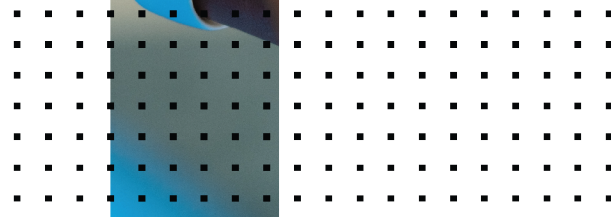


Release Notes

FortiVoice Phone System 6.4.5



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FortiVoice Phone System 6.4.5 Release Notes

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Change log

Date	Change description
2022-07-06	Initial release of the FortiVoice 6.4.5 Release Notes.

Introduction

This document provides a list of new and changed features, upgrade instructions and caveats, and resolved issues for FortiVoice release 6.4.5, build 446.

Supported platforms

FortiVoice release 6.4.5 supports the following platforms:

- FVE-20E2 and FVE-20E4
- FVE-50E6
- FVE-100E
- FVE-100F
- FVE-200F8
- FVE-300E-T
- FVE-500E-T2/T4
- FVE-500F
- FVE-1000E
- FVE-1000E-T
- FVE-2000E-T2 (compatible with FVC-2000E-T2)
- FVE-2000F
- FVE-3000E
- FVE-5000F
- FVE-VM (VMware vSphere Hypervisor ESX/ESXi 5.0 and higher)
- FVE-VM (Microsoft Hyper-V Server 2008 R2, 2012, 2012 R2, 2016)
- FVE-VM (KVM qemu 0.12.1 and later)
- FVE-VM (Citrix XenServer v5.6sp2, 6.0 and higher, Open source XenServer 7.4 and higher)
- FVE-VM [AWS (BYOL)]
- FVE-VM [Azure (BYOL)]
- FVE-VM [Google Cloud Platform (BYOL)]
- FVG-GO08
- FVG-GS16
- FVG-GT01
- FVG-GT02

Special notices

TFTP firmware installation

Using TFTP by means of the serial console to install firmware during system boot time will erase all current FortiVoice configurations and replace them with factory default settings.

Monitor settings for web UI

To view all objects in the web UI properly, Fortinet recommends setting your monitor to a screen resolution of at least 1280 x 1024 pixels.

Recommended web browser versions

- Google Chrome: 102
- Microsoft Edge: 102
- Mozilla FireFox: 100
- Apple Safari: 15

What's new

The following list highlights some of the new features and enhancements introduced in this release:

- Added support for the new FortiVoice FVE-100F platform.
- Added FortiVoice connector to the FortiOS security fabric.
- Added support for FortiGate Cloud to remotely manage FortiVoice (hardware appliance and virtual machine [VM]).
- Added optional setting for Link Establishment in the Hotel Property Management System (PMS) protocol to provide more flexibility for the integration with Micros FIAS based PMS solutions.
- Added limited voice user portal access to the FVE-20E and FVE-50E platforms to support FortiVoice MS Teams App integration.
- Added separate SIP phone registration and subscription intervals for extensions associated with local survivable gateway (LSG) devices.
- Added user privilege access control to view and search the phone directory defined by categories such as system wide, department, business group, or survivable branch group.
- Added call reporting by department.
- Added an option to allow phone users to access their voicemail without entering a password.
- Added an option to allow administrators to define the background image on FON-x80 phones.
- Added a CLI command to clear the residual call status in park orbits.
- Added vp9, vp8, and h265 video codec support in SIP profiles.
- Added wav49 as a supported file format for voicemail emails. When an extension receives a voicemail, FortiVoice can send an email notification with the voicemail as an attachment.
- Added Diversion Header settings in the Trunk Caller ID options to help facilitate the proper caller ID delivery of various outbound call scenarios (such as call twinning and call forwarding) at the service provider level.

What's changed

The following list highlights behavior changes in this release:

- Optimized the disk-writing operation on FortiVoice FVE-20E2 and FVE-50E6 units using a flash drive.
- Added a new Version column to show the software version information under *Monitor > Extension & Device > Phone*.
- Updated the call queue *Maximum queuing time* setting to be configurable in seconds (in addition to in minutes).
- Added a maximum upload file size limit (5 MB) for audio prompt and sound files.

Firmware upgrade/downgrade

This section includes the following topics:

- [Before and after any firmware and downgrade on page 9](#)
- [Firmware upgrade path on page 9](#)
- [Firmware downgrade on page 10](#)
- [FortiVoice Gateway on page 10](#)

Before and after any firmware and downgrade

- Before any firmware upgrade and downgrade, save a copy of your FortiVoice configuration (including replacement messages and user data) by going to *System > Maintenance > Configuration*.
- After any firmware upgrade or downgrade and prior to log in to the FortiVoice web UI, clear the browser cache to make sure that the web UI screens display correctly.

Firmware upgrade path

Any 5.0.x release



5.0.5 (Build 0188)



5.3.26 (Build 0466)



6.0.6 (Build 0228)



6.0.11 (Build 0285)



6.4.5 (Build 0446)

You can upgrade from a 6.4.x release to the 6.4.5 release directly.

After every upgrade, verify that the version number and build number match the image that you loaded. To complete the verification, go to *Dashboard > Status*. In the System Information widget, locate the *Firmware version* row.

Firmware downgrade

Downgrading from 6.4.5 to 5.x.x release



Firmware downgrade is not recommended.
Downgrading from 6.4.5 to 5.x.x release is not supported in general.
Before downgrading, contact [Fortinet Customer Service and Support](#) first.

If you do need to downgrade, follow these steps:

1. In the FortiVoice console, use the G option in the bootloader to reburn the image.
2. Type `exec factory reset`.
3. Restore the configuration.

Downgrading from 6.4.5 to 6.0.x release



Firmware downgrade is not recommended.
Downgrading from 6.4.5 to 6.0.x is not supported in general.
Before downgrading, contact [Fortinet Customer Service and Support](#) first.

If you do need to downgrade, follow these steps:

1. In the FortiVoice console, use the G option in the bootloader to reburn the image.
2. Type `exec factory reset`.
3. Restore the configuration.

FortiVoice Gateway

The FortiVoice 6.4.5 release does not work with the FortiVoice Gateway 5.3 release or older releases. The FortiVoice unit and FortiVoice Gateway will only work with each other when *both* of them are upgraded to 6.4.5.

Resolved issues

The following issues have been fixed in the FortiVoice 6.4.5 release. For inquiries about a particular bug, contact [Fortinet Customer Service and Support](#).

Bug ID	Description
663107	T38 faxing is sometimes blocked by the firewall rules.
678934	The Type of number option at PRI settings is required to allow Caller ID to be relayed by Shaw communications.
691303	The upload process of sound files (WAVE format) limits the PCM to 8000 Hz.
737539	The secondary account still shows and rings the primary extension even if the secondary account has been removed from the primary extension.
740690	After a system upgrade, duplicate extension entries show under <i>Monitor > Extension & Device</i> .
749498	After upgrading FortiVoice from 5.3.x to 6.x, there is a high CPU usage due to transcoding.
754227	The function to delete recorded calls from <i>Monitor > Storage</i> is not working.
755599	When accessing the wake-up event page from the Room Status widget in the operator console, guest extensions are not showing in the Available list.
758026	FortiVoice sends Invite to the wrong port on softclient.
758409	After changing the Default Voicemail PIN in <i>Phone System > Setting > Option</i> , the Voicemail PIN expiration (Default Only option) is not working.
758523	CDR and VOICED databases have garbled characters.
761319	Virtual numbers appear in the directory after being disabled under <i>Phone system > Setting > Miscellaneous</i> .
762462	Auto Refresh in the Active Call widget does not work properly.
763353	Adding multiple numbers to a trunk at once causes duplicate entry warnings.
764505	Imported contacts using the LDAP connector synchronization show in <i>Phone System > Contacts > Directory > Business Contact</i> instead of in LDAP Contact only.
765168	LDAP entries do not appear in the FortiVoice user portal contacts.
765556	On an LSG device, FortiVoice fails to save the selected extension in an inbound call routing rule.
765788	A call on hold cannot be picked up on another phone by pressing the line appearance key.
766619	Using the user portal Reminder option to create wake-up calls, selected extensions are showing the display name multiple times.
767102	The icon in the Registration/Connection column of <i>Monitor > Phone System > Trunk</i> is incorrect in some conditions.

Bug ID	Description
767203	Call Center statistics do not match the reports of outgoing calls.
767210	After clearing the Search bar in the user portal Reminder option, extensions do not show under the Available section.
767214	Need to allow longer timeout period between two dialed digits on the GS16 gateway.
768315	When a FON-570 extension receives an attended transfer call, the original caller ID does not show.
768451	The DTMF mode is not updated in the phone configuration file.
768795	The user portal has voicemail forwarding issues.
768805	The emergency zone reporting is using the emergency zone action from the callee instead of the caller.
768992	Recorded files cannot be deleted under <i>Monitor > Storage > Recorded Call</i> .
769615	If the authentication type is LDAP, unable to access the voicemail from the FON-380 phone.
769802	The device value is '0' in the phone configuration file.
770028	The External Caller ID does not work with PRI GT01 Gateway.
770714	Calls cannot be parked on FON-x70 phones.
770949	Calls parked from the Operator Console do not return after a timeout.
771080	Disabled ring groups keep showing in the directory.
771108	The buffer overflow in the TFTP client function of the CLI causes a vulnerability.
771171	The FON-675 message waiting indicator (MWI) box is empty.
771205	After importing an extension CSV file, the Programmable Key settings for those extensions are set to default.
773343	Upgrade the FortiVoice SIP stack.
773393	Call center report is missing data in Direct out columns.
773624	Office peer and SIP trunk inbound calls fail with SIP on TCP.
773767	In the Call Center, the Auto-Pause after agent login queue feature does not work.
774272	The <i>Monitor > Phone System > Active Call</i> page is not showing which trunk the call is on.
774795	On FortiVoice 6.4.4, incoming calls fail with the TLS trunk.
774839	SIP Profile codecs are not translated in multiple select entries.
774844	Desk phones added to the FortiFone softclient (in <i>Monitor > Extension & Device > Soft FortiFone</i>) show as mobile devices.
775253	Mobile softclient calls fail with secure RTP enabled.
776094	For FON-380 and FON-480 phones, if only 1 page is specified for programmable keys, the number of programmable keys available should be 8 and 10 respectively.

Bug ID	Description
776315	A FortiVoice stack-based buffer overflow vulnerability is in the CLI [FG-IR-21-132].
776378	Randomly getting a 503 error while making outbound calls from the FortiFone desktop softclient.
776757	If there is a TCP/TLS broken pipe issue, the FON-x80 phone does not re-register with the FortiVoice phone system.
777178	The phone system database is keeping the original TLS contact info of the phone.
777552	The Certificate Service Change Confirmation popup takes very long to load or does not load.
777801	The voiced command on the secondary unit is running when the HA Effective Operating Mode is on Out of Sync.
778516	Make diversion header configurable in a twinned call.
778986	A FortiVoice Gateway extension can be deleted by pressing the Delete key on a keyboard.
778994	The configuration of a SIP phone results in bad command after backing up and restoring the PBX configuration file.
779526	The Callback mode Virtual Placeholder of a call queue is not working.
779606	The FON-575 phone fails to call the SIP trunk on an LSG device with direct contact enabled.
780317	The Default Certificate service column shows numbers instead of protocols.
782459	The phone configuration file for FON-x80 phones is missing a digit map timer setting.
783164	The List in directory option of User Privilege does not work.
784060	Calls are disconnected under certain call flows.
786680	An empty trunk in eFax external numbers is causing fast busy on incoming trunks.
787049	Dialing extensions from the Busy Lamp Field (BLF) key sometimes gets an error message.
787257	HA failover and extension registration have issues.
787691	Update the error message to tell FVE-20E and FVE-50E users that they cannot log in to FortiFone integrated with the Microsoft Teams app when the Unified Communications entitlement is missing.
788625	Admin Profiles with Auto Dialer and Voice Misc permissions cannot import CSV files into the auto dialer contact page.
790995	The FortiVoice Dashboard does not display expired entitlements.
791447	The CMDB server response is slow.
792356	A phone system using the interim build 420 drops all calls because of a voiced crash.
793315	On Gateways, after updating udptl-start or udptl-end settings, faxes are still sent using the old ports.
795259	Phones of a user group added to a call queue do not ring if the calling phone is not a member of the user group.
796250	When transferring a call to another queue for a callback call, the phone system drops the call.

Bug ID	Description
797891	<i>Monitor > Call History > CDR Detail</i> is missing entries in the Call Flow section about picked up calls.
802180	Add personal fax and allow fallback option.
806543	When changing a VoIP trunk to use TCP, FortiVoice continues to use UDP.
806678	The PRI/R2 <i>r2-max-dnis-digits</i> has a default option set to 7 which is too short.
808132	An emergency call initiates a message group text that does not show all configured variables.
808871	In <i>System > Advanced > SIP</i> , the ICE support (with static mapping) settings do not take effect after applying changes.
810708	Turning on the <i>Log & Report > SMDR > SMDR</i> and <i>Log & Report > CDR > Submit CDR</i> cause the <i>/var/spool</i> to be full.
813814	FON-x80 extension appearance programmable keys stop working when the <i>blf-subscribe-option</i> is set to one-by-one.
813825	During an audio call, an extension user will not receive a text message sent to an emergency message group.
815729	When using the <i>Phone System > Profile > Schedule</i> to add a calendar event and enable the <i>All day event</i> option, the <i>End time</i> is off by one day.
817579	The Caller ID and Diversion header rules don't work when the extension is forwarded using normal call handling rules instead of an explicit extension forward.
821854	Users cannot configure the Business Group feature using the GUI or CLI on FVE-500E.



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