



# FortiVoice Phone System - Release Notes

Version 6.4.0

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FortiVoice Phone System 6.4.0 Release Notes

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# TABLE OF CONTENTS

<b>Change log</b> .....	<b>4</b>
<b>Introduction</b> .....	<b>5</b>
Supported platforms .....	5
<b>Special notices</b> .....	<b>6</b>
TFTP firmware install .....	6
Monitor settings for web UI .....	6
Recommended web browsers .....	6
<b>What's new</b> .....	<b>7</b>
FON-480 support .....	7
Google Cloud Platform support .....	7
LDAP server integration .....	7
Comprehensive extension management .....	7
LLDP-MED support .....	7
Phone password customization .....	7
Security fabric integration .....	8
SAML single sign-on .....	8
Personal/user fax accounts .....	8
Call classification .....	8
Custom fax cover sheets .....	8
Internal network auto population .....	8
Call queue exit option .....	8
Photo ID .....	9
<b>What's changed</b> .....	<b>10</b>
Unsupported platforms .....	10
Voicemail exit metrics .....	10
New columns in CSV file .....	10
Authserver enhancement .....	10
Queue logs download .....	10
<b>Firmware upgrade/downgrade</b> .....	<b>11</b>
Before and after any firmware and downgrade .....	11
Firmware upgrade path .....	11
Firmware downgrade .....	11
VM upgrade .....	12
FortiVoice Gateway .....	12
<b>Resolved issues</b> .....	<b>13</b>
<b>Known Issues</b> .....	<b>15</b>

# Change log

Date	Change description
2020-09-04	Initial release of the FortiVoice 6.4.0 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 6.4.0, build 0338.

## Supported platforms

FortiVoice release 6.4.0 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)]
- FVE-VM [Google Cloud Platform (BYOL)]
- FVG-GO08
- FVG-GS16
- FVG-GT01
- FVG-GT02

# 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: 85
- Microsoft Edge: 44, 84
- Mozilla FireFox: 80
- Apple Safari: 13

## What's new

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

### **FON-480 support**

New phone model FON-480 is supported.

### **Google Cloud Platform support**

VM platform for Google Cloud Platform (GCP) is added.

### **LDAP server integration**

FortiVoice can import user accounts from external LDAP server for contact or extension.

### **Comprehensive extension management**

To ease the management of a large number of extensions, batch editing is supported to modify several user and extension settings at once.

### **LLDP-MED support**

LLDP-MED is supported to automatically learn VLAN tag from FortiSwitch.

### **Phone password customization**

Phone profile has new settings to enable changing the default password of phone GUI and screen.

## Security fabric integration

FortiVoice can join Fortinet security fabric through loose pairing or tight-pairing. Widgets can be added to FortiGate dashboard to display key information of FortiVoice.

## SAML single sign-on

FortiVoice supports SAML single sign-on (SSO) with an external identity provider so that users do not have to manage separate administration accounts for FortiVoice.

## Personal/user fax accounts

A fax account that the system model can support is provided for every user.

## Call classification

Phone calls are classified to facilitate report generation against those classifications.

## Custom fax cover sheets

Custom fax cover sheets can be uploaded in user portal.

## Internal network auto population

The internal network is auto populated by checking the IP and mask of every individual interface when session helper is enabled. Users can delete or add their own network as needed.

## Call queue exit option

Callers can exit call queues and leave voicemails.



## Photo ID

User picture can be added to contact so that picture from the caller can be displayed whenever there is an incoming call from that user. End point support is required.

On FortiFone softclient and supported physical phones, the callee's photo ID also appears.

## What's changed

The following list highlights the behavior changes in this release.

### Unsupported platforms

FVE-200D and 200DT are no longer supported.

### Voicemail exit metrics

Existing call center reports are updated to reflect voicemail statistics to applicable reports. New call center report is added to indicate the number of calls exited queue to leave voicemail messages.

### New columns in CSV file

Exported extension CSV files include additional columns: SIP, Phone, Programmable, Emergency, Department, and User Privilege.

### Authserver enhancement

Authserver code is enhanced by using SIP to replace mail that triggers blocking.

### Queue logs download

Under Status > Logs > Queue, the download button is added back.

# Firmware upgrade/downgrade

This section includes the following topics:

- [Before and after any firmware and downgrade on page 11](#)
- [Firmware upgrade path on page 11](#)
- [Firmware downgrade on page 11](#)
- [VM upgrade on page 12](#)
- [FortiVoice Gateway on page 12](#)

## 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)



5.3.25 (Build 0462)



6.4.0 (Build 0338)

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

## 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 6.4.0 to 5.x.x release**

Downgrading from 6.4.0 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 return 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 v6.4.0.

## FortiVoice Gateway

FortiVoice 6.4.0 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 6.4.0.

## 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
577196	Extension batch edit is required.
657198	Authserver should block WSS port for blocked IP due to SIP auth failure.
648841	Admin user cannot save custom messages.
640544	Call history is not filtered.
627367	Default SSL options need increased security.
630416	Calendar type schedule entry cannot be edited.
613853	"set ssl-version" in global setting does not work for SIP.
607716	PRI calls into FortiVoice that are hung up during interaction are reported as callee hung up.
620455	GUI commands retrieval errors fail to show object names.
623782	Some extension popups no longer show Edit Preference.
623425	Collection page size of the table areas are inconsistent.
564980	OAuth for FortiFone Mobile/Desktop App should be implemented when the LDAP/Active directory is used for authentication.
654210	Name search on both desktop and mobile app (contacts / directory) needs to be enhanced.
644697	Built-in SIP profiles have incorrect codec lists.
653106	Extension csv file import fails.
653978	Call limits are not accurate if there are multiple auxiliary phones.
655253	User privilege concurrent calls cannot be set to 0 (unlimited).
655256	Call center reports need multiple file formats output.
630834	Deleting extensions is reported as being an Auto Attendant key action, even if that key action has been removed from AA.
655835	View Hierarchy option is still available when you right click on an auto attendant.
608213	Lookup Name Directory does not play the display name portion for General Voicemail.
653818	Upgrading firmware from FortiVoice for Multiple GS16 shows failed status.
656764	The delete button for prompt audio is grayed out.
656698	Error appears when synchronizing office peers on FortiVoice 6.0.5.
656207	Agents cannot display properly if there are many agents in a call center report.

Bug ID	Description
651730	FON-480 Line/Extension/Park Appearance keys do not flash.
657498	RestAPI needs to open up to allow FortiGate to retrieve security settings.
656386	Call recording policy does not allow to change the direction of "Both" when using a Call Queue.
656427	Call center report fails to add all selected agents.
659012	Unauthenticated user can determine software-version information.
659050	Date searching in Queue Logs / CDRs advanced search produces no results.
656682	CDR log does not show who picked up a call from pickup group.
659106	FON-575 programmable keys profile shows empty value on Extension Appearance setting.
623424	Collection pages headers should have one line where possible.
631863	Traffic capture sometimes does not work for SIP trunk when SRV record is used.
660812	Per FortiGate security testing requirement, RestAPI needs to open up to retrieve "admin-lockout-threshold" and "admin-lockout-duration" settings.
647415	SIP password cannot be auto-generated if csv file is imported with empty SIP password or without SIP password column.
654227	CDR Call flow Next Page button does not function.
653956	IPs that did not pass SIP authentication are not blocked by authserver.
651744	Total called back value remains 0 inside of the report "queue callback summary".

## Known Issues

The following table lists some minor known issues.

Bug ID	Description
662409	Incoming fax over GT02/GO08 gateways cannot be received.
662784	Both group page or *92 page sends page to Auxiliary extension instead of the main extension.
662783	DID Fax Fallback does not work with v6.4 personal fax feature.
662780	Access to administration web GUI and SSH is randomly lost after enabling softclient on extensions. No crashes are found.
662781	Newly created eFax account number is missing in inbound call routing.



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