



FortiVoice Phone System - Release Notes

Version 6.4.1

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/support-and-training/training.html>

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



March 24, 2021

FortiVoice Phone System 6.4.1 Release Notes

26-641-705015-20210324

TABLE OF CONTENTS

Change log	5
Introduction	6
Supported platforms	6
Special notices	7
TFTP firmware install	7
Monitor settings for web UI	7
Recommended web browsers	7
What's new	8
New entitlements	8
Microsoft Teams integration (license required)	8
New local survivable gateway (LSG)	8
Two-factor authentication	8
Jumbo frame support	8
Voicemail password prompt enhancement	8
FON-380 support	9
Screen saver option	9
Call Center report enhancement	9
What's changed	10
Phone reboot	10
Call Center reports	10
Supported phone type reordering	10
"Unavailable" filter for agent status	10
SIP keep alive interval	10
Internet of Things	10
Volume setting for voicemail prompt	11
DTMF support for programmable key type	11
Generic device GUI change	11
Voice log Type filter	11
Test call duration	11
Session helper and trusted host enhancement	11
Virtual number limit change	11
Unified search input	11
sip-register-retry-count adjustment	12
User conference maximum participants increase	12
Generic phone license	12
Firmware upgrade/downgrade	13
Before and after any firmware and downgrade	13
Firmware upgrade path	13
Firmware downgrade	13
VM upgrade	14
FortiVoice Gateway	14

Resolved issues	15
Known Issues	21

Change log

Date	Change description
2021-03-24	Initial release of the FortiVoice 6.4.1 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 6.4.1, build 0376.

Supported platforms

FortiVoice release 6.4.1 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: 89
- Microsoft Edge: 88
- Mozilla FireFox: 86
- Apple Safari: 14

What's new

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

New entitlements

Two new entitlements FVUC (FortiVoice Unified Communication) and FVEC (FortiVoice Enhanced Call center) are supported.

Microsoft Teams integration (license required)

This feature allows MS Teams to work with the FortiVoice phone system. By installing the FortiFone applet on MS Teams, users can type in commands to check and set DND status, access FortiVoice voicemail portal from MS Teams, and share FortiVoice contacts. User can be notified in MS Teams if there is incoming call on FortiVoice. You can also use the FortiFone desktop app to make outgoing calls from MS Teams.

New local survivable gateway (LSG)

FVE-100E can be configured as an LSG gateway.

Two-factor authentication

FortiVoice supports two-factor authentication with FortiAuthenticator using RADIUS.

Jumbo frame support

Users are able to set the maximum transmission unit (MTU) value to 9000 bytes.

Voicemail password prompt enhancement

The voicemail password prompt is changed to "Please enter your PIN".

Added silence gaps before and after the prompt audio to prevent the audio from being cut off.

FON-380 support

New phone FON-380 model is supported.

Screen saver option

Added the Screen saver option into the FON-x80 profile.

Call Center report enhancement

New Call Center report is added under Queue Summary category. It displays statistics for calls exited queues to go to voicemail.

What's changed

The following list highlights the behavior changes in this release.

Phone reboot

No more reboot notifications are sent when settings are changed for FON-475/574 on the FortiVoice unit.

Call Center reports

Call Center reports include voicemail exit metrics.

Supported phone type reordering

The display order of the supported phone types on the GUI is reordered.

"Unavailable" filter for agent status

In the Agent widget of the Call center console, the "Unavailable" status filter is added to filter agents.

SIP keep alive interval

The SIP keep alive interval option can be turned on and off and the minimum value is changed from 1 to 30.

Internet of Things

The Internet of Things option is hidden in the FortiVoice user portal.

Volume setting for voicemail prompt

The volume setting for voicemail greetings is added.

DTMF support for programmable key type

Added DTMF for programmable key type so that users can press the key during a call to send DTMF sequence.

Generic device GUI change

Added status control option for the generic main device on the FortiVoice web-based manager.

Voice log Type filter

The Type filter is removed from voice log as it is not applicable to voice log.

Test call duration

The test call duration is limited to 60 seconds.

Session helper and trusted host enhancement

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

Virtual number limit change

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

Unified search input

Search input is unified across the board to make it consistent.

sip-register-retry-count adjustment

The sip-register-retry-count for the FON-X80 phone configure file is set to 5.

User conference maximum participants increase

The following table lists specifications for user conference call events.

Attendee limit: The maximum number of attendees that can join a conference call event.

Concurrent event limit: The maximum number of conference call events that you can simultaneously host.

FortiVoice model	Attendee limit	Concurrent event limit
FVE-VM100 / FVE-100E	8	3
FVE-VM200/FVE-200F	8	3
FVE-300E	8	3
FVE-VM500 / FVE-500E / FVE-500F	20	3
FVE-VM1000 / FVE-1000E	20	5
FVE-VM2000 / FVE-2000E / FVE-2000F	20	6
FVE-VM3000 / FVE-3000E	20	8
FVE-VM5000 / FVE-VM5000F	20	8
FVE-VM10000	20	8
FVE-VM50000	20	10

Generic phone license

Generic phones require a third party license. You can use the existing generic phones configured before upgrading to this release. However, you cannot change the configuration unless you have the third party license.

If you have generic phones without the third party license, do not upgrade to this release.

Firmware upgrade/downgrade

This section includes the following topics:

- [Before and after any firmware and downgrade on page 13](#)
- [Firmware upgrade path on page 13](#)
- [Firmware downgrade on page 13](#)
- [VM upgrade on page 14](#)
- [FortiVoice Gateway on page 14](#)

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)



6.0.8 (Build 0260)



6.4.1 (Build 0376)

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 6.4.1 to 5.x.x release

Downgrading from 6.4.1 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 v6.4.1.

FortiVoice Gateway

FortiVoice 6.4.1 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 6.4.1.

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
645447	Applying configuration to survivability branches generates an error.
698638	Call information in Active Call widget is blank when supervised transfers are received from customer service agents.
702607	Phones display wrong time.
703017	After upgrade, gateway trunk status becomes Unmonitored.
666593	Adding a user group results in error.
702252	Adding new desktop softclient extensions to the PBX and setting them as agents of a call queue change their status to Unavailable.
699099	GS16 Gateway SIP status shows Not Registered.
664322	Inbound faxes fail to reach eFax accounts.
701551	Sometimes configuration changes do not take effect unless rebooting the system.
665710	When an unassigned profile is sent to FON-480 on an LLDP VLAN, FON-480 drops out of Voice VLAN to Standard LAN.
697194	User privilege profile is broken if its name has more than 41 characters.
594661	FortiFone softclient API login setting is enabled by default in all privilege profiles.
699874	Cyrillic characters are not displayed properly in the Active Calls widget of Call Center console.
664729	When editing a schedule profile, the AM start time and all PM times are grayed out.
700602	SIP trunk status does not display correctly.
690961	Analog trunks do not pick up immediately if caller ID is not enabled on line.
699889	Department administrators are not able to access FXS extensions assigned to their departments.
693746	Agents' names disappear in Monitor View when their calls are placed on hold.
690898	Import extensions using CSV does not use the configured system time zone.
694092	911 emergency calls fail to route when number overlaps with Call Park extension that is 911.
691673	General Voicemail Box cannot send voicemail to all 3 email addresses.
694417	Phone password can be set to a value longer than some phone models are able to accept.
691856	System event log has DB exception.
692147	User portal allows incorrect WAV file to be uploaded to the system.

Bug ID	Description
699217	Configuration file issue: samId should not completely copy /migadmin/www/admin_ to /migadmin/www/adminsso.
698641	In Agent console, when an agent is placed on pause, the pause duration timer starts at 01:00:01. Refreshing widget shows correct time.
698436	Manual recording (*35, *36, *37) is inconsistent. Only the last part of recording plays back, and *36 does not pause.
698645	In the Call center Waiting Caller widget, Transfer function does not work.
699605	Call Centre Queue Call Detail Report and some other reports do not return any results when Period Type is set to "Today".
699292	LDAP contacts are missing on the GUI and LDAP connector keeps adding duplicated entries.
697351	Import error message contains invalid characters.
698373	On the PBX GUI, IP address under HA Advanced Options from Override External Media Host field cannot be removed.
693703	Voicemail PIN must contain section for validation.
687294	FortiVoice gets stuck at Upgrading status when upgrading FortiVoice Gateways on it.
654223	Call detail report misses data.
690176	Active call widget does not show information for calls transferred to it from a queue.
609651	Inconsistent phone number format is presented to IVR.
695134	Call center console widgets show incorrect call data.
687293	DTMF logging does not work.
687863	FortiVoice keeps sending voicemail notifications to extensions after removing the extensions from the General Voicemail setting.
691212	The daemon 'fastagid' crashes.
696867	FortiVoice does not initiate push notification and the "pushd" command does not work.
698096	The number of an incoming fax to eFax account shows UNBLOCK.
696487	LDAP server needs better connection management to mitigate service vulnerability when the maximum number of connections are reached.
697646	Auxiliary Extension popup of custom type shows untranslated field for SIP password.
696358	An extension associated with a group or auto attendant cannot be deleted after removing its association with the group or auto attendant.
696903	Two field names in Branch Paging are changing names depending on which page is opened first.
695823	Call center console does not show http as links on active message call window.
696647	Redo button in Phone Maintenance Job works for empty extension list on refresh.
695851	Entering excessive password digits for phone profile generates wrong order of errors.

Bug ID	Description
689123	In an HA cluster, the primary unit generates a JWT token that causes the secondary unit to reload.
687550	GO08 trunk status is unavailable on main PBX, but remains functional after upgrading from v6.0.6 GA to v6.0.7 GA.
694126	Change of extension SIP password does not take effect immediately.
691252	Office peer cannot call other office peers.
689961	System log has some DB exception messages during an HA failover.
691646	HA status page displays the wrong status after a failover.
689826	Batch edit and csv import do not check password policy.
657221	Phone softclient presence does not work.
694731	Call parking with Park Appearance keys fail to properly park calls using Attended Transfer mode.
651849	Call History has call transfer errors when a Queue Agent transfers calls to another Queue.
663500	Phone password can be set to a value longer than some phone models are able to accept.
688600	On FON-X80, Call Forward key label shows Call Forward, but on phone display it shows CFW.
690357	On FortiVoice 5000F RAID 5, the storage disk size displays the wrong capacity size.
694876	External extension using FON-480 references the FortiVoice IP address as the NTP server.
694384	Transferring calls to General Voicemail fail.
689491	Voicemail access has issues when the associated SIP profile setting changes.
692690	LDAP contact list on phone only lists last names.
672100	Phone system does not send calls to softclients in ring groups with softclient members only.
691890	After a configuration is restored, some Call center console widgets are empty.
693299	Dialog boxes lose cursor on auto refresh.
671096	FortiVoice keeps sending invitations to agents under some conditions.
691029	Voicemail forwarding is not functional for extensions with user ID as name instead of number.
691542	Callbacks fail to make calls when initiated from the Queue Callback List widget.
662291	Call center reports do not show calls that are rejected and not answered.
689706	FON-375 small key appearance screen is blank when auto-provisioned as an unassigned phone.
692205	External address change reboots internal FortiFone phones.
693234	The link and title for the IVR Exception Handling dialog are mismatched.
690175	The Agent console updates with information from queues not monitored by its profile.
691066	IVR Survey Detail report generates empty value for survey destination.
684486	Attended transfers do not get recorded on the receiving extension.

Bug ID	Description
691876	LDAP search does not work for last name on FON-570 remote phonebook.
692206	The edit option for extensions is present on selection lists but does nothing.
692596	Setting priority on a call in the Waiting Caller widget ends all calls in Call center.
691028	In Phone Maintenance, replace Phone mode with Phone model.
691636	In an HA cluster, generic log has DB exceptions (subtype:smtp) during a failover.
692525	In the Agent widget, Duration should reset when Reason Code is changed in Paused status.
690158	Change Priority function in Call Waiting widget does not work.
687295	General Voicemail box cannot be accessed by direct dial or through the Auto Attendant.
692230	In the Agent widget, Answered defaults to 0 sporadically and duration resets to "0" after refresh.
689925	Changing SIP profile with batch edit does not trigger phone configuration change.
688605	Adding business or personal contact gets an error message.
685712	Changing an inbound rule in call routing to go to a different auto attendant causes a crash.
690153	Call is not auto cleared from Active Call widget.
655267	Call Center agent wrap up timer starts when call transfer is completed.
670033	After a reboot/upgrade of the FortiVoice unit, FON-480 Line/Extension key assignments no longer function.
688473	Monitor view does not display time field.
687277	Exclusion of port in traffic capture does not work.
688605	Adding business or personal contact gets an error message.
664418	The maximum value of ring duration is only 127 seconds in CLI even if the range is from 6 to 1800 seconds.
679107	There are issues in editing a condition in existing IVR Handling and cloning an IVR.
682718	The Other Actions button in Business Contact does not work.
678808	User portal Operator Active Calls widget does not auto refresh to display the initial call into Auto Attendant.
681398	The pop-up window for batch edit result contains a misspelling of the word "successful".
673339	Cannot edit Calendar-based schedule with the Edit button.
677579	Installing softclient and call center licenses on the secondary unit fails.
677663	The WSS external access port in extension desktop UC configuration is wrong.
685789	The expired or unregistered status of extension is incorrect.
683330	Firewall rules miss custom service port policy for the SMDR connection.

Bug ID	Description
671538	HA has multiple issues after upgrading to v6.4.0.
662781	Newly created eFax account number is missing.
667903	Non Scheduled Business Hour Call Handling cannot be set up.
667729	In User Privilege profile, enabling Permit outgoing rules option does not work as expected.
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.
663424	The fvmonitor.number_list table is not populated after a system restore at 6.0.6 GA.
670892	Encrypted system configuration cannot be restored from the dashboard.
672459	It is unable to edit extensions.
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.
671103	Ring group call handling "Phone not connected" setting does not work.
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.
677859	Change capitalization of LDAP profile.
667526	Fax does not work while using DID mapping to fax extension.
677925	Activated softclient license is not updated if license count is assigned with batch edit.
674431	mDNS does not work.
662409	Incoming faxes cannot be received over GT02 and GO08 gateways.
666241	SIP profile is missing in fax extension setting after upgrading to v6.4.0.
664351	New fax settings are not preserved but can be applied in CLI.
663498	Under Call Center Agent Group, sometimes members come up empty.
664290	Resource list of programmable keys is blank on switching mode.
664368	After the VM license expires, the FortiVoice web-based manager goes into read only. A new license cannot be loaded from the dashboard.
659037	Queue logs quick search resets on page change.
697888	The CSV file that is downloaded in Call History is blank.
688130	Retaining original caller ID does not work.
687265	PRI gateway misses dialplan "pri-gateway-mapping" after upgrading from v5.3.26 to v6.0.7.

Bug ID	Description
687567	DB error message appears in system event log after phone system firmware upgrade from v5.3.25 to v6.0.6, then to v6.0.7.
697322	Translations are missing in a few places of user portal.
695973	FortiVoice user portal should reflect status of Personal block list option on the FortiVoice unit.
700705	Text should be aligned with columns in Device section of the FortiVoice user portal.
703783	The web-based manager does not display valid MTU limit.
701123	Call History contains spelling error: downloaded.
699887	Special Spanish characters are not imported properly from LDAP in Display Name.
701108	Music on Hold file recorded shows error for Input Name as File ID.
700370	Phone configuration is not updated when LDAPS is enabled for remote directory in phone profile.
675864	DiffServ value is incorrect in SIP and RTP packet IP header.
702587	LSG branch paging should be hidden when FVE-100E/500F serve as survivability branches.
703404	Disabling MTU option in the web-based manager is not saved.
705481	When upgrading from v6.0.8 GA to v6.4.1, an error appears when attempting to delete entry under Monitor > Extension & Device > Phone.
705119	System or user generated voicemail PIN violates voicemail PIN policy.
704763	Upgrade from v5.3.26 to v6.0.7 or v6.0.8 fails for FortiVoice unit with series number starting at FO-1KE.
706361	Newly created FSS_ACCESS paging trunk does not work on the local survivable gateway (LSG).
705545	The auto-generated Phone Maintenance scheduled job has timezone mismatch after upgrading the FortiVoice unit.
705839	FON-480 on a local survivable gateway (LSG) uses expiry time as 3600 seconds when registering to the central station during an LSG failover.
706775	After the second Blind Transfer using the Operator console, the call is cut off.
705943	Changing trunk name in gateway causes authentication failure.
706242	Importing a CSV file goes through without entering an extension number.
706370	Reading a local survivable gateway (LSG) device information results in unexpected values for branch MAC address and serial number.

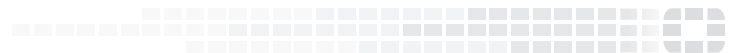
Known Issues

The following table lists some minor known issues.

Bug ID	Description
703960	Cannot pick up an on-hold call if the call was picked up by another pickup group member or the original extension has a new call.
700701	Parked call ring back actions are inconsistent.
700715	Call Recording link does not work on Call History page.
662780	Access to the web-based manager and SSH is randomly lost after enabling softclient on extensions. No crashes are found.



FORTINET[®]



Copyright© 2021 Fortinet, Inc. All rights reserved. Fortinet®, FortiGate®, FortiCare® and FortiGuard®, and certain other marks are registered trademarks of Fortinet, Inc., in the U.S. and other jurisdictions, and other Fortinet names herein may also be registered and/or common law trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Performance and other metrics contained herein were attained in internal lab tests under ideal conditions, and actual performance and other results may vary. Network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment by Fortinet, and Fortinet disclaims all warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's General Counsel, with a purchaser that expressly warrants that the identified product will perform according to certain expressly-identified performance metrics and, in such event, only the specific performance metrics expressly identified in such binding written contract shall be binding on Fortinet. For absolute clarity, any such warranty will be limited to performance in the same ideal conditions as in Fortinet's internal lab tests. In no event does Fortinet make any commitment related to future deliverables, features or development, and circumstances may change such that any forward-looking statements herein are not accurate. Fortinet disclaims in full any covenants, representations, and guarantees pursuant hereto, whether express or implied. Fortinet reserves the right to change, modify, transfer, or otherwise revise this publication without notice, and the most current version of the publication shall be applicable.