# Unity Client Applications Upgrade – ACTION REQUIRED

Evolve IP has upgraded our Unity client suite – Desktop, Agent, Supervisor and Reception. Now that the client has been upgraded, this is a reminder there is action required to ensure the new client can communicate with our Broadworks platform once we move to Release 24 (R24).

In Release 24, the CAP protocol is deprecated. Unity will continue to communicate with Broadworks using the CAP protocol until the R24 upgrade takes place as shown above, after which it will automatically switch to CTI protocol which traverses a different path through any existing firewalls you may have in place.

Unity Upgrade
Current client version: 8.5.3.0

NOTE: Please confirm you have upgraded to version 8.5.3.0. Earlier versions are not fully compatible with R24 and will not perform as expected. Confirm your version here:
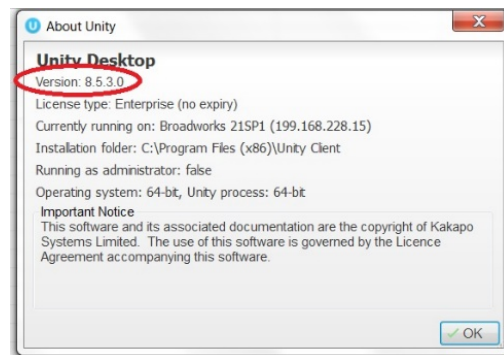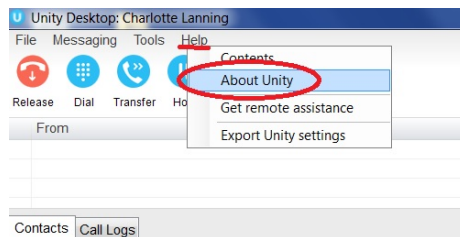
Required Action: Firewall preparation
Details: Unity 8.5.3.0 will communicate to our Broadsoft platforms through TCP ports 8011 and 8012 (outbound only). Please ensure your firewall settings allow for outbound communication via those ports to these hosts and IP addresses:

www.voip.evolveip.net
208.89.20.173
208.89.21.69
207.195.237.60
207.195.237.61

www-b.voip.evolveip.net
207.195.239.50
208.89.21.70
208.89.20.176
207.195.239.49

TO BE CLEAR – these changes are **in addition** to already existing port openings.

If you have any questions, please contact support@evolveip.net.