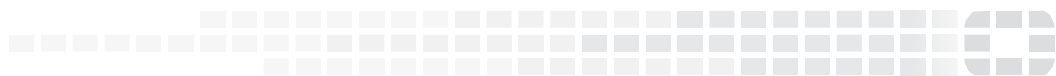




**FORTINET**

High Performance Network Security



# FortiVoice™ Phone System Release Notes

VERSION 6.0.1 GA



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October 25, 2019

FortiVoice™ Phone System 6.0.1 GA Release Notes

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# Introduction

This document provides a list of new and changed features, upgrade instructions and caveats, resolved issues, and known issues for FortiVoice release 6.0.1, build 0152.

## Supported Platforms

FortiVoice 6.0.1 release 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

- Internet Explorer 11 and Edge 40, 41
- Firefox 52.7.2 ESR, 59
- Safari 10, 11
- Chrome 65
- Adobe Flash Player 9 or higher plug-in required to display statistics charts

## What's New

The following list highlights some of the new features or enhancements introduced in the FortiVoice Phone System 6.0.1 release. For more information, see the FortiVoice Phone System Administration Guide.

### Phone support

Auto provisioning support for FON-870i and D71 is added.

### Call center

Extension with FortiFone Desktop app can be added to call queues so that call center agents can answer calls in a queue from a desktop PC.

### Streamlined database synchronization in HA

Improved database synchronization mechanism between master and slave to improve efficiency and reduce overhead.

### User conference enhancement

Reorganized the administrator GUI for user conference configuration.

### New diagnostic tool for softclient

Added diagnostic tools on Mobile softclient, Desktop App and FortiVoice to help troubleshoot softclient related issues.

### Endpoint status monitoring

Status display is more accurate for desktop phones, mobile softclients and desktop apps. Various filters are added for easier search.

### Programmable key

The enhancement allows administrators to view and change the user defined programmable keys for a specific extension.

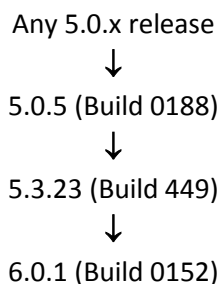
# Firmware Upgrade/Downgrade

## Before and after any firmware upgrade/downgrade

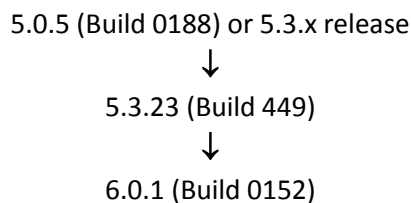
- Before any firmware upgrade/downgrade, save a copy of your FortiVoice configuration (including replacement messages and user data) by going to System > Maintenance > Configuration.
- After any firmware upgrade/downgrade, if you are using the web UI, clear the browser cache prior to login on the FortiVoice unit to ensure proper display of the web UI screens.

## Upgrade path for FVE-200D and 200D-T

For any older 5.0.x release prior to 5.0.5



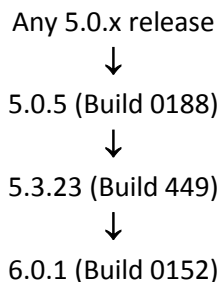
For 5.0.5 and 5.3.x release



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

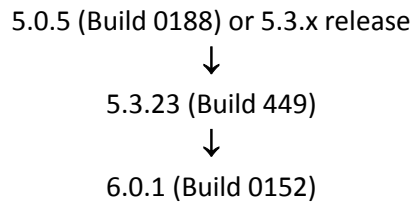
## Upgrade path for FVE-2000E-T2

For any older 5.0.x release prior to 5.0.5





### For 5.0.5 and 5.3.x release

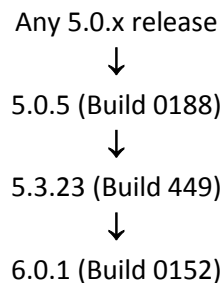


After every upgrade, verify that the build number and version number match the image that was loaded. To do so, go to *Dashboard > Status*.

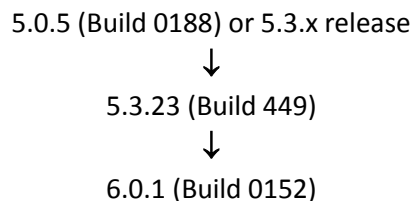
**Note:** For FortiVoice 2000E-T2 with serial number prefix of FO2HDD, if upgrade is done through "G" option of boot loader, FVE-200D platform image should be used.

## Upgrade path for other FVE models

### For any older 5.0.x release



### For 5.0.5 and 5.3.x release



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 for FVE-200D and 200D-T

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 6.0.1 to 5.x.x release

Downgrading from 6.0.1 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 return the image.
- 3 Exec factory reset.

- 4 Restore the configuration.

## Firmware downgrade for FVE-2000E-T2

Firmware downgrade is not recommended. Before downgrading, consult Fortinet Technical Support first.

### Downgrading from 6.0.1 to 5.x.x release

Downgrading from 6.0.1 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.

## Firmware downgrade for other FVE models

Firmware downgrade is not recommended. Before downgrading, consult Fortinet Technical Support first.

### Downgrading from 6.0.1 to 5.x.x release

Downgrading from 6.0.1 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 does not work with FortiVoice Gateway in version 5.3 or under. FortiVoice unit and FortiVoice Gateway will only work with each other when they are upgraded to 6.0 at the same time.

## 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, please contact [Fortinet Customer Service & Support](#).

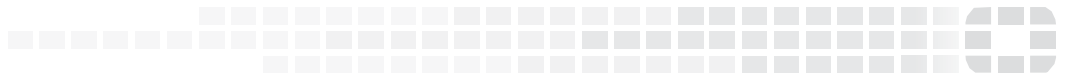
Bug ID	Description
588302	MWI does not turn off when voicemail on an extension is deleted through the web user portal or from an email notification.
571996	Sequential queue distribution has unexpected behavior.
585046	Operator console icon on web user portal redirects to old web user portal.
580822	DND status set on desktop softclient is not propagated to associated FON-375.
580611	FON-475 directories cannot be retrieved from phone.
586331	Switching from administrator GUI to web user portal, operator console, or agent console fails when SSO is enabled.
585077	Fax extension pages should be customized for fax.
583728	Desktop softclient should be able to log in to a call center queue.
587329	Business Group feature should be supported on FVE 500F.
582848	Upgrading firmware for FON-670i and FON-675i fails with different hardware revisions.
584054	TFTP provisioning server IP does not get updated when auto-provisioning interface changes.
573218	Search result download shows all the numbers.
586803	Irrelevant options should be removed from the managed extension page.
588384	FortiFone desktop softclient fails to make or receive a call when a FON-575 is configured as the extension's main device.
587809	GS16 configuration misses an extension in some cases.
586037	Trouble-shooting tool for softclient and desktop app is needed.
586811	On the certificate GUI, the service flag does not change when factory_alt is activated for HTTPS.
586655	Warning message for disconnecting ongoing calls is missing when adding/deleting internal networks.
577647	Fax file does not show up on web user portal.
576371	Port number cannot be entered for web action host/IP under System > Configuration > Option.
582582	Extension voicemails and general voicemails cannot be deleted.
587539	Call center reports do not display.
588292	User is not able to set a cert to be used by multiple services on GUI.

Bug ID	Description
585076	FON-175/375/475 configuration file has redundant LDAP directory configuration.
582598	Personal contacts added from web user portal cannot display in the local directory on the phones.
577972	There is a problem to add generic phones as auxiliary devices.
585449	Default language setting is inconsistent.
576599	Auto-exempt IP tab should be moved to Monitor -> Security tab
579984	Administrators should be allowed to view and modify user defined DSS keys.
584855	Web user portal misses email and twinning settings.
582260	The number of pages DSS keys in web user portal is inconsistent with the pages defined in the programmable key profile.
582253	DSS key programming does not work for second page and beyond.
580678	Redoing traffic capture stops instantly in some cases.
586667	Sometimes caller ID is not matched in dialplan.
587533	Call center survey does not allow the creation of questionnaire.
587535	Voicemails cannot be deleted or saved from notification email.
587060	View Phone Configuration button for extension is grayed out.
580616	Voicemails left by mobile and desktop softclients do not appear in web user portal.
587055	Changing extension GUI configuration does not load phones with the updated configuration file.
584858	It is not able to add personal speed dial in the programmable key setting in web user portal.
586880	Configured mobile numbers on personal contact list from web user portal are missing when trying to modify them.
585144	Dropdown list should be used for secondary account setting of IP extensions.
586804	The applied HTTPS certificate is not highlighted.
587807	DB exception is found in system log after adding a new device and extension.
580177	Caller ID comes up as FortiVoice's IP address on FortiFone.
586319	FVE 500F is not listed as a supported LSG branch type when creating a new LSG configuration.
585149	There are duplicate missed call notifications in some cases.
580677	Option is missing to assign an unassigned device to existing extension.
586884	Extension export has errors.
586337	Profile mode column should be removed from phone profile page.

Bug ID	Description
482263	SSL and TLS 1.0 is no longer acceptable for PCI compliance.
580609	Softclient cannot check voicemail if a physical phone or desktop phone is not configured.
576588	Extension status is missing in administration GUI.
586668	Blocked number match generates incomplete CDR entries.
577639	Extension information is missing after upgrading to v6.0.
579647	Blocked number does not work.
570761	FortiVoice is no longer vulnerable to the following CVE-Reference: <ul style="list-style-type: none"> <li>• CVE-2019-12827</li> </ul>
579891	Enabling Internal calls ring pattern like Alternate 4 causes the internal call to drop.
580610	Audio prompt recording via extension calling does not work.
577113	Upgrading to 6.0 causes call queues to show as round robin although they were previously configured as ring all.
583757	Filtering by directory does not work when location is set to local and department list is selected.
583465	VoIP SIP trunk GUI status display cannot show the correct trunk status.
583756	SSL Cert cannot be assigned to HTTPS.
583842	The limitation of 100 calls per 7 days should not be enforced on Evaluation License (365days).
582540	Time format in FON-570 profile is wrong.
582518	Recall occurs if a blind transferred call ends up in voicemail box.
577974	Two counts for 1 voicemail message are sent if the configured extension monitors its own voicemail box.
576597	Blocked Numbers new tab should be under Security.
581856	Call is stuck in an active call list.
576694	Park button does not work.
577984	Extension voicemail personal greeting has multiple issues.
579638	Multicast paging does not work on FON-570 when it is a member of a group.
580181	Setting caller priority from console generates another 'ENTERQUEUE' event which counts as one extra call.
576109	Extension/Line Appearance label column shows [object Object].
577644	Speed dial function in web user portal does not show speed dial codes.
580247	Wrong format error appears when uploading audio files.
576677	Imported DID mappings only shows half of the numbers.

Bug ID	Description
579664	A SIP trunk with a different host set as the outbound proxy than SIP server responds to invites from the SIP server IP with 401 UNAUTHORIZED.
582517	Outbound mail does not work for alert/voicemail notification emails.
588298	Desktop softclient should be able to log in to a Call Center queue.
564517	Inbox voicemail does not sort following date and time.
588294	On FON-475, extension display preference phone language is set to French but shows in Chinese.
588371	Any changes on extensions cause all the auxiliary devices to be removed and added.
588391	Programmable key profile for FON-575 is enhanced.
588828	Server IP address in phone profile is missing when importing a list of extensions.
586331	Switching from administrator GUI to web user portal, operator console, or agent console fails when SSO is enabled.
590051	Recording call page in CDR causes internal server error.
589898	Default administrator defined keys 3 to 6 should be blank on phone display of FON-375/475/575.
589609	Test stream button does not work for music on hold using stream.
587633	Voicemail PIN change from phone does not synchronize with the extension PIN on phone system.
588840	"Please wait" message does not show once a VM platform upgrade starts.
590399	"Hang up" option is missing under Monitor > Phone System > Active Call.
589799	FON-575 reboots due to unknown reason.
589904	After removing all call center references, the extension is still considered to be referenced by the call center when trying to delete it.
590719	When there is a queue with no call center license, queue can be reached and announcement can be made, but no Agent phone rings.
590729	Phone's registration expiration value is decremented by 1 each time the phone registers.
588579	Warning message for SIP TLS/SIP WSS certificate needs to change.
590167	Some extensions and the LSG failback have issues.
590180	Key assignments from administrator GUI are either not present or in the wrong place on FON-575.
590941	When attempting to edit the programmable keys on Fon-H35 via the phone profile, "Failed to load resource" error occurs.
590950	Outbound queue calls are not tracked in Call Centre statistics.
591050	GS16 extensions show Virtual Number as type.

Bug ID	Description
591043	Main extension cannot be reached after deleting its auxiliary extension.
582529	Fon-570 needs screensaver option in phone profile.



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