgrade from ARM 9.8 to ARM 10.0.100 changes the OS from CentOS8 to Rocky 8.9.	Make the following preparations: ■ Make sure you downloaded not only the upgrade but also the installation images for the ARM Configurator and the ARM Router (not as for the usual upgrade). ■ Request from AudioCodes a Feature Key with all the ordered features and ordered number of sessions for the new VM in ARM 10.0.100. ■ Prepare temporary IP and VM resources required for each server upgrade. ■ Prepare extended storage for the ARM Configurator (the

Incident	Problem / Limitation	Comments/Workaround
		ARM Configurator allocates 80 GB in ARM 10.0.100 - like in ARM 9.4, ARM 9.6 and ARM 9.8).
-	To upgrade to ARM 10.0.100 in a VMware environment, the customer must have VMware ESXI 6.7 or 7.0 update 2 (earlier versions are not supported with CentOS Stream).	-
-	Miscellaneous issues with the ARM GUI after upgrading from previous releases.	Customers are requested to clear the browser cache after performing a software upgrade (**Ctrl**+**F5**).
GUI Incidents		
ARM-3249 ARM - 2724	Prefixes in a Prefix Group cannot be edited. Double-clicking an existing prefix to modify it doesn't work.	The customer can remove the old prefix and define a new prefix.
ARM-6392	Advanced search for Peer Connections with a specific 'Operative state' filter does not function correctly.	-
ARM in Azure		
ARM-4676	[ARM in Azure with SBCs behind Load Balancer] After a switchover of an SBC occurs, the node can temporally (for few seconds) switch between available and unknown state in the ARM; calls are unaffected as routing continues regularly.	The issue occurs as it takes time for the Load Balancer (usually up to 10 seconds) to switch to the secondary SBC.
ARM-4676	[ARM in Azure with SBCs behind Load Balancer] After a switchover of an SBC occurs, the connections to the HA SBC are indicated for a few minutes as unavailable.	The connection between the HA SBCs behind the Load Balancer and the other nodes should have **Keep connection properties synchronized** disabled. Also, the IP of the proxy set towards the node behind the Load Balancer should be con-

Incident	Problem / Limitation	Comments/Workaround
		figured manually (at the SBC level) with the Load Balancer's IP.

ARM-6108	In an Azure deployment, if the customer upgrades to ARM 9.8.200 Fix 1 from ARM 9.6 or earlier, the WALinuxAgent agent is not present. Or if upgrading from ARM 9.8 to ARM 9.8.200 Fix 1, the agent will not be activated.	Check whether the Azure Linux Agent is installed:
		`dnf list installed WALinuxAgent`
		If the Azure Linux Agent is installed, enable and restart it using the following commands:
		`systemctl enable waagent`
		`service waagent restart`
		To install the Azure Linux Agent, run the following commands:
		`dnf install -y WALinuxAgent`
		`systemctl enable waagent`
		`service waagent restart`
		Check the status of the Azure Linux Agent service:
		`systemctl status waagent`

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Document #: LTRT-42366