



EVOLVE IP

Unity Client Applications Upgrade – ACTION REQUIRED

Dear Valued Client,

In order to continue to provide world class service and customer support, Evolve IP will be performing the following maintenance this weekend. We apologize for the short notice, but this maintenance will also provide further security of a potential vulnerability.

There will be changes related to the protocol that Unity applications use to communicate with EvolveIP platforms. Upon completion of this maintenance, Unity will switch to CTI protocol which may traverse 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.

Required Action: Firewall preparation

Timeline: Must be completed prior to November 11th

Details: Unity applications will communicate to our Broadsoft platforms through TCP ports:

8011

8012

Please ensure your firewall settings allow for communication via those ports to these hosts and IP addresses:

www.bwsip.com

www.bwsip.net

199.168.228.44

199.168.228.15

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

If you do not use any of the Unity suite of products, you may ignore this notice.

If you have any questions, please visit the Help Center portal at <https://help.evolveip.net> and submit a General Inquiry. If you have an urgent incident, please call the Evolve IP Help Center at 877.459.4347, Option 2.