Release Notes

FortiVoice Phone System 6.4.3

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Change log

Date	Change description
2021-07-14	Initial release of the FortiVoice 6.4.3 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 6.4.3, build 0394.

Supported platforms

FortiVoice release 6.4.3 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 90
- Mozilla FireFox 88
- Microsoft Edge 88
- Apple Safari 14

What's new

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

New platform support

VM 20000 platform is supported.

Voicemail PIN expiry

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

Logging of deleted voicemail messages

Logs are generated when some email security devices unintentionally delete the voicemails from the URL link in the voicemail notifications emailed to the extension users.

Phone reboot capability

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

What's changed

The following list highlights the behavior changes in this release.

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 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.

Password auditor filter

All passwords and PINs are audited and strength-tested.

Search dialog enhancements

- Added the Load Previous Setting button at the bottom of the search dialog.
- The title of search matches the dialog page.

The enhancements are on the following pages:

- Monitor > Call History > CDR
- Monitor > Log > Queue (with the Call Center license)
- Security > Blocked Number
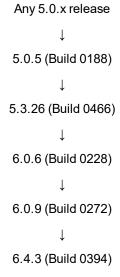
Firmware upgrade/downgrade

This section includes the following topics:

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)

↓

6.4.3 (Build 0394)

6.4.x releases can be upgraded to 6.4.3 release directly.

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 procedures below:

Downgrading from 6.4.3 to 5.x.x release

Downgrading from 6.4.3 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. 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 6.4.3 to 6.0.x release

Downgrading from 6.4.3 to 6.0.x release is not supported in general. Before downgrading, consult Fortinet Technical Support first.

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

FortiVoice 6.4.3 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 6.4.3.

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Resolved issues

The resolved issues listed below do not list every bug that has been corrected with this release. For inquires about a particular bug, contact Fortinet Customer Service & Support.

Bug ID	Description
725531	FortiVoice always uses the SIP trunk main number as the caller ID when performing Follow me.
712281	The LDAP service has issues.
727810	Conflicting extensions are deleted in FVE-1000E after the firmware upgrade.
692142	Two email templates need to be removed from the administration GUI.
729858	Phones are unable to register with FortiVoice after the firmware upgrade.
726998	The extension caller ID is sent out from SIP trunk when an extension calls another extension with call forwarding or twinning enabled.
727345	FortiVoice fails to send requests to the SFTP server and is unable to create the directory on the server.
716985	The INVITE message has no diversion header when an inbound call is forwarded to a SIP trunk.
729384	Extensions with DID mapping do not deliver the mapped display names when calling a PSTN number.
724471	FortiVoice sends hyphens as DID on the outbound calls.
728504	Calls are not routed to the call queue and all queue members become invalid.
721579	Adding a department to a paging or ring group shows members as 0/0.
719724	The LDAP connector applies incremental sync to all phones instead of only the changed accounts.
705419	Logs are needed for HA database synchronization.
722307	ICE mapping is missing from the FortiFone Softclient for Desktop GUI.
721187	The IVR survey comment link fails to display the message.
698957	A CLI command is needed to force the primary FortiVoice unit to create the new database snapshot.
709339	There is wrong information for the virtual number report and new feature request.
724151	The HA database does not synchronize after changing the peer IP configuration.
715970	Inbound call routes are not followed.
719718	The new call parking timeout setting is not observed in actual parked call unless the PBX is rebooted.
720972	When sending a fax from the user portal to a number starting with "0", "0" is automatically stripped even if there is no stripping in the fax dial plan.
723896	The Operator Console does not refresh automatically.
724443	The database synchronization stops working on the FortiVoice secondary unit.
712079	The fax extension device status always shows "Never registered".

Bug ID	Description
715022	The registered fax extension's IP address does not show on the FortiVoice GUI.
721552	Voicemail forwarding is not functional for extensions with a user ID instead of a number as the name.
722929	The phone firmware upgrade logic does not allow for the creation of upgrade jobs for newly added phones.
707549	The CDR record is empty for emergency barge calls.
722507	The FortiVoice phone profile pushes wrong date format to FortiFone-175.
722819	In LSG branch paging, updating the branch paging number does not work when being called.
721779	The call is disconnected when using the dial by name directory.
721198	The extension caller ID is shortened for calls between internal extensions.
723473	The phone type information is lost when importing extensions.
717017	Importing a CSV file with a blank phone type sets the phone type to FortiFone, making it impossible to set up the generic phones from the CSV file.
711417	The internal IP address in the phone configuration is 192.168.1.99 when the PBX port IP mode is set as DHCP.
724133	The size of the .wav file keeps increasing.
720157	Survivability branch extensions lose registration.
714188	An extension with the access to multiple mailboxes fail to access them.
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.
724448	The FortiVoice secondary unit displays some error messages.
712944	The call is not recorded when calling into a ring group.
718506	Multiple mailboxes are not accessible unless the General Voicemail is assigned to the extension.
700701	Ring-back actions for park calls are inconsistent.
711271	The mail authentication fails because its password has some special characters.
719053	FortiVoice 6.0.8 and 6.4.3 firmware does not allow the FortiFone firmware upgrade for FON-350i.
721892	In read-only mode, the FortiVoice Firmware popup is entirely accessible.
719009	The FortiFone softclient for mobile password field is not empty when an extension is added from the LDAP connector.
722379	Calls transferred from the call center call queue fail.
654223	The Call Detail Record misses data.
721887	The Password Policy page is fully editable in read-only mode.
722805	Unable to configure LSG branch paging with the password policy enabled.

Bug ID	Description
722383	MAC addresses are not listed in Phone System > Review page.
710981	In the Softclient for Desktop template, the PBX deployment mode value for "on premise" is changed from "on-premise" to "onpremise".
669546	The LSG configuration change should not create a popup message for a job change.
711973	Language field headings for the extension export and import are not consistent.
711322	A popup error appears by clicking OK twice after a firmware upgrade.
713889	Unable to add or make any changes to the call queue.
715638	The provd daemon is terminated multiples times.
715977	The remote extension does not work.
716958	The mobile license is not displayed in the Soft FortiFone tab.
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 the addition of 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.
690267	Quotation marks in display name break FON-x80 configuration.
714132	Upgrading from build 260 to build 263 loses the queue configuration.
711305	When there is no Call Center license, the Call Center elements should be hidden for the Call Queue feature.
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".
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.

Bug ID	Description
711968	The FortiFone time on display is changed to 1+/- hour after an update is being performed in the background.
719777	The conference scheduling mechanism is broken.
710593	Cyrillic characters are displayed correctly in the extension display name but wrong on the phone.
719899	Resource management for deadlock prevention and avoidance needs improvement to address service lockup conditions.
714184	Greek letters show as symbols and make extension numbers wrong.
721173	When editing the outbound call handling schedule of calendar type, an empty pop-up shows.
694879	The duplicate number prevention mechanism does not always work.
720379	Contacts imported to auto dialer in CSV format cannot be removed.
701238	FON-580 needs to be added to the admin GUI when creating an extension.
714045	Call blind transfer to other extensions in central office fails on some FortiFone phones with LSG gateway.
722552	Receiving faxes through a GT02 or a GO08 fails.
713957	The IVR survey reports do not display the IVR survey items.
718480	The User Portal login page is still open even if it is disabled.
707705	The amimond daemon crashes.
721829	The General Voicemail notification is not sent to the extension when voicemail is disabled in the user privilege for the extension.
721870	The new call queue configuration cannot be synchronized to the HA slave.
719791	DID mapping does not work when the SIP provider sends "phone-context" in the URI.
691029	Voicemail forwarding is not functional for extensions with user ID instead of number as the name.
720368	The system SIP module becomes unresponsive under certain conditions.
706769	In the Operator Console, the Active Call widget requires a manual refresh to enable the Transfer button.
710453	The scheduled backup configuration file is missing.
696251	"Max Queue Talk Time" for "Hour of Day" has the incorrect value.
715460	Error messages are found in the system logs during the sanity test.
699517	A previously registered extension is still reported as registered even if it is disabled.
716725	The custom type office peer does not send SIP traffic to the recipient office peer.
705026	SIP stops responding.
707128	The FortiVoice phone system does not follow the quick mode call handling process.

Bug ID	Description
711449	A SIP password change using the system CLI does not properly update the extension user account.
702233	The phone system routes a call to outbound while trying to retrieve a parked call by dialing the slot number.
714183	Users cannot select a mailbox to enter while multiple mailbox prompt is playing.
715797	Call waiting still works even if it is disabled on the extension.
717026	The fastagid process exits with exception multiple times a day.
698951	The Dial Plan framework needs improvement to address intermittent service lockup conditions.
715470	In the Call Center Waiting Caller widget, a call is reported as abandoned when transferring a caller to another queue.
716041	The system exits with exception during reporting of a transfer out of a call queue.
716484	The fastagid daemon exits unexpectedly a couple of times during the scaling test.
714486	Call Waiting is always enabled when the FortiFone softclient license is enabled.
704266	Unable to route inbound calls to multicast-paging group with the inbound rule "Dial Local Number" call handling action.
709826	The redundant interface does not work after a reboot.
710704	The Call Center calls are pushed to the FortiFone softclient for mobile.
628309	Filter and icon tool tips are missing for password auditor.
710035	Clicking the Pickup button under the Active Call widget in the Operator Console does not pick up the call.
721875	Read-only rules are not followed in various fields.
727370	In Log & Report > CDR > Submit CDR > New > Custom Value, click New and the page does not have a Create or an Ok button.
723137	In Extension Preference, enabling Twinning to Scheduled results in an empty drop-down list.
725436	In Extension Preference, Follow Me allows saving page with a duplicate "setting" name.
725348	In Extension Preference > Voice Mail Options, the Play, Erase and Download buttons are not disabled after clicking Cancel.
728457	In Call Center IVR Handling, the Play Announcement action shows a blank "Action Info" entry.
727366	When a Voip_Sip_Trunk entry is opened as a popup, it does not show the "Phone Number" table.
729273	The User Portal Fax Monitor page does not update.
728445	Creating an IVR handling rule in a second level IVR ends up placing the rule in the first level IVR.
728460	When viewing a second level IVR, the "Next IVR" action is blank.
710642	Generic Phone statuses are incorrect for complex configurations.

Bug ID	Description
729096	In System > Configuration > Appearance, the Top logo pop-up window has no message and product icon. Clicking the Reset button does not show the default Fortinet logo.
730330	Align the FortiFone codec support with the FortiVoice server.
730306	Emergency barge extension has ring priority issue.
726374	Password policy does not follow the rules for specified passwords.

Known Issues

The following table lists some minor known issues.

Bug ID	Description
720694	Communication on LSG branch has issues when the interface is set to DHCP.
731594	Extension batch edit has an error: Custom action1 on object (BatchEdit).
731221	Some PDF files are sent blank by eFax.
725952	Extension appearance is not removed from the programmable key profile after being deleted.

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