

Release Notes

FortiVoice Phone System 6.4.7



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FortiVoice Phone System 6.4.7 Release Notes

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Change log

Date	Change description
2023-02-08	Initial release of the FortiVoice 6.4.7 Release Notes.

Introduction

This document provides a list of new and changed features, upgrade instructions and caveats, and resolved issues for FortiVoice release 6.4.7, build 477.

Supported platforms

FortiVoice release 6.4.7 supports the following current platforms:

- Appliances
 - FVE-20E2 and FVE-20E4
 - FVE-50E6
 - FVE-100F
 - FVE-200F8
 - FVE-300E-T
 - FVE-500F
 - FVE-2000F
 - FVE-5000F
- Virtual machines
 - 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)]
- FortiVoice gateways:
 - FVG-GO08
 - FVG-GS16
 - FVG-GT01
 - FVG-GT02

The following platforms have reached their end-of-order (EOO) date. However, FortiVoice release 6.4.7 continues to support them:

- FVE-100E
- FVE-500E-T2
- FVE-500E-T4
- FVE-1000E
- FVE-1000E-T

- FVE-2000E-T2 (compatible with FVC-2000E-T2)
- FVE-3000E

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 version 109
- Microsoft Edge version 109
- Mozilla Firefox Standard Release version 109
- Apple Safari version 16

What's new

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

Feature and enhancement	Description
Call recording user access control	Allows department administrators to access phone call recordings associated with their department only.

Firmware upgrade and downgrade

This section includes the following topics:

- [Before and after any firmware upgrade 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 upgrade 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 and 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)



6.4.7 (Build 0477)

You can upgrade from a 6.4.x release to the 6.4.7 release directly.



Upgrading from 6.4.2 GA and earlier to 6.4.7 GA might be slow due to the major database upgrade.

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 6.4.7 to 5.x.x release



Firmware downgrade is not recommended.
Downgrading from 6.4.7 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 6.4.7 to 6.0.x release



Firmware downgrade is not recommended.
Downgrading from 6.4.7 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 6.4.7 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 6.4.7.

Resolved issues

The following issues have been fixed in the FortiVoice 6.4.7 release. For inquiries about a particular bug, contact [Fortinet Customer Service and Support](#).

Bug ID	Description
873265	System upgrade from firmware version 6.4.5 to 6.4.6 stuck on the "Initialize Database" step.
877207	System upgrade from firmware version 6.0.11 to 6.4.6 fails on the "Db manager starting" step.
869303	The digit map pause timer setting for FON-x80 phone profile (server side) is out of range with the supported values on the FON-x80 (phone side).
847931	The CLI command "execute telnettest" always reports connecting to remote host failed.
878936	The configuration of FXS gateways fails to auto-provision new extensions because the deployment exceeds 1000 extensions.
809906	The Ring Duration value is not imported when using the Extension CSV import function.
862852	Some of the new hardware models do not display properly in the GUI.



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