FortiVoice Phone System - Release Notes

Version 6.0.7

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Change log

Date	Change description
2020-12-21	Initial release of the FortiVoice 6.0.7 Release Notes.
2021-03-26	Added VM upgrade on page 12.

Introduction

This document provides a list of new and changed features, upgrade instructions and caveats, resolved issues, and known issues for FortiVoice release 6.0.7, build 0253.

Supported platforms

FortiVoice release 6.0.7 supports the following platforms:

- FVE-20E2 & FVE-20E4
- FVE-50E6
- FVE-100E
- FVE-200F
- FVE-300E-T
- FVE-500E-T2
- 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)]
- FVG-GO08
- FVG-GS16
- FVG-GT01
- FVG-GT02

Old platforms:

- FVE-200D
- FVE-200D-T

Special notices

TFTP firmware install

Using TFTP via 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 1280x1024.

Recommended web browsers

- Google Chrome: 87
- Microsoft Edge: 86
- FireFox: 84
- Safari: 14

What's new

The following list highlights some of the new features or enhancements introduced in this release.

New phones support

FortiFone-D72 is supported with multi-base roaming function.

FortiFone-380 is supported.

Optional numbers in directory

This feature allows non-SIP extension number types to be hidden from the system directory listing and name lookup.

Authentication for Virtual Number actions

Call access control for Virtual Numbers is provided.

Personal voice recording

You can pause and unpause personal recording at any time.

User conference participants increase

Maximum participants per user conference are increased from 8 to 20.

User password change option

Password option is added in phone profile. After a password is set and the profile is applied to the supported phones, phone users can use this password to access their phone web GUIs and configure the advanced settings on the phones.

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FortiFone configurable play alert tone

Added a configurable FortiFone option to turn on/off playing an alert tone when the remote party disconnects a call.

What's changed

The following list highlights the behavior changes in this release.

Agent console performance tuning

The agent console message queue is improved to solve the performance issue.

Session helper and trusted host enhancement

An option is available to add all RFC compliant internal networks to session helper or trusted host settings.

SIP Server external IP address

An option is available to resolve the proper SIP server external IP address from hostname for a stretched HA deployment.

Test call duration

Test call duration is limited to 60 seconds.

Secondary account removal

Secondary account is removed from the custom settings of auxiliary phone configuration.

System resource limit changes

On FVE-VM-10000 platform, the following system resource limits are increased:

- Schedules: 150 (currently 100)
- Ring Groups: 400 (currently 300)

- DID Mapping: 150 (currently 100)
- Departments: 200 (currently 50)

On FVE-VM-10000 and above, the number of virtual numbers is increased to 200.

On FVE-500F, the ring group limit is increased to 60 and page group limit is increased to 16.

Firmware upgrade/downgrade

This section includes the following topics:

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/downgrade, if you are using the web UI, clear the browser cache prior to login on the FortiVoice unit to ensure proper display of the web UI screens.

Firmware upgrade path

Any 5.0.x release

↓

5.0.5 (Build 0188)

↓

5.3.26 (Build 0466)

↓

6.0.7 (Build 0253)

After every upgrade, verify that the build number and version number match the image that was loaded. To do so, go to *Dashboard > Status*.

Note: For FortiVoice 2000E-T2 with serial number prefix of FO2HDD, if upgrade is done through "G" option of boot loader, FVE-200D platform image should be used.

Firmware downgrade

Firmware downgrade is not recommended. Before downgrading, consult Fortinet Technical Support first.

If you do need to downgrade, follow the procedure below:

Downgrading from 6.0.7 to 5.x.x release

Downgrading from 6.0.7 to 5.x.x release is not supported in general. Before downgrading, consult Fortinet Technical Support first.

If you do need to downgrade, follow these steps:

1. Do not use `exec restore image` command.
2. Use the G option in the bootloader to reburn the image.
3. Exec factory reset.
4. Restore the configuration.

VM upgrade

For the VM platforms (Xen, KVM and Hyper-V), upgrade to v6.0.6 first before upgrading to v6.0.7.

FortiVoice Gateway

FortiVoice 6.0 release does not work with FortiVoice Gateway 5.3 or older releases. FortiVoice unit and FortiVoice Gateway will only work with each other when both of them are upgraded to 6.0.

Resolved issues

The resolved issues listed below do not list every bug that has been corrected with this release. For inquires about a particular bug, contact Fortinet Customer Service & Support.

Bug ID	Description
651849	"Call is transferred to (XXXX)" error appears when a queue agent transfers a call to another queue.
654223	Call Detail Report misses data.
683868	Routing calls to a static call queue member fails if softclient is enabled on an extension.
683867	FortiVoice does not reload when running the command "set performance-flags subscriptions-wildcard voiced-db-legacy".
683852	The agent icon remains in "Wrap up" status and yellow when the "Pause/Resume" button is clicked to cancel Wrap up.
683877	Agent status is not updated if *68 is used to unpause the agent.
683938	Some columns in the Queue Agent Summary widget do not refresh properly.
683848	The "Pause/Resume" option on the dashboard remains greyed out when agents log into the queue and pause and resume it.
683832	The Call Handling "Effective mode" should have a plain English label and not the current code variable.
663545	Call Center "Answered Percent" reports 103.03%.
613484	Hourly Breakdown Reports show incorrect call answer percentage.
681456	PMS "Data sync" status is always on 1%.
683751	NOTIFY message sent from central PBX to LSG branch PBX results in 100% CPU usage on the branch PBX.
654472	New recordings cannot be viewed from the web-based manager with NAS storage.
682991	The supported programmable keys for FON-x80 should be adjusted on FortiVoice.
681386	Hotel management PMS has "DMM does not match" error.
681901	When forwarding calls from the FortiFone itself without using the feature code or call handling, the received call is not forwarded and is terminated directly.
681097	FortiVoice AWS .zip file is incorrectly named.
678207	Expired subscriptions are not being cleared and the system eventually crash due to lack of memory.
664369	Jitter buffer does not work on 6.x firmware.
681638	All phones and gateways lost registration from the FortiVoice for more than an hour.

Bug ID	Description
680845	Duplicate extensions are created when only an auxiliary extension is registered.
682712	SIP trunk register retry interval cannot be manually controlled.
659106	On the web-based manager, the FON-575 programmable keys profile shows an empty value on the Extension Appearance Setting.
661760	The administrator login is still accessible when all admin users have trusted hosts configured.
682761	All agents are removed from a Call Center queue after upgrading from 6.0.6 GA.
681183	Phone configuration settings are changed for FON-380/480.
682676	Asterisk precaution upgrade to 13.37.1 is performed.
647415	The SIP password cannot be auto-generated if the csv file is imported with an empty SIP password or without a SIP password column.
670553	Imported extensions do not populate under Hotel Management > Room Status.
679249	An LSG branch extension lost its registration for over 2 minutes during a failover transition.
681383	PMS receiving buffer overflows.
681662	When an HA failover occurs, the secondary unit database is out of sync with the primary unit.
679039	Call History does not synchronize to the secondary unit on the VM version of the FortiVoice phone system.
637531	Extensions with manager profiles are unable to pick up any calls in the Call Center console even with Call Center licenses.
682477	Web access password is not generated on CSV import even if Default User Password is set to Generated.
676796	User Portal icons should be consistent with FON-x80 icons.
675859	Recorded files using personal recording with + in name are downloaded as undefined .wav files and do not open in user portal.
677929	Call waiting in queue does not ring the logged-in agent extension.
666421	FortiVoice memory leaks when recording is enabled.
678273	It is unable to download CDR search results using the Search Configuration dialog.
680493	FortiVoice crashes while user does attended transfer.
678886	Device MAC address remains in voiced.ps_endpoints DB table after it has been assigned to a new extension.
673139	Group paging does not work.
662784	When using either Group Page or *92 page, the page goes to the auxiliary phone instead of the main extension.

Bug ID	Description
674781	Importing or batch-editing a large number of extensions causes failure to create or update some phone configuration.
677581	Database error appears on dashboard when HA failover happens.
670911	HTTP session using JWT expires after idle timeout.
664004	Creating or editing user-defined keys from the web-based manager or user portal does not regenerate fv_ext_rlist.conf.
682418	Dnscached process still runs after disabling DNS cache in CLI.
662498	Changing the emergency zone profile setting on a phone causes it to reboot.
668461	GUI pages are not very responsive after staying on the active call page for some time.
676719	FON-D71 active number of handsets are increased.
672334	An extensions cannot be deleted if it is a member of a user group.
674586	IVR handling variable becomes empty after selecting it.
674609	When dialing a local number using an inbound route, the voicemail messages are in English even if the default prompt language is set to French.
672017	Editing an LSG paging extension setting results in the survivability branch value being unset.
672711	Editing the start time in a calendar-based schedule results in the event end time being adjusted to the start time plus 1 hour.
670016	In the KVM environment, only 32 CPUs (cores) or below are recognized.
667733	FortiVoice sends SIP Notify to expired subscriptions.
667491	Ring duration for softclient is set to minimum 40 seconds.
646497	Call center console does not refresh.
673664	FON-570 network pass-through disrupts multicast video traffic.
645100	The Queue Stat Today widget in the call center console of the FortiVoice user portal does not work.
655267	Agent wrap up timer is started when an attended call transfer from one queue to another is completed.
659320	Call queue on hold music cuts out sometimes when the system is underload.
681447	The voicemail options to include caller ID, and date and time of message do not work in Dynamic Mode.
681165	Sending faxes using eFax fails.
681139	When leaving a voicemail, the system cuts the caller off after 2 to 32 (time varies) seconds into their message.
680882	LSG speed dial rule that does not utilize pattern match fails in 6.0.x.
671096	FortiVoice keeps sending invitations to agents under some conditions.

Bug ID	Description
669291	Office peer directory cannot be synchronized.
636348	Using feature code *40 to park calls produces a CDR log as 4 calls.
659562	Fax gets stuck on fax queue as sending status.
656682	CDR log does not show who picked up a call from the pickup group.
667900	All members under call queue and groups are lost after importing extension.csv file.
677353	Console.fe high CPU on TAC system causes voice quality problem and dropped calls.
666978	FortiVoice gets reloaded if idle timeout setting on web-based manager is changed.
664149	Voicemail messages are in English even when default prompt language is Spanish.
664418	The maximum value of ring duration is only 127 seconds in CLI even if the range is from 6 to 1800 seconds.
659050	Date searching in queue logs and CDRs produces no results.
664351	New fax settings are not preserved but can be applied in CLI.
663498	Under Call Center Agent Group, sometimes members come up empty.
656252	In Call Center, there are custom announcement delays when callback is active.
655256	Multiple file formats output cannot be selected in Call Center Reports.
656764	The delete button for prompt audio is grayed out.
638816	Possible brute-force attack SIP authentication failure notifications lack information.
631863	Traffic capture sometimes does not work for SIP trunk when SRV record is used.
666248	FXS ring cadences are not changeable.
666874	Upon failed attempt to connect to LSG from the FortiVoice, 404 error appears and URL displays password in plain text.
666870	Call center agents can no longer successfully logging into queues.
664290	Resource list of programmable keys is blank on switching mode.
653813	Call between LSG branch extensions drops after 6 seconds.
630834	Deleting extension is reported as being an Auto Attendant key action, even if that key action has been removed from Auto Attendant.
663308	In Call Center Agent Call Detail Report, the Queue field is blank when outbound calls are made while agent is paused.
654178	Wrap up override does not work.
656207	Agents cannot be displayed properly if there are many agents in a call center report.
651744	Total Call Center call back value remains 0 inside of the report "queue callback summary".
655253	In User Privilege, concurrent calls can now be set to 0 (Unlimited).

Bug ID	Description
656427	Not all selected agents can be added in Call Center agent query.
654227	In CDR Call flow, the "next page" button does not function.
654210	Name search on both desktop and mobile softclient apps has issues.
661087	Conference event creation is not shown in user portal.
659012	CWE-200: Unauthenticated user can determine software-version information.
655835	View Hierarchy option is still available when you right click an auto attendant.
653818	Upgrading firmware for multiple GS16 on FortiVoice shows failed status.
659037	Queue logs quick search resets on page change.
659134	User-defined Busy Lamp Field (BLF) keys are not recorded in resource list configuration.
657970	GUI popup window misses content.
653978	Call limits are not accurate with multiple auxiliary phones.
656386	Call recording policy does not allow to change the direction of "Both" when using a call queue.
654180	There is no way to download the queue logs.
653956	IPs that failed SIP authentication are not blocked by authserver.
653106	Extension.csv file cannot be imported.
608213	Lookup Name Directory does not show the display name portion for General Voicemail.
651730	FON-480 Line/Extension/Park Appearance keys do not flash.
667873	FON-480 Line/Extension/Park Appearance subscriptions do not work.
683602	Call queue custom announcement plays wrong language audio.
684768	Multiple mailbox monitoring does not work within dynamic configuration mode.
684624	System SIP setting updates for internal network list does not take effect after applying changes.
681691	Branch phone does not hang up after central recovery in LSG.
663186	LSG branches that call into call queues are disconnected after around 5 seconds.
651428	Upgrading VM - Hyper V platform to 6.0.6 B225 results in restore image failure.
662781	Newly created eFax account number is missing.
667903	Non Scheduled Business Hour Call Handling cannot be set up.
670032	Agents cannot successfully log in to call queues.
660681	Some internal LSG calls are dropping after being transferred to another internal extension.
669157	The Call Centre queues selection bar is incorrect when it is empty.
668441	Adding an extension to a Call Center queue does not update the fvmonitor.number_list table. Agent_type is not updated.

Bug ID	Description
663424	The fvmonitor.number_list table is not populated after a system restore at 6.0.6 GA.
670573	New Paging Groups or Pickup Groups cannot be created.
672377	Under Queue Alert Events, Caller Waiting Over does not work.
670866	Calls drop when a call ring group has only softclient members.
670522	LSG configuration push fails in some cases if hostname cannot resolve.
672720	Error information of phone job schedule module is incorrect.
665710	When an unassigned profile is delivered to FON-480 on an LLDP VLAN, FON-480 drops out of voice VLAN to standard LAN.
677559	Under Monitor Log, Phone Configuration Date is off by 1 day.
678808	User portal Operator Active Calls widget does not auto refresh to display the initial call into Auto Attendant.
671103	Ring group call handling "Phone not connected" setting does not work.
685526	A personal or system speed dial cannot be added when entering a mapped number with a pause in it (for example, 613;;;5554444).
642761	Sending T.38 fax with Cisco SPA112 ATA fails if the fax extension is used.
684909	HA secondary PBX cannot sync and is stuck on "checking snapshot info" after downgrade/factory reset/restore configuration.
682702	Added agent members in non Call Center call queues cannot be found in datasource.
684946	When a queue is called and the call is answered, the other agents still have a status on "Ringing" in the Agent widget.
682798	Active Call widget does not display some calls.
684950	In Call Center, after upgrading the Queue Agent Summary widget, the real-time longest talk time (LTT) value is incorrect.
684916	An agent that is logged into two queues and then logs out of one queue, sees its status change to "Logged out".
684699	Phone firmware upgrade schedule setting still shows on the web-based manager in build 228.
673125	Monitor view for new queue is incorrect when attended calls are transferred into a queue.
685018	Upgrading GS16 through FortiVoice fails.
684753	Extension device association information is not displayed on the CLI as expected on secondary PBX in HA deployment.
684740	The Active Call widget does not clear out attended calls that were transferred into the call queue.
685050	Trunk status remains "in service" even if it is not registered.
666411	Call Recording link does not work on Call History page.
666011	Phone system has performance issues.

Bug ID	Description
685283	FON-175 and 375 in unassigned status are blocked by the auth server when assigning an extension to each of them.
685257	When initiating a call back, the call record in the Active Call widget remains until it is manually refreshed.
685256	It takes a maximum of 1 hour to upgrade offline managed devices, such as a GS16 or an LSG branch device.
685192	When performing a *65 or *66, the Agent Widget does not update the agent status properly.
685194	The Agent Widget displays the wrong agent status when the agent is logged out of all queues using *62.
685447	When pausing from an extension, the Agent widget does not auto-update with the new status and reason.
685543	The Caller field of queue Call Detail Report is populated by "" <>.
685492	After upgrading from 5.3 GA to 6.0.7, the outbound calls that utilize pause digits receive dead air until the calls are answered.
685686	Clicking Office Peers tab generates an error message: Gateway Timeout.
685600	Sending fax on GO08 gets stuck after a firmware upgrade.
685767	Phone registration fails for 5 minutes following an HA failover.
685712	Changing an inbound rule in call routing to go to a different auto attendant causes a crash.
685339	Branch extension does not hang up on a central failover.
685534	User portal > Contact > Personal contact has a typo "availble".
685789	The expired or unregistered status of extension is incorrect.
637095	Call answering is delayed.

Known Issues

This release has no known issues.