

Product Notice #0460



Required Update for SBC Version 7.4 to Support Microsoft Azure Linux Agent Changes

AudioCodes has released a software update that supports changes done by Microsoft to Azure Linux Agent. This update must be installed on all AudioCodes' Session Border Controllers (SBCs) running Version 7.4 and deployed on the Azure cloud.

This software update is available for download from AudioCodes [Services Portal](#) (registered customers only). For a full description of this software update, read the [Release Notes](#).

Background

All Linux-based virtual machines running on Azure must use Azure Linux Agent to enable it to connect to the network and use Azure services.

In mid-January 2022, Microsoft released an updated version of Azure Linux Agent (2.7.0.x), which included a new "CPU accounting" functionality for CentOS 8 based platforms. This Agent is now being rolled-out to Linux-based virtual machines on Azure. The timing of the Azure Agent update is performed by Azure and is not under the control of the SBC.

The "CPU accounting" functionality was found to be incompatible with current 7.4 software versions of AudioCodes SBC, as it changes CPU allocation on the virtual machine on which the SBC is running, interfering with the SBC's real-time tasks.

A software update addressing this issue has been released, and Customers using Version 7.4 of the Mediant VE or CE SBCs deployed on the Azure cloud are required to upgrade their SBC to resolve the issue.

Required Action

Customers with AudioCodes' Mediant Virtual Edition (VE) or Cloud Edition (CE) SBCs running Version 7.4 and deployed on Azure cloud are required to update their SBC to Version 7.40A.250.010 or later. This update supports the changes of the Azure Linux Agent (described above). The update is not service affecting for High-Availability (HA) systems. Failure to perform this update may affect SBC service.

To deploy the required update:

- **For Mediant VE SBC:** Perform a normal software version upgrade using the provided CMP file. Instructions on how to do this can be found in the [Mediant VE SBC for Microsoft Azure Installation Manual](#).
- **For Mediant CE SBC:** Perform a software version upgrade through the SBC's Web-based management interface (and **not** through Stack Manager) using the provided CMP file. Instructions on how to do this can be found in the [Mediant CE SBC Installation Manual](#).

Note:

- SBC Version 7.40A.250 is recommended and supported for Teams Direct Routing.
- Updated SBC Version 7.40A.250 images are available on Azure Marketplace.
- This update will also be included in the upcoming 7.40A.250 maintenance release (planned for end of March).

Affected Products

Mediant VE / CE SBC deployed on Azure cloud and running versions 7.20CO.*, 7.40A.005.*, 7.40A.100.*, 7.40.200.* and 7.40.250.* (up to 7.40.250.004).

Note: This Product Notice doesn't affect the following:

- Mediant VE / CE SBCs running Version 7.2
- SBCs running in virtual environments other than Azure (e.g., VMware, KVM, AWS, or GCP).



If you have any questions, contact us at
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