



# FortiVoice Phone System - Release Notes

Version 6.0.9

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FortiVoice Phone System 6.0.9 Release Notes

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## Change log

Date	Change description
2021-06-03	Initial release of the FortiVoice 6.0.9 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 6.0.9, build 0272.

## Supported platforms

FortiVoice release 6.0.9 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 90
- FireFox 88
- MS Edge 88
- Safari 14

## What's new

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

### Two-factor authentication

FortiVoice supports two-factor authentication with FortiAuthenticator using RADIUS.

### Jumbo Frame MTU support

The maximum MTU size is configurable up to 9000 bytes.

### Voicemail PIN expiry

The extension users are required to change their voicemail PIN when accessing their voice mailbox for the first time.

### Logging the deleted voicemail

The logs are generated when the voicemails are deleted from the URL link in the voicemail notifications emailed to the extension users.

### Phone reboot capability

The phone reboot can be scheduled even without having to apply configuration changes.

## What's changed

The following list highlights the behavior changes in this release.

### 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.

### Removing unsupported G729 codec from the default desktop softclient profile

The unsupported G729 codec is removed from the default desktop softclient profile.

### Registration interval for external FON-x80 extensions

In the phone profile, 40-second Keep Alive option is mandatory for the external FON-x80 registration/subscription.

### User Portal Preferences page

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

### Column header in Firmware Upgrade Status

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



## Alert for security issues

System security status is periodically checked. Alert emails are sent when security issues are detected.

## Password auditor filter

All passwords and PINs are audited and strength-tested.

## Voicemail deletion link removal

The email deletion link in the default email notification template is removed to prevent voicemails from being deleted unintentionally by some email security devices.

## Maximum concurrent user conference increase

The maximum number of concurrent User Conferencing service on large extension capacity platforms are increased as follows:

- VM5000/5000F: 10 (was 8)
- VM10000: 20 (was 8)
- VM50000: 20 (was 10)

## Custom Office Peer screen name change

The Custom Office Peer screen name is changed to Office Peer - Custom to avoid confusion.

This is under Trunk > Office Peer > New > Custom > Next.

## Voicemail password prompt enhancement

The voicemail password prompt is changed to "Please enter your PIN".

# Firmware upgrade/downgrade

This section includes the following topics:

- [Before and after any firmware and downgrade on page 10](#)
- [Firmware upgrade path on page 10](#)
- [Firmware downgrade on page 10](#)
- [FortiVoice Gateway on page 11](#)

## 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)



6.0.6 (Build 0228)



6.0.9 (Build 0272)

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 6.0.9 to 5.x.x release**

Downgrading from 6.0.9 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 return 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
719899	Resource management for deadlock prevention and avoidance needs improvement to address service lockup conditions.
705026	The Dial Plan framework needs improvement to address intermittent service lockup conditions (Part 1/2).
698951	The Dial Plan framework needs improvement to address intermittent service lockup conditions (Part 2/2).
708002	FON-570 does not provide adequate TCP connection management, especially when using connection-oriented services such as LDAP directory services.
694480	The user portal Agent widget has multiple data issues.
707234	The phone configuration maintenance has active buttons in read-only mode.
708303	The secondary line is not updated in phone configuration file when the line is disabled.
708655	Under Monitor > Extension & Device > Phone, the 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.
700715	The Call Recording link does not work on the Call History page.
708734	The paging system through the 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	The "authserverd" crashes while handling the purge event.
710596	Phone System > Device page and Monitor > Extension & Device > Phone page keeps 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	The Call History search filter has issues.
707742	The recording file is not saved.
708354	The incorrect time displays on FON-675i after Daylight Saving Time starts when the FortiVoice unit and the phone are on Mountain Time zone.
707282	The speed dial editing fails under Phone System > Review > Number.
710950	The extension web access password shows as strong then weak.

Bug ID	Description
628309	Filter and icon tool tips are missing for password auditor.
707917	Unable to access the Survivability portion of the Survivability Branch Configuration.
710035	Clicking the Pickup button under Active Call widget on Operator Console does not pick up the call.
700370	The phone configuration is not updated when LDAPS is enabled for the remote directory in the phone profile.
699889	The department administrators are not able to access the FXS extensions assigned to their departments.
697888	The CSV file that is downloaded in Call History is blank.
702252	Adding new desktop softclient extensions to the PBX and setting them as agents of a call queue change their status to Unavailable.
699605	The Call Center Queue Call Detail Report and some other reports do not return any results when Period Type is set to "Today".
698638	The call information in Active Call widget is blank when the supervised transfers are received from the customer service agents.
371368	Unable to transfer a call from Operator Console after receiving an attended transfer from another Operator Console user.
699517	A previously registered extension is still reported as registered even if it is disabled.
714132	Upgrading from build 260 to build 263 loses the queue configuration.
710704	The Call Center calls are pushed to the FortiFone softclient for mobile.
707128	The FortiVoice phone system does not follow the quick mode call handling process.
707705	The amimond daemon crashes.
710453	The scheduled backup configuration file is missing.
665125	The Agent status stuck in In Use.
716041	The system crashes during reporting of a transfer out of a call queue.
702233	The phone system routes a call to outbound while trying to retrieve a parked call by dialing the slot number.
711449	SIP password change through the system CLI does not properly update the extension user account.
709826	The redundant interface does not work after a reboot.
714183	Users cannot select a mailbox to enter while multiple mailbox prompt is playing.
715387	The order of agents cannot be changed for sequential ring in call center.
715470	In the Call Center Waiting Caller widget, a call is reported as abandoned when transferring a caller to another queue.

Bug ID	Description
704266	Unable to route inbound calls to multicast-paging group with the inbound rule "Dial Local Number" call handling action.
700701	Ring-back actions for park calls are inconsistent.
720368	The Call Center has no responses due to the system lockup.
714184	Greek letters show as symbols and make extension numbers wrong.
710593	Cyrillic characters are displayed correctly in the extension display name but wrong on the phone.
706769	In the Operator Console, the Active Call widget requires a manual refresh to enable the Transfer button.
718506	Multiple mailboxes are not accessible unless the General Voicemail is assigned to the extension.
715970	Inbound call routes are not followed.
696251	"Max Queue Talk Time" for "Hour of Day" has the incorrect value.
715460	After running Call Center sanity suite check, system log shows the error: DB exception(pid=1340): <1213>Deadlock found when trying to get lock.
699874	Cyrillic characters are not displayed properly in the Active Calls widget of the Call Center console.
715135	The intercom feature code *92 does not work when an extension user ID is the username from LDAP.
716725	The custom type office peer does not send SIP traffic to the recipient office peer.
714045	Call blind transfer to other extensions in central office fails on some FortiFone phones with LSG gateway.
715797	Call waiting still works even if it is disabled on the extension.
717026	The fastagid daemon crashes multiple times everyday.
716484	The fastagid daemon exits unexpectedly a couple of times during the scaling test.
719718	The new call parking timeout setting is not observed in actual parked call unless the PBX is rebooted.
691029	Voicemail forwarding is not functional for the extensions with user ID instead of number as the name.
719791	DID mapping does not work when the SIP provider sends "phone-context" in the URI.
712944	The call is not recorded when calling into a ring group.
721870	The new call queue configuration cannot be synced to the HA slave.
721829	The General Voicemail notification is not sent to the extension when voicemail is disabled in the user privilege for the extension.
713957	The IVR survey reports do not display the IVR survey items.
701238	FON-580 needs to be added to the admin GUI when creating an extension.
719053	FortiVoice 6.0.8 and 6.4.2 firmwares do not allow FortiFone firmware upgrade for FON-350i.
719368	FON-360i and 375 cannot get the directory extensions from FortiVoice 500F 6.0.8.

Bug ID	Description
718480	The User Portal login page is still open even if it is disabled.
721173	When editing the outbound call handling schedule of calendar type, an empty pop-up shows.
703480	For FON-x80, the text message screen is not automatically switched to the "Answer" mode for incoming call if the text message is displayed on the phone.
722314	Under Phone System > Device > Phone, the phone model filter only works for the first time.
694879	The duplicate number prevention mechanism does not always work.
722552	Receiving faxes through a GT02 or a GO08 fails.
715639	The amimond daemon crashes on the FortiVoice phone system.
722379	The calls transferred from the call center call queue fail.
722805	Unable to configure LSG branch paging with the password policy enabled.
703404	Disabling the MTU option on the GUI is not saved.
714486	Call Waiting is always enabled when the FortiFone softclient license is enabled.
702587	The LSG branch paging is not hidden when FVE-100E/500F are branch offices.
707234	Phone Configuration Maintenance should not allow the read-only users to modify the values.
706775	The call is cut off after the second blind transfer using the Operator console.
703783	Invalid MTU limits are displayed.
699099	The GS16 gateway SIP status shows Not Registered.
700602	The SIP trunk status is not displayed correctly.
702607	The phones do not display the correct time.
702185	The sip-register-retry-count for FON-x80 phone configuration file needs adjustment.
705481	When upgrading 6.0.8 GA to 6.4.1, an error appears when attempting to delete the entry under Monitor > Extension & Device > Phone.
701108	Music On Hold file recorded shows an error by inputting Name as the File ID.
697194	The user privilege profile does not work if its name has more than 41 characters.
697351	The import error message contains invalid characters.
698373	Under High Availability > Configuration > Advanced Options, the IP address cannot be removed from the Override External Media Host field.
705119	The system or user-generated voicemail PIN violates the voicemail PIN policy.
704763	The connection configuration restore fails when upgrading the system to firmware version 6.0.7 or 6.0.8.
703017	After the upgrade, the gateway trunk status becomes Unmonitored.
695973	The FortiVoice user portal needs to reflect the status of Personal block list option on the PBX.

Bug ID	Description
701123	Call History has a spelling error.
722383	The MAC addresses are not listed in Phone System > Review.
720379	The contacts imported to auto dialer in CSV format cannot be removed.
719009	The FortiFone softclient for mobile password field is not empty when an extension is added from the LDAP connector.
711305	When there is no Call Center license, the Call Center elements should be hidden for the Call Queue feature.
715977	The remote extension does not work.
716958	The Mobile phone license is not displayed in the Soft FortiFone tab.
711322	A popup error appears by clicking OK twice after a firmware upgrade.
706857	The phone configuration maintenance generates a blank popup window.
669546	The LSG configuration change should not create a popup message for a job change.
714188	An extension with the access to multiple mailboxes fail to access them.
713561	When an extension is disabled, its user portal access should not be allowed.
714437	The preference reset does not use the user-defined default time zone.
715987	The Quick Mode User Portal Preferences does not offer the option to create a quick mode.
715952	The disabled Personal Blocked Number list should not allow adding a personal contact to the list.
715629	The page toggles on Programmable Keys and Phone profile pages are missing.
715706	The provd daemon keeps restarting.
711361	Sorting recorded calls by time does not function correctly.
711411	Users can update other extension's user conferences in the User Portal.
711295	The deleted users are still able to schedule conferences in the User Portal.
711791	Call Queues with duplicate numbers can be created from the CLI.
716602	In Extension Preference > Quick Mode, "Click to define" of the second or third mode returns "range error".
711271	The mail authentication fails because its password has some special characters.
711319	The firmware upload generates the angular errors in the GUI console.
711977	When importing extensions, the number of columns does not match the number of headers.
711312	The Call Recording search finds values but cannot display them. Searching by duration produces blank results.



## Known Issues

The following table lists some minor known issues.

Bug ID	Description
722819	<p>In the LSG branch paging, the updated branch paging number does not take effect immediately when being called. This issue also existed in 6.0.7 and 6.0.8 releases.</p> <p>The workaround is as following:</p> <ol style="list-style-type: none"><li>1. On the central office, go to Extension &gt; Extension &gt; Managed Extension.</li><li>2. Disable and enable the branch paging number.</li></ol> <p>The updated paging number will now work.</p>



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