



# FortiVoice Phone System - Release Notes

Version 6.0.5

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FortiVoice Phone System 6.0.5 Release Notes

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## Change log

Date	Change description
2020-05-27	Initial release of the FortiVoice 6.0.5 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 6.0.5, build 0214.

## Supported platforms

FortiVoice release 6.0.5 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

- Google Chrome: 81
- Microsoft Edge: 44, 81
- FireFox: 76, 68.8 ESR
- Safari: 12, 13

## What's new

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

### Phone soft key control

Phone soft key control is added to phone profile for FON-175, 375, 475, and 575. You can disable any of the four soft keys on the main screen during idle time.

### Stretched HA cluster support for local survivability solution

Previously, members of an HA cluster in an head office, had to be on the same site. With this enhancement, the HA members can be on geographically separate sites to improve the resiliency during natural disasters..

A stretched HA cluster also works in a non-local survivable gateway (LSG) deployment topology.

## What's changed

The following list highlights the behavior changes in this release.

### Call queue engineering table size increase

New table size adjustments are as following:

- VM200-VM500 = 15
- VM500-VM1K = 25
- VM1K-VM2K = 50
- VM2K-VM5K = 100
- VM5K-VM10K = 200
- VM10K-VM50K = 500
- VM50K-End = 800

### Softclient license increase

FortiFone SoftClient license allocation is increased to 5 per extension.

### Phone configuration regeneration

Phone configuration can be regenerated during upgrade if there is a phone template change.

### Status of intrusion detection by default

For major release upgrade from 5.3.x to 6.0.5 build 0214 and new installation, intrusion detection is enabled by default.

For patch release upgrade from 6.0.x to 6.0.5 build 0214, intrusion detection remains unchanged.



# 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)



5.3.23 (Build 0449)



6.0.5 (Build 0214)

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 6.0.5 to 5.x.x release**

Downgrading from 6.0.5 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
623664	Transfer to voicemail on desktop app causes invalid extension error.
623170	GS16 direct call works but outbound CID is always from FXS port 1.
633574	Emergency caller ID does not use the one configured in the Emergency Zone profile for generic phone type.
633259	FVE-20E and 50E platforms are set to incorrect time if NTP server is unreachable.
626964	After playing a voicemail from the User Portal, the right arrow icon stays as a square.
627009	In the User Portal, Monitor View still displays after disabling Call Center for extension.
626235	Phone system allows uploading wrong sound file format.
631490	Call routed to call queue, via IVR ticket information query, has the wrong priority set.
625022	Digit Map Timer has incorrect values for FortiFone x75.
631635	Contacts in User Portal miss options when shrinking the screen (i.e. viewing from a cell phone).
623145	Network summary of Review is empty.
613718	FVE-20E and 50E cannot traceroute.
632146	Desktop softclient gets intermittent insufficient license issue.
629680	On GUI, desktop app configuration should display the HTTPS port, not the WSS port.
620113	Time search in Archived Recording Search does not work as expected.
631759	Calls into queue are dropped instead of following All Agents Paused Call Handling settings.
628072	Extension on hold state is wrong on both BLF and internal state.
624543	Remove Survival branch field for analog extensions on the FXS gateway.
631198	Call queue reports do not show the Display Name of extension.
631243	List of entries is not fully displayed in Follow Me settings.
628509	Inbound VoIP trunk calls fail after HA master recovers from an HA failover.
626933	In the User Portal, Mark As Read under Voicemail remains greyed out.
630048	Custom logo does not show on user/agent/operator portal.
630821	User Portal Preferences Display Name is empty.
622495	Call center Pickup action does not respond.

Bug ID	Description
623875	When changing the ports that T.38 uses under Call Features > Fax > Setting, they revert back to the default ports.
622899	In Call Center Agent profile, Ring no answer options do not work.
624175	Personal Contacts with an apostrophe ' in the name in the Desktop softclient and the User Portal cannot be created.
623160	Gateway SIP profile has typo.
625779	Internal extension is claimed "an unknown caller" when leaving a voicemail to another extension.
622118	Inbound call routed through virtual number does not show on call center report.
620430	Under Monitor > Extension and Device, Software FortiFone entry popup crashes on invalid data.
621549	Under Gateway > Mapping Rule > Edit any rule of the GO08 gateway administrator GUI, the SIP peer field shows None.
626260	LSG branch office notification to phone for configuring provisioning URL points to itself.
626708	When applying a managed gateway/branch office configuration and administrator password does not match, error message is broken.
622157	Call Screen blocks reminder calls and ability to create new audio messages on specified phones.
627252	System event log does not have reference to hardware unit after upgrading managed device from the PBX.
629329	User Portal fax generates an exception.
629623	Music on Hold generates an exception.
462496	Call Flow Time column cannot be sorted under Status > Call Detail Records > CDR.
629354	User Portal programmable key speed dial does not work.
627746	Hotel Management bulk edit room condition changes are not displayed.
630857	Call Center IVR sub-directory link does not work.
630779	Local archive disk quota is limited to 1-50 GB.
628085	Call reports are only shown when the Report column is set to Caller.
630440	User conference cannot be created.
629290	Managed gateway SIP Profile caller options show as "undefined".
630049	CLI command to remove unassigned phones from database is missing.
620359	Phone System > Review > Network Summary page is blank.

Bug ID	Description
623787	DB exceptions are being logged on branch PBX when LSG configuration is pushed from central office.
625331	IP extension configuration misses the option of Notify message waiting light to.
625458	Trunks added for connectivity alerts disappear.
625018	User Portal Operator/Call Center get stuck on "Please Wait".
626937	User Portal > Fax > Monitor > eFax account shows up blank.
624674	SIPPPnP fails to respond on LSG 200F8 using port 2.
625342	Programmable button for Call Forward on FON-575 shows as *71 instead of Call FWD.
626931	User Portal incorrect spelling of Speed Dial.
624966	Auto park is not labeled on FON-575 configuration file.
623872	GS16 extensions are lost after enabling the survivability branch in GS16 gateway.
617827	Quick Response (QR) code for softclient port does not change if the system HTTPS port is changed.
616250	In Department dialog, Call Center lists are not filtering extensions properly.
614786	Voicemails for an extension remain when the extension is fully deleted.
611679	LSG fails to respond to SIP PnP multicast SIP subscribe request when using redundant interfaces.
629277	VM 6.0.x with IDE hard disk type cannot be upgraded or deployed.
628078	Auxiliary device is lost after upgrading from v5.3 to v6.0.
625741	Forwarding call does not follow the right outbound rule.
623820	Web action host/IP field from FortiVoice Gateway is redundant.
615470	Query of user voicemail and fax user ID (display name and number) returns string in obsolete format.
625317	CMDDB error appears when creating call restriction in user privilege.
623431	In FortiVoice Gateway, buttons to add or edit an administrator profile do not work.
625348	Please Wait option on Operator/Call Center portals should be hidden.
623140	Page down/up button does not work without refreshing the password auditor page.
624537	Directory download all does not work.
624645	When the system starts up, there is an occasional deadlock.
624158	There is limitation for desktop softphone WSS connection.
606010	Extension import causes the same extension having two assigned main devices in some cases.

Bug ID	Description
628194	Call queue Skill Based Distribution of Call Center does not work.
632655	Authorization enhancement for Auto-Provisioning is needed to provide a rule-based filtering for authorizing downloads from un-authenticated end-points.
618022	Data service additional output is enhanced.
631975	More SIP trunk options are needed to allow disabling the line parameters and matching specific incoming hostname/IP.
622829	Sorting of Date/Time strings in tables needs improvement.
628095	CLI command to display SIP channel statistics for troubleshooting is required.
634004	Data in Call Center Reports is shown in HH:MM:SS:MS format for both Agent and Queue queries.
621423	User Portal status bar options disappear when viewing calendar.
631780	The number does not show in the forward action of call handling.
626341	Log and Report Alert Configuration misses edit function and the test button does nothing.
631634	In User Portal, Mark as Read option under Voicemail does not work.
630798	Operator console in User Portal is not provided if the extension is not a Call Center agent.
632034	Errors appear when attempting to download the Call Center Data Service files.
624235	Editing function of Review Numbers in Phone System fails in some cases.
632037	The Data Service Remote Password field is inconsistent with the PBX norm.
625062	History on Desktop FortiFone Softclient has multiple entries for conference calls.
629353	The configuration file directory on configured slave PBX does not contain phone configuration files after initially setting up HA cluster.
633493	Call Center IVR ticket primary owner extension does not ring first.
632439	Desktop FortiFone stays in Not Assigned management status after importing the extension file.
633858	In Call Center, when an agent is paused no reason code displays.
634643	Unassigned profile on FON-175/375/475/575 removes phone soft keys.
632864	Trunk status does not match between HTTP response and trunk status in database.
632815	System Call Report Extensions Summary contains external numbers as extension numbers.
634326	Call Center Call Reports output data has no quotes or <> around the extensions.
633988	User defined programmable keys are set to admin after upgrading firmware.
633542	Operator Console's Monitor View icon is presented in the Operator Console for an extension with no Call Center association.

Bug ID	Description
633866	Queue stat today widget CTT/CWT/OBT columns in Call Center's Agent console should only report HH:MM:SS.
634641	All inbound trunk calls through the Auto Attendant or DID fail.
634285	User Portal's Call Recording icon does not return to arrow when playing back recording.
634337	Resource and Label in programmable keys profile are greyed out when user speed dial is selected.
631867	There are false positive notification email about SIP trunk status.
634965	Phone system has performance issues under stress environment.
635002	Direct voicemail transfer using Extension Appearance key fails.
622178	Caller's name is always recorded/announced to callee.
635686	IVR and Survey for Virtual Number Call Handling display even without Call Center license.
635399	Call drops on second blind transfer.
635075	Directory is not accessible under certain conditions.
634349	Call Center's IVR pop up window appears to be able to edit settings.
636091	Cloud phonebook on the branch extensions in an LSG configuration are blank after system upgrade.
636112	LSG phones fail to register after factory resetting for upgrade.
630051	Conferencing email notification format has issues.
635060	User Portal wording should be simplified instead of using PBX verbiage.
632133	Call center incorrect agent inbound calls report Agents Call Volume Analysis.
634595	Editable dynamic drop-down component is needed and can be used for the user speed dial.
635992	Pushing the GS16 configuration after upgrade from 5.3 to 6.0 fails to add extensions.
636202	GT02 fails to make outbound calls when ports are configured independently.

## Known Issues

The following table lists some minor known issues.

Bug ID	Description
633379	In user privileges, the maximum number of concurrent calls do not work for call restriction.
635678	Conference URL for Accept and Reject is incomplete.
637404	User conferencing notification email has issues.





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