

User Management Pack 365 SP Edition

UMP-365

Version 8.0.517



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Related Documentation

Document Name
User Management Pack 365 SP Edition Administration and Installation Guide
User Management Pack 365 SP Edition Upgrade Guide

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1 New Features in Version 8.0.517 Service Pack 2

This section describes the new features in Version 8.0.517 Service Pack 2.

1.1 Manage SBC Prefixes Page

The Display Name leader for the SIP Connection has been changed from 'Location' to 'SIP Connection ID' in the SBC Prefixes page.

Tenant: ACLPTeamsDR - [Last sync at: 13 Nov 2025 15:08:32]

SBC Connection ID: ACLPTeamsDR

Add additional prefixes / number ranges

Select Dial Plan: -- Please select a dial plan --

Tag / PSTN Gateway: Enter tag

Telephone Number Prefix: New Number prefix

Upload from single file: Choose file Browse

Current prefixes:
The prefixes are loaded from: cache. Press **Reload** to refresh them from SBC.

Operation in progress: none

Search... Delete UndoDelete

Drag a column header and drop it here to group by that column

Dial Plan Name	Prefix	Tag
----------------	--------	-----

0 data items per page No items to display

1.2 Pairing Scripts

You can manually pair between Onboarding and Cleanup script templates using the **Edit** button below the Script content editor. For example, Adding and Removing a Teams Direct Routing customers.

The screenshot displays a web application interface for managing scripts. At the top, there are navigation tabs: "Show all" (selected), "Show M365 scripts", and "Show SBC scripts". A "New Script Template" button is also visible. Below the tabs is a table with the following columns: Id, ScriptName, Type, Executed on, Related with, Custom Arguments, and History. The table contains 9 rows of script entries. Below the table, there are "Previous" and "Next" navigation buttons. The main content area is a "Script Template" editor. It contains the following text: "### Script Version 1.0 ###", "# Adding a New Customer with existing Carrier", "# Id: 5461233", "#", "configure voip", "ip-group upsert name "[CustomerID]"", "name "[CustomerID]"", "proxy-set-name "[SBC.CarrierID]"", "ip-profile-name "[SBC.CarrierID]"", "ssl-name "DefaultSND"", "tags: Trunk=[SBC.OnlinePtrnGateway]", "Custom Script Arguments", "no script arguments". At the bottom of the editor, there is a "Save" button and a link to "In relation with: TeamsDR-Remove Customer with existing ITSP [Edit]".

Id	ScriptName	Type	Executed on	Related with	Custom Arguments	History
1030	SIP dont use - Trunk with Registration from the Client side	SbcOnboarding		dont use - SIP Trunk Registration Cleanup	<input type="checkbox"/>	Edit 7 versions
2010	OcSbcOnboarding-with-SiteName	OcSbcOnboarding		OcSbcCleanup-with-SiteName	<input type="checkbox"/>	Edit no history
2011	OcSbcCleanup-with-SiteName	OcSbcCleanup		OcSbcOnboarding-with-SiteName	<input type="checkbox"/>	Edit no history
3002	Statefarm - Add Next Customer	SbcOnboarding	10/15/2025 3:57:56 AM	Statefarm - Remove Customer	<input type="checkbox"/>	Edit no history
3100	TeamsDR-Add Customer with existing ITSP for TATA	SbcOnboarding	11/6/2025 1:39:24 PM	TeamsDR-Remove Customer with existing ITSP	<input type="checkbox"/>	Edit no history
3102	create-app-registration				<input type="checkbox"/>	Edit no history
5461210	M365 default onboarding				<input type="checkbox"/>	Edit no history
5461233	TeamsDR-Add Customer with existing ITSP	SbcOnboarding	11/12/2025 12:34:58 PM	TeamsDR-Remove Customer with existing ITSP	<input type="checkbox"/>	Edit no history

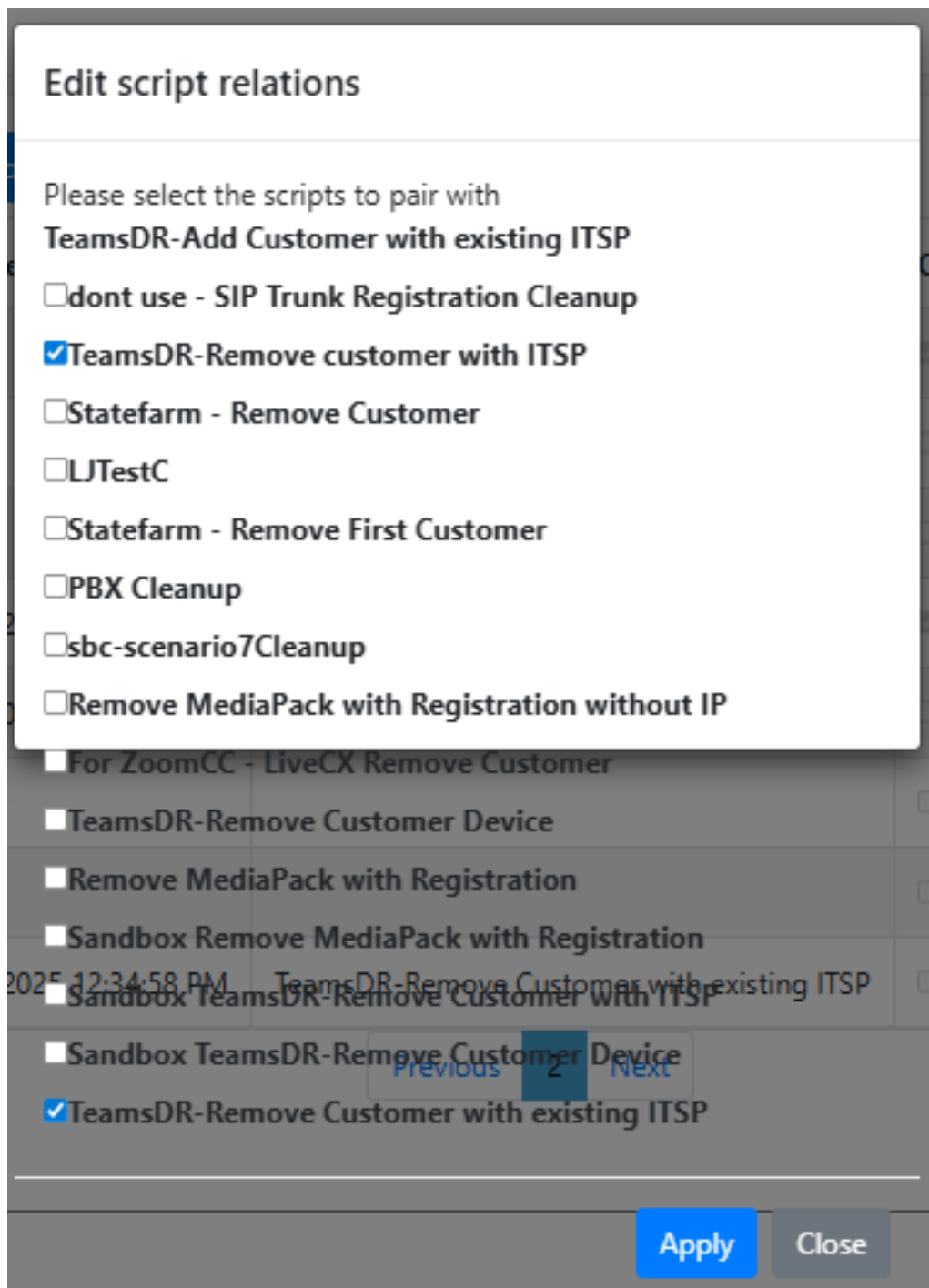
Showing 9 to 16 of 62 entries [Previous](#) [Next](#)

Script Template

```
### Script Version 1.0 ###
# Adding a New Customer with existing Carrier
# Id: 5461233
#
configure voip
ip-group upsert name "[CustomerID]"
name "[CustomerID]"
proxy-set-name "[SBC.CarrierID]"
ip-profile-name "[SBC.CarrierID]"
ssl-name "DefaultSND"
tags: Trunk=[SBC.OnlinePtrnGateway]
Custom Script Arguments
no script arguments
```

In relation with: [TeamsDR-Remove Customer with existing ITSP](#) [Edit](#)

[Save](#)



1.3 White-Labeling Enhancements for Service Portal and Multitenant Interface

The following UI elements can be customized in the Token Invitation wizard, by new parameters in the SQL database table [SysAdminTenant].[dbo].[ApplicationSetting].

- Click "here" link for documentation, under the Use App Registration tab - WhiteLabelAppRegistrationDocumentation parameter

- Click "here" link for documentation, under the Use Device Token tab - WhiteLabelDeviceTokenDocumentation parameter
- Product logo - WhiteLabelCustomerAuthenticationLogoFile parameter
- Color theme - WhiteLabelCustomerAuthenticationThemeFile parameter

These elements are maintained following an upgrade.

1.4 View Details

When you click the **View Details** link you can view a summary of the main configuration parameters including the Proxy Set, Online PSTN Gateway and Ms Tenant ID and whether Carrier Registration or CAC is enabled. You can also view the Onboarding script that is applied to the connection.

SIP Connections			
SIP Connection	SBC	Deployment Status	Actions
260310_pro	Service Provider2 SBC	Deployed	(Uninstall) Manage Sbc Prefixes View Details

Showing 1 to 1 of 1 entries

Previous 1 Next

SBC CONNECTION ID: 260310_PRO ✕

Script Id	Name	Action	
10007	old_sbc-scenario7	Show	

Script Custom Variables

Custom Variables	Value	

Proxy Set
Telnyx
Online PSTN Gateway
customers.activecommunications.eu
Ms Tenant ID
c524b5f5-fd18-43c0-964c-bc5d35525eaa

Carrier Registration

Enable CAC

Script Preview

```

configure voip
ip-group new
name "260310_pro-c"
proxy-set-name "Telnyx"
ip-profile-name "Telnyx"
tags "Trunk=customers.activecommunications.eu"
classify-by-proxy-set disable
call-setup-rules-set-id 1
activate
exit
ip-group new
name "260310_pro-t"
                    
```

Close

1.5 Known SBC Devices page

An Actions menu for applying to individual entries has been added to the Known SBC Devices page.

SBC List											
Id	Ovoc Sbc Id	Name	Ip Address	Device Fqdn	NAT Ip Addresses	Https	Communication path	Gateway User	Used by OC	Sip Users Count	Sites Count
7	7058	EMEA SP1 SBC	10.17.0.4	sandbox3.audiocodes.be	40.118.70.74	False	Direct connection (Fqdn)	LiveCloud	Yes	-N/A-	52
8	7613	APAC SP1 SBC	10.18.0.4	sandbox3apac.audiocodes.be	13.67.53.137	False	Direct connection (Fqdn)	LiveCloud	Yes	-N/A-	2
11	53209	US SP1 SBC	10.27.0.4	sandbox3us.audiocodes.be	20.110.187.52	False	Direct connection (Fqdn)	LiveCloud	Yes	-N/A-	4
12	60338	EMEA SP1 SBC 02	10.100.35.5	emeasbc.sandbox3.audiocodes.be	20.224.236.157	False	Direct connection (Fqdn)	LiveCloud	Yes	-N/A-	5

Actions ▾

- Check Connection
- Edit
- Delete
- Show SIP Connections
- Import
- Show Prefixes

2 New Features in Version 8.0.517 Service Pack 1

This section describes the new features in Version 8.0.517.

2.1 Application Registration

This version includes an enhancement for securing connection between Release Notes and the M365 tenant platform using Application Registration authentication instead of Delegated Token authentication. The Application Registration method provides the following advantages:

- **Seamless Operation:** Allows User Management Pack 365 SP Edition End customers to authenticate and access M365 resources without requiring user sign-in. This is especially useful when running the Background Replication process for synchronizing the customer service portal configuration with the customer tenant Microsoft 365 platform, enabling it to run seamlessly without disruption of service due to user session timeouts.
- **Enhanced Security:** The use of client credentials (Application client ID and secret) provides more secure mechanism than the user token. In cases where more than one service is deployed for each Azure tenant, separate secrets can be created for each service.
- **Scalability:** the User Management Pack 365 SP Edition Multitenant can process a large numbers of requests across multiple tenants without disruption of service due to expired tokens or token refresh.

The customer can create the new Application Registration through the **new** Invitation wizard (see below). The wizard can be accessed from the **Microsoft 365 Settings** page in the Service portal either directly or by sending an email request. Once created, they give their provider or reseller the credentials of the registration (Application (Client) ID, Client secret and Microsoft Tenant Id) who can then configure in the Onboarding wizard and complete the onboarding process.

In **Day Two**, you can apply the same registration for additional services on the customer tenant. In this case, its recommended to generate separate client secrets for each service.



- For Backward compatibility it is still possible to secure connection using the Delegated Token method.
- Customers can alternatively create the new Application Registration manually on their M365 Azure tenant instead of via the Invitation wizard.

Microsoft 365 Settings

Last Authentication Status: Never Performed.


User Name

The customer is configured to use Authentication Token.

QOE Integration with MicrosoftTeams

Azure Application Id

Azure Application Secret



Welcome ai0logics

Use App Registration >

Use Device Token >

Create New App Registration >


Use App Registration

For details on how to setup click [here](#).

Microsoft Tenant ID*

Application (Client ID)*

Client Secret*

- 
 - Securing connection using Application Registration is only relevant for Hosted Essentials Plus and Hosted Pro customers.
 - Customers with services using Username and Password authentication must first upgrade to Delegated Token authentication before they can upgrade to Application Registration authentication.

2.2 Import Service

The Import feature in the 'Known SBCs' page creates a new tenant service according to the dial plan type.

Dial Plan Type	Service Created
CustDialPlan	Direct Routing service

Import from SBC ✕

SBC Cleanup Script old_sbc-scenario7Cleanup. ▾

Show 10 entries Search:

Service Provider2 SBC			
Short Name ↑↓	FQDN PSTN Gateway ↑↓	Full Name ↑↓	↑↓
Alberto_demo	9b136d95-d0a1-47b1-90c1-c5a49d2768dd	<input style="width: 90%;" type="text" value="Alberto_demo"/>	[Import]
AnatolyLTD	1315848-508-3	<input style="width: 90%;" type="text" value="AnatolyLTD"/>	[Import]
Golan	1315826-508-3	<input style="width: 90%;" type="text" value="Golan"/>	[Import]
Itziks	FQDN=1316069-508-3;Device=Itziks-DeviceTest-Itziks	<input style="width: 90%;" type="text" value="Itziks"/>	[Import]
Itziks	1316069-508-3	<input style="width: 90%;" type="text" value="Itziks"/>	[Import]
Itziks	1316069-508-306	<input style="width: 90%;" type="text" value="Itziks"/>	[Import]
ZeevLX	1315887-508-3	<input style="width: 90%;" type="text" value="ZeevLX"/>	[Import]
ZeevLX	+972512566112	<input style="width: 90%;" type="text" value="ZeevLX"/>	[Import]

Showing 1 to 8 of 8 entries Previous 1 Next

Close

2.3 New Script Template button

A new interface for creating SBC and M365 Onboarding and Cleanup scripts has been added.

The screenshot shows the Oudiodcodes configuration interface. On the left is a navigation sidebar with categories: Service, Monitoring, Configuration, UMP, SBC, Script Templates, OVO, and Calling Profiles. The main area displays a table of script templates with columns: Id, ScriptName, Type, Executed on, Related with, Custom Arguments, and History. A 'New Script Template' button is highlighted with a red box. Below the table is a pagination control showing 'Showing 1 to 8 of 33 entries' and 'Previous 1 Next'. At the bottom, there is a 'Script Template' text area.

Id	ScriptName	Type	Executed on	Related with	Custom Arguments	History
1040	IPPBX Clean	SbcCleanup		IPPBX	<input type="checkbox"/>	Edit 9 versions
1060	Clean Add site	SbcCleanup		Add a2nd SIP trunk Hawaii>Add SIP Trunk Cellcom	<input type="checkbox"/>	Edit 9 versions
5000	sbc-add-oc-numbers	OcUploadNumber	11/4/2024 6:50:01 PM	sbc-remove-oc-numbers	<input type="checkbox"/>	Edit 1 versions
10007	old_sbc-scenario7	SbcOnboarding			<input type="checkbox"/>	Edit 9 versions
10100	old_sbc-add-prefix				<input type="checkbox"/>	Edit 9 versions
10101	old_sbc-remove-prefix				<input type="checkbox"/>	Edit 9 versions
10700	old_sbc-scenario7Cleanup	SbcCleanup			<input type="checkbox"/>	Edit 9 versions
5461215	OcEssential default SBC cleanup script	OcSbcCleanup		OcEssential default SBC onboarding script,WSC test	<input type="checkbox"/>	Edit no history

3 New Features in Version 8.0.516

This section describes the new features in Version 8.0.516.

3.1 Services Management

User Management Pack 365 SP Edition has been upgraded to an enhanced service delivery platform through the management of Service types as autonomous entities in the User Management Pack 365 SP Edition portal and User Management Pack 365 SP Edition Multitenant under the umbrella of a single customer entity. Until now, a separate customer deployment was required for each managed service. Now you can add multiple heterogeneous services under a single customer tenant entity. You can manage the Teams Direct Routing, Device Manager, Meeting Insights, Interaction Insights, VOCA CIC and Hybrid Entity services.

■ The Multitenant portal menu has been updated as follows:

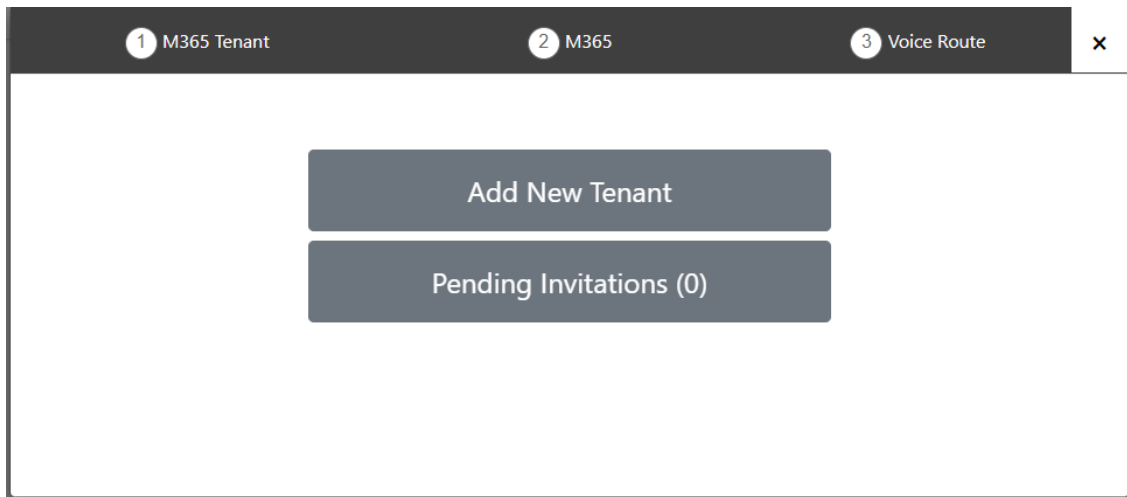
- All Services: Lists all customer tenant services.
- Operator Connect: Leads and Tenants (Customers) page.
- OC Number Management: Manages number assignments for Operator Connect services.
- Calling Profile
- Monitoring:
 - ◆ Alarms
 - ◆ Queued Tasks
 - ◆ Operator Connect (Sync Tasks, Jobs Monitor, Settings)
 - ◆ Service (Authentication Status, Pending Invitations)
- Configuration:
 - ◆ UMP (DNS API Configuration)
 - ◆ SBC
 - ◆ Script Templates
 - ◆ OVOC
 - ◆ Calling Profiles

Service ID	Status	Admin	Version/Replication	Name	Actions	Progress
BB653	Deployed	SysAdmin		M365 - Essential (0)	Edit Delete Upgrade	Queued com Executing cor Replication ir
BB84EssPlus	Deployed	version: 8.0.516.18 replication: 2024.08.21.14.08.44 SysAdmin		M365 - EssentialPlus (50)	Edit Delete Queue Replication	Queued com Executing cor Replication ir
M365x07397412	Deployed	version: 8.0.516.18 replication: 2024.08.21.14.06.37 SysAdmin		M365 - EssentialPlus (100)	Edit Delete Queue Replication	Queued com Executing cor Replication ir
M365x25192084	Deployed	version: 8.0.516.18 replication: 2024.08.21.14.11.29 SysAdmin		M365 - Pro (100)	Edit Delete Queue Replication	Queued com Executing cor Replication ir
RanjanSB1 Demo	Deployed	version: 8.0.516.18 replication: 2024.08.21.14.06.35 SysAdmin		M365 - Pro (15)	Edit Delete Queue Replication	Queued com Executing cor Replication ir
royDR	Deployed	SysAdmin		M365 - Essential (0)	Edit Delete Upgrade	Queued com Executing cor Replication ir

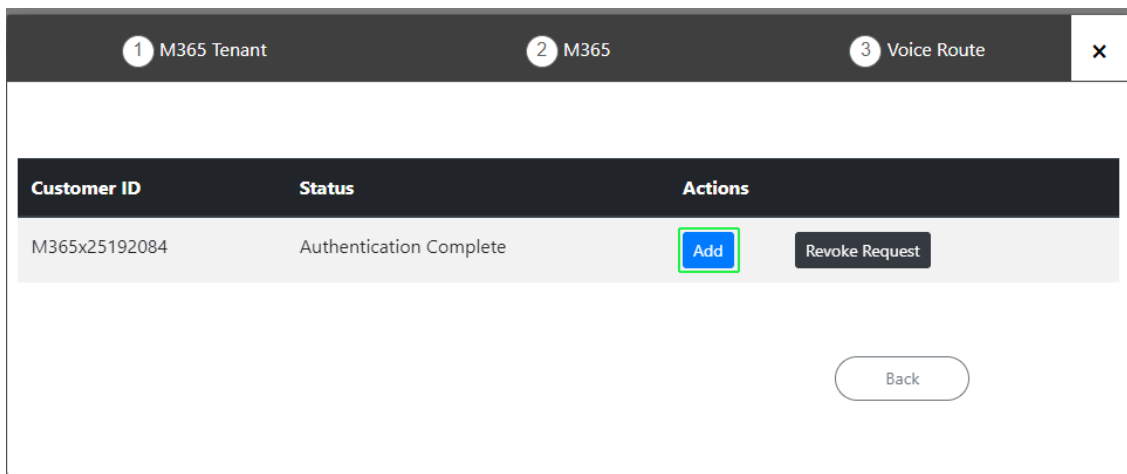
■ The Services portal menu has been updated as follows:

- Users
- Number Ranges
- Reserved Numbers
- LifeCycle Management Templates
- LifeCycle Management
- Configuration
 - ◆ M365 Configuration
 - ◆ Online Voice Routing
 - ◆ SIP Connections
 - ◆ LBR Network Topology
- Monitoring
 - ◆ Queued Changes
 - ◆ Audit
 - ◆ UMP License

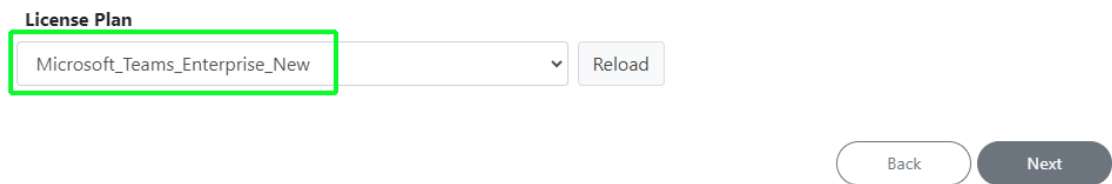
■ The Onboarding Wizard initial screen has been updated as shown in the figure below:



■ The Pending Invitations screen has been updated as shown in the figure below:



■ The License Plan entity has been updated to 'Microsoft_Teams_Enterprise_New' to reflect the realignment of Microsoft 365 Global Licensing (see [Microsoft Teams add-on licenses](#)).



The screenshot shows the user profile for Irvin Sayers. At the top, there is a profile picture and the name 'Irvin Sayers'. Below the name are links for 'Reset password', 'Block sign-in', and 'Delete user'. A 'Change photo' link is also present. The navigation menu includes 'Account', 'Devices', 'Licenses and apps' (which is selected), 'Mail', and 'OneDrive'. A notification banner states '3 subscriptions or trials will expire soon. Manage your subscriptions in Billing > Your products'. Below this is a 'Select location' dropdown menu set to 'United States'. The 'Licenses (2)' section is highlighted with a green box and contains the following items:

- Microsoft 365 E5 (no Teams)**
5 of 20 licenses available
- Microsoft Power Automate Free**
9999 of 10000 licenses available
- Microsoft Teams Enterprise**
0 of 20 licenses available
- Office 365 E3**
1 of 2 licenses available

Below the licenses section is the 'Apps (89)' section, which is currently collapsed. At the bottom of the page is a blue 'Save changes' button.

- The processing messages displayed during the Onboarding have been updated as shown in the figures below:

Figure 3-1: Automatic DNS Provisioning

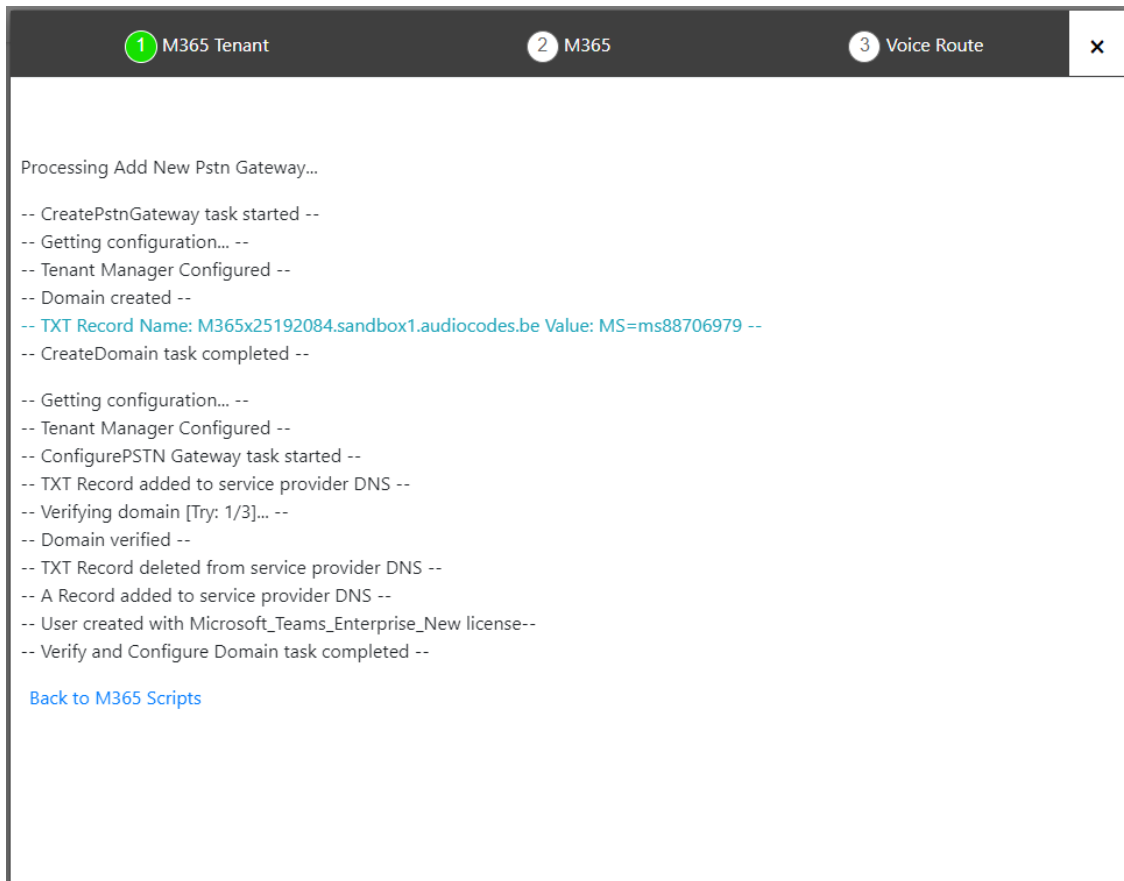
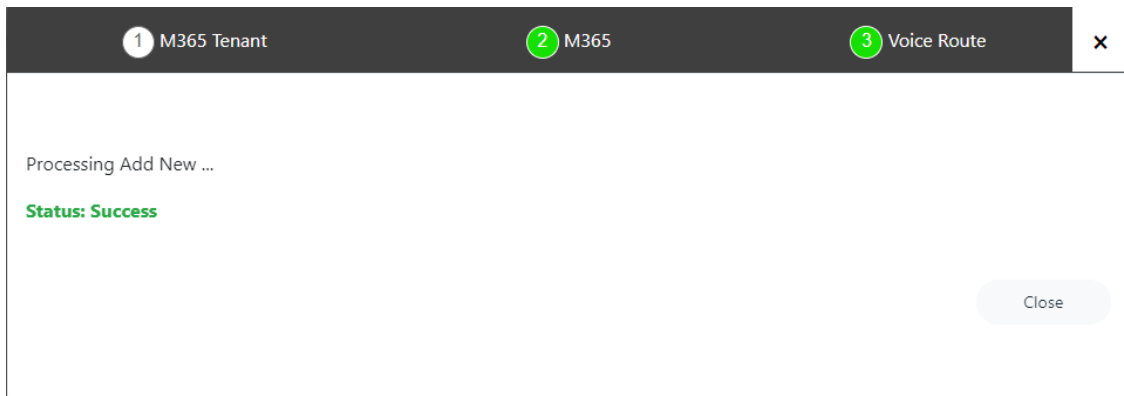


Figure 3-2: Confirmation message at the End of the Onboarding



3.2 REST API Enhancements

- The customers' Microsoft Azure Tenant Id (msTenantId) can be added to the Request Body of the 'Create Direct Routing Essential' endpoint for adding a Hosted Essentials customer with a single site location.
- New request /api/v3/customer/{customerGuid}/user for retrieving customer users with pagination capabilities. Added 400 Bad Request and 500 Internal Server Error responses.

3.3 User License Menu

The User License Menu factor 'Managed Users-By Template' has been updated to 'Managed Users-By Lifecycle Management'.

The screenshot displays the 'User License Menu' interface. At the top, it shows the 'License Calculation Time' as '20 Aug 2024 08:10' and a 'Refresh Licenses' button. Below this, it lists 'Acquired Licenses: 100' and 'Currently Licensed: 20'. A list of categories includes 'Managed Users - Direct Routing: 0', 'Managed Users - By LifeCycle Management: 20', 'Managed Users - User Interface: 0', and 'Managed Service Numbers: 0'. To the right, 'License Factors (Global)' are listed with checkboxes for 'Managed Users - By LifeCycle Management', 'Managed Users - By User Interface', and 'Managed Service Numbers', along with an 'Apply license factors' button. A note states: 'By default License billing is based on the globally configured License Factors.'

Below the summary, there is a section for 'UMP Customer License - Audit' with a dropdown for 'Last 3 months' and a 'Get History' button. A table below shows the license calculation data:

License Calculation Time	Currently Licensed	Managed Users - Direct Routing -	Managed Users - Operator Connect -	Managed Users - By LifeCycle Management -	Managed Users - User Interface -	Managed Service Numbers	Total Monitored Users
20 Aug 2024 11:10	20	0	0 (0)	20 (20)	0 (17)	0 (0)	20

3.4 Customer Invitation timeout setting

The Customer Invitation Timeout (number of days) can now be configured to prevent the cluttering of pending invitation requests. The time is configured in the SysAdminTenant dbo.ApplicationSetting file with parameter 'CustomerInvitation.VerificationTimeout' (default: Days 7).

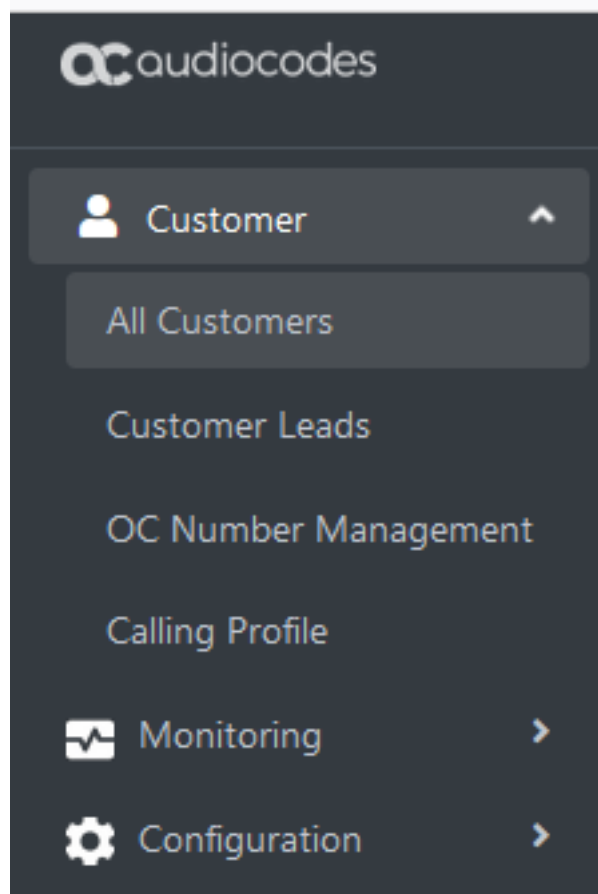
4 New Features in Version 8.0.515

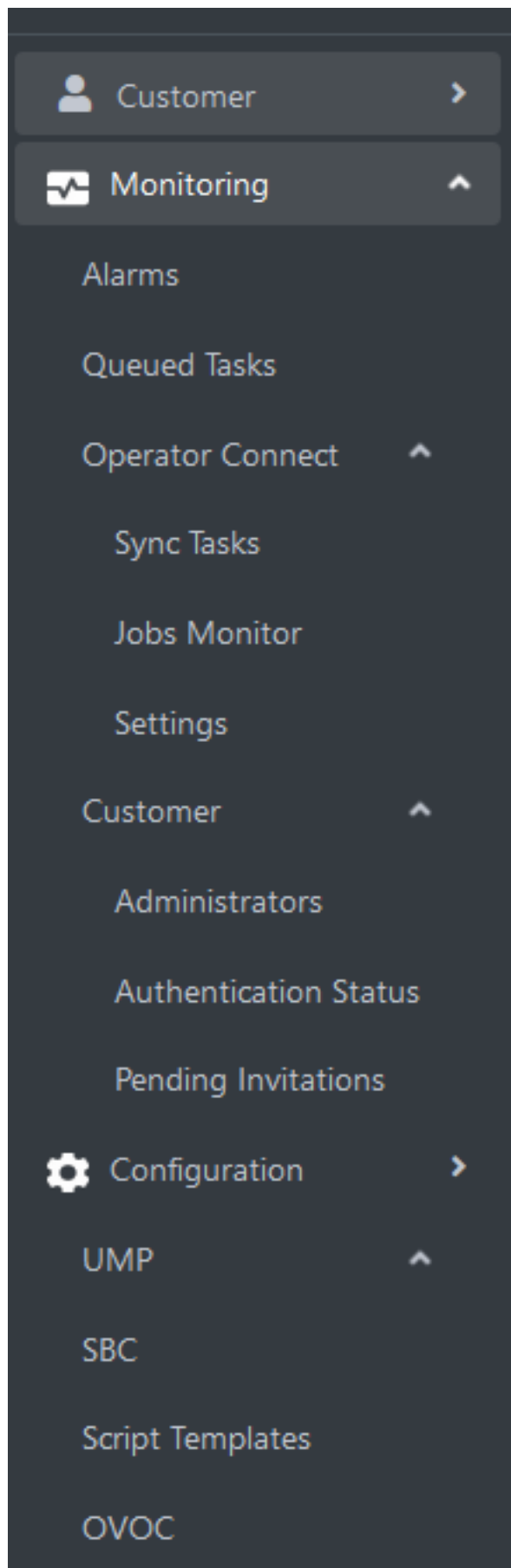
This section describes the new features in Version 8.0.515.

4.1 Updates to Menu Navigation in Multitenant Portal

The Navigation pane menu options have been updated as follows:

System Administrators





- Customer Menu:
 - All Customers
 - Customer Leads
 - OC Number Management
 - Calling Profile
- Monitoring Menu:
 - Alarms
 - Queued Tasks
 - Operator Connect:
 - ◆ Sync Tasks
 - ◆ Jobs Monitor
 - ◆ Settings
 - Customer:
 - ◆ Administrators
 - ◆ Authentication Status
 - ◆ Pending Authentications
- Configuration:
 - UMP
 - ◆ System Settings
 - ◆ License
 - ◆ Email:
 - Invitation
 - Server Settings
 - ◆ DNS API Configuration
 - SBC
 - Script Templates
 - OVOC

4.2 Support for Application User Type (Resource Accounts)

Support for User Type "Application" for managing resource accounts that are used for Auto-Attendant or Call queues allowing callers from outside Teams to reach the Auto-Attendant or Call queue Service numbers.

User Type	Full Name	SIP Address	Line URI	Template	Department	Online Voice R...	Online PSTN ...	Site Location	Usage Location	EnterpriseVol...
TeamsOnly	Walter van Schaik - AudioCodes	sipwvanschai@...	tel:+31367988222		Technical				NL	Yes
TeamsOnly	Boardroom	sip.boardroom@...	tel:+31367988220						NL	Yes
TeamsOnly	ump hfst user	sip.tobi_ump@ac...				SharelineCalling			NL	Yes
TeamsOnly	SBC domain validation DO NOT REMOVE	sip.sbc@custome...							NL	No
Application	Tobi test voor Enreach-enreach nummer	sip.raenreachm...	tel:+31152001491		Microsoft Commu...				NL	Yes
TeamsOnly	Steven Knol	sip.skno@active...			Finance	luytr			NL	No
TeamsOnly	SBC validation do not remove	sip.sbc_validatio...							NL	No
Application	20190212-1429	sip.hg_4afa4fa6...			Skype For Busine...				NL	Yes
Application	Tobi test voor Enreach	sip.tobitstvoor...	tel:+31206319190		Microsoft Commu...	SharelineCalling			NL	Yes
Application	SharelineTest	sip.sharelinetest...	tel:+31365461244		Microsoft Commu...	Unrestricted	customers.active...		NL	Yes

4.3 Site Location Management

- SBC Sites can be added by System Admin and Service Provider operators only.
- The Site Locations page in the Customer portal is now accessible to Customer operators who can now manage SBC Prefixes. Customers can configure regular E164 prefixes.

SBC: 4 - Location: BB4478Cust1

Add additional prefixes / number ranges

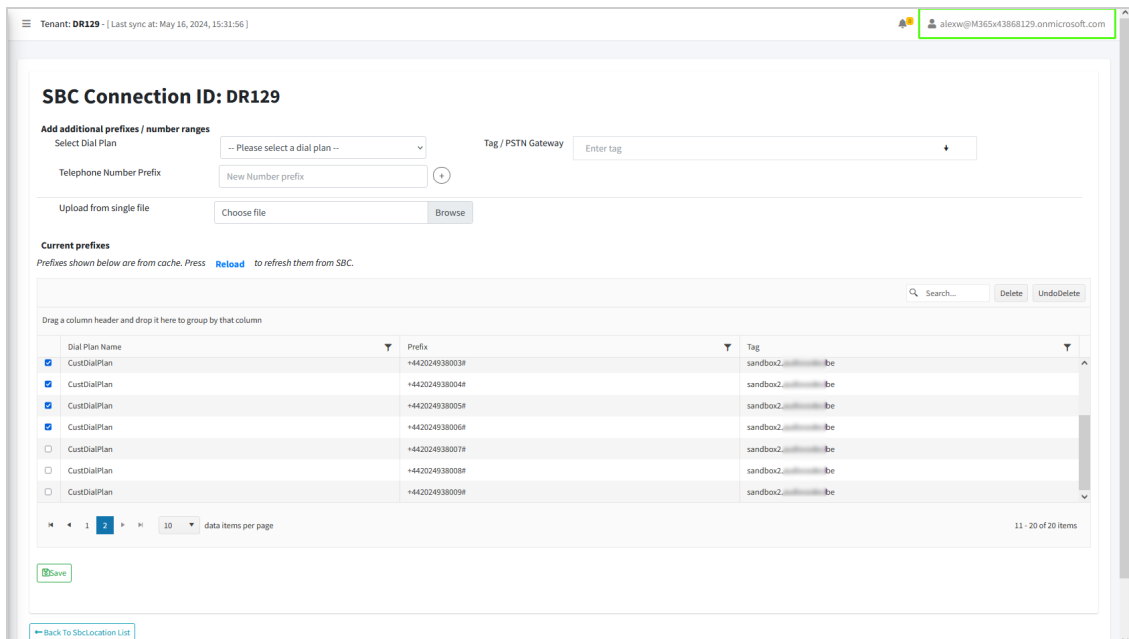
Select Dial Plan: Tag / PSTN Gateway:

Telephone Number Prefix:

Upload from single file:

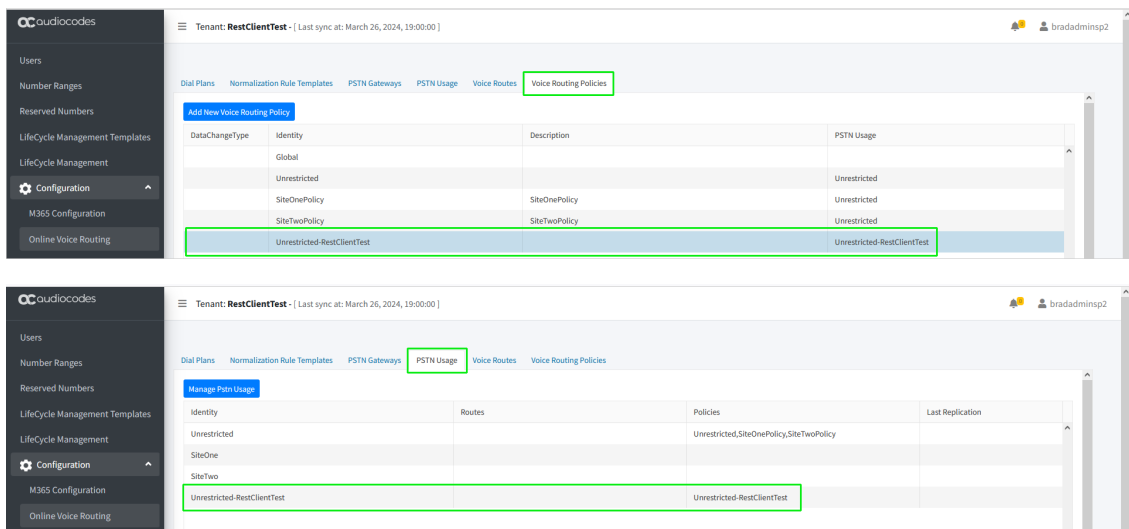
Current prefixes
Prefixes shown below are from cache. Press [Reload](#) to refresh them from SBC.

Customer operators can remove numbers that they have added themselves.



4.4 New M365 Onboarding Script

New M365 Onboarding and Cleanup scripts to include the sitename in the 'Unrestricted' entry for the Voice Routing Policy and Pstn Usage records. The site name is derived from the Customer Shortname.



4.5 Enhancements for Hosted Essentials Customers

- New License count for Hosted Essentials customers, using their E164 prefixes in the Site Locations page.
- The Microsoft Tenant Id for Hosted Essentials customers can now be validated in the Onboarding wizard and also in the Microsoft 365 configuration page in the Customer portal. Once validated, customer operators can be configured in the User Management

Pack 365 SP Edition Enterprise application on Microsoft Azure for logging into to the Live portal.

4.6 Microsoft 365 Settings

If the customer M365 platform was established using Token only, the following screens are displayed including new buttons:

- **Send Invitation:** Allows you to send an email to the customer Global Admin or Service account including a link to the Token Invitation wizard.
- **Refresh Token Now:** Allows you to run the Token Invitation wizard to create a new token.

4.7 DNS Sub domain Activation License

The Automatic DNS Sub domain provisioning Activation User account requires one of the following licenses:

- Office 365 E5
- E5 Office 365 E1 / E3 license with Microsoft Teams Phone Standard.

Detailed support by User Management Pack 365 SP Edition is shown below:

- User account with Office 365 E1/E3/E5/A3/A5 or Microsoft 365 E3/E5/A3/A5
- User account with Office 365 F1/F3 or Microsoft 365 F1/F3
- User account with Microsoft 365 Business Basic/Standard/Premium and G3/G5 plans
- User account with a Microsoft Teams Shared Devices license
- Resource account with a Microsoft Teams Phone Resource Account license



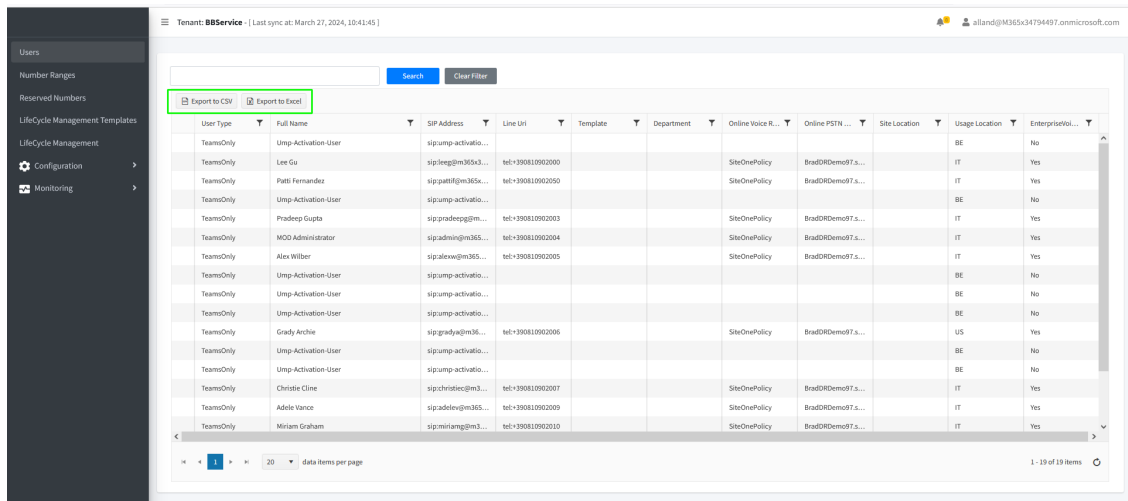
The account's UPN (User Principal Name) or Skype for Business on-premises SIP address must use the same FQDN as the newly created subdomain.

4.8 Export User Data Capabilities

Enhanced User data export capabilities have been added to the Users page. This feature enables operators to filter data in the User grid, export the data, manipulate it and then reimport the file through the LifeCycle Management Templates feature. For example, you can export a list of users for a specific site, assign numbers to the users, reimport the file, and then add Calling Policies. The following includes example filters:

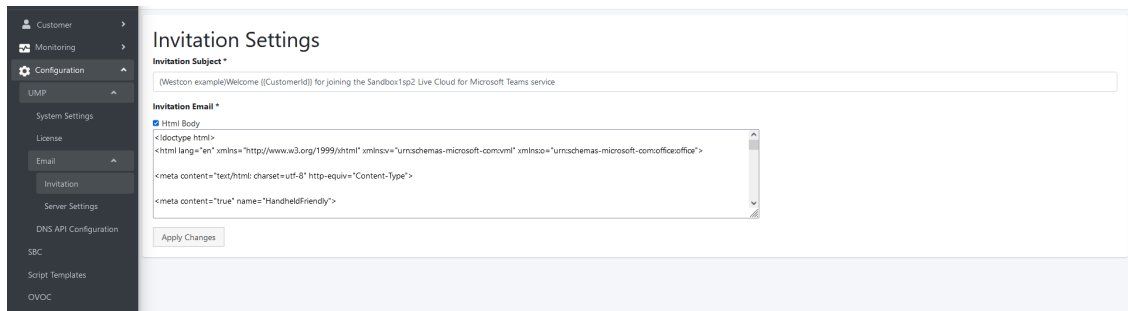
- Export only users who have not yet been configured with telephone numbers.

- Export users who have been assigned with specific templates or to specific sites.
- Export users with specific Online Voice Routing Policy or Online PSTN Gateway.
- Export only users with Enterprise Voice Enabled.



4.9 Token Invitation Mail Template

An HTML template is provided for designing the email that is sent to the Customer Admin including the link to the Token Invitation wizard. This template is configured in the Invitation Settings.



4.10 User License Menu

The User License menu is now visible for Customer operators in the Customer portal (read-only).

The screenshot displays the 'UMP License' section in the Cudiocodes tenant management interface. The main content area shows the following details:

- License Calculation Time:** 27 Mar 2024 04:38
- Refresh Licenses:** (button)
- Acquired Licenses:** 50
- Currently Licensed:** 1
 - Managed Users - Direct Routing: 0 (Enterprise voice enabled Direct Routing users in M365 using the LiveCloud configured PSTN Gateway)
 - Managed Users - By Template: 0 (users configured in Lifecycle Management groups)
 - Managed Users - User Interface: 1 (other individual changes to a user)
 - Managed Service Numbers: 0 (such as fax numbers in SBC)
- Total Monitored Users:** 19

Below this, the 'UMP Customer License - Audit' section shows a table with the following data:

License Calculation Time	Currently Licensed	Managed Users - Direct Routing	Managed Users - Operator Connect	Total Monitored Users
27 Mar 2024 06:38	1	0	0 (0)	19

The interface also includes a sidebar with navigation options like 'Users', 'Number Ranges', and 'Configuration', and a footer with pagination information: '1 - 1 of 1 items'.

4.11 REST API Enhancements in this Release

- Display UMP Customer ID after creating customer from lead, the Get Task Id request displays the new Customer Id (umpCustomerGuid) (see Create Customer from Lead Overview).
- A Service Provider or Channel partner can create a Consentless lead (see Create Consentless Lead in Multitenant Portal) that is sent directly to the Operator Connect portal. As a result, the customer does not need to provide consent to partner their preferred operator in their Teams admin center.
- New endpoint for creating channels (see Add Channel) and retrieving a list of channels(see Get List of Channels).
- A channel partner can create a Consentless lead, assign it to their channel (see Assign Consentless Lead to Channel) and remove it (see Remove Lead from Channel) and then create customer and upload numbers.
- New endpoint for validating the customer Microsoft Azure subscription tenant Id prior to creating or upgrading the customer(see Validate Tenant Id).
- New endpoint for upgrading customer license to OC Hosted Essentials Plus or OC Hosted Pro (see Upgrade Operator Connect Customer License).
- New endpoint for upgrading the customer license type from OC Hosted Essentials Plus to OC Hosted Pro or downgrading back to OC Hosted Essentials Plus (see Upgrade or Downgrade Customer License).
- New endpoint for validating phone numbers with Microsoft prior to uploading to customers (see Validate Single Number).
- New endpoint for unassigning numbers that have been assigned to a customer user subscriber. The number may be unassigned both as a result of a number assigned using the User Update endpoint (for OC Essentials Plus and OC Pro license types only) or assigned directly in the user subscriber Teams admin center (see Unassign Numbers).

- New endpoint for managing users retrieving a list of users (see Get List of Customer End Users) assigning numbers and Calling Policies (see Provision Customer End User). This feature is available for OC Essentials Plus and OC Pro licensed customers only.
- The cacProfile and carrierHostName parameters are retrieved under the Site Location array for Get Customer Full Details request (see Get Specific Customer Details).
- After upgrading a lead to a customer, the get-task now also displays the UMPCustomerGuid which can be used for upgrading the customer to an OC Essentials Plus or OC Pro customer (see Create Customer from Lead Overview).
- The Create Customer from Lead endpoint using Tenant Id has been updated as a POST request including the Tenant Id in the Request Body instead of as a request parameter in the URL. The PATCH request has been deprecated (see Create Customer from Lead with Tenant Id).
- The Get Leads endpoint (see Get All OC Leads) includes the following additions:
 - 'ovocChannelId' indicating the Azure subscription Tenant Id of the Channel partner.
 - 'isDirectLead' indicates whether the customer was created by a Consentless lead.
- A new GET Customer V3 endpoint has been added including the following enhancements (see Get Customers Brief Details (V3)). The V2 GET Customer endpoint is still supported (see Get Customers Brief Details (V2)):
 - 'LicensedUsersCount'
 - 'ActiveUsersCount'
- Toll-free numbers can be uploaded with the 'FirstPartyAppAssignment' usage (see Upload Numbers to Customer).

5 Issues Resolved in Version 8.0.517 Service Pack 2

Issue	Description
UMP-8558	UMP-365 does not synchronize LifeCycle Management templates.
UMP-8458	WebSocket Connection timeout between UMP-365 and Live Platform .
UMP-8221	UMP-365 Email Relay server connection issues over port 587 due to TLS configuration issues.
UMP-7963	After upgrade from version 8.0.516 to 8.0.517, Users, Number Ranges, Reserved Numbers and LifeCycle Management templates are not displayed in the Web interface.
UMP-7943	Emergency policies assignments are not synced between UMP-365 and Microsoft Teams.
UMP-7552	Inventory Management Number upload fails due to Database mapping issues.
UMP-7475	When uploading numbers for Inventory Management, the 'Tag' and 'Hostname' fields are not populated in the Inventory in the User Interface for each entry even though there are included in the imported CSV file .
UMP-7426	Derived PSTN trunks of the Service Provider SBC that are configured in the Onboarding are not displayed in the PSTN Gateways tab in the Online Voice Routing Policy.
UMP-7420	Replication tasks pending due to Token expiration.
UMP-7394	Inventory Management configuration changes to the 'Carrier' field causes routing errors.
UMP-7370	SBC dial plan query only displays a partial list of prefixes excluding those tags exceeding 100 characters.
UMP-8840	Customer Onboarding fails when creating a new App registration in the Invitation wizard.

6 Issues Resolved in Version 8.0.517 Service Pack 1

Issue	Description
UMP-7330	Extraneous SBC Entry in the DNS API Configuration screen with mismatch to DNS zone setting causes Onboarding failure.
UMP-7177	When IP-PBX user files are imported without SIP address values, the import operation fails. Now an exception has been implemented to enable file upload without SIP address values.
UMP-6532	The LifeCycle Management Templates Clear Line URI is not functioning correctly.
UMP-5952	SBC Prefix database storage issues cause the Managed SBC Prefix page to hang when large numbers of DIDs are configured.
UMP-5026	A 500 Internal error occurs when adding SBC prefixes.

7 Issues Resolved in Version 8.0.516

The following issues were resolved in this version:

- The first name field when editing a user in the Users page is null due to Microsoft changing the first name field from 'First name' to 'Given name'.
- When clicking the Save Microsoft365 settings button, a double quotation mark is added to the existing username.
- - If the sysadmin is connected to another backend server, the tenantconfigurationsetting table is now updated with TrustServerCertificate=True, replacing 'Integrated Security=True' with Integrated Security=True;TrustServerCertificate=True.
- User PowerShell command fails because the username contains an apostrophe. For example, "bob.o'connor@enterprise.com.
- Error 500 when LineURI value was rolled back in Audit of SysAdmin.
- OVOC and SBC connectivity timeout issues caused the Onboarding process to hang.
- OvocServiceId is missing from the tenantconfiguration table.
- When clicking the "Manage PSTN Usage" button, and multiple pages of entries exist, only the PSTN usages of the active page are displayed.
- Script values can be inserted into the Identity field of unassigned number range. As a result, an extraneous entry is created with an empty Identity value. A Validation error message has been added including description of valid syntax rules for the 'Identity' string.
- When clicking 'Save Microsoft365 settings', the Tenant Configuration value field is changed.

8 Issues Resolved in Version 8.0.515

The following issues were resolved in this version:

- UMP-4178: MediaBypass is enabled by default in Location Based Routing scripts.
- UMP-5048: Users appear in the SQL database, however are not displayed in the Users page in the Customer portal Web interface. This problem has been rectified by the upgrade of the SysAdminCacheSync.
- UMP-5210: Users Count per site location was not reported correctly for Providers side data shown in the User Management Pack 365 SP Edition portal Customer Details pane.
- UMP-5215: Site Location cannot be added when the Onboarding operator M365 Azure tenant password does not contain special characters.
- UMP-5224: Failure to create new network sites for Location-based routing in Customer portal.
- UMP-5249: Upgrade process failure due to SQL database errors.
- UMP-4393: In the Reserved Numbers, when dragging a column header to group by this column, when attempting to update a reserved number, an error is generated in the "Expire Date" column and the update cannot be applied.
- UMP-4393: When two channels share the same Tenant ID, customers cannot be onboarded by either channel because the Channel ID (internal ID) is not sent to the UMP-365 (only the Tenant ID) and consequently UMP-365 cannot distinguish which channel created the customer.
- UMP-5219: Wintsec/Link Logistics Incorrect License count" =Communication between OVOC and UMP for licensing improved.
- UMP-5632: Users menu page in the Customer portal is now better optimized for large numbers of users.
- UMP-5601: PSTN usage menu now correctly pre-populates all usages when clicking on "Manage PSTN Usages".
- UMP-5472: EMS Agent Alarm's ignoreList of unnecessary services has been updated.
- UMP-5396: Unassigned Number Ranges permitted characters for the NumberRange name has been improved.
- UMP-5394: LineURI TEL and tel supported.
- UMP-5257: NumberBundle size has been optimized for larger bundles.

9 New Features in Version 8.0.450

This section describes the new features in Version 8.0.450.

9.1 Microsoft 365 Synchronization Enhancements

- MSGraph is now used to download users, groups and group membership instead of the AzureAD API which has been deprecated.
- The Auto-replication cycle has been enhanced by a new Cache Sync mechanism that replicates tenant updates.

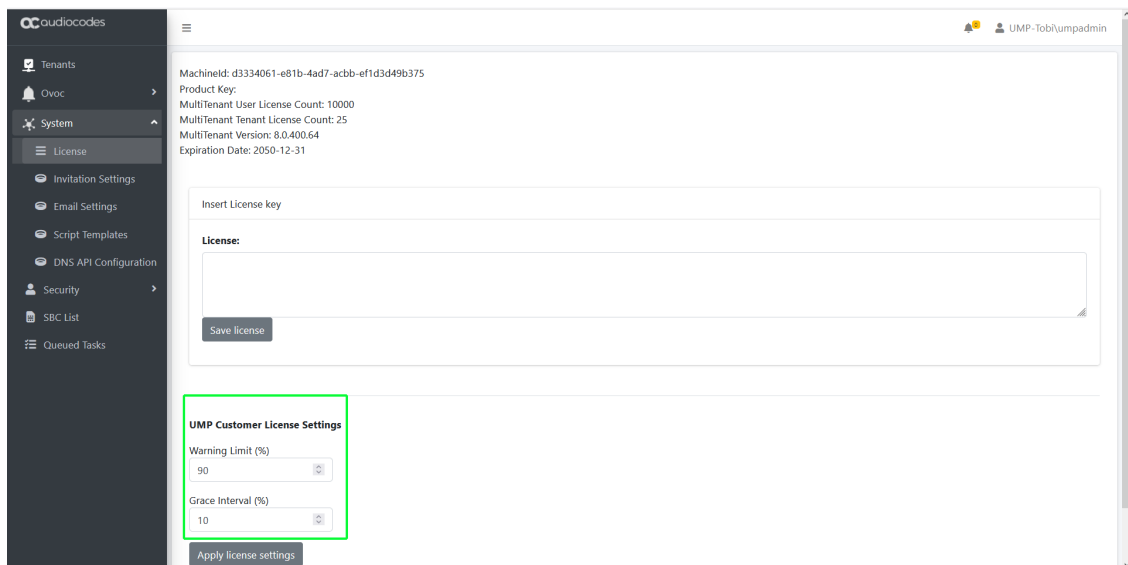
9.2 Licensing Enhancements

The following licensing features have been implemented:

- [Configurable UMP User License Thresholds](#) below
- [User License Enhancements](#) on the next page

9.2.1 Configurable UMP User License Thresholds

The UMP User License threshold is now configurable. Previously the UMP User License Threshold Alarm was raised according to hard-coded values (Critical 95% and Major 90%). The alarm is raised when the number of globally licensed users for all customers on the managed UMP deployment reaches the configured threshold. For example, if the threshold is 90% and there are 10,000 allocated licensed users on the UMP-365 deployment instance, then the alarm is raised when 9,000 users are reached. The threshold calculation is based on whether a feature has been configured for a specific user. For example, when "Enterprise Voice" has been enabled for the user. In addition, a Grace Interval can be configured to define the percentage number of user licenses remaining active for a limited time period when the total number of allocated licenses has expired. The number of temporary licenses is calculated as percentage of the total license allocation. For example, if there are 10,000 allocated user licenses on the UMP-365 deployment instance and the Grace time is 10%, then 1000 temporary licenses are allocated.



9.2.2 User License Enhancements

The UMP-365 User License screen in the Service portal monitors the currently assigned user licenses for each tenant based on their purchased available license pool. Customers are then billed for license usage based on the aggregated data attributed to the configuration actions performed in Day Two upon the managed users. The license calculation is based on the following:

- **Acquired Licenses:** Number of licenses purchased by customer and configured in Onboarding wizard.
- **Managed Users-Direct Routing: (Priority 1)** Total number of users configured with Direct Routing numbers with the following conditions:
 - Enterprise Voice enabled
 - Online Voice Routing Policy assigned
 - Online PSTN Gateway assigned
 - Site Location assigned
- **Managed Users-Operator Connect: (Priority 2)** Total number of users configured with Operator Connect numbers with the number is assigned to user (in Teams admin center).
- ***Managed Users-By Template: (Priority 3)** Total number of users assigned to M365 templates
- ***Managed Users-By User Interface: (Priority 4)** Total number of users with User properties updated using this interface. For example , the user is configured with a Line Uri and Online Voice Routing Policy.
- ***Managed Service Numbers: (Priority 5)** Total number of users configured with numbers that are tagged to a PSTN Gateway that is not the Online PSTN gateway configured for SBC calls. These numbers may be typically Service numbers such as those configured for Fax IVR or Emergency numbers.



The factors indicated by * can be configured globally by SysAdmin and then can be modified for each customer deployment.

License factors are only counted once for each customer to prevent double counting. The priorities shown above determine whether a specific license factor takes precedence over another.

- **Total Monitored Users:** Total number of Active Directory users on the M365 customer tenant who are synchronized with User Management Pack 365 SP Edition.



The customer is only billed for licensed users and not for monitored users.

License Calculation Time: 16 Nov 2023 09:11

[Refresh Licenses](#)

Acquired Licenses: 50

Currently Licensed: 22

- Managed Users - Direct Routing: 6 (Enterprise voice enabled Direct Routing users in M365 using the LiveCloud configured PSTN Gateway)
- Managed Users - By Template: 4 (users configured in Lifecycle Management groups)
- Managed Users - User Interface: 10 (other individual changes to a user)
- Managed Service Numbers: 2 (such as fax numbers in SBC)

Total Monitored Users: 20

License Factors (Customer):

- Managed Users - By Template
- Managed Users - By User Interface
- Managed Service Numbers

[Apply license factors](#)

Note: License billing is based on the local configured License Factors. If you want to restore to default, [click here](#).

UMP Customer License - Audit

Last 3 months [Get History](#)

License Calculation Time	Currently Licensed	Managed Users - Direct Routing -	Managed Users - Operator Connect -	Managed Users - By Template -	Managed Users - User Interface -	Managed Service Numbers	Total Monitored Users
16 Nov 2023 11:11	22	6	0 (0)	4 (5)	10 (18)	2 (2)	20
01 Nov 2023 01:55	1	1	0 (0)	0 (0) [n/a]	0 (1)	0 (0)	20

9.3 Microsoft Graph Token-based Authentication

Service Provider access to Hosted Essentials Plus or Hosted Pro license customers' Microsoft 365 platform must now always be secured using Microsoft Graph Token-based authentication as a result of enhanced Microsoft security policies. The connection can be secured using the following methods:

- **Password-based and Token-based authentication:** A Microsoft Graph access token is claimed based on the user name and password provided by the customer tenant. Using this method, Service provider uses both the customer's user and password and generated token to access the customer's M365 platform.
- **Token-based authentication only:** A Microsoft Graph access token is claimed directly. Using this method, the Service Provider uses only the generated token to access the customer's M365 platform. This is the **recommended** the method.

Once consent is provided, an Enterprise application is created on the customer Azure tenant with the following permissions:

- Access Microsoft Teams and Skype for Business as the signed in user
- Read and write all groups
- Access directory as the signed-in user

- Read all users' full profiles
- Read and write to all app catalogs
- Maintain access to data you have given it access to



Queued tasks will not be synchronized with the customer's Microsoft 365 platform until token-based authentication is implemented and the connection is successfully verified.

Admin consent must be provided for the permissions shown below.

The screenshot shows the 'Permissions' page for the 'Sandbox2-Ump-Token' application in the Microsoft Azure portal. The 'Admin consent' tab is active, and a table lists the following permissions:

API Name	Claim value	Permission	Type	Granted through	Granted by
Microsoft Graph	Group.ReadWrite.All	Read and write all groups	Delegated	Admin consent	An administrator
Microsoft Graph	Directory.AccessAsUser.All	Access directory as the signed in user	Delegated	Admin consent	An administrator
Microsoft Graph	User.Read.All	Read all users' full profiles	Delegated	Admin consent	An administrator
Microsoft Graph	AppCatalog.ReadWrite.All	Read and write to all app catalogs	Delegated	Admin consent	An administrator
Microsoft Graph	offline_access	Maintain access to data you have given it access to	Delegated	Admin consent	An administrator
Microsoft Graph	profile	View users' basic profile	Delegated	Admin consent	An administrator
Microsoft Graph	openid	Sign users in	Delegated	Admin consent	An administrator



The AadGraph and MsGraph scopes have been removed from the Token Onboarding process.

9.4 Enhanced Customer Prerequisites

Customer prerequisites have been added to the documentation:

- Creation of a M365 user Service account on the customer tenant for Token authentication in Onboarding and for background synchronization instead of using the default Global admin of the M365 customer tenant.
- Enhanced Security settings including controlling Conditional Access, Privileged Identity Management, implementation of Multi-factor authentication.

9.5 Location-Based Routing

Location-Based Routing restricts toll bypass for a Teams user based on their configured policy and geographic location when connecting to the PSTN network. Toll bypass is restricted for a Teams user when the Teams user policy is enabled for Location-Based Routing, a call takes place between the user and the PSTN network and the user is located at a site where Location-

Based Routing restrictions are applied. The following scripts can be applied during the Onboarding wizard to implement this feature:

- **M365 onboarding with Location Based Routing:** Default networking settings (hard-coded values) are applied by the script. Otherwise, this entry is for example purposes only.
- **M365 onboarding with Location-Based Routing and Custom Networks:** Networking values are configured in the Onboarding wizard.

The above scripts are divided into two parts. The first part executes the same commands as the existing Default M365 Tenant Onboarding Script and the second part executes the following :

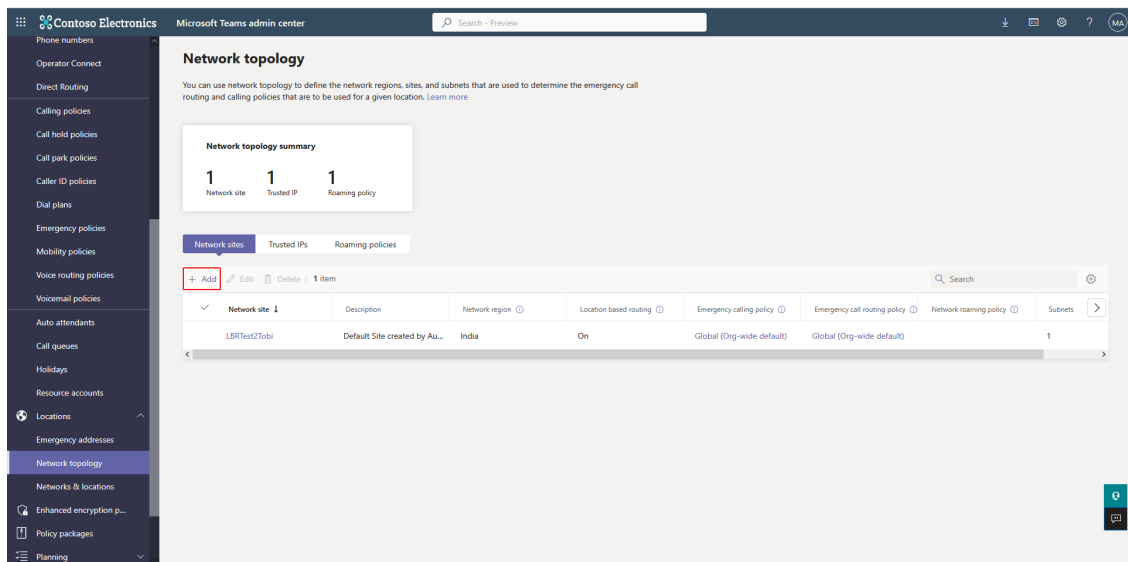
- Adds a region (if not already preconfigured in the DNS subdomain).
- Enables Location-based routing for the region
- Adds a network site either using preconfigured networking parameters or custom variables configured in the Onboarding wizard (as described above).
- Adds an Online PSTN Gateway and configures including SIP Signaling port, Max Concurrent sessions, ForwardCallHistory and ForwardPAI (Call forwarding and transfer)
- Enables Location-based routing on the PSTN Gateway
- Creates Teams Calling policy for the Tenant with UMPPreventTollBypass feature enabled (Allow Teams calling, preventing toll bypass).

Day Two Management options allows the adding of new sites and the configuration of Public IP addresses (Trusted IPs) either using the Multitenant portal or Microsoft Teams (Network Topology settings). Configuration is synchronized in **both directions** by the Background Synchronization process.

The screenshot displays the 'Network Sites' configuration page in the AudioCodes management console. The page is titled 'Tenant: IPPBXTobi - [Last sync at: December 15, 2022, 19:12:12]'. The left sidebar shows the navigation menu with 'Network Topology' expanded to 'Network Sites'. The main content area contains the following fields and options:

- Site Name:** A text input field.
- Description:** A text input field.
- Network Region:** A dropdown menu currently set to 'No Region', with a 'Manage Regions' button to its right.
- Location based routing:** An unchecked checkbox.
- Network roaming policy:** A dropdown menu set to 'Global (Org-wide default)'.
- Emergency calling policy:** A dropdown menu set to 'Global (Org-wide default)'.
- Emergency call routing policy:** A dropdown menu set to 'Global (Org-wide default)'.

A 'Save' button is located at the bottom left of the configuration area. The footer of the page includes the copyright notice 'Copyright © 2022 AudioCodes. All rights reserved.' and the identifier 'db.000.000.0571'.



9.6 Upgrade

A new **Upgrade Customer** option enables the upgrade of a Hosted Essentials customer to one of the following:

- Hosted Essentials to Hosted Essentials +
- Hosted Essentials to Hosted Pro

Available Users: 89865, Available Customers: 99819
SysadminKit Version: 8.0.450.101

Show 10 entries

Customer Name	State	SysAdmin Info	Licensing (licensed users)		Queued commands status
220914	Deployed	version: 8.0.450.100 replication: 2023.05.21.16.57.45 SysAdmin	M365 - Pro (10)	Edit Delete Queue Replication	Queued commands: 5 Executing commands: 0 Replication in progress: no
Alex and sons	Deployed	version: 8.0.450.100 replication: 2023.05.21.16.02.43 SysAdmin	M365 - Pro (22)	Edit Delete Queue Replication	Queued commands: 5 Executing commands: 0 Replication in progress: no
Alex MS Dynamics 365	Deployed	version: 8.0.450.100 replication: 2023.05.21.16.03.27 SysAdmin	M365 - Pro (11)	Edit Delete Queue Replication	Queued commands: 5 Executing commands: 0 Replication in progress: no
ASC Teams	Deployed	version: 8.0.450.100 replication: 2023.05.21.16.49.25 SysAdmin	M365 - Pro (10)	Edit Delete Queue Replication	Queued commands: 5 Executing commands: 0 Replication in progress: no
AudCDemoLATAM	Deployed	SysAdmin	M365 - OC Essential (0)	Edit Delete Undo Deploy Upgrade Customer	Queued commands: 0 Executing commands: 0 Replication in progress: no
AUDCDemoManoj	Deployed	version: 8.0.450.100 replication: 2023.05.21.17.52.59 SysAdmin	M365 - Pro (10)	Edit Delete Queue Replication	Queued commands: 0 Executing commands: 0 Replication in progress: no
audio00code	Deployed	SysAdmin	M365 - OC Essential (0)	Edit Delete Undo Deploy	Queued commands: 0

9.7 Second Day Management

- **Performance Improvements:** The background synchronization with Microsoft Teams and Microsoft 365 on Azure only synchronizes the queried users (and not the entire Active Directory database). As a consequence, this results in faster database replication. In particular, GetCsOnlineUser includes enhanced filtering capabilities (server-side filter)

compared to Get-AzureADUser (local filter) which enables efficient scalability of large deployments. For example:

- A global corporation with several thousand users dispersed at multiple locations worldwide has only deployed UMP-365 at a single location e.g. Italy and therefore only wants to run background synchronization with the Global Active Directory for the "Italy" AD location object. Alternatively an organization may have several thousand Active Directory users, however only a small percentage of the total users have been granted Microsoft 365 licenses.
 - Retrieve information for user accounts that have been assigned a specific phone number
 - Retrieve only users enabled with Enterprise Voice
 - Retrieve users specific to their assigned Service plan (filtering according to Microsoft 365 user license type e.g. E5 is not supported)
- Upload Dial plan rules from managed SBC devices enabling large existing SBC deployments configured with multiple dial plans to rapidly onboard customers to UMP-365.
 - A bolded and highlighted warning dialog is displayed in the Multitenant portal at the top of each screen below the date of the last background replication synchronization.

The screenshot shows the UMP-365 Multitenant portal interface. On the left is a dark sidebar with navigation items: Users, LifeCycle Management, Manage Templates, Online Voice Routing, Unassigned Number Range (highlighted), Reserved Numbers, Audit, Queued Changes, M365 Configuration, and Site Locations. The main content area features a yellow warning banner at the top: "Last replication failed! Please queue a new replication or contact the administrator." Below the banner are buttons for "Reload All", "Add/Edit Range", "Add/Edit Bundle", and "Delete". A "Show 10 entries" dropdown is present above a table with two columns: "Identity" and "Start of Number Range".

Identity	Start of Number Range
PDC-001	+12253887021
PDC-002	+12253887025
PDC-003	+12253887030
PDC-004	+12253887035
PDC-005	+12253887040



CacheSyncV2 will be released with Version 8.0.450.

10 Issues Resolved in Version 8.0.450

The following issues were resolved in this version:

- The Azure Active Directory Group Replication process has been optimized for managing large-scale corporate environments with over 100,000 groups. Previously, the replication process failed with a timeout.
- When user license threshold alerts are raised, enhanced information regarding the affected tenant is sent to OVOC including the customer tenant short and full name.
- Number ranges greater than 1000 entries can now be displayed in the User Management Pack 365 SP Edition Web interface.
- When the M365 Configuration table was extremely large, the Web page would timeout. Now the data retention policy of the table has been modified to reduce the total size of the database object, thereby preventing the process timeout.
- License information reporting has been improved.
- Number ranges assigned to users in a Security Group no longer include the reassignment of numbers to a user who has already been assigned a number.
- In the Users Edit page, Number Bundles are now selectable.
- URL Redirect: Sign-in with Azure AD Access Denied error has been rectified for Customer Admins.
- Deprecated cmdlets in the code have been replaced/revised and as a result no longer create error log outputs.
- In the Authentication Status screen "The Tokens must be regenerated Dismiss" message is no longer permanent and the notification will work as intended.
- The Clear line URI check box in the Managed Templates screen, when selected, now clears the line URI.
- The following security vulnerabilities have been addressed:
 - Prevention of XSS (cross-site scripting) from being stored within User Management Pack 365 SP Edition.
 - SQL Injection; Unrestricted File Upload; Authentication Bypass; Authorization Bypass; Local File Inclusion; Information Disclosure; Improper Error Handling; Insecure Transport Layer Protection and Lack of Security Headers.

11 Known Issues

The following lists the UMP-365 Known Issues in Version 1.0.400 (8.0.400):

- "Use Extensions" in the Managed Templates will not be applied. This issue will be resolved in Version 8.0.500.
- When a number range Identity name contains "+" character, a 404 Error is generated.
- When creating a DID Bundle and the Number Range Identity contains an "&" character, the range cannot be assigned to the bundle.
- Get-CsOnlineUser Filters are currently undergoing enhancements and will be supported in a future release.

12 End-of-Support

Versions 8.0.200, 8.0.220 and 8.0.300, all operating with Microsoft Teams PowerShell modules 3.x.x were deprecated by Microsoft on June 15 2022. The current User Management Pack 365 SP Edition build 8.0.400.25.1 uses Teams PowerShell modules 4.x.x.

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