FortiVoice Phone System - Release Notes

Version 6.0.8

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Change log

Date	Change description
2021-02-22	Initial release of the FortiVoice 6.0.8 Release Notes.
2021-03-26	Added VM upgrade on page 10.

Introduction

This document provides a list of new and changed features, upgrade instructions and caveats, resolved issues, and known issues for FortiVoice release 6.0.8, build 0260.

Supported platforms

FortiVoice release 6.0.8 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: 89
- Microsoft Edge: 88
- Mozilla FireFox: 86
- Apple Safari: 14

What's changed

The following list highlights the behavior changes in this release.

Phone reboot

No more reboot notifications are sent when settings are changed for FON-475/574 on the FortiVoice unit.

Phone LDAP directory name search

Enhanced LDAP name search on phone to support surname (sn) search that starts with user input string.

"Unavailable" filter for agent status

In the Agent widget of the Call center console, the "Unavailable" status filter is added to filter agents.

SIP keep alive interval

The SIP keep alive interval option can be turned on and off and the minimum value is changed from 1 to 30.

FortiFone softclient API login setting

To prevent FortiFone softclient users of all platforms from being rejected from login, FortiFone softclient API login setting is enabled by default in all privilege profiles and when the system is upgraded from v5.3 to v6.0.

Internet of Things

Internet of Things option is hidden in the FortiVoice user portal.

Phone profiles improvements

Phone profiles for FON-380/480 are updated to allow contact search on first, last, and full display name.

Added the screen saver option into the FON-x80 profile.

DTMF support for programmable key type

Added DTMF for programmable key type so that users can press the key during a call to send DTMF sequence.

Backward support of legacy FortiFone phones

GUI is changed to provide more options for backward provisioning support of legacy FortiFone phones .

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)

↓

6.0.8 (Build 0260)

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 6.0.8 to 5.x.x release

Downgrading from 6.0.8 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.

VM upgrade

For the VM platforms (Xen, KVM and Hyper-V), upgrade to v6.0.6 first before upgrading to v6.0.8.

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.
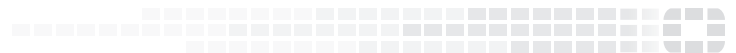
Resolved issues

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

Bug ID	Description
693703	Voicemail PIN must contain section for validation.
654223	Call detail report misses data.
687293	DTMF logging does not work.
694126	Change of extension SIP password does not take effect immediately.
691252	Office peer cannot call other office peers.
691856	System event log has DB exception.
689961	System log has some DB exception messages during an HA failover.
691646	HA status page displays the wrong status after a failover.
689826	Batch edit and csv import do not check password policy.
690176	Active call widget does not show information for calls transferred to it from a queue.
694092	911 emergency calls fail to route when number overlaps with Call Park extension that is 911.
691673	General Voicemail Box cannot send voicemail to all 3 email addresses.
694731	Call parking with Park Appearance keys fail to properly park calls using Attended Transfer mode.
657221	Softphone presence does not work.
651849	Call History has call transfer errors when a Queue Agent transfers calls to another Queue.
693746	Agents' names disappear in Monitor View when their calls are placed on hold.
690357	On FortiVoice 5000F RAID 5, the storage disk size displays the wrong capacity size.
688600	On FON-X80, Call Forward key label shows Call Forward, but on phone display it shows CFW.
663500	Phone password can be set to a value longer than some phone models are able to accept.
687265	PRI gateway misses dialplan "pri-gateway-mapping" after upgrading from v5.3.26 to v6.0.7.
694876	External extension using FON-480 references the FortiVoice IP address as the NTP server.
694384	Transferring calls to General Voicemail fail.
689491	Voicemail access has issues when the associated SIP profile setting changes.
695812	Programmable Keys profile misses phone model value.
692690	LDAP contact list on phone only lists last names.
690961	Analog trunks do not pick up immediately if caller ID is not enabled on line.

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Fortinet Technologies Inc.

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Bug ID	Description
694472	Read access for extension has no privilege to view SIP configuration.
645447	Applying configuration to survivability branches generates an error.
691890	After a configuration is restored, some Call center console widgets are empty.
693299	Dialog boxes lose cursor on auto refresh.
691029	Voicemail forwarding is not functional for extensions with user ID as name instead of number.
671096	FortiVoice keeps sending invitations to agents under some conditions.
691542	Callbacks fail to make calls when initiated from the Queue Callback List widget.
696358	An extension associated with a group or auto attendant cannot be deleted after removing its association with the group or auto attendant.
675982	Two DB exceptions occur.
695851	Entering excessive password digits for phone profile generates wrong order of errors.
689123	In an HA cluster, the primary unit generates a JWT token that causes the secondary unit to reload.
696647	Redo button in Phone Maintenance Job works for empty extension list on refresh.
695823	Call center console does not show http as links on active message call window.
690898	Import extensions using CSV does not use the configured system time zone.
687550	GO08 trunk status is unavailable on main PBX, but remains functional after upgrading from v6.0.6 GA to v6.0.7 GA.
692205	External address change reboots internal FortiFone phones.
693234	The link and title for the IVR Exception Handling dialog are mismatched.
689706	FON-375 small key appearance screen is blank when auto-provisioned as an unassigned phone.
662291	Call center reports do not show calls that are rejected and not answered.
691066	IVR Survey Detail report generates empty value for survey destination.
690175	The Agent console updates with information from queues not monitored by its profile.
691876	LDAP search does not work for last name on FON-570 remote phonebook.
692206	The edit option for extensions is present on selection lists but does nothing.
688130	Retaining original caller ID for extensions does not work.
692596	Setting priority on a call in the Waiting Caller widget ends all calls in Call center.
684486	Attended transfers do not get recorded on the receiving extension.
691636	In an HA cluster, generic log has DB exceptions (subtype:smtp) during a failover.
691028	In Phone Maintenance, replace Phone mode with Phone model.
692525	In the Agent widget, Duration should reset when Reason Code is changed in Paused status.

Bug ID	Description
691459	SIP devices on third-party phones are lost after restoring the FortiVoice configuration.
690158	Change Priority function in Call Waiting widget does not work.
690573	The Active Call widget does not have direction information.
692230	In the Agent widget, Answered defaults to 0 sporadically and duration resets to "0" after refresh.
687295	General Voicemail box cannot be accessed by direct dial or through the Auto Attendant.
632157	Call queue distribution policy on VM-50 license phone system cannot be changed.
687482	Registered GS16 extension status shows Never Registered on main PBX after upgrading from v6.0.6 GA to v6.0.7 GA.
688605	Adding business or personal contact gets an error message.
668078	Queue data shows discrepancy for call total and call answered.
688480	The exec db reset directory command does not work.
687863	FortiVoice keeps sending voicemail notifications to extensions after removing the extensions from the General Voicemail setting.
690153	Call is not auto cleared from Active Call widget.
655267	Call Center agent wrap up timer starts when call transfer is completed.
670033	After a reboot/upgrade of the FortiVoice unit, FON-480 Line/Extension key assignments no longer function.
688473	Monitor view does not display time field.
687277	Exclusion of port in traffic capture does not work.
690157	Manually refreshing the Agent widget triggers the duration timer.
696903	Two field names in Branch Paging are changing names depending on which page is opened first.
609651	Inconsistent phone number format is presented to IVR.
691212	The daemon 'fastagid' crashes.
696867	FortiVoice does not initiate push notification and the"pushd" command does not work.
698436	Manual recording (*35, *36, *37) is inconsistent. Only the last part of recording plays back, and *36 does not pause.
687294	FortiVoice gets stuck at Upgrading status when upgrading FortiVoice Gateways on it.
698096	The number of an incoming fax to eFax account shows UNBLOCK.
696487	LDAP server needs better connection management to mitigate service vulnerability when the maximum number of connections are reached.
698641	In Agent console, when an agent is placed on pause, the pause duration timer starts at 01:00:01. Refreshing widget shows correct time.

Bug ID	Description
698645	In the Call center Waiting Caller widget, Transfer function does not work.
695134	Call center console widgets show incorrect call data.