

OVOC

Release Notes

Version 8.4.3000



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Related Documentation

Document Name
OVOC Documents
Migration from EMS and SEM Ver. 7.2 to One Voice Operations Center
One Voice Operations Center IOM Manual

Document Name
One Voice Operations Center Product Description
One Voice Operations Center User's Manual
Device Manager Pro Administrator's Manual
One Voice Operations Center Alarms Monitoring Guide
One Voice Operations Center Performance Monitoring Guide
One Voice Operations Center Security Guidelines
One Voice Operations Center Integration with Northbound Interfaces
Device Manager for Third-Party Vendor Products Administrator's Manual
Device Manager Deployment Guide
ARM User's Manual
Documents for Managed Devices
Mediant 500 MSBR User's Manual
Mediant 500L MSBR User's Manual
Mediant 500Li MSBR User's Manual
Mediant 500L Gateway and E-SBC User's Manual
Mediant 800B Gateway and E-SBC User's Manual
Mediant 800 MSBR User's Manual
Mediant 1000B Gateway and E-SBC User's Manual
Mediant 1000B MSBR User's Manual
Mediant 2600 E-SBC User's Manual
Mediant 3000 User's Manual
Mediant 4000 SBC User's Manual
Mediant 9000 SBC User's Manual
Mediant Software SBC User's Manual

Document Name
Microsoft Teams Direct Routing SBA Installation and Maintenance Manual
Mediant 800B/1000B/2600B SBA for Skype for Business Installation and Maintenance Manual
Fax Server and Auto Attendant IVR Administrator's Guide
Voca Administrator's Guide
VoiceAI Connect Installation and Configuration Manual

Document Revision Record

LTRT	Description
LTRT-90581	Initial version for this release.
LTRT-90582	Update for Version 8.4.582.
LTRT-90583	Miscellaneous updates.
LTRT-90584	Removed duplicate section for 'MIA OP (Meeting Insights On-Prem) Device Support' removed from Device Manager section.
LTRT-90586	Update for Version 8.4.591.
LTRT-90587	Update for Managed Device Manager devices in "Supported VoIP Equipment" table.
LTRT-90588	Removed section "New Features in Version 8.4.1000 (relevant for Live Platform only)". Updates with syntax corrections.
LTRT-90589	Update for Version 8.4.3000.

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1 Managed VoIP Equipment

Table 1-1: Managed VoIP Equipment

Product	Supported Software Version
Gateway, SBC and MSBR Devices	
Mediant 9000 SBC	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2
Mediant 9030 SBC	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2
Mediant 9080 SBC	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2
Mediant 4000 SBC	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2, 7.0, 6.8
Mediant 4000B SBC	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2, 7.0
Mediant 2600 E-SBC	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2, 7.0, 6.8
Mediant 2600B E-SBC	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2 and 7.0
Mediant Software SBC (Virtual Edition)	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2.2x, 7.2, 7.0, 6.8
Mediant Software SBC (Cloud Edition)	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2 (including support for MTC), 7.0, 6.8
Mediant Software SBC (Server Edition)	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2 (including support for MTC), 7.0, 6.8
Mediant3000 (TP-8410 and TP-6310)	7.0 (SIP), 6.8 (SIP), 6.6 (SIP)
Mediant 3100 SBC	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.0
Mediant 2000 Media Gateways	Version 6.6
Mediant 1000 Gateway ¹	Version 6.6 (SIP)
Mediant 1000B Gateway and E-SBC	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2., 7.0, 6.8, 6.6
Mediant 800B Gateway and E-SBC	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2, 7.0, 6.8, 6.6
Mediant 800C	Version 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2

¹ This product does not support Voice Quality Management.

Product	Supported Software Version
Mediant 600 ¹	Version 6.6
Mediant 500 E-SBC	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2
Mediant 500L E-SBC	Versions 7.6.100 , 7.4.600, 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2
Mediant 1000B MSBR	Version 6.6
Mediant800 MSBR	Versions 7.28 , 7.26, 7.24, 7.2, 6.8, 6.6
Mediant500 MSBR	Versions 7.28 , 7.26, 7.24, 7.2, 6.8
Mediant 500L MSBR	Versions 7.28 , 7.26, 7.24, 7.2, 6.8
Mediant 500Li MSBR	Versions 7.28 , 7.26, 7.24, 7.20
Mediant 800Ci MSBR	Versions 7.28 , 7.26, 7.24
MP-504	Versions 7.28 , 7.26
MP-508	Versions 7.28 , 7.26
MP-532	Versions 7.28 , 7.26.xx
MediaPack MP-11x series	Version 6.6 (SIP)
MediaPack MP-124	Version 6.6 (SIP) Rev. D and E
MP-1288	Versions 7.6.100 , Version 7.4.500, 7.4.400, 7.4.300, 7.4.200, 7.4.100, 7.4, 7.2.2x, 7.2
MP-202	Version 4.4.9 Rev. B, D and R
MP-204	Version 4.4.9 Rev. B, D and R
SBA ²	Product
Microsoft Lync	<ul style="list-style-type: none"> Mediant 800B SBA-Version 1.1.12.x and later and gateway Version 6.8 Mediant 1000B SBA-Version 1.1.12.x and later and gateway Version 6.8 Mediant 2000B SBA-Version 1.1.12.x and later and gateway Version 6.8
Microsoft Skype for Business	<ul style="list-style-type: none"> Mediant 800B SBA-Version 1.1.12.x and later and gateway Version 7.2 Mediant 800C SBA-Version 1.1.12.x and later and gateway Version 7.2 Mediant 1000B SBA-Version 1.1.12.x and later and gateway Version 7.2 Mediant 2600B SBA-Version 1.1.12.x and later and gateway Version 7.0
CloudBond ³	
CloudBond 365	Version 7.6 (with MediantVersion 7.2.100 and later)

¹ As above

² As above

³ To support Voice Quality Management for these devices, customers should add the SBC/Media Gateway platform of the CloudBond 365 /CCE Appliances as standalone devices to the OVOC. Once this is done, the SBC/Gateway calls passing through the CloudBond 365 /CCE Appliances can be monitored.

Product	Supported Software Version
Pro Edition	
CloudBond 365 Enterprise Edition	Version 7.6 (with MediantVersion 7.2.100 and later)
CloudBond 365 Standard + Edition	Version 7.6 (with Mediant800B Version 7.2.100 and later)
CloudBond 365 Standard	Version 7.6 (with Mediant 800B Version 7.2.100 and later)
CloudBond 365	Version 8.0.0 (Skype for Business 2019 and Microsoft Teams)
User Management Pack 365	
User Management Pack 365	Version 7.8.100
User Management Pack 365 ENT	Version 8.0.0
User Management Pack 365 SP Version	8.0.517 SP1, 8.0.517 , 8.0.516, 8.0.515, 8.0.450, 8.0.400, 8.0.300, 8.0.220, 8.0.200, 8.0.100
Meetings and Recordings	
SmartTAP 360° Live Recording	Version 5.6, 5.5, 5.4, Ver. 5.3, Ver. 5.2, Ver. 5.1, Ver. 5.0, Version 4.3
Meeting Insights	Version 2.0.44.27
Voca Conversational Interaction Center	Version 8.4
Voice AI Connect	Versions 3.24 , 3.12
MIA OP (Meeting Insights On-Prem) devices	<div> <div></div> STT Server <div></div> Diarization Server </div>
Generic Applications	
Fax and Auto-Attendant (IVR)	Version 2.6.200
Microsoft Teams Direct Routing SBA	
Mediant 800B DR-SBA	SBA Versions 1.0.1xx and later, 1.0.22 and 1.0.21 with SBC certified by Microsoft.
Mediant 800C DR-SBA	SBA Versions 1.0.1xx and later, 1.0.22 and 1.0.21 with SBC certified by Microsoft.
Mediant 1000B DR-SBA	SBA Versions 1.0.1xx and later, 1.0.22 and 1.0.21 with SBC certified by Microsoft.
Mediant 2600B DR-SBA	SBA Version 1.0.1xx and later with SBC certified by Microsoft.
Mediant DR-SBA Virtual Appliance	SBA Version 1.0.1x.x and later with SBC certified by Microsoft.
AudioCodes Routing Manager (ARM)	Versions 10.0 , 9.8

Product	Supported Software Version
Device Management	
Generic SIP server/ SIP Gateway Devices	<p>The following devices can operate as either Generic SIP servers or SIP Gateway devices:</p> <ul style="list-style-type: none"> ■ From 2.2.16: 405, 405HD ■ From Version 3.4.8: 445HD, C450HD ■ From Version 3.5.0: 425HD
Native Microsoft Teams devices	<ul style="list-style-type: none"> ■ From Version 1.12.33: C435HD ■ From Version 1.8: C470HD ■ From Version 1.15: C455HD ■ From Version 1.18: RXV81 Video Collaboration Bar ■ From AudioCodes AppSuite Version 1.0.0.0: MTRfW/RXV100 Video Meeting Bundles ■ From Version 2.2: RX-PANEL Meeting Room Scheduler ■ From Version 2.0.300: RX-PAD Meeting Room Controller ■ From Version 2.2: RXV200 ✓ From Version 2.6: AudioCodes RXVCam360 ✓ From Version 2.4: AudioCodes RX15 ✓ From Version 2.2: AudioCodes RXVCam50 ✓ From Version 2.6: AudioCodes RXVCam70 ■ From Version 2.3: C430HD
Third-party Vendor Products	
Spectralink	Spectralink 8440
Poly (SIP devices only)	
	<ul style="list-style-type: none"> ■ Poly Trio 8800 ■ Poly VVX series ■ Poly CCX 500 ■ Poly CCX 600



- All Versions VoIP equipment work with the SIP control protocol.
- Bold refers to new product support and Version support.

2 OVOC Requirements and Capacities

This chapter describes the OVOC requirements and capacities.

OVOC Requirements

Table 2-1: OVOC Server Minimum Requirements

Resources	Virtual Platform	Memory	Recommended Disk Space (OS + Data)	Minimum Disk Space (OS + Data)	Processors
Low Profile					
VMWare	<ul style="list-style-type: none"> VMware: ESXi 8.0 VMware HA cluster: VMware ESXi 6.0 	24 GiB RAM	500 GB SSD	320 GiB	<ul style="list-style-type: none"> 1 core with at least 2.5 GHz 2 cores with at least 2.0 GHz
HyperV	<ul style="list-style-type: none"> Microsoft Hyper-V Server 2022 Microsoft Hyper-V Server 2022 HA Cluster 	24 GiB RAM	500 GB SSD	320 GiB	<ul style="list-style-type: none"> 1 core with at least 2.5 GHz 2 cores with at least 2.0 GHz
Azure	Size: D8ds_v4	32 GiB	500 GB SSD Premium	320 GiB	8 vCPUs
AWS	InstanceSize: m5.2xlarge	32 GiB	AWS EBS: General Purpose SSD (GP2) 500 GB	320 GiB	8 vCPUs
High Profile					
VMWare	<ul style="list-style-type: none"> VMware: ESXi 8.0 VMware HA cluster: VMware ESXi 6.0 	40 GiB RAM	1.2 TB SSD	520 GiB	6 cores with at least 2 GHz
HyperV	<ul style="list-style-type: none"> Microsoft Hyper-V Server 2022 Microsoft Hyper-V Server 2022 HA Cluster 	40 GiB RAM	1.2 TB SSD	520 GiB	6 cores with at least 2 GHz
Azure	Size: D16ds_v4	64 GiB	2 TB SSD Premium	520 GiB	16 vCPUs
AWS	InstanceSize: m5.4xlarge	64 GiB	AWS EBS: General Purpose SSD (GP2) 2TB	520 GiB	16 vCPUs
Bare Metal (HP DL360p Gen10)					
	-	64 GiB	Disk: 2x 1.92 TB SSD configured in RAID 0		<ul style="list-style-type: none"> Intel®Xeon®Cascade Gold 6226R (16 cores 2.6 GHz each) Intel®Xeon® Gold 6126 (12 cores 2.60 GHz each)
SP Single					
	VMware: ESXi 8.0 and VMware HA cluster: VMware ESXi 6.0	256 GB	Standalone mode: SSD 6TB with Ethernet ports: 10GB ports	~1.25T SSD	24 cores at 2.60 GHz

Table 2-2: OVOC Client Minimum Requirements

Resource	OVOC Client
Hardware	Screen resolution: 1280 x 1024
Operating System	Windows 10 or later
Memory	8 GB RAM
Disk Space	-
Processor	-
Web Browsers	<ul style="list-style-type: none"> ■ Mozilla Firefox version 120 and higher ■ Google Chrome version 119 and higher ■ Microsoft Edge Browser version 119 and higher
Scripts	<ul style="list-style-type: none"> ■ PHP Version 8.1 ■ Angular 18.0

OVOC Capacities

The following table shows the performance and data storage capabilities for the OVOC managed devices and endpoints.

Table 2-3: OVOC Capacities

Machine Specifications	Low Profile	High Profile	Bare Metal	Service Provider Single Server
OVOC Management Capacity				
Managed devices	100	5,000	5,000	10,000
Links	200	10,000	6,000	10,000
Operators	25			
Device Manager Pro				
Managed devices (see Device Manager Communication and Optimization) for further details).	1,000	<div><div></div> 30,000 Microsoft Lync/Skype for Business and third-party vendor devices</div> <div><div></div> 20,000 Microsoft Teams devices</div>	<div><div></div> 10,000 Microsoft Lync/Skype for Business and third-party vendor devices Including phones, headsets and Conference Suite devices.</div> <div><div></div> 20,000 Microsoft Teams devices</div>	<div><div></div> 30,000 Skype for Business devices and third-party vendor devices Including phones, headsets and Conference Suite devices.</div> <div><div></div> 20,000 Teams device</div>
Disk space allocated for firmware files	5 GB	10 GB		
Alarm and Journal Capacity				
History alarms	Up to 12 months or 10,000,000 million alarms			
Journal logs	Up to 12 months			
Steady state	20 alarms per second			50 alarms per second
Performance Monitoring				
Polled parameters per polling interval per OVOC-managed device	50,000	100,000	100,000	500,000

Machine Specifications	Low Profile	High Profile	Bare Metal	Service Provider Single Server
Polled parameters per polling interval per OVOC instance	50,000	500,000	500,000	1,000,000
Storage time	One year			
QoE Call Flow (for SBC calls only)				
Maximum managed devices with QoE call flows	10	100	100	300
CAPS per OVOC instance	6	25	100	300
Maximum number of calls	1,000,000	1,000,000	1,000,000	10,000,000
OVOC QoE for Devices				
QoE for managed devices	100	1,200	3,000	10,000
CAPS (calls attempts per second) per device	30	120	300	1,000
CAPS per OVOC instance (SBC and SFB/Teams and RFC SIP Publish 6035)	30 Teams CAPS=30 ¹	120 Teams CAPS=120 ²	300	1,000 Teams CAPS= ³
QoE concurrent sessions	3,000	12,000	30,000	100,000
Call Details Storage - detailed information per call	Up to one year or 6,000,000	Up to one year or 80,000,000	Up to one year or 80,000,000	Up to one year or 200,000,000
Calls Statistics Storage - statistics information storage	Up to one year or 12,000,000	Up to one year or 150,000,000	Up to one year or 150,000,000	Up to one year or 500,000,000
QoE Capacity with SBC Floating License Capability				
CAPS (calls attempts per second) per OVOC instance with SIP call flow.	5	22	90	-
CAPS (calls attempts per second) per OVOC instance without SIP call flow.	27	108	270	-
Managed devices with floating license.	100	500	1,000	-
Lync and AD Servers– applicable for QoE license only				
MS Lync servers	Up to 2			
AD Servers for Users sync	Up to 2			
Users sync	Up to 150,000			
TEAMS Customer	up to 7 ⁴			

¹The TEAMS CAPS estimation is based on round trip delay of 500 milliseconds to Microsoft Azure.

²As above

³Please contact AudioCodes OVOC Product Manager

⁴For additional support, contact AudioCodes Product Manager

3 Centralized SBC Licenses

SBC calling capacity licenses can be managed using the One Voice Operations Center (OVOC). The SBC license including the management of the following license features: SBC sessions, SBC devices, SBC registrations, SBC transcoding and signaling sessions. Global values are configured for these features in the OVOC license that is loaded to the OVOC server using the OVOC Server Manager. Licenses can then be allocated to managed SBC devices for the OVOC instance within the bounds of the OVOC license and the system capacity of the SBC. This document discusses the different license models that can be implemented for this purpose. The table below shows the different license modes and features that can be enabled for each mode:



- The Version numbers shown in the table below refer to the product's base version support.
- All SBC Licenses are valid for 90 days from the date of purchase.
- Centralized SBC Licenses are not supported for devices connected to OVOC over IPv6.

Table 3-1: License Features

License Feature	Description	Fixed	Cloud	Flex
SBC Sessions	The maximum number of concurrent SBC call sessions.	√	√	√
SBC Registrations (also referred to as Far-End Users)	The maximum number of SIP endpoints that can register with the SBC devices.	√	√	√
SBC Transcoding	The maximum number of SBC transcoding sessions.	√	√	√
SBC Signaling	The maximum number of SBC signaling sessions.	√	√	√
Managed Devices	The maximum number of SBC devices that can be managed. Default-1000	x	x	√
SBC Managed Devices	The total number of devices that can be managed by the Fixed License Pool.	√	x	x
Web RTC Sessions	The total number of Web RTC sessions that can be managed.	x	√	√
SIP Rec Streams	The total number of SIP Rec streams that can be managed.	x	√	√



The SBC Transcoding session license is applicable to the following products:

- Mediant Virtual Edition (VE)
- Mediant Cloud Edition (CE)
- Mediant Server Edition (SE) running on HP DL360p Gen10 platform
- Mediant 9000 SBC when running on HP DL360p Gen10 platform
- Mediant 4000 SBC

License Types

This section describes the centralized SBC license types.

Fixed License

This license centrally distributes existing session licenses to multiple devices according to capacity and site requirements without changing local License Key per device and independently of AudioCodes. New session license can be purchased from AudioCodes according to requirements.



The Mediant 2000 and Mediant 3000 do not support the fixed license.

Floating License

This section describes the Floating License types.

Cloud Mode

This mode manages the license per tenant in the Cloud using the AudioCodes Floating License Service. If customers exceed their licensed configuration limits incremental billing is automatically enforced for excess usage. This mode requires that the managed SBCs are loaded with Version 7.2.202 or later and OVOC Version 7.4.3000 or later is deployed.

FlexPool Mode

This mode manages the license at the system level. It supports a Floating License across a network without the need to connect to a public cloud and enables service to continue uninterrupted for a grace period once the license has expired. This mode is supported for SBC devices loaded with firmware Version 7.2.256.3xx or later and OVOC Version 7.8 is deployed.

Centralized SBC Licenses Product Support

The table below describes the support for different products for each license type. For each type, it's indicated which product is supported and the base version from which this support commences.

Table 3-2: SBC Licenses Product Support Matrix

Product	Fixed License		Floating License			
	Version	Support	Cloud Mode		FlexPool	
			Version	Support	Version	Support
Mediant 500 Gateway & E-SBC	7.0	√	7.2.202	√	7.2.256.3xx	√
Mediant 500L Gateway & E-SBC	7.0	√	7.2.202	√	7.2.256.3xx	√
Mediant 800B Gateway & E-SBC	7.0	√	7.2.202	√	7.2.256.3xx	√
Mediant 1000B Gateway & E-SBC	7.0	√	7.2.202	√	7.2.256.3xx	√
Mediant 2600B E-SBC	7.2.150	√	7.2.202	√	7.2.256.3xx	√
Mediant 3100 SBC	7.4.200	√	7.4.200	√	7.4.200	√
Mediant 4000 SBC	7.0	√	7.2.202	√	7.2.256.3xx	√
Mediant 9000/9030/9080 SBC	7.0	√	7.2.202	√	7.2.256.3xx	√
Mediant Server Edition (SE) SBC	7.0	√	7.2.202	√	7.2.256.3xx	√
Mediant Virtual Edition (VE) SBC	7.0	√	7.2.202	√	7.2.256.3xx	√
Mediant Cloud Edition (CE) SBC	7.2	√	7.2.252	√	7.2.256.3xx	√
MSBR						
Mediant 500 MSBR	7.2.150	√	-	✖	-	✖
Mediant 500L MSBR	7.2.150	√	-	✖	-	✖
Mediant 500Li MSBR	7.2A.202	√	-	✖	-	✖
Mediant 800Ci MSBR	7.24.xx	√	-	✖	-	✖
Mediant 800 MSBR	7.0	√	-	✖	-	✖
MP-1288	7.2.150	√	-	✖	-	✖

4 New Features in Version 8.4.3000

Management and UX

This section describes the new Management and UX features.

AudioCodes Device Management

New Voice AI Gateway Alarm

The following new alarms have been added for Voice AI management:

- acVoiceAIOutboundCallProducerFailure
- acVoiceAISTTFallbacksPerProvider
- acVoiceAITTSFallbacksPerProvider
- acVoiceAISTTDelay
- acVoiceAITurnDelay

Support for SBC Version 7.6

This version supports SBC Version 7.6.

Support for Azure Docker Container Topology on SBC Devices

OVOC supports Mediant VE and CE SBC devices configured with Azure Docker container topology on generic Linux host machines.

Graceful Restart of SBC

A new action has been added to the Maintenance menu for remotely performing a Graceful restart of an SBC device. You can perform restart immediately or you can configure a user-defined time to allow current calls to end after a grace time (active calls are terminated after this interval).

RESTART DEVICE

Are you sure you want to restart the device: "auto_device_172.17.140.140" ?

☒ Save configuration to flash memory

☒ Immediate Restart

☐ Graceful Restart

☐ Graceful Restart (Seconds)

Search for Device by FQDN

You can search for a device in the Devices filter in the Devices page according to the device's FQDN.


Time Range >

Topology ^

☒ Pin all selected

▶


☐



Auto_Tenant_TopologyDownload_1


⌵

☐




Auto_Tenant_TopologyDownload_2

☐



Auto_Region_TopologyDownload_3

☐



AutoDetection

Manually Configure Topology Map Coordinates

You can manually enter the Topology Map Longitude and Latitude coordinates (after searching on the internet) instead of filling the values automatically using the Search button.

AC DEVICE DETAILS

General

SNMP

HTTP

SBA

First Connection

Name

10.3.181.205-1385689678

Description

Tenant

My_Tenant

Region*

AutoDetection

☐ FQDN Enabled

IP Address


10.3.181.205

Location Latitude

51.818594

Location Longitude

-0.276826



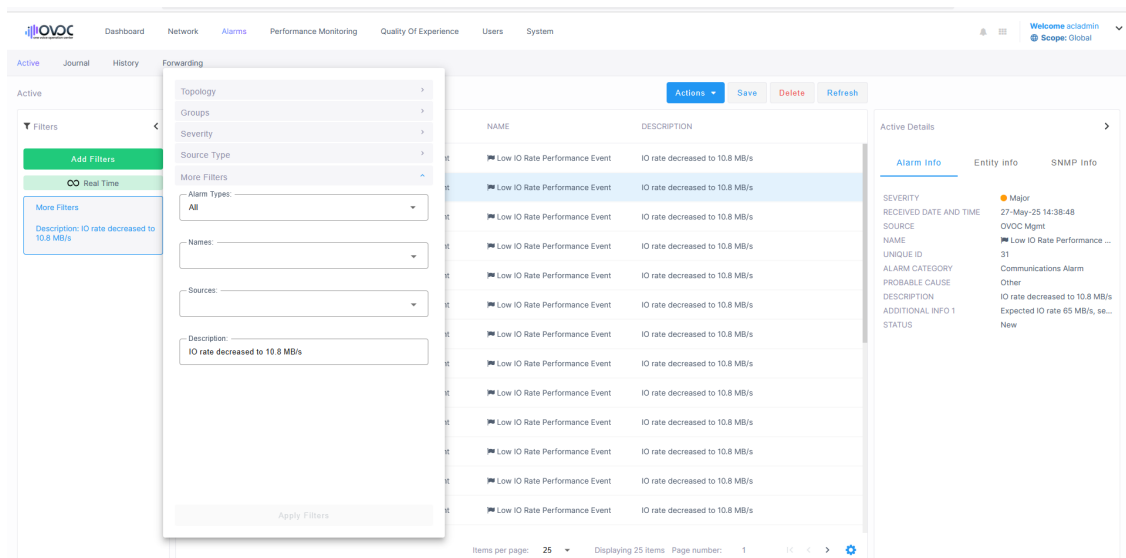
General Information

Close

OK

Filter for Alarm Description Field

The Active and History Alarm filter includes a free text description field.



Journal Reported Security Privilege level

If a User Security Level is changed then the Journal entry for this action reports both the updated level and the originally assigned level. For example if a User Security Level is changed from “Administrator” to “Monitor” then both of these levels are reported.

IVR Management

This feature adds a new field for tracking the number of an IVR agent who forwards a call. When an IVR Agent forwards a call to a number, OVOC tracks both the extension of the forwarded number and the number of the IVR agent who transfers the call. For example, if Call Agent A answers the call from extension '4444' and then forwards the call to extension '5555', then both numbers are reported to OVOC. The 'Last Answered Number' is '5555' and the 'First Answered Callee' number is '4444'.

The new field is displayed in the Calls list and in the Analytics API.

OVOC Infra

This section describes the new OVOC Infra features.

Encrypted PostGres Database Connection

The connection to the PostGres Data Analytics database over port 5432 is now TCP-IP TLS encrypted.

Support for HyperV 2022

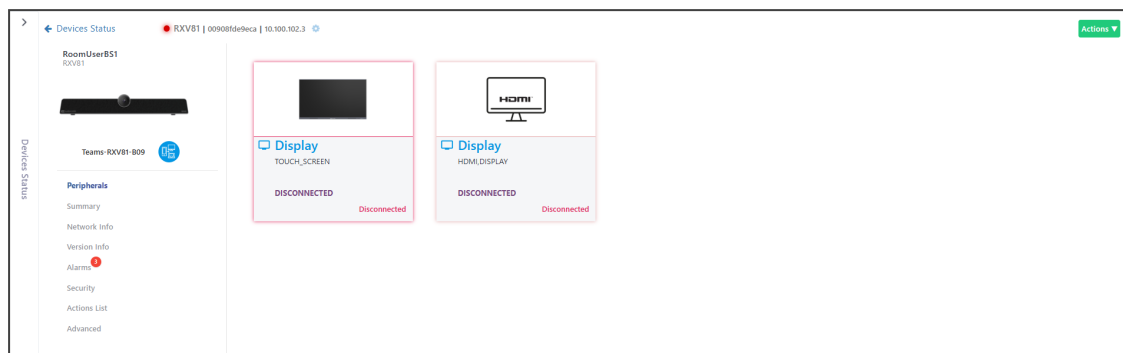
Support for HyperV Server 2022

Device Manager

This section describes new Device Manager features.

Support for RXV81-B09 Touch Bundle

Support for RXV81-B09 'Touch' bundles including Touch Screen.



SIP App for Emergency Services

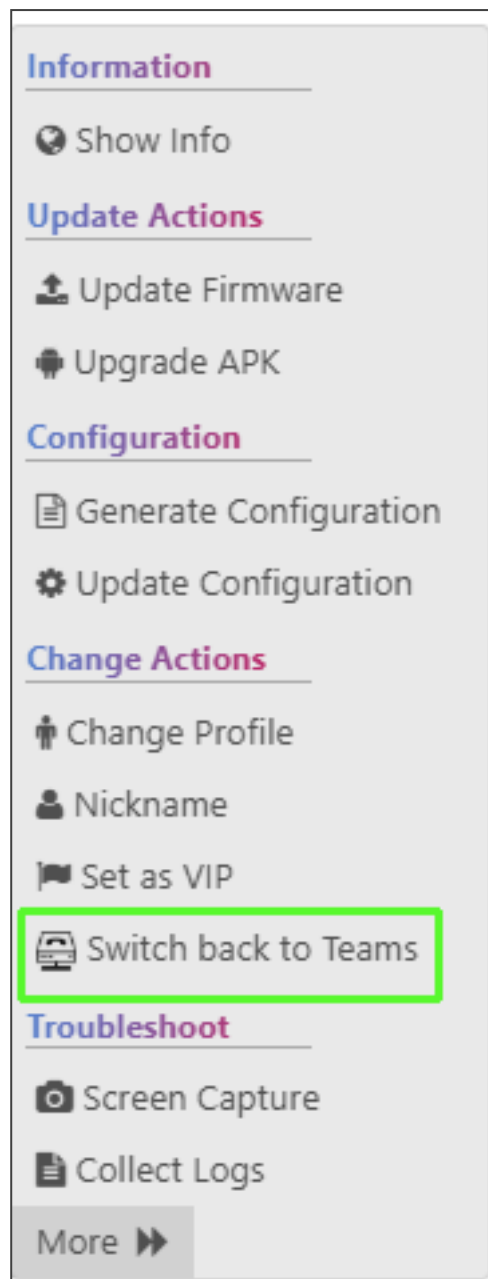
SIP App Emergency Calling allows SIP-based communication applications to route emergency calls to the appropriate Public Safety Answering Points (PSAPs). This feature ensures that emergency calls made through SIP apps are directed to local emergency services, such as 911 or directly to Emergency Call Centers.

The administrator can send a command to the device from the Device Status Monitor page to enable the SIP App for allowing Emergency Calling mode.

A new icon appears in the Monitor page once the feature has been configured and enabled on the device.

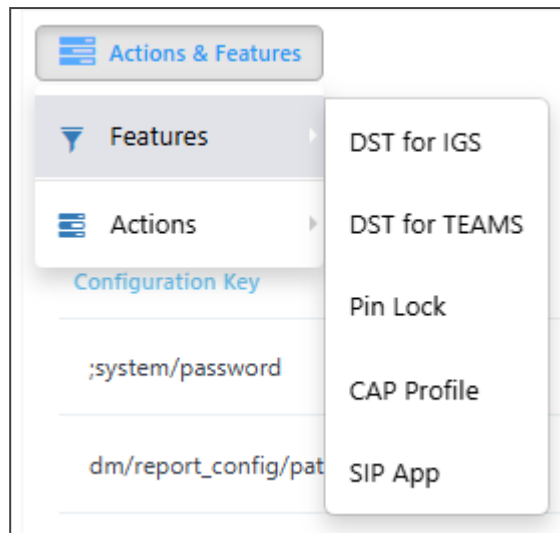


Once enabled, the administrator can perform the inverse action to disable the Emergency Calling mode and switch back to regular Teams Calling mode.

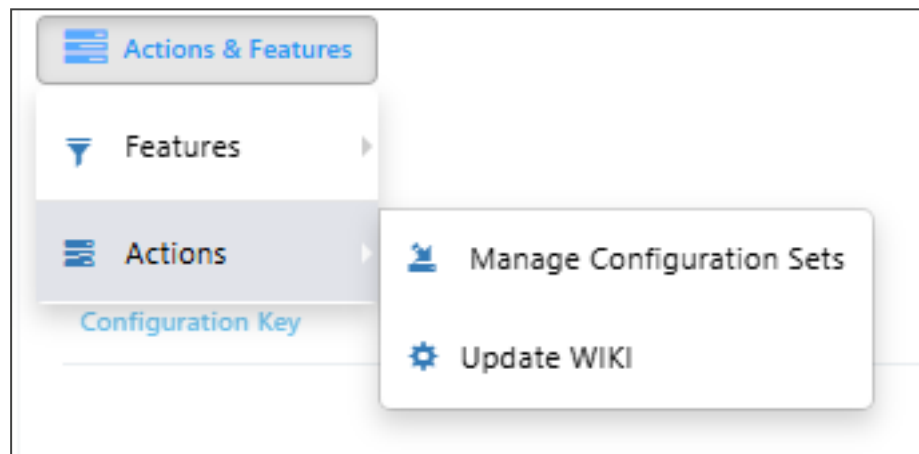


Updates for Actions and Features Menu

- The Actions & Features Configuration drop-down includes a new option for configuring the SIP App for Emergency Calling (see [SIP App for Emergency Services](#) on the previous page).



- The Actions & Features Actions drop-down includes a new option for Updating WIKI URLs.



5 New Features in Version 8.4.2000

- OVOC-17813: Limit the maximum number of journal events to 10 million records (previously 12 months).

6 New Features in Version 8.4.582

This section describes the new features in Version 8.4.582.

OVOC Infra

This section describes the new OVOC Infra features.

Support for Rocky Linux Version 8.10

This version supports Rocky Linux version 8.10.

Management and UX

This section describes the new Management and UX features.

FQDN and IP Address Column Separation

The Manage Devices page displays separate columns for the devices' IP address and FQDN. In addition, the FQDN and administrative state column is sortable.

MIA OP (Meeting Insights On-Prem) Device Support

This release supports MIA OP (Meeting Insights On-Prem) devices:

- STT Server
- Diarization Server

QoE Features

This section describes the new QoE management features.

Filter Calls with Time Duration

You can now filter calls according to their time duration.

Calls List Enhancement

Two new columns 'Caller Link' representing the Source IP Group of the call, and 'Callee Link' representing the Destination IP Group of the call have been added to the Calls List.

Device Manager

This section describes new Device Manager features.

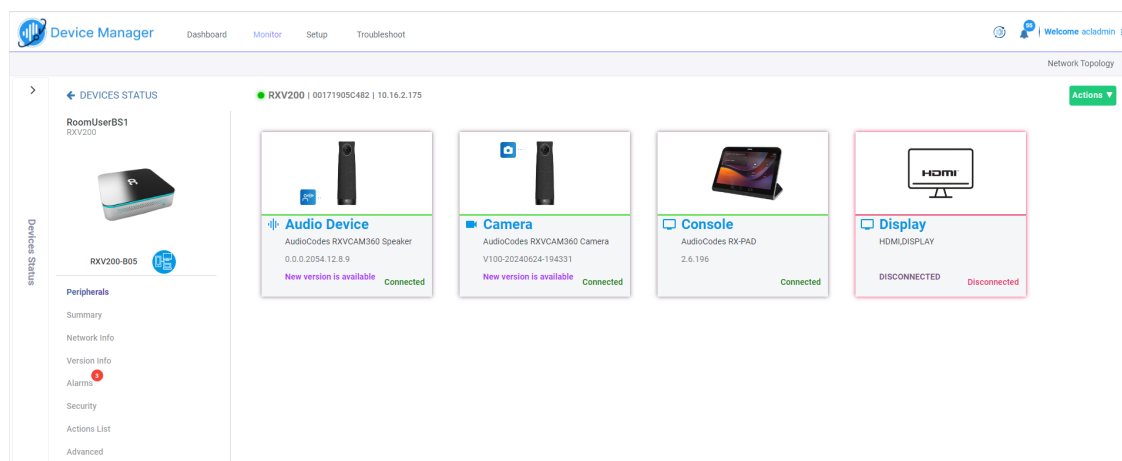
Support for New Devices

The following new devices have been added:

- From Version 2.3: C430

The following new peripherals have been added for the RXV200:

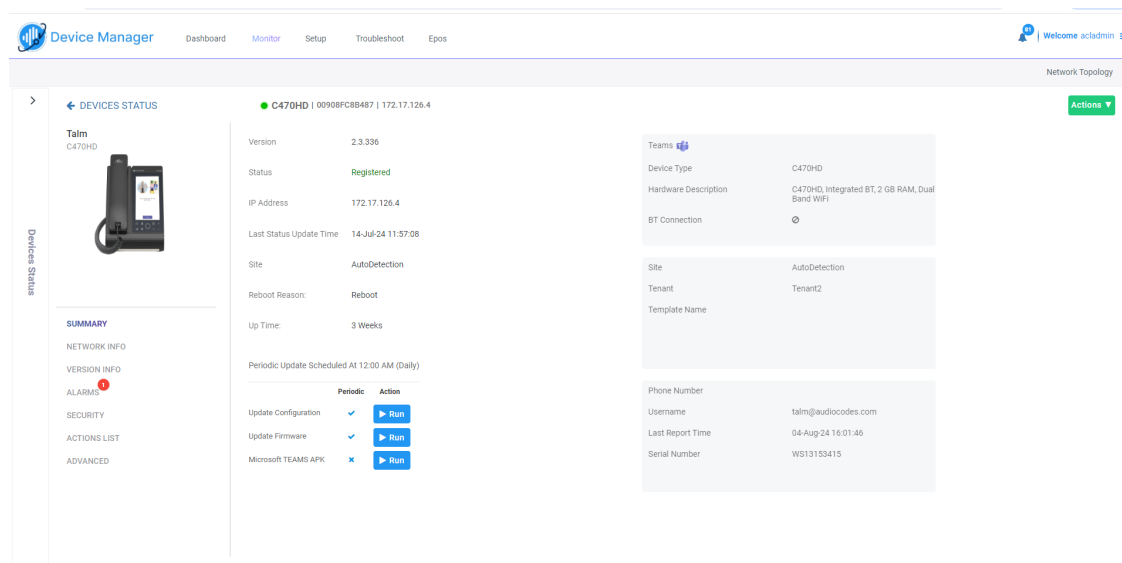
- From Version 2.6: AudioCodes RXVCam360 (Speaker & Camera) peripheral device of RXV200
- From Version 2.6: AudioCodes RXVCam70 peripheral camera device of RXV200



User Interface Enhancements

The Web interface has been enhanced with a new look and feel in following menus and navigation elements:

- The Manage Multiple Users and Manage Multiple Devices screens.
- The Actions menu layout in the Device Status page.
- The Device Status Info page components.



Quick Search Capabilities

A new search feature enables you to quickly navigate for menu and parameter items in the User interface by clicking Cntrl + G and entering keyword text.

Up Time Status

The Device Manager enables admin to monitor Native Teams devices' 'Up Time' status in the device's Summary page (Monitor > Show Info > Summary). A timestamp of the phone's boot time is sent to the Device Manager as part of the devices' status report.

Reboot Reason

The device's Summary page (Monitor > Show Info > Summary) displays the reason for the last reboot of the device as part of the devices Status report.

APK Status Updates

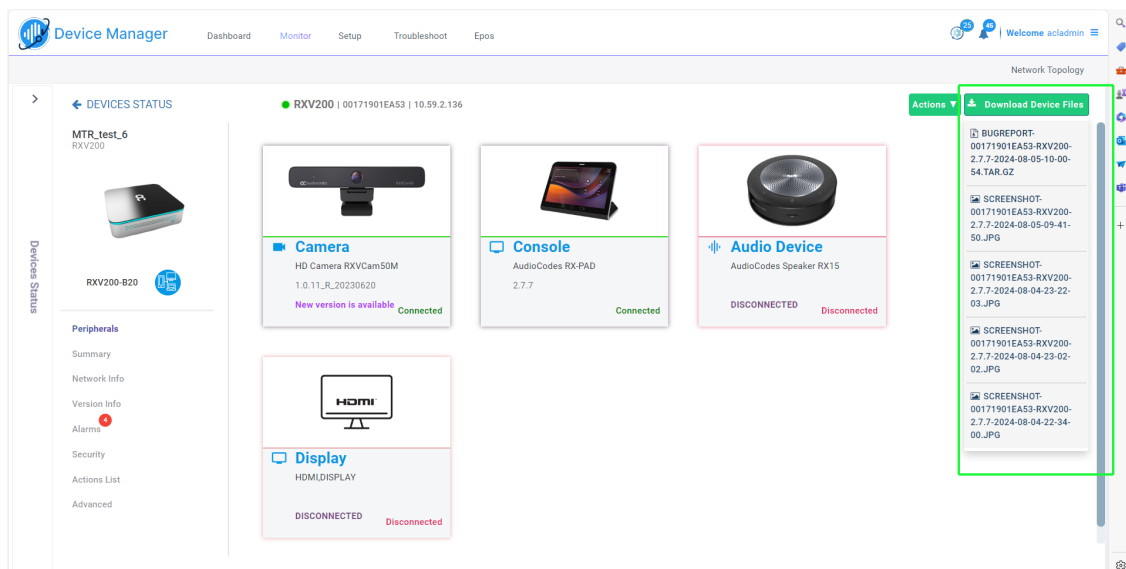
- Display APK statuses in the device 'Monitor':
- Display APK statuses in the device 'Show info':
- Show info - Advanced - status parameters:

Restore to Default

The Device Manager enables the administrator to restore a single Native Teams device to its default settings from the Monitor page Actions menu. The feature does not enable the administrator to restore multiple devices to their default settings (bulk action).

Capture Screens for FAE Trouble Shooting

The Device Manager enables administrators to capture and download the current state of the Device's Web UI for FAE troubleshooting. The feature enables capturing the device's main screen as well as the device's Expansion Module (sidecar) in the case of phone models with a sidecar. The captures can be taken from the Device Status page or from the Monitor page and then once uploaded to Device Manager can be downloaded in .jpg format to your PC. The implementation of this AudioCodes Android Device Utility feature removes the need to install unofficial third-party applications on employee PCs, and thereby possibly compromising network security.



TEAMS SIP Gateway

The following devices can be converted to a TEAMS SIP gateway in the Device Status page. The SIP Gateway URL is used to provision the devices (configured in the System Settings screen).

- IGS
- Skype for Business
- C450HD
- C448HD

APK Supported Devices

The Latest Firmware Versions page for the APK displays the list of supported devices for each device model.

RXV81 BYOD Nicknames

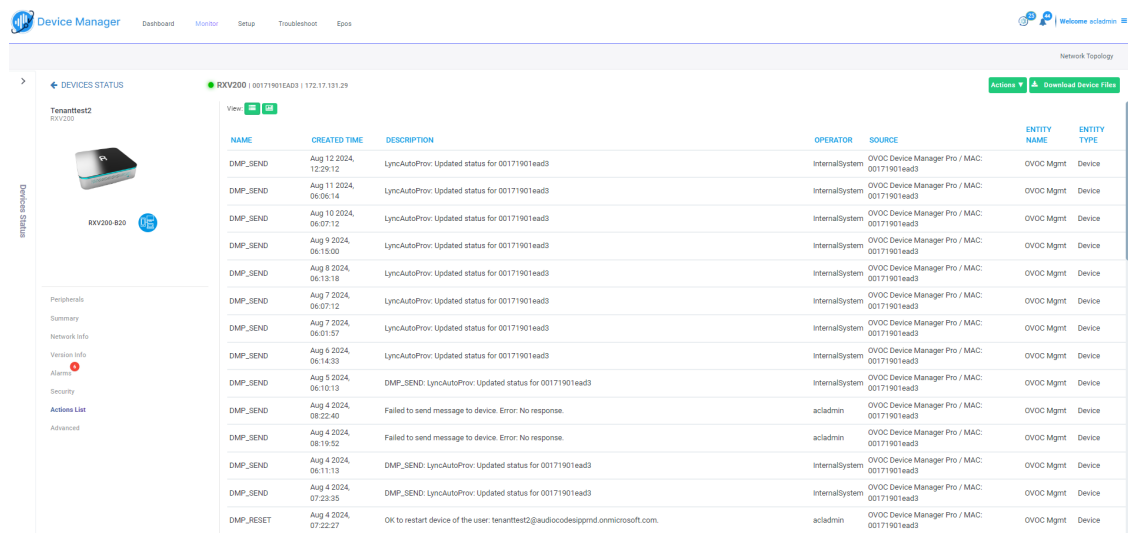
A nickname can be added for RXV81 BYOD devices that can be used by the provisioning server to identify the device.

Entity Name Displayed in Alarm Details

The Entity Name (Device MAC address) is displayed in the details of the device alarms.

Actions List and Notifications

The Actions List has been added to track actions performed by the operator and log them as journal entries in a similar manner to OVOC.



NAME	CREATED TIME	DESCRIPTION	OPERATOR	SOURCE	ENTITY NAME	ENTITY TYPE
DMP_SEND	Aug 12 2024, 12:29:12	LyncAutoProv: Updated status for 00171901ead3	InternalSystem	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_SEND	Aug 11 2024, 06:06:14	LyncAutoProv: Updated status for 00171901ead3	InternalSystem	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_SEND	Aug 10 2024, 06:07:12	LyncAutoProv: Updated status for 00171901ead3	InternalSystem	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_SEND	Aug 9 2024, 06:15:00	LyncAutoProv: Updated status for 00171901ead3	InternalSystem	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_SEND	Aug 8 2024, 06:12:18	LyncAutoProv: Updated status for 00171901ead3	InternalSystem	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_SEND	Aug 7 2024, 06:07:12	LyncAutoProv: Updated status for 00171901ead3	InternalSystem	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_SEND	Aug 7 2024, 06:01:57	LyncAutoProv: Updated status for 00171901ead3	InternalSystem	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_SEND	Aug 6 2024, 06:14:33	LyncAutoProv: Updated status for 00171901ead3	InternalSystem	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_SEND	Aug 5 2024, 06:10:13	DMP_SEND: LyncAutoProv: Updated status for 00171901ead3	InternalSystem	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_SEND	Aug 4 2024, 08:22:40	Failed to send message to device. Error: No response.	acadmin	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_SEND	Aug 4 2024, 08:19:52	Failed to send message to device. Error: No response.	acadmin	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_SEND	Aug 4 2024, 06:11:13	DMP_SEND: LyncAutoProv: Updated status for 00171901ead3	InternalSystem	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_SEND	Aug 4 2024, 07:23:35	DMP_SEND: LyncAutoProv: Updated status for 00171901ead3	InternalSystem	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device
DMP_RESET	Aug 4 2024, 07:22:27	OK to restart device of the user: tenanttest2@audiocodesiprmd.onmicrosoft.com.	acadmin	OVOC Device Manager Pro / MAC: 00171901ead3	OVOC Mgmt	Device

Peripheral Device Management

This section describes the new features that have been added for the management of peripheral devices.

Configuring an MTRA Bundle

Administrators can use the Device Manager to replace an existing MTRA bundle configuration.

The following RXV81 MTRA bundles can be configured:

- Teams-RXV81 - RCU
- Teams-RXV81-B10 - RX-Pad
- Teams-RXV81-B15 - RX-Pad, RX15

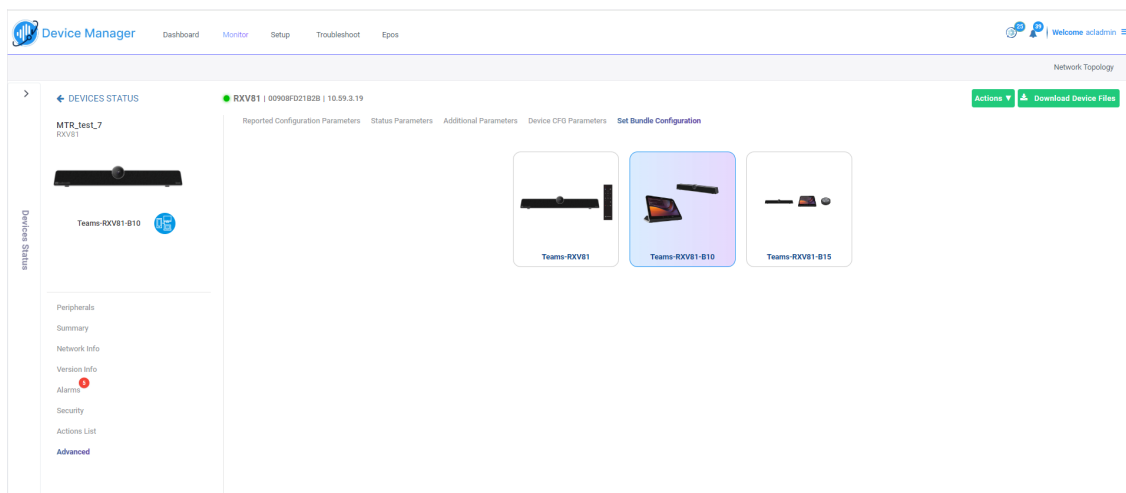
The following RXV81 BYOD bundles can be configured:

- RXV81P - RCU
- RXV81P-B10 - RX-Pad

The following RXV200 bundles can be configured:

- RXV200-B05 - RX-Pad
- RXV200-B40 - RXVCam50M, RX40, RX-PAD
- RXV200-B20 - RXVCam50M, RX15, RX-PAD

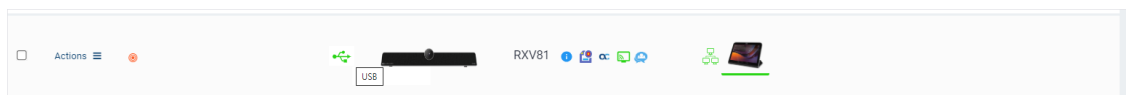
In the example below, the RXV81 BYOD device is currently bundled with the Teams-RXV81-B10 (RXV81 + RX-PAD) configuration. The configuration can then be optionally switched to the Teams-RXV81- RX15 speaker bundle or the Teams-RXV81 (RXV81 + RCU) bundle.



RXV81 BYOD USB Peripheral Status

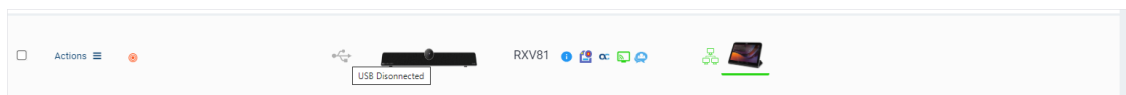
A USB icon indicates the status of the USB connection between the RXV81 and the PC:

- The green icon indicates that the RXV81 is plugged into the PC and is operating as an RXV81 USB Peripheral.



The status 'USB' is displayed when hovering over the device.

- The grey icon indicates that the RXV81 is disconnected from the PC and is operating as an MTRA.



The status 'USB Disconnected' is displayed when hovering over the device. Disconnecting the RXV81 BYOD does not move the device to operate as an MTRA. Its state is defined as a BYOD device that is not connected to any PC with USB.

7 New Features in Version 8.4

This section describes the new features in Version 8.4.

Management and UX

This section describes the new Management and UX features.

Upgrade to Rocky Linux

Upgrade to Rocky Linux Operating system (Clean Installation only). DVD1 includes the installation of the Rocky Linux operating system. A procedure has been added to the IOM for migrating data from the OVOC Server version 8.2 instance. Also a new option has been added in the OVOC Server Manager Restore menu for restoring data from Version 8.2 CentOS instance.

New PM Parameter

New PM parameter that measures the SBC calls Failure Rate.

New VAIC-E alarms

New VAIC-E alarms for management of CDRs sent Voice AI gateway through Rest API.

8 Issues Resolved in Fix Version 8.4.3000

The table below lists the issues resolved in Version 8.4.3000.

Table 8-1: Version 8.4.3000

Incident Index	Incident Description
Management	
OVOC-21104, OVOC-20967	Central OVOC PDF Reports cannot be downloaded.
OVOC-21066	Topology conditions for forwarding rule are removed after rule is enabled or disabled.
OVOC-18234	Tasks display error when exporting calls or syslog as CSV file.
OVOC-20934	The Apache server is restarted due to too many connections.
OVOC-21657	The MP-524 icon is displayed as a question mark.
OVOC-21607	The Cloud license fails to send a usage alarm.
OVOC-21064	The SBC displays Configuration Mismatch Status.
OVOC-21044	Hyper-V: Insufficient partitions size.
OVOC-20984	Resolve multiple IP addresses for the same FQDN.
Security	
OVOC-18255 OVOC-17748	OVOC fails to import certificates.
OVOC-18124	WebSocket tunnel password does not support 20 digits.
OVOC-18122	Apache Tomcat vulnerability fix.
OVOC-17261	Disable automated address lookup for device's map location coordinates.
OVOC-21448	Insufficient Input Validation
OVOC-17895	Configured SSH ciphers and algorithms are not applied
QoE	
OVOC-17855	Filter AC termination Reason does not work

Incident Index	Incident Description
Device Manager	
DM-1685	250407-000164/DEFRA-Javascript vulnerabilities 8.2.3122.
DM-1675	Sensitive Information is exposed in the HTTP GET Parameter in the URL and is visible in browser history, server logs. Consequently this may lead to compromising of sensitive data such as authentication tokens or personal details.
DM-1171	USA - ECF Data LLC - DM 8.4.51 not able to search for number.
DM-1430	Searching by user or phone number in the main search bar in the Monitor page is not working.
DM-1672	Stored Cross-Site Scripting vulnerabilities.
DM-1671	Local File Inclusion.
DM-1448	The Device status indicator in the Manage Users page does not report data when the page is unfiltered.
DM-1222	The Device Monitor page does not retrieve data when filtered by site name.
DM-1195	When the Tenant name is changed in OVOC, the Tenant configuration is removed.
DM-873	Cloning template with configuration fails.
DM-1616	Penetration tests exposed vulnerabilities using file upload mechanism.
DM-633	When logging to Device Manager with End User permissions and then performing configuration changes, the phone configuration file is corrupted and the phone becomes inoperable.
OVOC-21642	Devices are shown as unregistered on the Device Manager even though all handsets are connected to the network.
DM-1030	Check Status messages for SIP Gateway devices generates an error. Workaround: Change the template

Incident Index	Incident Description
	for IGS devices: 405HD, 425HD, C450HD, 445HD , 450HD to change the Keep-Alive parameter to 1 in order to update device status information in the Monitor page.

9 Issues Resolved in Fix Version 8.4.591

The table below lists the issues resolved in Version 8.4.591.

Table 9-1: Version 8.4.591

Incident Index	Incident Description
Management	
OVOC-17782, OVOC-17277	When adding device to OVOC with host name, the FQDN format was not parsed correctly.
OVOC-17700	Unable to update device's backup settings.
Device Manager	
OVOC-17675	Fix support for 405 UC Endpoints.
DM-1229	Unable to open bug report or screenshot that is downloaded from OVOC.
DM-1155	Download or Delete of files in the Manage Configuration Files page generates an error.
DM-1140	The Device Manager doesn't open when an incorrect Outbound Proxy address is configured in the System Settings.
DM-850	The 425HD Template is missing after a clean install.
DM-932	The RX-Panel default firmware is missing from the 'DEVICE FIRMWARE FILES' page.

10 Issues Resolved in Fix Version 8.4.582

The table below lists the issues resolved in Version 8.4.582.

Table 10-1: Version 8.4

Incident Index	Incident Description
Infra	
OVOC-17291	VMware OVA has E1000 network type instead of VMXNET3
OVOC-17066	The migration to Version 8.4 failed due to Cassandra Database issues.
OVOC-17063	The OVOC server is unstable due to a memory leak.
Management	
OVOC-17026	Updates in the Authentication screen requires the configuration of a Radius IP address.
OVOC-17085	Allow SBC IPGroup name to contain ampersand "&"
OVOC-17169	Flex license communication is lost due to 403 response code to SBC.
OVOC-17149	Missing Time Range Filter for Backup Manager Page.
OVOC-16924	Multiple SBC upgrade causes high CPU usage.
OVOC-16867	Syslogs from OVOC does not include hostname/IP as per RFC3164.
OVOC-16555	FQDN is displayed as 0 in the Devices list.
OVOC-15522	Floating license "save data usage" reports results in an error message.
QOE	
OVOC-16486 OVOC-15765 OVOC-15825	The QoE Failed Calls Alarm included an incorrect description.
Security	

Incident Index	Incident Description
OVOC-17187	Use of Hard-coded Cryptographic key.
OVOC-16579	VQM on port 5001 allows DH and 2048 byte key.
OVOC-17061	PostgreSQL vulnerability – upgrade to PG 14.13.
Device Manager	
DM-855	<ul style="list-style-type: none"> ■ Manage multiple devices" – assign templates failed. ■ Manage multiple devices" – return additional option to upload a file with MAC addresses.
DM-1158	Following an upgrade, the Device Manager Time Zone Config Key cannot be configured in the Device Manager Site configuration.

11 Issues Resolved in Fix Version 8.4

The table below lists the issues resolved in Version 8.4.

Table 11-1: Version 8.4 Fixes

Incident Index	Incident Description
Management	
OVOC-16548	Managed devices with versions prior to version 7.2 show incorrect FQDN instead of IP address in devices page.
OVOC-16541	UI filters are missing colors
OVOC-16194	Forwarding rules modifications are not saved when scope is not Global.
OVOC-15900	Monitor link Operator cannot select links in Filter view
OVOC-15506	Incorrect Journal filtering when using a specific scope.
OVOC-15522	Floating license save data usage reports results in error messages.
OVOC-16700	Split devices FQDN column to IP and FQDN.
QOE	
OVOC-15765	Alert rule alarm displays incorrect description.
OVOC-15471	OVOC does not allow calls export with 100 calls.
OVOC-15449	PDF reports are missing data from the last days.
OVOC-15263	Warning for Advanced License missing is displayed when Advanced License is present.
Security	
OVOC-15548	SAML Failed to load certificate file.
OVOC-15388	SSO with SAML redirects to OVOC IP address instead of to FQDN.

12 Known Limitations and Workarounds

The table below lists the Known Limitations and Workarounds for this release.

Table 12-1: Known Limitations and Workarounds

Issue	Problem/Limitation	Component	Comments and Workaround
Mutual authentication using TLS 1.3 not supported	OVOC with Rocky Linux installation does not support Mutual authentication using TLS 1.3.	Infra	This functionality will be supported in a future release.
High Availability on OVOC Bare Metal platform	High Availability is not supported for OVOC servers on the Bare Metal platform.	Infra	-
Backup and Restore	When running a backup on the Bare-metal or the Virtual server-based platforms, it's not possible to restore the backed-up data to Cloud-based server platforms.	Infra	-
Browser cache	Cache memory browser overload causes performance degradation. In addition, after upgrade to the new OVOC Version its recommended to clear your browser cache.	Infra	See the following link for information on improving browser performance. https://7labs.io/tips-tricks/clear-site-specific-cookies-cache.html
AWS/Azure Storage extends operations	OVOC background disk extends process sometimes fails during second extend operation.	Infra	This functionality will be supported in a future release.
Cloud Architecture	The Cloud architecture feature for binding SBC communication to a dedicated tunnel is only supported on the AWS, Azure, VMware and HyperV platforms. ■ AWS, Azure platforms with amaximum of 500 connected devices and 120 CAPS. ■ VMware, HyperV platforms with a maximum of 100 connected devices and 30 CAPS.	-	-
IPv6 Networking	The Cloud Architecture feature is not supported for an IPv6 connection.	Infra	-
	Public Cloud Networking with AWS and Azure ethernet interfaces are not supported over IPv6.	Infra	-
	OVOC Main Management interface only supports IPv4.	Infra	-
Database Password	When upgrading to Version 8.2 with PostgreSQL from Versions 8.0/8.0.1000/8.0.2000/8.0.3000 the default database password "pass_1234" is restored. This is done because the Oracle DB password may contain characters that do not comply with PostgreSQL.	Infra	Following upgrade, change PostgreSQL from default using OVOC Server Manager option Security menu option "PostgreSQL DB Password".
IPv6 MSBR Device Management	License actions (Fixed/Floating/Flex license) are not supported for IPv6 MSBR devices.	Management	-
External Server Authentication	Multi-tenancy is not supported for the RADIUS server.	Management	-
	The option "Use LDAP Credentials for Device Page Opening" is not supported for operators when the LDAP "Level" parameter is set to Admin (1)	Management	This functionality will be supported in a future release.

Issue	Problem/Limitation	Component	Comments and Workaround
	The option "Use RADIUS Credentials for Device Page Opening" is not supported for operators when the RADIUS "User Level" parameter is set to Administrator (100)	Management	This functionality will be supported in a future release.
	Tenant operators with Tenant Monitor Links security level are not supported for RADIUS authentication.	Management	-
Certificates	If you have installed SSL certificates for Microsoft Active Directory, MS-SQL Server or for LDAP User authentication and you then run the Server Certificates Update procedure in the EMS Server Manager, these Microsoft certificates are overwritten.	Management	Before running the Server Certificates Update procedure, ensure that you have backed up the Microsoft Certificates to an external location. After running the Server Certificates Update procedure, reload the Microsoft Certificates in the OVOC Web.
	If you are configuring the connection to the MS-SQL server with SSL using a certificate file, and then one of the following occurs: <ul style="list-style-type: none">■ Reload of a different certificate file for this SQL server.■ Adding of an additional SQL server with a different certificate file. The connection between the OVOC Server and the MS SQL server may fail.	Management	After reloading the new certificate file, restart the OVOC server using the EMS Server Manager. This issue will be fixed in a future release.
MS Kerberos	MS Kerberos-based authentication on OVOC (including OVOC/Lync/Tenant users AD) is not supported.	MS Kerberos	MS Kerberos-based authentication on OVOC (including OVOC/Lync/Tenant users AD) is not supported.
Single Sign-on	Single Sign-on is not supported for devices with firmware versions prior to Version 7.0 and for CloudBond, SmartTAP and MP2XX (all versions).	Single Sign-on	Single Sign-on is not supported for devices with firmware versions prior to Version 7.0 and for CloudBond, SmartTAP and MP2XX (all versions).
Alarms Forwarding	The Overflow alarm is not cleared if raised during OVOC shutdown.	Management	This issue will be resolved in a future release.
	OVOC supports a maximum of 10 alarm forwarding rules for SNMP trap rule destination for the entire system.	Management	Contact AudioCodes support to change this number per customer scenario.
Mass Operations	Mass operations on AudioCodes devices such as Restart or Firmware Upgrade can be done for a maximum of 500 devices (or maximum devices in a single table page).	Management	-
Floating License	The Floating License does not support multitenancy.	Management	-
Device Manager Pro-	When OVOC is operating at its maximum specifications for call storage, limit the Device Manager Pro allocated disk for firmware storage to 1.5GB.	Management	Customers who wish to use more (up to the limit defined) must configure the call storage settings (# of days) so that it will only use 95% of the max storage capacity.
Alarms Suppression	When managing more than 5,000 devices (gateway/SBC/MSBR), alarms suppression must be disabled.	Management	This functionality will be supported in a future release.
User	Opening the UMP device page from OVOC is not	Management	Upgrade to Version 8.0.100.

Issue	Problem/Limitation	Component	Comments and Workaround
Management Pack (UMP)	possible for UMP versions prior to Version 8.0.100.		
Voice AI Connect	The following features are not supported for this release: backup/restore and Single Sign-on	Management	These features will be supported in a future release
SBC Privacy Mode (PII Masking)	<p>When SBC PII masking is enabled on SBC devices, PII masking is applied to the following data (according to the number of masked digits configured on the SB):</p> <ul style="list-style-type: none"> ■ Usernames/hosts displayed in the Calls Table/Call Details/SIP ladder screens are masked. ■ Calls correlation for calls between SBC and Teams is based on URI and will not be operational. ■ User data is not expected to be operational for all the users for which calls are passed via SBC that report masked data (Operators should ignore all the user statistics when **** appears in the username). ■ Links defined based on phone prefixes will not be operational. ■ Users/URI statistics will not be operational for masked users/hosts. ■ Users/URI statistics Reports will also contain masked users/hosts and therefore operators should also ignore all data when **** appears in the username . 	Management	-
Operator Passwords	Operator passwords are validated to comply with UTF8 character sets.	Management	-
Upgrades from version 8.2.1000 and earlier.	Upgrade with migration (customer can choose to upgrade without migrating QoE data) can be very long (8 hours or longer), depending on the number of tenants, volume of QoE data, and data distribution.	QoE Infra	-
Upgrades from version 8.2.1000 and earlier.	<p>Due to Postgres slowness with a large number of partitions, the upgrade is prevented, depending on the number of partitions (which is approximately calculated as the number of tenants):</p> <ul style="list-style-type: none"> ■ Approximately 5 tenants for VM Low profile (depending on QoE data and distribution) ■ Approximately 20 tenants for VM High profile and Bare-Metal (depending on QoE data and distribution) ■ SP spec – no limitation 	QoE Infra	Contact AudioCodes Support
QoE for AudioCodes HA Devices	<p>When there is active call traffic on AudioCodes HA devices during HA switchover, the OVOC QoE application does not recognize this traffic and therefore does not display and calculate the QoE data for this traffic.</p> <p>Applicable for all AudioCodes HA devices.</p>	QoE	This issue will be resolved in a future release.
Calls Correlations	<ul style="list-style-type: none"> ■ SBC-TEAMS failed calls are not correlated if the TEAMS notification is received less than five minutes after the call has ended. ■ SBC-TEAMS calls are correlated if the reported time difference between the SBC and TEAMS call is more than two seconds. ■ SBC-TEAMS calls are not correlated if Azure Active Directory is not defined as the Users 	QoE	-

Issue	Problem/Limitation	Component	Comments and Workaround
	Sync source.		
Active Directory for users sync	Test Connectivity is successful even though the password is incorrect.	QoE	This issue will be fixed in a future release.
Voice Quality Package	Forked calls are NOT supported by OVOC QoE.	QoE	This functionality will be supported in a future release.
	Real time information, for example, in the Network/Statistics screens is only supported for the last three hours.	QoE	This functionality will be supported in a future release.
	SBC calls more than the pre-configured maximum monitored call duration of three hours (e.g., the session of a participant in a Skype for Business conference call over an SBC) or an SBC call that is incompletely reported to the OVOC server are not displayed in the Calls List.	QoE	This limit can be extended at the request of AudioCodes support.
	Adobe has stopped supporting Flash Player beginning December 31, 2020 ("EOL Date"). Version 7.6 and below versions will no longer support QoE reports.	QoE	New HTML5-based reports module is available in OVOC Version 8.0.
Device Manager Pro	Compatibility with Polycom devices: Username is not displayed for registered user and firmware upgrade requires template to be applied manually.	Polycom CCX -	
	Irrelevant information is displayed in the Version Info when selecting menu action "More Info".	IPPUC devices	
	On rare occasions pictures of devices are not always displayed in the Device Status screen.	All devices	
	When choosing "Collect logs" option, a confirmation message is displayed even though this feature is only supported for Native Teams devices from version 1.14.x and later.	<ul style="list-style-type: none"> ■ When choosing "Collect logs" option, a confirmation message is displayed even though this feature is only supported for Native Teams devices from version 1.14.x and later. ■ NAT Management: <ul style="list-style-type: none"> ✓ IP Phones can only be managed behind NAT for Native Teams devices and for IPPUC devices (only from version 3.4.6 and later). ✓ Specific actions are not supported for specific device types. ✓ Alarms details display the public IP address of the devices' network instead of its private IP address. ■ BT and WiFi statuses are not displayed for all devices. 	-

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International Headquarters

6 Ofra Haza Street

Naimi Park

Or Yehuda, 6032303, Israel

Tel: +972-3-976-4000

Fax: +972-3-976-4040

AudioCodes Inc.

80 Kingsbridge Rd

Piscataway, NJ 08854, USA

Tel: +1-732-469-0880

Fax: +1-732-469-2298

Contact us: <https://www.audiocodes.com/corporate/offices-worldwide>

Website: <https://www.audiocodes.com/>

Documentation Feedback: <https://online.audiocodes.com/documentation-feedback>

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