



FortiVoice Phone System - Release Notes

Version 6.0.4

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March 31, 2020

FortiVoice Phone System 6.0.4 Release Notes

26-604-585435-20200331

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Change log

Date	Change description
2020-03-31	Initial release of the FortiVoice 6.0.4 Release Notes.

Introduction

This document provides a list of new and changed features, upgrade instructions and caveats, resolved issues, and known issues for FortiVoice release 6.0.4, build 0193.

Supported platforms

FortiVoice release 6.0.4 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

- IE 11, Edge 44, 80
- Firefox 68.5 ESR, 73
- Safari 12, 13
- Chrome 80

What's new

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

Missed call notification

Missed call notification settings are available in phone profile.

Granular caller ID modifications

SIP From header and PAI header modifications can be configured separately in SIP trunk.

Line key for secondary account

Line key is added automatically for secondary account if configured.

Phone background picture customization for H35

H35 phone background pictures can be changed through the FortiVoice unit.

What's changed

The following list highlights the behavior changes in this release.

Ring duration

When FortiFone softclient is configured to an extension, the ring duration will be changed to 40 seconds, regardless of what is configured in the extension's user preference. This change is to improve the call receiving percentage on the FortiFone softclient because it takes longer to receive the notification and ring.

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 9](#)
- [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/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)



5.3.23 (Build 0449)



6.0.4 (Build 0193)

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 do so, follow the procedure below:

Downgrading from 6.0.4 to 5.x.x release

Downgrading from 6.0.4 to 5.x.x release is not supported in general. Before downgrading, consult Fortinet Technical Support first.

If you do need to do so, 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.

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 inquiries about a particular bug, contact [Fortinet Customer Service & Support](#).

Bug ID	Description
592899	After updating FON-870i, status does not show in IP Extensions page.
610592	Survivability settings for FVE-500F are updated to reflect the supported failover trunking resources.
590195	Under <i>Mail Settings > Relay Server</i> , test function does not work.
617892	RTP keepalive in 475/575 phone is disabled to avoid DTMF issue.
593179	Members of a centralized general voicemail or monitored extensions do not receive MWIs when a message is left.
610748	In-band righttone cannot be enabled.
617582	Extensions are unable to access monitored voicemail boxes.
589299	Reminder feature is missing in user web portal.
611294	No active call displays in administration GUI when sending a fax.
606733	Screened calls are being dropped unexpectedly after recording the caller name.
599222	Recorded/uploaded voicemail greetings do not play.
615976	Speed dial <i>Mapped Number</i> does not allow # in the input box.
616218	A setting is added to phone profile to turn off missed call popup on phone screen.
616226	Extension export misses the configured LSG branch association.
616222	Schedule time is configured as single digit.
612488	200 OK response is delayed when inbound call is routed to ring group with extension appearances on phones.
580247	Audio files fail to upload and generate wrong format error.
604208	Duplicate entry messages show in event log.
610897	Extension are not displayed as active on <i>Monitor > Extension & Device > Extension</i> but are displayed in <i>Extension > Extension > IP Extension</i> page.
611894	Original caller ID is not modified when forwarding calls from ring group.
609379	In hot desking, when transferring a guest from one extension to another, the original host reboots a second time without notice.
612089	Enabling verify-user-agent makes generic SIP phones unable to register successfully.

Bug ID	Description
614698	Under <i>Call Center > Profile</i> , the word privilege is misspelled for <i>Monitoring Console Privilege</i> .
612686	After upgrading GS16 from 5.3.24 GA to 6.0.3 GA, calls to all 16 GS16 extensions ring FXS port 1.
612687	TLS version setting is missing in phone profile.
601774	After upgrading from 5.3.24 and replacing audio file, invalid sound file error appears but new audio prompt is fine.
596911	On a call queue without Call Center license, queue overflow and timeout actions are not observed.
613479	Plus sign + is not supported for blocked number.
598501	BLF list for FON575 is supported.
607703	FON-475 does not accept first voicemail password.
583734	Hot desking does not work.
613468	DID mapping window size is not adjustable.
594166	Extensions cannot be assigned to FON-375 using *18 feature code.
613474	Auth for customer office peer on GUI cannot be turned off.
613492	GUI sometime is unresponsive after clicking the business contact import button.
611926	TLS for SIP trunk does not work.
594462	Line appearances for GO08 do not light up when there is call on the line.
612258	Resource for inactive websockets should be released.
607088	Email cannot be sent out if DNS lookup fails for recipient domain.
599489	Agent Monitor View does not show the duration correctly.
608735	The "Use pound(#) as dial or send key" option is missing from some phones.
600395	Call screening prompt is in English only.
591908	The configured personal and business contact CLID cannot overwrite the CLID delivered by the caller.
534495	Schedule time of day settings are not preserved after a system reboot or reload.
610577	The analog trunk status never changes and always shows "In service" even when no cables are plugged in.
611027	Directory shows no page when clicking through menu.
610326	Custom audio file for MOH does not play, only system default file plays.
604918	"localhost" showing up in SIP packet SDP "Connection information" field causes one way audio on sip trunk.

Bug ID	Description
600907	exec sip commands do not work.
609018	Call center reports have issues.
605184	Incorrect port is displayed for SIPnP auto discovery settings.
607079	PBX responds to TFTP requests when TFTP has been disabled on the port interface.
604697	Hot Desking does not work on extensions.
607659	LSG managed phones reboot when GS16 that is managed by central office is associated with the LSG.
606807	rx/tx gain adjustment command for analog line is missing.
594159	Packet capture is unable to stop.
609674	An assigned extension hot-desked to another extension becomes unassigned after log-off.
609127	When hot desking an assigned External extension to an existing Internal extension, the External extension takes on Internal provisioning.
609076	Unassigned/assigned phone can hot desk another extension without entering password.
600182	Key assignments are not updated to hot desk phone unless logoff/login occurs.
603607	Phone hot desked from an extension with sRTP enabled is unresponsive.
600604	Idle time is reset for all agents when a call is answered by only one of the agents.
593627	Speed dial paging does not work.
600606	When putting a call on hold, the call cannot be picked on another phone by pressing line appearance key.
603880	Twinning schedule setting on the GUI is missing.
618838	Trusted host in user privilege profile is applied to mobile softclient.
618647	Conference Bridge organizer requires the mute all attendee toggle function.
599222	Recorded/uploaded voicemail greetings do not play.
608761	No alert emails are sent when FXO is down.
620465	An error appears when trying to open extensions on office PBX system.
618681	Slave unit is out of sync when default extensions are deleted on Master unit.
619836	CDR entry is not generated for missed calls that go to voicemail.
619817	CDRs are not generated after calls.
616252	Agents randomly go missing in Monitor View.
619564	At the Fax Monitoring extension user portal, Simple Notification still associates fax attachment to the email notification.

Bug ID	Description
620091	Wrong phone profile is sometimes displayed for non-default phone profile extension on the GUI.
619558	Importing csv file on PBX with call center feature enabled does not work.
619545	Blocked call is not logged in CDR.
600375	GS16 Direct Call feature does not work. GS16 configuration does not reflect Direct Call settings that are set via the GUI.
619099	User groups cannot be created.
615497	CDR record post shows talk time of 0 if the call is put on hold and resumed.
619552	Firmware of any managed gateway is unable to update from the PBX.
617990	Overriding LDAP server settings for phone configuration does not update the phone configurations with the override value.
617618	FXO line appearance does not work for outbound call when emergency call is enabled in outbound calling rule.
616349	Call Center Monitor View capacity on FVE-2000F is increased.
613468	DID mapping window size is not adjustable.
617061	DNS SRV has some issues.
601774	After upgrade from 5.3.24 and replacing audio file, invalid sound file error appears.
615138	With managed gateways, changing auto provisioning SIP server IP does not auto update/regenerate the gateway configuration files.
616252	Agents randomly go missing in Monitor View.
585464	The IP address in SDP and contact should update if the external hostname resolves the changed IP address.
615455	GS16 PBX generated configuration sets each extension, office peer trunk, and SIP server IP address incorrectly.
620917	Test call does not work with "+" number for outbound dial plan.
614797	CDR for Disposition as Voicemail is not populated as red (missed) in Call History.
610103	Phonebook/Directory does not function as designed on handsets.
611024	Directory searches from phone fail when matching more than 4 characters in "Display Name".
609993	Extension number pattern global setting is ignored.
611582	Customizing Email Template button on PRI gateway administration GUI does not work.
618816	Status "Initiating" for call stuck in active call list.
616449	Extensions show up multiple times in list if auxiliary device is configured.
617125	Assigning new extensions from Extension & Device generates "Failed to load resource" error.

Bug ID	Description
609023	Maximum provisioning lines for phone programmable keys needs to be updated.
614087	On GS16 administration GUI, under Gateway > Mapping Rules, editing any rule makes values incorrectly display as "None".
614807	For CDR Details, scroll bar is missing in Call Flow for longer details.
614762	The theme for the web user portal GUI cannot be changed.
555989	FXS gateways cannot be deleted from the GUI.
613724	Importing CSV file will not set the User ID field correctly.
615577	Caller ID Modification profile page has incorrect text.
615830	Modified default ring duration is not taken into consideration after importing extensions.
619485	Call center call handling cannot be created.
616724	GS16 PBX Monitor status of extensions shows the status of the office peer trunk(s) between PBX and gateway.
607533	Mail relay server disables after upgrading to 6.0.3.
612774	General Voicemail shows in Directory listing even when option is disabled in User Privileges.
612747	H35 phone is recognized as an incorrect phone type in unassigned state.
614145	The directory search for remote location does not work properly in user portal
421275	Survey report Caller Comment link is incorrect when report is emailed or downloaded.
610912	Users are unable to create or edit user privileges via GUI on a partially managed LSG.
616349	Call Center Monitor View capacity on FVE-2000F needs to be increased.
617061	DNS SRV has some issues.
612529	LDAP search from desktop phones sometimes fails.
605790	Desktop UC cannot receive calls if hostname has a special character.
612101	After importing an extension CSV file, the values in some columns are incorrect.
607968	Maximum number of Extension/User Groups and Speed Dial Rule for managed gateways need to be increased.
615837	Multiple switches between FortiFone and Generic disables the FortiFone provisioning file creation.
616215	Confirmation message displayed after pushing LSG configuration is misleading.
617481	Call park delays when using programmable auto park key or user defined key *40.
615864	Block Caller ID in Caller ID Modification has two issues.
577119	Auto Dialer contact cannot be deleted if it contains commas(,).
616730	On FON-460i/550i, top button of the two reserved buttons works but not the second button.

Bug ID	Description
617575	Extension Device Status on survivable gateway is out of sync with Central FortiVoice server.
619823	User Quick Call Handling *721, *722, *723 presents rejected error.
620432	VoIP trunk is shown with an incorrect status of Unavailable status in some cases.
620855	When calling to an extension with DND enabled, the call first hangs up, then rings back later.
620106	Default keypad profile is incorrect.
605194	There are multiple issue when generating call center reports.
619442	To field of some active calls are not displayed correctly.
619751	Access type managed extensions show expand to modify caller ID toggle but nothing appears after clicking the toggle.
621284	User web portal call history display columns overlap.
621413	Guests cannot be added in user web portal calendar.
619063	Softphone assigned to imported extension through CSV file does not register.
621324	Call screening settings do not work correctly in user web portal.
621418	Reminder audio cannot be customized in user web portal calendar.
622092	Daemon voiced always reloads under one condition.
622159	Paging branch information does not display on the GUI.
606999	IOS and Android have the same account number. IOS keeps ringing if android answers.
622160	CISCO phone configuration file cannot be viewed from GUI.
621753	NOTIFY message sent in response to phone SIPpNP broadcast contains SIP server IP address/FQDN instead of provisioning server.
622438	LSG branch phone cannot access the local branch directory.
590753	No survey is run after a callback call is completed.
622902	Voicemails are not accessible from the user web portal or the voicemail tab on the FortiFone Mobile Softclient and Desktop app.

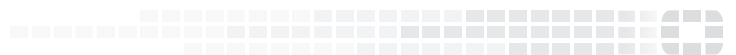
Known Issues

The following table lists some minor known issues.

Bug ID	Description
623025	Some conference call recordings cannot be played from CDR.
620113	Time search in Archived Recording search does not work as expected.
623145	Network summary of Review is empty.
623140	Page down/up button on the password auditor page does not work without refreshing.
623134	On the MWI auditor page, clicking the user ID triggers a popup window with Conflict MAC error.
623170	On GS16, direct call works but outbound CID is always from FXS port 1.



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