audiocodes

ARM Licensing Requirement Before Upgrading to Version 10.0.209 or Later

Product Notice #0572

This Product Notice informs AudioCodes ARM customers that starting with Version 10.0.209, ARM enforces stricter licensing validation for the **number of users**.

If the license doesn't explicitly specify the number of users, this new users enforcement may cause service disruptions after upgrading ARM. Therefore, AudioCodes strongly recommends all customers to validate their license as described below.

Details

In previous ARM versions, if the license file didn't explicitly specify the number of users, ARM defaulted to allowing up to 1,000,000 users.

From Version 10.0.209, the license **must** explicitly include a valid user count. If this field is missing or invalid:

- New users can't be added.
- Existing users will remain active, however, if they are removed (for example, due to Active Directory removal or synchronization changes), they cannot be re-added until the license is updated.

Required Action Before Upgrade

- Check that the "Number of Users" field in your ARM license is present and defined correctly.
- If the "Number of Users" field is missing or incorrect, contact AudioCodes Support to request an updated license.
- Only proceed with the upgrade to ARM 10.0.209 or later after the license has been confirmed as valid.

Support

If you require assistance in checking or updating your ARM license, please open a support ticket through AudioCodes Support Portal or contact your AudioCodes representative.

Affected Products

AudioCodes Routing Manager (ARM)

Announcement Date

August 14, 2025