



FortiVoice Phone System - Release Notes

Version 6.0.6

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FortiVoice Phone System 6.0.6 Release Notes

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Change log

Date	Change description
2020-07-22	Initial release of the FortiVoice 6.0.6 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 6.0.6, build 0228.

Supported platforms

FortiVoice release 6.0.6 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: 81
- Microsoft Edge: 44, 81
- FireFox: 76, 68.8 ESR
- Safari: 12, 13

What's new

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

FortiFone-480

FortiFone-480 is supported.

New email notification file format

Call report email notification can be sent in CSV format without being compressed.

What's changed

The following list highlights the behavior changes in this release.

Email notification CSV file

Call report email notification file format CSV is renamed to CSV ZIP.

Phone management enhancement

Phone management is enhanced as following:

1. Multiple extensions can be selected to upgrade.
2. Individual schedule for each set of extensions can be defined.
3. Each job displays status.
4. Configuration change can be applied on a selected number of extensions on a configured schedule.

Auto DTMF mode removal

In SIP profile, the Auto option is removed from the DTMF list.

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)



5.3.25 (Build 0462)



6.0.6 (Build 0228)

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 6.0.6 to 5.x.x release

Downgrading from 6.0.6 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
645036	Configuring ring group call handling with Firefox causes the User Defined button to toggle on and off.
648537	Under profiles, schedule dates do not always display.
647730	GT02 has issues receiving fax.
644661	Importing extension CSV files without colon in MAC addresses causes problems.
643942	Calls get stuck in initializing status.
645825	Clearing out the SIP password of an extension reboots the system.
648129	Under System > Maintenance> Phone Maintenance, Phone type drop-down is empty.
646100	Virtual number call handling entries do not work after moving them up and down on the GUI.
637463	Some agent report entries show incorrect time.
641464	PRI gateway configuration misses trunk reference after upgrading from 6.0.4 to 6.0.5.
643159	A user group nested in itself will stop many system functions including calls and registration.
641449	In Call Center, the New Queue Filter option in Reports is broken.
640321	CMDB hangs after applying configuration changes.
637502	User category "user=phone" needs to be added to SIP header "to" field.
635678	Conference URL for Accept and Reject is incomplete.
604917	Warning is missing when changing external access settings would disconnect ongoing calls and reboot phones.
633379	Under User privileges > Call Restriction, the max number of concurrent calls does not work.
637404	User conferencing notification email has issues.
591900	Call queue reports do not show the Display Name of extension.
623134	MWI auditor has issues.
648829	TTL of multicast traffic is hard-coded as 1.
645828	Errors occur when importing CSV files.
637095	Call answers delay.
645774	Inbound rule with call routing and match caller ID always routes the calls regardless of the match.

Bug ID	Description
641481	Twinning extension telephone gets extension number as caller ID instead of the external caller ID number.
646423	vmonitord memory usage keeps increasing.
605194	Multiple issues occur when generating call center reports.
638137	TAC Monitor Screen (Type: Agent) does not remove the last entry when all agents are logged out.
634292	System auto-provisioning generates invalid (stale) phone configuration for unmanaged phones.
637088	Call Center options are visible without call center licenses.
636903	In agent call volume analysis report, the queue inbound call shows calls from all queues when the calls are specified in settings.
641600	In Call Center, confirmation prompt on survey stays in English even if another language is selected.
631248	In User Portal voicemail, Click to Dial dials invalid number. Click to Dial works for History, Directory, and Call Recording.
636490	Call Recording has multiple issues.
637531	Extensions with manager profiles are unable to pick up any call in the Call Center console even with Call Center licenses.
639538	In User Portal, calendar reminder audio's default recording does not play.
637685	Uploading prompt language does not work in Phone System > Audio > Prompt Language.
641478	Extensions cannot be searched by partial IP addresses.
634286	Trace log files need to have system serial number/time stamp in file names.
633867	User Portal call history call flow times are skewed when compared to CDR call flow on administration GUI.
646534	span2 cannot be removed from default PRI trunk.
642329	VoIP trunk stops attempting to register to SIP server after 16 minutes of unsuccessful attempts.
628812	A conference call with 3 participants shows 4 lines of CDR.
636716	Auto-dialer audio relevant buttons are grayed out.
646853	The Monitor View navigation icon is missing from the Call Center console title bar.
639203	FVE has high memory consumption and it does not decrease in relation with traffic and operation.
641593	Announcement interval for holding time does not work.
639868	Paging Group members do not appear when department is used.
630052	FG-IR-20-036 NTP related vulnerabilities are reported by scanning tools.
642857	Multiselect does not apply reorder if not exiting reorder mode before applying.

Bug ID	Description
640288	Emergency profile is missing for GS16 analog extensions.
642848	GUI pages are not very responsive after staying on active call page for some time.
638356	In Auto Dialer Campaign, audio creating entry with no file is not created.
642840	HTTP request to fetch the phone configuration fails and responds with 500 internal server error.
646111	Calls get torn down if update message is not responded to.
644260	CLI command <code>exec sip show-transcoding output</code> is incorrect.
622490	In Call Center, canceling the transfer option generates an error message.
646910	In auto-provisioning, disabling unassigned phone does not work. Phones remain enabled in GUI.
627976	In Call Center, skill based routing is not enforced properly.
600426	GS16 does not use the preferred CODEC. It uses G711U regardless of what the preferred CODEC is set to.
646509	911 alert email notification is not received when 911 is dialed form a GS16 extension.
639728	When using call forward by dialing *71 after inputing the wrong pin, the output language is in English instead of Italian.
648455	FortiFone-870i firmware has errors in uploading and activating.
644750	Call handling matches calendar schedule event the day after "End Time" when the calendar event is set to "All day event".
651036	Agents who login to the Call Center are sent to the Monitor View by default.
651849	Call History has "call is transferred to (XXXX)" error when a queue agent transfers a call to another queue.
651854	In call history, when an agent transfers a call to another queue CDR flow, wrap up time is reported differently for both agents.
651859	The queue agent made supervised transfer calls to another queue and got three CDR records. One of them has a lot of blank information.
651722	AMER TAC system cannot display active calls and shows "DatabaseException(0) "Database handle is NULL" instead.
651428	Restore image failure occurs when upgrading VM - Hyper V platform to v6.0.6 B225.
651877	Queue manager agent widget misses the ability to reset reason code.
646002	Call Center monitor view does not work as expected.
651857	Call history From (Name) column has ":" at the start.

Known Issues

The following table lists some minor known issues.

Bug ID	Description
636348	Feature code *40 produces CDR log with 4 entries for calls.
646497	Call Center console does not refresh.
645100	Agent console Queue Stat Today widget does not work.
638816	System reports possible brute-force attack SIP authentication failure notifications.
646473	Personal voice recording should be able to be paused.



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