

Release Notes

FortiVoice Phone System 6.4.4



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FortiVoice Phone System 6.4.4 Release Notes

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TABLE OF CONTENTS

Change log	4
Introduction	5
Supported platforms	5
Special notices	6
TFTP firmware install	6
Monitor settings for web UI	6
Recommended web browsers	6
What's new	7
What's changed	8
Firmware upgrade/downgrade	9
Before and after any firmware and downgrade	9
Firmware upgrade path	9
Firmware downgrade	10
FortiVoice Gateway	10
Resolved issues	11

Change log

Date	Change description
2021-12-17	Initial release of the FortiVoice 6.4.4 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 6.4.4, build 0414.

Supported platforms

FortiVoice release 6.4.4 supports the following platforms:

- FVE-20E2 & FVE-20E4
- FVE-50E6
- FVE-100E
- FVE-200F8
- FVE-300E-T
- FVE-500E-T2/T4
- 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 pixels.

Recommended web browsers

- Google Chrome 95
- Mozilla FireFox 94
- Microsoft Edge 95
- Apple Safari 15

What's new

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

- Added support for the FortiFone FON-580 IP phone.
- Added the configurable phone option on the FON-x80 series phones to prioritize and play emergency broadcast (multicast paging) message received during an active call.
- Enhanced the Emergency Zone profile to support message notification using the Message Group service.
- Added language package to support Russian audio prompts.
- Enhanced the LDAP extension connector feature to allow the enabling and disabling of the attributes mapping import.
- Added a dynamic fax cover page with additional fields, including To, From, Email, Subject, Company, and Comments.
- Added a popup warning to notify the administrator that the system will reload on a VM license update.
- Added event logs for call recording synchronization on the secondary FortiVoice unit for both full and incremental synchronization in high availability (HA).
- Added the configurable phone option to set LLDP on an interface to transmit-receive mode or receive-only mode. This option applies to the following FortiFone models: FON-175, -375, -475, -575, -670, -675, -H25, and -H35.
- Enhanced the Queue Callback feature to support multi-interval prompts and with customizable prompts.
- Added secure SIP trunking support using SIPS.
- Added one touch call transfer (Blind or Attended) using Extension Appearance keys on the FortiFone FON-x80 series phones.
- Enhanced the FortiVoice visual voicemail capability to allow an extension to monitor all voicemails configured for it.
- Added user-defined background image customization for the FortiFone FON-x80 series phones.

What's changed

The following list highlights the behavior changes in this release.

- The license limit column is added under *Monitor > Extension & Device > Extension*.
- SIP device realtime information is enhanced to ensure accuracy.
- SMDR is enhanced by adding the Direction field to the FortiVoice SMDR available fields.
- Under *Phone System > Setting > Miscellaneous*, *User portal local authentication type* is changed to *Local authentication type* as this option also affects the FortiVoice softclient.
- After the VM license is uploaded, FortiVoice reboots with a warning message.

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 10](#)
- [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)



6.0.10 (Build 0280)



6.4.4 (Build 0414)

6.4.x releases can be upgraded to 6.4.4 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 6.4.4 to 5.x.x release

Downgrading from 6.4.4 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 6.4.4 to 6.0.x release

Downgrading from 6.4.4 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 6.4.4 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 6.4.4.

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
741412	Request-URI does not use Registrar (Host/IP) specified in SIP trunk registration settings.
757453	Potential integer overflow in DHCPD daemon leads to the denial of service.
760192	FortiVoice Cloud PBX deployment fails due to the loss of communication.
744317	Call waiting does not work with ring group.
752099	Calling from a desktop softclient phone to a ring group does not work.
722638	Custom import of extensions fails if a column is marked as none.
758826	A call is mis-marked as a "missed call" when a callee has a mobile softclient and answers with a physical phone.
757468	When upgrading FortiFone FON-480 to firmware 3.0.10, the phone programmable keys stop working and the LED is amber.
751094	Secondary SIP account does not work with TLS on SIP profile.
755727	SIP phones are missing in the backup configuration file.
743825	Callback is possible in a call queue even when the callback setting is disabled.
736499	Extensions in DND status still ring when calls come in from a call queue.
746098	SIP trunk is unavailable on an LSG device.
739993	The Cyrillic characters display incorrectly in Call Report.
758006	The value of service level interval is not changed after clicking OK.
756923	Call center agents do not receive calls by order of maximum idle time.
746306	The multicast group configuration is not pushed to the phone configuration.
731569	The DID-mapped ring group drops calls before ringing all extensions.
735438	The gateway modifies the caller ID for outgoing calls.
731978	New voice message keeps replacing the last voice message.
742936	CLI fails to display the analog port voltage on FortiVoice Gateway GS16.
743469	Selecting the IVR action in the virtual number call handling list is incorrect.
754262	SIP trunk may randomly not register if it has a glitch for a period of time.
753104	Call queues do not show the settings of administrator account extensions.
750183	In the user portal, under Extension Preference > Voicemail Options > Voicemail handling, when

Bug ID	Description
	selecting Scheduled for Greeting, the table "move up/down" function fails.
749686	The transferred call is taken from another extension by pressing the extension appearance key.
737360	Unable to install FortiVoice on the AWS instance C5.
746598	The new AWS (Amazon Web Services) instance default password is not set to the instance ID and the pre-configured SSH key does not work.
731594	Batch edit error occurs on a factory defaulted FortiVoice unit.
745034	Dialing feature code *17 plays the wrong prompt.
752662	The reconfiguration of pickup groups causes SIP passwords with special characters to be corrupted and endpoints can no longer authenticate.
744235	The After value of extension direct call does not match the FortiFone FON-475 Delay limit.
750157	The LSG device ignores the subscription renewal packet.
741633	FortiFone Microsoft Teams web app fails to function due to incorrect file paths in the user portal.
750944	The HA synchronization between the primary and secondary units fails when the size of the CDR and the recorded folder are very big.
745821	When assigning an auxiliary phone to an existing extension, the Direct Call hotline time validation does not work.
746117	Call Center Agent Summary reports contain inconsistent data.
729311	A transferred call is not recorded.
738154	The Cleanqueue command used to clear emails stuck in queues is not available on firmware 6.4.x.
729974	Generated reports are inconsistent and some are missing.
729384	Extensions with DID mapping do not deliver the mapped display names when calling a PSTN number.
747291	Deleting a table entry takes a while to happen.
748066	The SIP subscription expiration time should be configurable.
745023	Audio prompts are not played when parking a call.
751400	Unable to call another extension with Extension Appearance keys if both extensions are part of a Pickup Group with the Pickup by Members privilege.
747429	When an extension dials another extension, the concurrent call limit uses the sending extension's limit when calculating the receiving extension's limit, and causes the call to go to the voicemail.
748873	Mobile phone numbers are blank under the To column in call history for outgoing calls.
743153	Unable to add new calendar entries to the Dynamic Admin Conferences.
743539	IVR and Survey target information should be available when they are set as action summary in some call handlings.
732690	A call is not recorded after following an extension's No Answer call handling rules.

Bug ID	Description
737757	Callback function crashes frequently.
738248	Extension appearance does not work for user assigned keys on FON-480.
742057	A virtual number with the # sign is not dialed correctly by a desk phone.
735501	Pressing the Park appearance key while a call is parked merges the incoming calls.
729275	The active call filter does not apply to the calls placed after the filter is applied.
744675	The Internal/External and SIP Password sections are missing from the GUI when creating a new extension from an unassigned device.
745032	Assigning a device to an extension allows changing the device type.
753595	If the SIP trunk Registration is disabled, the outbound call fails.
743798	A virtual number does not work if it is set to a single digit, such as 2,3,4...9.
746296	Unable to upgrade FVE-500F as an LSG from the central PBX.
741740	Incoming calls get crossed.
741934	After placing a call on park, the user dials another extension using a programmable key but gets the parked call instead of the dialed extension.
672707	FortiVoice memory leaks in some special cases.
748356	An on-hold call is stolen from another extension by pressing the extension appearance key.
747391	FortiVoice Cloud has memory leaks.
711770	FON-550i can only have 14 extensions assigned to the 22 available buttons before the phone stops working.
741754	Extension Connector misses Location and Language attributes.
743516	The system shows that the voicemail message content is insufficient and is being deleted.
745027	The extensions on an LSG branch location fail to register for a very long period of time when pushing a new configuration file to the LSG device.
749698	FortiVoice returns an empty string for JSON Web Token (JWT).
744926	The FVE-500F firmware image fails to upload.
734155	The PAI header is not the external caller number but the SIP trunk main number on a twinned call.
741047	FortiFone Microsoft Teams app sometimes fails to log into the FortiVoice account.
741446	FortiFone Microsoft Teams app is not synchronized with the FortiVoice User Portal.
737815	Disabling the MWI (Message Waiting Indicator) on an extension does not stop the blinking light until the voicemail is deleted.
738196	A Display name change does not automatically update on the Call Center Console Agent.

Bug ID	Description
741833	The URL for an external phone is incorrect when the external HTTPS port is different than 443.
739510	User-defined IVR does not work in the call back queue.
741037	Importing extensions with None as MAC addresses creates malformed SIP phones.
740040	Mismatched extensions never disappear from the FortiVoice UI.
738818	Selecting "No answer" call handling action for a ring group does not offer a voicemail option for an analog extension.
739517	The change of custom option for an auxiliary device does not trigger the phone configuration update.
730632	Backup configuration misses settings in scheduled calendar profile.
738470	Hot-desking prompt says "Please enter your extension" instead of "Please enter your extension followed by the # sign".
736470	FortiVoice fails to verify the VM license and the GUI does not show the license.
739462	The License Allocation field allows users to enter negative numbers.
706247	FortiVoice does not generate the secondary account settings in the phone configuration file.
720694	Communication on LSG branch has issues when the interface is set to DHCP.
719368	FON-360i and 375 cannot get directory extensions from FVE-500F v6.0.8.
735099	When twinning is configured for an external number, calls only ring the external number, not the internal extension.
730804	The Amimond application crashes for call queue call transfers between extensions.
737566	LDAP connector has issues with special characters such as "@", "-", or ".".
736135	The default value of the Emergency Number for Malaysia is wrong.
736189	Denial of Service and security vulnerability need to be fixed.
731989	911 emergency number shows a red cross mark intermittently.
727723	When logging off hot-desking, an extension does not automatically return to its initial state.
712084	A fax extension (not an eFax number) is reported as the eFax type under Phone System > Review > Number.
730279	Various FortiVoice GUI buttons on Apple Safari are inconsistent with the other buttons in the GUI.
731304	FortiVoice must be rebooted to update the Maximum Concurrent Calls change on phones.
718259	The conference display name is not displayed on an extension.
730544	Inconsistent behaviors occur when accessing online help by pressing the F1 key.
624937	On FON-175 and 375, *18 does not work when pressing # instead of Dial.
732254	Uploading a wrong firmware file does not generate a proper error.
725952	Extension appearance is not removed from the programmable key profile after being deleted.

Bug ID	Description
731221	Some PDF files are sent blank through eFax.
731996	Editing the emergency number yields false conflicting values.
711293	The administrator extension user conference ID takes over user conference ID when edited by the administrator.
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.
761346	In the user portal, wake-up call "Reminder Event" should be "Wake Up Event".
747579	FortiFone FON-575 is unable to support 2 calls at once with call waiting enabled on firmware 2.2.13.
746672	The Message Group audio message is still sent out with the Audio option disabled.
752525	The error message is not descriptive when creating a message group without a name.
755030	The "Import" and "Analysis" functions in report do not work properly.
751789	Some CLI entries allow using duplicate numbers.
758001	Under Phone System > Review, there is no partial match for Message Group entries.
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.
757980	The background images button and text on some phone profiles are not aligned properly.
758996	Remember Me functionality does not work in either the 6.0 or the 6.4 user portal.
759741	The override schedule information is not displayed in the dashboard widget.
754622	Change User Portal Password Initialization to User Portal Invite.
756605	Russian XML files are missing strings.
760105	A call fails when calling an extension by pressing the extension appearance key.
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.
761021	Creating or editing a call handling rule generates an error when using Set Call Queue Priority.
760680	Update the Notification Options format in the user portal.
760917	A call event error appears when making a wake-up call through the Operator Console.
760919	A wrong message is delivered to the extension when making a wake-up call through the Operator Console.
763734	Emergency Zone settings are lost during an upgrade.
741627	The extension SIP device location is unset when importing an extension from an LDAP connector.

Bug ID	Description
745759	Incremental and full LDAP synchronization backups reset the timezone.
758855	The FortiFone firmware page displays FortiFone-480_480 as the category name.
760911	The Call Classification option is present on a system without the Call Center license.
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.
741934	After parking a call, pressing an extension key picks up the parked call instead of calling the extension.
763235	In the Emergency Zone profile, the error displayed for entering too many characters is not user friendly.
763678	Partial calendar or standard schedule spanning multiple days does not have the desired outcome.
729967	Issues on managing extensions and usability exist in Call Center agent reports.
764080	New Emergency Zones are not being observed when applied to extensions.
764925	The LDAP Synchronization Import Failure error message needs to be more descriptive.
753595	An outbound call fails if the SIP trunk registration is disabled.
764625	A database exception needs to be resolved.
764516	The LDAP user ID is missing when synchronizing an extension with the LDAP server.
765565	On FON-20E, the analog extensions members in a Ring Group do not ring.
764508	The Timezone field of an LDAP extension connector is blank when upgrading to v6.4.4.
765590	"Notify message waiting light to" field name is confusing and needs to be changed.
765787	After clicking OK on a cloning error, the refresh button is grayed out for the Phone and Programmable keys profiles.
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.
730019	Do not show disabled extensions/agents in the View Supported Query list of Call Center .
766204	"maintainer" and "admin_sso" should not appear in the Security Audit email.
760683	System call recording fails.
762098	Special characters are delivered to FON-x80 as text messages.
761999	The user portal schedule calendar cannot be viewed in the call handling schedule of calendar type.
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".
761356	In the user portal operator console, when making a wake-up call using the room status widget, the active call stays up indefinitely.
766513	The FortiVoice Gateway SIP tab is blank.

Bug ID	Description
764967	The newly retrieved LDAP extensions on FortiVoice Cloud fail to increment the FortiFone Softclient license.
764806	There is no clone button for Schedule Profile but when you right-click a schedule, two clone options appear.



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