



FortiVoice Phone System - Release Notes

Version 6.4.2

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FortiVoice Phone System 6.4.2 Release Notes

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Change log

Date	Change description
2021-04-14	Initial release of the FortiVoice 6.4.2 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 6.4.2, build 0380.

Supported platforms

FortiVoice release 6.4.2 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 changed

The following list highlights the behavior changes in this release.

Third party phone license

A policy change was introduced in the 6.4.1 release for generic/third party SIP phones. The new policy requires a third party phone license in order for generic phones to receive service with the FortiVoice phone system. To mitigate any potential service interruptions, this firmware update aims to provide a temporary license exemption for generic third party phones. However, such exemptions may be deprecated in a future update without further notice. Please contact your FortiVoice sales representative or Support for additional information.

Generic device status warning

A warning is shown for a generic device if it mismatches the configured device type.

Column header in Firmware Upgrade Status

On the Firmware Upgrade Status screen, the column header Phone Number is changed to Phone Count to avoid confusion.

User Portal Preferences page

On the User Portal Preferences page, the Change User Password option is hidden if authentication type is LDAP.

Password policy enhancements

When upgrading the system, some password policies are enforced to increase security.

On Phone System > Setting > Option > Default Setting:

- The Default SIP user password must be generated, regardless of the previous policy.
- The Default user password must be generated, regardless of the previous policy.
- If the Default SIP user password or Default user password are used, the password strength level is set to weak.

Batch editing enhancements

- Change a batch of extension devices from FortiFone phones to a generic phone type.
- Change a batch of extension devices from generic phone type to a specific FortiFone phone.

G729 CODEC removal

In the default SIP profile for desktop softclient, the G729 CODEC is removed as it is not supported.

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](#)
- [VM upgrade on page 10](#)
- [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)



6.0.8 (Build 0260)



6.4.2 (Build 0380)

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 6.4.2 to 5.x.x release

Downgrading from 6.4.2 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.

VM upgrade

For the VM platforms (Xen, KVM and Hyper-V), upgrade to v6.0.6 first, then to v6.0.8, before upgrading to v6.4.2.

FortiVoice Gateway

FortiVoice 6.4.2 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 6.4.2.

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
708042	Fax extensions fail to register after system upgrade to 6.4.1.
708002	FON-570 does not provide adequate TCP connection management, especially when using connection oriented services such as LDAP directory services.
694480	User portal Agent widget has multiple data issues.
707234	Phone configuration maintenance has active buttons in read-only mode.
707127	In the User Portal, the drop-down for fax inbox, sent, and cover page in mobile mode is not presented.
708303	Secondary line is not updated in phone configuration file when the line is disabled.
708655	Under Monitor > Extension & Device > Phone, display name in Russian is not displayed properly.
701889	FON-x80 does not show branch contacts when the central office is down.
709275	Active calls paging does not work.
709405	Log is missing when an unsupported physical or soft phone tries to register to an extension with FortiFone as the type.
700715	The Call Recording link does not work on the Call History page.
708734	The paging system through FXO gateway does not work after upgrading from v6.4.0 to v6.4.1.
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.
707706	"authserverd" crashes while handling the purge event.
710596	Phone System > Device page and Monitor > Extension & Device > Phone page keep loading and not showing anything.
696271	Call Park timer in the web-based manager and user portal Operator Console loops between 60 and 50 seconds and does not count down to 0.
697887	Call History search filter has issues.
707742	Recording file is not saved.
708354	Incorrect time displays on FON-675i after DST when the FortiVoice unit and the phone are on Mountain Time zone.
707282	Speed dial editing fails under Phone System > Review > Number.
710950	Extension web access password shows as strong then weak.



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