

Release Notes

FortiVoice Phone System 6.0.10



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FortiVoice Phone System 6.0.10 Release Notes

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Change log

Date	Change description
2021-10-12	Initial release of the FortiVoice 6.0.10 Release Notes.
2021-10-14	Added 753595 in Resolved issues on page 11 .

Introduction

This document provides a list of new and changed features, upgrade instructions and caveats, resolved issues, and known issues for FortiVoice release 6.0.10, build 0280.

Supported platforms

FortiVoice release 6.0.10 supports the following platforms:

- FVE-20E2/4
- 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-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 higher)
- FVE-VM (Citrix Hypervisor server v5.6sp2, 6.0 and higher, Open source Hypervisor server 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 94
- Mozilla Firefox 92
- Microsoft Edge 92
- Apple Safari 14

What's new

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

New platform support

FVE-VM-20000 platform is supported.

New language support

FortiVoice supports the Russian prompt language.

Logs for HA call recording synchronization

Event logs (start, stop) for call recording synchronization are added on the secondary FortiVoice unit for both full and incremental synchronization in HA.

Callback prompt frequency

In the call queue setup, you can adjust the callback prompt frequency.

SIPS or SIP over TLS

For SIP trunk, you can specify SIPS or SIP over TLS for outbound calls in CLI.

LLDP transmit status

You can enable or disable the LLDP transmit status to allow listening or learning LLDP-MED from the switch only.

This option applies to FortiFone-175,375,475,575,670,675,H25, and H35.

What's changed

The following list highlights the behavior changes in this release.

Local authentication type option

Under Phone System > Setting > Miscellaneous, User portal local authentication type is changed to Local authentication type as this option also affects FortiVoice softclient.

SMDR Enhancement

SMDR is enhanced by adding the Direction field to the FortiVoice SMDR available fields.

Search dialog enhancements

- Added the Load Previous Setting button at the bottom of the search dialog.
- The title of remote search dialog matches the GUI page.

The enhancements are on the following pages:

- Monitor > Call History > CDR
- Monitor > Log > Queue (with the Call Center license)
- Security > Blocked Number

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)



5.3.26 (Build 0466)



6.0.6 (Build 0228)



6.0.10 (Build 0280)

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 6.0.10 to 5.x.x release

Downgrading from 6.0.10 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 with this release. For inquiries about a particular bug, contact [Fortinet Customer Service & Support](#).

Bug ID	Description
748873	Mobile phone numbers are blank under the To column in call history for outgoing calls.
750157	The LSG device ignores the subscription renewal packet.
746598	The new AWS (Amazon Web Services) instance default password is not set to the instance ID and the pre-configured SSH key does not work.
749698	FortiVoice returns an empty string for JSON Web Token (JWT).
743516	The system shows that the voicemail message content is insufficient and is being deleted.
743798	A virtual number does not work if it is set to a single digit, such as 2,3,4...9.
745027	The extensions on an LSG branch location fail to register for a very long period of time when pushing a new configuration file to the LSG device.
709339	There is wrong information for the virtual number report and new feature request.
748066	The SIP subscription expiration time should be configurable.
731569	The DID-mapped ring group drops calls before ringing all extensions.
747391	FortiVoice Cloud has memory leak.
729974	The generated reports are inconsistent and some are missing.
729275	The active call filter does not apply to the calls placed after the filter is applied.
739993	The Cyrillic characters display incorrectly in Call Report.
747291	Deleting a table entry takes a while to happen.
744926	The FVE-500F firmware image fails to upload.
746306	The multicast group configuration is not pushed to the phone configuration.
729384	Extensions with DID mapping do not deliver the mapped display names when calling a PSTN number.
734155	The PAI header is not the external caller number but the SIP trunk main number on a twinned call.
729311	A transferred call is not recorded.
745821	When assigning an auxiliary phone to an existing extension, the Direct Call hotline time validation does not work.
737360	Unable to install FortiVoice on the AWS instance C5.
747429	When an extension dials another extension, the concurrent call limit uses the sending extension's limit when calculating the receiving extension's limit, and causes the call to go to the voicemail.

Bug ID	Description
746098	SIP trunk is unavailable on an LSG device.
730306	Emergency barge extension has ring priority issue.
737815	Disabling MWI (Message Waiting Indicator) on an extension does not stop the blinking light until the voicemail is deleted.
738196	A Display name change does not automatically update on the Call Center Console Agent.
745032	Assigning a device to an extension allows changing the device type.
741833	The URL for an external phone is incorrect when the external HTTPS port is different than 443.
743153	Unable to add new calendar entries to the Dynamic Admin Conferences.
742057	A virtual number with the # sign is not dialed correctly by a physical phone.
743469	Selecting the IVR action in the virtual number call handling list is incorrect.
744675	The Internal/External and SIP Password sections are missing from the GUI when creating a new extension from an unassigned device.
743539	IVR and Survey target information should be available when they are set as action summary in some call handlings.
739510	User-defined IVR does not work in the call back queue.
745705	Default Russian system prompts are not loaded.
727345	Call recording remote archive using SFTP fails on some SSH servers.
715022	The IP address of a registered fax extension does not show on the FortiVoice GUI.
732690	Call is not recorded after following an extension's No Answer call handling.
737757	Callback function crashes frequently.
746296	Unable to upgrade FVE-500F as an LSG from the central PBX.
750183	In the user portal, under Extension Preference > Voicemail Options > Voicemail handling, when selecting Scheduled for Greeting, the table "move up/down" function fails.
745023	Audio prompts are not played when parking a call.
741037	Importing extensions with None as MAC addresses creates malformed SIP phones.
729096	In System > Configuration > Appearance, the Top logo pop-up window has no message and product icon. Clicking the Reset button does not show the default Fortinet logo.
741412	Request-URI does not use the Register (Host/IP) specified in the SIP trunk Registration settings.
740040	Mismatched extensions never disappear from the FortiVoice UI.
738818	Selecting "No answer" call handling action for a ring group does not offer a voicemail option for an analog extension.
735501	Pressing the Park appearance key while a call is parked merges the incoming calls.

Bug ID	Description
739517	The change of custom option for an auxiliary device does not trigger the phone configuration update.
730632	Backup configuration misses settings in scheduled calendar profile.
738470	Hot-desking prompt says "Please enter your extension" instead of "Please enter your extension followed by the # sign".
736470	FortiVoice fails to verify the VM license and the GUI does not show the license.
739462	The License Allocation field allows users to enter negative numbers.
706247	FortiVoice does not generate the secondary account settings in the phone configuration file.
738248	Extension appearance does not work for user assigned keys on FON-480.
711770	FON-550i can only have 14 extensions assigned to the 22 available buttons before the phone stops working.
711417	The internal IP address in the phone configuration is 192.168.1.99 when the PBX port IP mode is set as DHCP.
728253	Adding a user to a group in FortiVoice Cloud does not take effect.
742936	CLI fails to display the analog port voltage on FortiVoice Gateway GS16.
716985	The INVITE message has no diversion header when an inbound call is forwarded to a SIP trunk.
720694	Communication on LSG branch has issues when the interface is set to DHCP.
710642	Generic Phone statuses are incorrect for complex configurations.
725531	FortiVoice always uses the SIP trunk main number as the caller ID when performing Follow me.
724471	FortiVoice sends hyphens as DID on the outbound calls.
719368	FON-360i and 375 cannot get directory extensions from FVE-500F v6.0.8.
722929	The phone firmware upgrade logic does not allow for the creation of upgrade jobs for newly added phones.
724016	FortiVoice Gateway modifies the caller ID for outgoing calls with regard to the main number of the PRI trunk.
721779	The call is disconnected when using the dial by name directory.
721198	The extension caller ID is shortened for calls between internal extensions.
736499	Extensions in DND status still ring when calls come in from a call queue.
728504	Calls are not routed to the call queue and all queue members become invalid.
721187	The IVR survey comment link fails to display the message.
726374	Password policy does not follow the rules for specified passwords.
735099	When twinning is configured for an external number, calls only ring the external number, not the internal extension.

Bug ID	Description
722307	ICE mapping is missing from the FortiFone Softclient for Desktop GUI.
705419	Logs are needed for HA database synchronization.
725348	In Extension Preference > Voice Mail Options, the Play, Erase and Download buttons are not disabled after clicking Cancel.
724133	The size of the .wav file keeps increasing.
717017	Importing a CSV file with a blank phone type sets the phone type to FortiFone, making it impossible to set up the generic phones from the CSV file.
707549	The CDR record is empty for emergency barge calls.
722819	In LSG branch paging, updating the branch paging number does not work when being called.
722507	The FortiVoice phone profile pushes wrong date format to FON-175.
728445	Creating an IVR handling rule in a second level IVR ends up placing the rule in the first level IVR.
728460	When viewing a second level IVR, the "Next IVR" action is blank.
712281	The LDAP service has issues.
728457	In Call Center IVR Handling, the Play Announcement action shows a blank "Action Info" entry.
723896	The Operator Console does not refresh automatically.
730804	The Amimond application crashes for call queue call transfers between extensions.
737566	LDAP connector has issues with special characters such as "@", "-", or ".".
736135	The default value of the Emergency Number for Malaysia is wrong.
736189	Denial of Service and security vulnerability need to be fixed.
731989	911 emergency number shows a red cross mark intermittently.
727723	When logging off hot-desking, an extension does not automatically return to its initial state.
712084	A fax extension (not an eFax number) is reported as the eFax type under Phone System > Review > Number.
731304	FortiVoice must be rebooted to update the Maximum Concurrent Calls change on phones.
718259	The conference display name is not displayed on an extension.
730544	Inconsistent behaviors occur when accessing online help by pressing the F1 key.
624937	On FON-175 and 375, *18 does not work when pressing # instead of Dial.
732254	Uploading a wrong firmware file does not generate a proper error.
725952	Extension appearance is not removed from the programmable key profile after being deleted.
731221	Some PDF files are sent blank through eFax.
694444	Call center has performance issues under stressful call situation if the call queue distribution setting is Ring-all.

Bug ID	Description
731996	Editing the emergency number yields false conflicting values.
698957	A CLI command is needed to force the primary FortiVoice unit to create the new database snapshot.
724151	The HA database does not synchronize after changing the peer IP configuration.
730330	Align the FortiFone codec support with the FortiVoice server.
727810	Conflicting extensions are deleted in FVE-1000E after the firmware upgrade.
729858	Phones are unable to register with FortiVoice after the firmware upgrade.
726998	The extension caller ID is sent out from SIP trunk when an extension calls another extension with call forwarding or twinning enabled.
729273	The User Portal Fax Monitor page does not update.
727366	When a Voip_Sip_Trunk entry is opened as a popup, it does not show the "Phone Number" table.
721552	Voicemail forwarding is not functional for extensions with a user ID instead of a number as the name.
721579	Adding a department to a paging or ring group shows members as 0/0.
725436	In Extension Preference, Follow Me allows saving page with a duplicate "setting" name.
723137	In Extension Preference, enabling Twinning to Scheduled results in an empty drop-down list.
720972	When sending a fax from the user portal to a number starting with "0", "0" is automatically stripped even if there is no stripping in the fax dial plan.
724443	The database synchronization stops working on the FortiVoice secondary unit.
712079	The fax extension device status always shows "Never registered".
723473	The phone type information is lost when importing extensions.
724448	The FortiVoice secondary unit displays some error messages.
654223	The Call Detail Record misses data.
711293	The administrator extension user conference ID takes over user conference ID when edited by the administrator.
749686	The transferred call is taken from another extension by pressing the extension appearance key.
749276	The field for entering the firmware version is missing for FON-x75 while uploading the firmware.
749190	In FortiVoice User Portal, the Calendar portal language does not change to the language set in the extension's user portal preferences.
745034	Dialing feature code *17 plays the wrong prompt.
672707	FortiVoice voiced memory leaks in some special cases.
746672	The Message Group audio message is still sent out with the Audio option disabled.
751400	Unable to call another extension with Extension Appearance keys if both extensions are part of a Pickup Group with the Pickup by Members privilege.

Bug ID	Description
741740	Incoming calls get crossed.
751598	Message group number takes the extension numbers and emergency numbers already in use.
748356	An on-hold call is stolen from another extension by pressing the extension appearance key.
731978	New voice message keeps replacing the last voice message (phase 1).
751888	The Message title in the Message Group does not save when clicking OK from the Text Message page.
741934	After placing a call on park, the user dials another extension using a programmable key but gets the parked call instead of the dialed extension.
752662	The reconfiguration of pickup groups causes SIP passwords with special characters to be corrupted and endpoints can no longer authenticate.
753595	If the SIP trunk Registration is disabled, the outbound call fails.

Known issues

The following table lists some minor known issues.

Bug ID	Description
732976	Call queue dynamic type agents unexpectedly experience a forced logout.
751094	A secondary SIP account is not working with a TLS on SIP profile.
743825	A caller is able to request a callback in a call queue with callback setting disabled.
720157	Proxyd memory leak.
740690	After an upgrade, duplicate entries for extensions are showing under Monitor > Extension & Device.
737539	After removing a secondary account from a primary extension, the secondary account is still showing and rings the primary extension.



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