



# FortiVoice Phone System - Release Notes

Version 5.3.26

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September 30, 2020

FortiVoice Phone System 5.3.26 Release Notes

26-5326-666659-20200930

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## Change log

Date	Change description
2020-09-30	Initial release of the FortiVoice 5.3.26 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 5.3.26, build 0466.

## Supported platforms

FortiVoice release 5.3.26 supports the following platforms:

- FVE-20E2 and FVE-20E4
- FVE-50E6
- FVE-100E
- FVE-200F
- FVE-300E-T
- FVE-500E-T2
- FVE-1000E
- FVE-1000E-T
- FVE-2000E-T2 (compatible with FVC-2000E-T2)
- FVE-3000E
- 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 erases all current FortiVoice configurations and replaces 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

There are no new features in this patch release.

# Firmware upgrade/downgrade

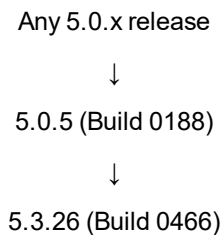
This section includes the following topics:

- [Before and after any firmware and downgrade on page 8](#)
- [Firmware upgrade path on page 8](#)
- [Firmware downgrade on page 8](#)

## 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



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

## Firmware downgrade

Downgrading from 5.3.26 to 5.x.x release is not fully supported and may cause data loss. Before downgrading, consult Fortinet Technical Support first.

If you do need to downgrade, follow the procedure below:

1. Back up the 5.3.26 configuration.
2. Install the older 5.x.x.
3. In the CLI, enter `execute factoryreset` to reset the FortiVoice unit to factory defaults. Note that you will lose all of the FortiVoice configurations by doing so.

4. Configure the device IP address and other network settings.
5. Reload the 5.x.x backup configuration saved before upgrading to 5.3.26.

## 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
653164	An extension fails to call a paging extension on a survivability branch if the outgoing rule of a user privilege is specified.
662091	Failed incoming fax temporary files are accumulated in /var/spool/fax_queue/incoming folder.
656759	Calls are stuck in initializing status.
613563	Page 4 of FON-575 programmable keys cannot be configured.
613114	Download protocol in phone template for unassigned phones needs to be updated.
607303	It is unable to login to desktop softclient for systems upgraded from 5.3.24 GA to 6.0.3 GA.
611349	Business group dial pattern needs enhancement.
614364	Default VLAN option setting to LLDP for all system generated phone profiles needs to be updated.
564918	Extensions with appearance keys in business group fail to resubscribe.
612918	VM10000 call queue number needs to be increased.



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