



September 2022

Enhouse VCC - Immediate Update Required to Maintain Operations with Enhouse Voxtron Communications Center (VCC) when used in combination with Microsoft Exchange Online.

Issue:

An urgent update is required to your AND Phone Application Server solution if you are using it together with Microsoft Exchange Online (part of Office 365), because Microsoft has set the final date for the **End of Basic Authentication Support from Microsoft** in Exchange Online to October 1st, 2022.

Impact on Enhouse AND Phone Application Server (APAS)

This will impact you only if:

1. You are using **Exchange Online** as your email server
- AND**
2. You are using one of the following VCC modules/features
 - ERMS module: no emails can be received or sent anymore
 - 'IVR voicemail to email': no emails with attached voicemail will be sent
 - 'Scheduled Email Reports': no emails with attached report will be sent

Corrective Action Required:

1. Microsoft has provided a one-time option to extend the use of 'Basic' authentication to end of December 2022, see this [Basic Authentication Deprecation in Exchange Online – September 2022 Update](#).
 - Impacted customers must execute these steps before the end of September!
2. To enable 'Oauth' authentication as an alternative for 'Basic' authentication, VCC will release 2 Service Packs. Customers using Exchange Online should upgrade to these Service Packs before the extended deadline of end December 2022.
 - VCC 19.2.1.3 – planned for mid-September: enables 'Oauth' authentication for ERMS

Support Notification - Enghouse Interactive

- VCC 19.2.1.4 – planned for early-October: enable ‘Oauth’ authentication for ‘IVR voicemail to email’ and ‘Scheduled email reports’

Drop Dead Date:

This is rapidly approaching – 30 September, 2022/ 31 December, 2022

If you are impacted by this change or have any questions, please contact your support representative at ce.support@enghouse.com.

Please take action now to prevent any impact to your ongoing business operations.

Further help:

[Customer Support Portal](#)

[Partner Support Portal](#)