Release Notes

FortiVoice Phone System 6.0.12

FORTINET DOCUMENT LIBRARY

https://docs.fortinet.com

FORTINET VIDEO GUIDE

https://video.fortinet.com

FORTINET BLOG

https://blog.fortinet.com

CUSTOMER SERVICE & SUPPORT

https://support.fortinet.com

FORTINET TRAINING & CERTIFICATION PROGRAM

https://www.fortinet.com/training-certification

NSE INSTITUTE

https://training.fortinet.com

FORTIGUARD CENTER

https://www.fortiguard.com

END USER LICENSE AGREEMENT

https://www.fortinet.com/doc/legal/EULA.pdf

FEEDBACK

Email: techdoc@fortinet.com

TABLE OF CONTENTS

Change log

Date	Change description
2023-03-16	Initial release of the FortiVoice 6.0.12 Release Notes.

Introduction

This document provides a list of new and changed features, upgrade instructions, and resolved issues for FortiVoice 6.0.12, build 294.

Supported platforms

FortiVoice 6.0.12 supports the following 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 6.4.6 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 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 1280 x 1024 pixels.

Recommended web browsers

- Google Chrome 110
- Microsoft Edge 110
- Mozilla Firefox Standard Release 110
- Apple Safari 16

What's new

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

Feature and enhancement	Description
User privilege access control	Adds user privilege access control to filter your organization's phone directory by department, business group, or survivability branch.
Call queue alerts	Includes the addition of the name and phone number of the caller in call queue alerts from the call center console.
Hotel management setting	Adds an optional setting (*Enable link establishment*) in the Hotel Property Management System (PMS) protocol to provide more flexibility for the integration with Micros FIAS-based PMS solutions.
Call recording user access control	Allows department administrators to access phone call recordings associated with their department only.
Analog extension PSTN setting	Adds *First digit timeout* and *Match digit timeout* options to allow for longer timeout durations for when digits are pressed to when the phone number is identified as complete, and the call is attempted.

What's changed

The following list highlights the behavior changes in FortiVoice 6.0.12:

- Changed the *Subscription interval* value unit under *Phone system > Profile > SIP* from minutes to seconds.
- Added a new *Version* column to show the software version information under *Monitor > Extension & Device > Phone*.
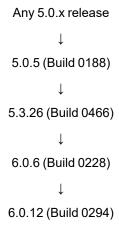
Firmware upgrade/downgrade

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)

↓

6.0.6 (Build 0228)

↓

6.0.12 (Build 0294)

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

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 6.0.12 to 5.x.x release

Downgrading from 6.0.12 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.

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 in FortiVoice 6.0.12. For inquiries about a particular bug, contact Fortinet Customer Service & Support.

Bug ID	Description
754227	The function to delete recorded calls from *Monitor > Storage* is not working.
756861	Call center reports are missing data.
773536	Two duplicate subscription events DNDTGL/dndstatus are sent to extensions registered via LSG.
774272	Trunk name is missing for active calls when fax detection is enabled.
776378	Randomly getting a 503 error while making outbound calls from the FortiFone desktop softclient.
777552	Certificate service change confirmation pop-up takes too long to load or does not load.
778986	Gateway extension under *Extension > Managed Extension* can be deleted by pressing the "Delete" key on the keyboard.
786649	"Last logout time" is not showing in the agent console.
786680	An empty trunk in eFax external numbers is causing all incoming calls from the trunk to get declined.
792709	Data of previously configured users of recycled extensions are still showing under *Monitor > Call History*.
794646	The auto dialer of a campaign does not hang up the a call after the message has finished playing.
796250	Phone system drops the call when transferring call to another queue for a callback call.
797305	Phone directories are not shared between branches connected with Office Peers.
797891	*Monitor > Call History > CDR Detail* is missing entries in the Call Flow section about picked up calls.
800753	The FON-x80 phone disconnects the call instead of playing a busy tone.
802180	Personal fax amd fallback options are missing.
804522	Unable to locate *Speed Dial Conflicts* under *Security Audit > Conflicting Number Count*.
805528	Manual VLAN settings on the FON-480 phone profile not working.
805863	The is_scheduled function in the Call Center IVR does not work when Schedule profile names contain specific characters.
806955	Extension subscribe interval settings are overridden by survivability settings.
807843	Transfers between call queues and various types resulted in voiced crashes.
807848	Application cronserviced crashes.
808132	The message group text initiated by emergency calls does not show all variables.
808871	ICE static mapping settings do not take effect after applying changes.

Bug ID	Description
810708	Turning on the *Log & Report > SMDR > SMDR* and *Log & Report > CDR > Submit CDR* causes the file system to be full.
810870	The FortiVoice system allows the user to set a DID mapping with an empty extension setting.
813814	FON-x80 extension appearance programmable keys stop working when the blf-subscribe-option 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.
814501	Server side performance issues are due to large voice sound files.
815380	When the Display Name field of an extension exceeds 20 characters, the FortiVoice GUI does not display a warning.
821417	An incremental database synchronization should work on the secondary heartbeat port while there is a primary heartbeat port failure.
821554	FortiVoice has database system errors in logs.
823703	The agent duration timer resets in the call center console when the FortiFone softclient deregisters with FortiVoice.
827770	There is a long delay when browsing call history.
828908	The FortiVoice system routes inbound diversion calls to the destination specified in the To header instead of the Request-URI.
830619	Park appearance is not working for user assigned keys on the FON-480.
832026	The FortiVoice user portal does not show voicemails for LDAP extension users.
840230, 847931	The CLI command `execute telnettest` always reports connecting to remote host failed.
841038	The FortiVoice system fails to handle calls and replies a 404 error to the SIP provider because of database issues.
841040	The FortiVoice system does not handle calls and sends a 404 error to the SIP provider.
844278	The generation of reports in *Log & Report > Call Report > Call Report* stopped working after a FortiVoice upgrade.
844435	The *Dialed Number Match* of an inbound dial plan incorrectly matches any dialed number.
846348	The secondary FortiVoice system is out of synchronization with the primary FortiVoice system because the default DID mapping rules are in a different order.
847163	After upgrading the firmware, the FortiVoice system does not receive faxes.
847222	After upgrading the firmware, the customer schedule profile does not work.
849063	The trunk registration is not working with *Registration URI*.
845823, 849598	Extension appearance keys do not work on FON-x80 phones.

Bug ID	Description
852983	The FortiVoice system shows a 603 error when an external caller is calling an extension or an extension is calling another extension.
854818	The ring duration configured in *Extension > Extension > Preference* is not pushed from the central office to the branch office in a local survivable gateway (LSG) deployment.
855116, 855490	The FortiVoice system is running processes on high-memory usage.
856251	FortiFone FON-475 cancels outgoing calls when incoming calls ring on the phone.
858365	The *Phone System > Profile > Schedule* allows a start time that is later than the end time.
858834	When a user places a call on hold using the FON-x80 phone, the phone activates the speaker phone mode.
862114	When the LDAP contact search is enabled by default on FON-x75 phones, it can cause some confusion when the user dials 911.
862458	*Security > Intrusion Detection > Setting* is enabled but it's not working for SIP Register and Invite.
863971	The phone user tries to listen to a new voicemail but can only hear prompts for *First* and then *Press 5 to replay the message*.
864734	*Extension > Group > Pickup Group* does not allow the addition or deletion of entries in *Pickup by members*.
865992	FortiFone FON-380 appears as FON-670i on the FortiVoice system.
877207	The system upgrade from firmware version 6.0.11 to 6.4.6 fails on the "Db manager starting" step.

FENRTINET.