

# Release Notes

## FortiVoice Phone System 6.4.6



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FortiVoice Phone System 6.4.6 Release Notes

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# Change log

Date	Change description
2022-12-16	Initial release of the FortiVoice 6.4.6 Release Notes.

# Introduction

This document provides a list of new and changed features, upgrade instructions and caveats, and resolved issues for FortiVoice release 6.4.6, build 469.

## Supported platforms

FortiVoice release 6.4.6 supports the following current platforms:

- Appliances
  - FVE-20E2 and FVE-20E4
  - FVE-50E6
  - FVE-100F
  - FVE-200F8
  - FVE-300E-T
  - FVE-500F
  - FVE-2000F
  - FVE-5000F
- Virtual machines
  - 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)]
- FortiVoice gateways:
  - FVG-GO08
  - FVG-GS16
  - FVG-GT01
  - FVG-GT02

The following platforms have reached their end-of-order (EOO) date. However, FortiVoice release 6.4.6 continues to support them:

- FVE-100E
- FVE-500E-T2
- FVE-500E-T4
- FVE-1000E
- FVE-1000E-T

- FVE-2000E-T2 (compatible with FVC-2000E-T2)
- FVE-3000E

# Special notices

## TFTP firmware installation

Using TFTP by means of 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 1280 x 1024 pixels.

## Recommended web browser versions

- Google Chrome version 108
- Microsoft Edge version 108
- Mozilla Firefox Standard Release version 107
- Apple Safari version 16

# What's new

The following list highlights some of the new features and enhancements introduced in this release:

Feature and enhancement	Description
Business group capacity	Includes an increase in the business group capacity for the following FortiVoice virtual machines (VM): <ul style="list-style-type: none"><li>• FVE-VM-2000: 50 (was 40)</li><li>• FVE-VM-5000: 200 (was 80)</li><li>• FVE-VM-10000: 200 (was 80)</li><li>• FVE-VM-50000: 300 (was 200)</li></ul>
Call queue alerts	Includes the addition of the name and phone number of the caller in call queue alerts from the call center console.
FortiCloud access	Allows the management of FortiVoice phone systems (hardware appliances and virtual machines) from FortiCloud. With FortiCloud enabled on your FortiVoice, remote management becomes easy and convenient because you do not have to remember various IP addresses or fully qualified domain names (FQDN) to access your FortiVoice.
FortiFone FON-380B	Supports a new phone model.
Location setting	Includes the addition of Paraguay to the <i>Country/Region</i> list in <i>Phone System &gt; Setting &gt; Location</i> .
Managed branches	Includes an increase in the managed branch capacity for the following FortiVoice VMs: <ul style="list-style-type: none"><li>• FVE-VM-10000: 150 (was 100)</li><li>• FVE-VM-20000: 250 (was 100)</li><li>• FVE-VM-50000: 500 (was 200)</li></ul>
Managed gateways	Includes an increase in the managed gateway capacity for the following FortiVoice VMs: <ul style="list-style-type: none"><li>• FVE-VM-10000: 150 (was 100)</li><li>• FVE-VM-20000: 250 (was 100)</li><li>• FVE-VM-50000: 500 (was 200)</li></ul>



# Firmware upgrade and downgrade

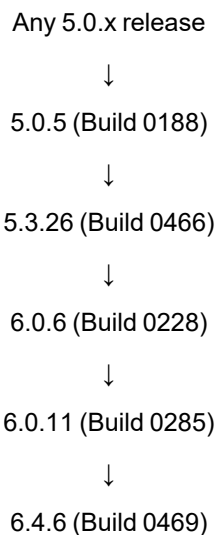
This section includes the following topics:

- [Before and after any firmware upgrade and downgrade on page 9](#)
- [Firmware upgrade path on page 9](#)
- [Firmware downgrade on page 10](#)
- [FortiVoice Gateway on page 10](#)

## Before and after any firmware upgrade 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 and downgrade and prior to log in to the FortiVoice web UI, clear the browser cache to make sure that the web UI screens display correctly.

## Firmware upgrade path



You can upgrade from a 6.4.x release to the 6.4.6 release directly.

After every upgrade, verify that the version number and build number match the image that you loaded. To complete the verification, go to *Dashboard > Status*. In the System Information widget, locate the *Firmware version* row.

## Firmware downgrade

### Downgrading from 6.4.6 to 5.x.x release

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Firmware downgrade is not recommended.  
Downgrading from 6.4.6 to 5.x.x release is not supported in general.  
Before downgrading, contact [Fortinet Customer Service and Support](#) first.

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#### If you do need to downgrade, follow these steps:

1. In the FortiVoice console, use the G option in the bootloader to reburn the image.
2. Type `exec factory reset`.
3. Restore the configuration.

### Downgrading from 6.4.6 to 6.0.x release

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Firmware downgrade is not recommended.  
Downgrading from 6.4.6 to 6.0.x is not supported in general.  
Before downgrading, contact [Fortinet Customer Service and Support](#) first.

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#### If you do need to downgrade, follow these steps:

1. In the FortiVoice console, use the G option in the bootloader to reburn the image.
2. Type `exec factory reset`.
3. Restore the configuration.

## FortiVoice Gateway

The FortiVoice 6.4.6 release does not work with the FortiVoice Gateway 5.3 release or older releases. The FortiVoice unit and FortiVoice Gateway will only work with each other when *both* of them are upgraded to 6.4.6.

# Resolved issues

The following issues have been fixed in the FortiVoice 6.4.6 release. For inquiries about a particular bug, contact [Fortinet Customer Service and Support](#).

Bug ID	Description
714207	Directory is missing some extensions and has duplicate entries.
757772	Possible memory leak from repeated calls for ExtensionStatus.
773047	The <i>maximum_expiration</i> value of the extension address of record (AOR) is not updating after modifying the <i>Internal extension registration interval</i> in <i>System &gt; Advanced &gt; SIP</i> on FortiVoice.
776756	After updating a SIP profile to use TLS, the FortiVoice system loses the address of record (AOR) of the phone and the phone cannot receive calls.
794646	The auto dialer of a campaign does not hang up the call after the message has finished playing.
806160	Calls are delayed to and from the branches (FVE-20E4 and FVE-50E6) in a local survivable gateway (LSG) deployment.
806236	Call queue statistics are showing discrepancies.
807863	The list in <i>Monitor &gt; Call History &gt; Call Detail Record (CDR)</i> is blank and the logs are missing call history archive files.
808653	When generating a call center report using the Agent Call Detail Report query, the FortiVoice system does not apply the Period setting correctly.
810188	Call reports show inaccuracies.
810870	The FortiVoice system allows the user to set a DID mapping with an empty extension setting.
814491	The emergency call email notification can show an incorrect Emergency caller ID.
815380	When the Display Name field of an extension exceeds 20 characters, the FortiVoice UI does not display a warning.
817698	In <i>Call Routing &gt; Inbound &gt; DID mapping</i> , a new DID number requires validation.
821417	An incremental database synchronization should work on the secondary heartbeat port while there is a primary heartbeat port failure.
821554, 841037	FortiVoice has database system errors in logs.
823703	The agent duration timer resets in the call center console when the FortiFone softclient deregisters with FortiVoice.
826185	FortiVoice is inconsistent in sending queue alerts by email and showing alert messages in the call center console.

Bug ID	Description
828274	The <i>any_time</i> schedule in <i>Phone System &gt; Profile &gt; Schedule</i> needs to be read-only.
828517	In <i>Hotel Management &gt; Setting &gt; PMS</i> , the <i>Network Setting</i> values do not clear after a validation failure.
828598	The LDAP synchronization sets FortiFone softclient licenses to 0.
828908	The FortiVoice system routes inbound diversion calls to the destination specified in the To header instead of the Request-URI.
832026	The FortiVoice user portal does not show voicemails for LDAP extension users.
832956	Fix a typo in the <code>set fortalink-interface &lt;port_number&gt;</code> CLI command under <code>config system auto-provisioning</code> .
833352	The list of voicemail owners in the FortiVoice user portal is missing the extension number.
835146	The speed dial code is not saved in <i>Call Feature &gt; Speed Dial &gt; Number</i> .
836597	The call center console shows inaccurate call statistics in the Queue Stat Today widget.
838269	The FortiFone certificate for Apple Push Notification service (APNs) must be updated.
840213	A phone's configuration with an empty SIP server parameter causes issues after a migration.
840230	The database incremental synchronization keeps reloading on the secondary FortiVoice system.
840383	A dynamic call queue is not routing calls to intended agents.
841038	The FortiVoice system fails to handle calls and replies a 404 error to the SIP provider because of database issues.
841040	The FortiVoice system does not handle calls and sends a 404 error to the SIP provider.
842130	The FortiVoice user portal does not block the download of a fax document that is in a Sending state.
842263	The phone receives phantom message waiting indicator (MWI) notifications.
842565	The call center console is missing a number of items in the Agent and Waiting Caller widgets.
844278	The generation of reports in <i>Log &amp; Report &gt; Call Report &gt; Call Report</i> stopped working after a FortiVoice upgrade.
844290	When accessing the Monitor view in the call center console, the FortiVoice system shows a <i>Failed to retrieve object</i> error.
844435	The <i>Dialed Number Match</i> of an inbound dial plan incorrectly matches any dialed number.
845823, 849598	Extension appearance keys do not work on FON-x80 phones.
846348	The secondary FortiVoice system is out of synchronization with the primary FortiVoice system because the default DID mapping rules are in a different order.
847163	After upgrading the firmware, the FortiVoice system does not receive faxes.

Bug ID	Description
847222	After upgrading the firmware, the customer schedule profile does not work.
847518	Blocking a business contact entry in the FortiVoice user portal moves the entry to the system block list.
847522	The call detail record (CDR) shows duplicate entries for every inbound call.
849598	The FortiVoice system has issues with extension appearance.
850979	UI changes need to be addressed in <i>Phone System &gt; Review &gt; MWI Auditor</i> .
851826	The FortiVoice user portal is showing voicemail messages with a date of 1969-12-31.
852983	The FortiVoice system shows a 603 error when an external caller is calling an extension or an extension is calling another extension.
853949	Replace the system default music on hold file with an alternative licensed music file.
854661	The clone function should validate that the specified name is unique.
854818	The ring duration configured in <i>Extension &gt; Extension &gt; Preference</i> is not pushed from the central office to the branch office in a local survivable gateway (LSG) deployment.
855116, 855490	The FortiVoice system is running processes on high-memory usage.
857956	The <i>Phone System &gt; Contact &gt; Directory</i> does not display configured extensions.
858365	The <i>Phone System &gt; Profile &gt; Schedule</i> allows a start time that is later than the end time.
858442	Users cannot delete announcements created in <i>Call handling &gt; Call process</i> on the FortiVoice user portal.
858834	When a user places a call on hold using the FON-x80 phone, the phone activates the speaker phone mode.
862114	When the LDAP contact search is enabled by default on FON-x75 phones, it can cause some confusion when the user dials 911.
862458	<i>Security &gt; Intrusion Detection &gt; Setting</i> is enabled but it's not working for SIP Register and Invite.
863204	The maximum upload sizes of prompt sound files and music on hold files need to be increased.
863844	FortiVoice shows an incorrect error message when users upload a prompt sound file or music on hold file that is not a WAVE file (.wav) in PCM format.
863971	The phone user tries to listen to a new voicemail but can only hear prompts for <i>First</i> and then <i>Press 5 to replay the message</i> .
864734	<i>Extension &gt; Group &gt; Pickup Group</i> does not allow the addition or deletion of entries in <i>Pickup by members</i> .
865992	FortiFone FON-380 appears as FON-670i on the FortiVoice system.



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