

Release Notes

FortiVoice Phone System 6.0.11



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Email: techdoc@fortinet.com



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FortiVoice Phone System 6.0.11 Release Notes

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Change log

Date	Change description
2022-03-29	Initial release of the FortiVoice 6.0.11 Release Notes.

Introduction

This document provides a list of new and changed features, upgrade instructions, and resolved issues for FortiVoice release 6.0.11, build 0285.

Supported platforms

FortiVoice release 6.0.11 supports the following platforms:

- FVE-20E2/4
- 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-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 higher)
- FVE-VM (Citrix Hypervisor server v5.6sp2, 6.0 and higher, Open source Hypervisor server 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 1280 x 1024 pixels.

Recommended web browsers

- Google Chrome 99
- Mozilla FireFox 98
- Microsoft Edge 97
- Apple Safari 15

What's new

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

- Added a popup warning to notify the administrator that the system will reload on a VM license update.
- Enhanced the FortiFone visual voicemail feature to provide extension users with access to all assigned voicemail boxes.
- Enhanced the LDAP extension connector feature to allow the enabling and disabling of the attributes mapping import.
- Call Center Maximum queuing time is configurable in seconds in Queue settings.
- Administrators can define the background images on FON-X80.
- Added CLI command to clear residual call status in park orbits.
- Added vp9, vp8, and h265 video codec support in SIP profiles.
- Added separate registration and subscription interval for extensions associated with LSG devices.
- Added PBX STUN server info to desktop App provisioning configuration.

What's changed

The following list highlights the behavior changes in this release.

- After the VM license is uploaded, FortiVoice reboots with a warning message.
- SIP device realtime information is enhanced to ensure accuracy.
- The license limit column is added under Monitor > Extension & Device > Extension.
- The disk-writing operation on low-end FortiVoice platforms using a flash drive is optimized.
- Updated the Web Admin portal to use secured HTTP protocol for IP extension hyperlinks when accessing FON-X80's phone Web portal.
- Added the software version information in the device status under Monitor > Extension & Device > Phone.

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)



5.3.26 (Build 0466)



6.0.6 (Build 0228)



6.0.11 (Build 0285)

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 6.0.11 to 5.x.x release

Downgrading from 6.0.11 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
746117	Call Center Agent Summary reports contain inconsistent data.
760105	A call fails when calling an extension by pressing the extension appearance key.
744235	The After value of extension direct call does not match the FortiFone FON-475 Delay limit.
753104	Call queues do not show the settings of administrator account extensions.
755030	The "Import" and "Analysis" functions in report do not work properly.
756605	Russian XML files are missing strings.
757453	Potential integer overflow in DHCPD daemon leads to the denial of service.
751094	Secondary SIP account does not work with TLS on SIP profile.
741412	Request-URI does not use Registrar (Host/IP) specified in SIP trunk registration settings.
730019	Do not show disabled extensions/agents in the View Supported Query list of Call Center.
758006	The value of service level interval is not changed after clicking OK.
752525	The error message is not descriptive when creating a message group without a name.
747579	FortiFone FON-575 is unable to support 2 calls at once with call waiting enabled on firmware 2.2.13.
758996	Remember Me functionality does not work in either the 6.0 or the 6.4 user portal.
757980	The background images button and text on some phone profiles are not aligned properly.
760917	A call event error appears when making a wake-up call through the Operator Console.
761346	In the user portal, wake-up call "Reminder Event" should be "Wake Up Event".
760919	A wrong message is delivered to the extension when making a wake-up call through the Operator Console.
760683	System call recording fails.
762098	Special characters are delivered to FON-x80 as text messages.
758855	The FortiFone firmware page displays FortiFone-480_480 as the category name.
758826	A call is mis-marked as a "missed call" when a callee has a mobile softclient and answers with a physical phone.
761999	The user portal schedule calendar cannot be viewed in the call handling schedule of calendar type.
759741	The override schedule information is not displayed in the dashboard widget.

Bug ID	Description
764846	When configuring call handling in the user portal, choosing an action results in a choice of "Go voicemail" which should be "Go to Voicemail".
760680	Update the Notification Options format in the user portal.
731978	New voice message keeps replacing the last voice message.
761356	In the user portal operator console, when making a wake-up call using the room status widget, the active call stays up indefinitely.
758676	Phone profile notifications are sent out prior to acknowledging configuration update to phones.
760559	The Statistics History tab in the agent console of the user portal does not display properly.
752099	Calling from a desktop softclient phone to a ring group does not work.
763374	In a message group, FortiFone FON-475 cannot display the pushed message while playing an audio message with the text and audio options enabled.
758001	Under Phone System > Review, there is no partial match for Message Group entries.
763678	Partial calendar or standard schedule spanning multiple days does not have the desired outcome.
766513	The FortiVoice Gateway SIP tab is blank.
764625	A database exception needs to be resolved.
744317	Call waiting does not work with ring group.
765565	On FVE-20E, the analog extension members in a Ring Group do not ring.
729967	Issues on managing extensions and usability exist in Call Center agent reports.
756541	The least recent call distribution does not follow order of maximum idle time.
756923	Call center agents do not receive calls by order of maximum idle time.
751789	Some CLI entries allow the use of duplicate numbers.
759712	Opening or selecting a recurring event fails in a scheduled calendar.
760915	When an IP extension or a virtual number is disabled, it is no longer listed in Phone System > Review > Number or in dial plan members.
763235	In the Emergency Zone profile, the error displayed for entering too many characters is not user friendly.
761021	Creating or editing a call handling rule generates an error when using Set Call Queue Priority.
763734	Emergency Zone settings are lost during an upgrade.
755561	Apache server needs precaution upgrade (CVE-2021-33193, 34798, 36160, and 40438, CVE-2020-13938, and CVE-2019-17567).
750509	FortiFone FON-175 Portuguese and Polish menus are mixed up.
754262	SIP trunk may randomly not register if it has a glitch for a period of time.
750944	The HA synchronization between the primary and secondary units fails when the size of the CDR and the recorded folder are very big.

Bug ID	Description
759272	When the secondary account is set to None on a FON-570 extension, the extension does not unregister the secondary account until the registration expires.
757468	When upgrading FortiFone FON-480 to firmware 3.0.10, the phone programmable keys stop working and the LED is amber.
767203	Call Center statistics does not match the reports of outgoing calls.
773767	The Call Center "Auto-Pause after agent login queue" feature does not work.
737539	The secondary account still shows and rings the primary extension even if the secondary account has been removed from the primary extension.
732976	The dynamic type call queue agents are unexpectedly forced to log out.
762462	Auto Refresh in the Active Call widget does not work properly.
758339	Deleting wake up call or changing its settings do not work.
669445	The Active Call widget search behavior is not consistent.
740690	Duplicate entries for extensions show under Monitor > Extension & Device after a system upgrade.
784060	Calls are disconnected under certain call flows.
770028	The External Caller ID does not work with PRI GT01 Gateway.
787257	HA failover and extension registration have issues.
663107	T38 faxing is sometimes blocked by the firewall rules.
779288	Incoming calls to mobile softclient on LTE does not work.
758026	FortiVoice sends Invite to the wrong port on softclient.
758523	CDR and VOICED database have garbled characters.
770949	Calls parked from the Operator Console do not return after a timeout.
780317	The Default Certificate service column shows numbers instead of protocols.
771108	Buffer overflow in TFTP client function of CLI causes a vulnerability.
775253	Mobile softclient calls fail with secure RTP enabled.
771171	FON-675 MWI box is empty.
770714	Calls cannot be parked on FON-X70.
768451	The DTMF mode is not updated in the phone configuration file.
766619	Selected extensions populating display name multiple times under Reminder wakeup call for hotel management in the user portal.
767210	Extensions do not populate under Available window after using the search bar for hotel management in the user portal.
765556	FortiVoice fails to specify the endpoint action to extensions on an LSG device.

Bug ID	Description
769802	The device value is '0' in the phone configuration file.
771205	After importing an extension CSV file, the Programmable Key settings for those extensions are set to default.
765788	A call on hold cannot be picked up on another phone by pressing the line appearance key.
768795	The user portal has voicemail forwarding issues.
761319	Virtual numbers appear in the directory after being disabled under Phone system > Setting > Miscellaneous.
768992	Recorded files cannot be deleted under Monitor > Storage > Recorded Call.
779606	FON-575 fails to call the SIP trunk on an LSG device with direct contact enabled.
773624	Office peer and SIP trunk inbound calls fail with SIP on TCP.
771080	Disabled ring groups keep showing in the directory.
755599	Guest extensions are not populating under the Available option to select the room for wakeup call for hotel management in the user portal.
763353	Adding multiple numbers to a trunk at once causes duplicate entry warnings.
777801	The voiced command on the secondary unit is running when the HA Effective Operating Mode is on Out of Sync.
776094	For FON-380 and 480, if only 1 page is specified for programmable keys, the number of programmable keys available should be 8 and 10 respectively.
768315	When a FON-570 extension receives an attended transfer call, the original caller ID does not show.
787049	Dialing extensions from the Busy Lamp Field (BLF) key sometimes gets an error message.
776315	FortiVoice stack-based buffer overflow in CLI has a vulnerability [FG-IR-21-132].
774839	SIP Profile codecs are not translated in the multiple select entries.
767386	Invoking phone firmware upload does not show the proper fields based on the phone type.
517396	Secure flag support in SSL/TLS HTTPS cookies is needed to avoid cookie leaking.
786375	FON-X80 does not have the digit map pause timer setting.
678934	The "Type of number" option at PRI settings is needed to allow Caller ID to be relayed by Shaw communications.
778994	The configuration of a SIP phone results in bad command after backing up and restoring the PBX configuration file.
783164	The List in directory option of User Privilege does not work.
769615	Unable to access voicemail from FON-380 if the authentication type is LDAP.
791447	The CMDDB server response is slow.
793315	On Gateways, after updating udptl-start or udptl-end settings, faxes are still sent using the old ports.

Bug ID	Description
788625	Admin Profiles with Auto Dialer and Voice Misc permissions cannot import CSV files into the auto dialer contact page.
795259	Phones of a user group added to a call queue do not ring if the calling phone is not a member of the user group.



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