



Release Notes: SMR.1.3.1448



@COM Business Manager v1.3

@COM5250N



@COM5300N/5400N



@COM5500N



@COM5600N



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1. Release information

This release adds new features to the @COM Business Manager v1.3, it also resolves many bugs found in previous versions and some changed functionality. This SMR release can be installed on all systems running at least SMR.1.3.1002 and includes previously released SMR versions; SMR.1.3.1204 and SMR.1.3.1312 (including beta releases).

1.1 Short summary of changes

In the next paragraphs will give an elaborate overview of the most important changes, but here is short summary;

1.1.1 Changes in SMR.1.3.1448

- Caller ID Update after attended transfer
- System monitoring of hardware and services
- Mobile twinning using virtual extensions with call-forward
- Interactive menu's on most fully supported phones
- Support for the @COM5600N platform
- Automatic Backup functionality
- Automatic Update functionality
- Service logbook and system remarks popup screen added
- SIP Flood protection in IDS
- Extra huntgroup types for call-waiting and cyclic with memory
- Time-based outbound call-routing
- Time-based system locking
- Scheduled announcements
- Global Redial on Busy support
- ACD Queue names can be changed
- SIP Trunks with "IP authentication" are now supported (KPN VoIP connect, UPC)
- Extra security improvements
- Route point management for peterConnects Attendants
- New Asterisk Release (last 1.4.42 release)

1.1.2 Changes in SMR.1.3.1312 (included in this update)

- Many bugs resolved
- Newer Asterisk Release for improved stability (1.4.41)
- Better support for peterConnects Attendant
- Support for SIP trunks without inbound call authentication
- Full-support for Aastra 67xx phones
- Multiple language support on fully-supported phones
- Extension state (DND, Call-forwarding) on phone display
- Call Completion for Snom phones
- Agent States visible in new ACD Wallboard
- Threshold-management in new ACD Wallboard
- LDAP phonebook results are now sorted correctly



1.1.3 Changes in SMR.1.3.1204 (included in this update)

- Many bugs
- Multiple security enhancements
- Support for @COM5250N and @COM5400N platforms
- Support for Snom v8 phones
- Advanced T.38 support
- New ACD Wallboard
- New CDR and ACD reporting filters
- TFTP Management menu added
- View @COM Connect Statistics
- Use original CLIP on forwarded calls via PBX type SIP trunks
- Display trunk status in LMT
- Option to disable missed calls counter on Snom phones
- Mouse-over effect in CDL list within LMT
- Better debugging options



2. New Features

Shown in the next paragraphs is a more elaborate explanation of new features in this SMR release; however some smaller features might not be listed here. For a full list of all new features, changes and resolved bugs please check the @COM website at <http://www.at-com.nl> or see the full list of changes in the last chapter of this release document.

2.1 New Features in SMR.1.3.1448

The following new features have been added:

2.1.1 Caller ID update after attended transfer

In previous releases you would see the Caller ID (name and/or number) of the person who transferred the call to your phone using attended transfer (not blind-transfer), so not the Caller ID of the actual callee. In this release the CallerID will be updated after the call is transferred to your phone, so you will always see the name/number of the person you are connected to.

(Note: only on phones that support P-Asserted Identity)

2.1.2 Service menu's with interactive display

Most pbx-features and partially the voicemail-service now have interactive display texts to inform the user of their options. For example in the previous version you would here only an audible message saying "Please enter you pincode", but now this can also be seen on the display of the phone.

2.1.3 System monitoring

A service is added that continuously monitors the @COM Business Manager state of services and hardware. The system monitoring service will automatically send e-mail alerts to system-administrators when certain error occurs. Monitored services and hardware are:

- CPU temperature(s)
- FAN speed(s)
- System temperature(s)
- HDD failure(s) using SMARTD
- Available disc space
- PBX utilization
- Trunks offline (under a certain programmable threshold)
- Devices offline (under a certain programmable threshold)

2.1.4 Virtual extension with call-forward / mobile twinning

It's now possible to create a virtual extension with a call-forward to any phone-number or extension, for example your mobile phone. The special thing about this type of virtual extension is that you can use it as sub-extension of another extension or add it as a huntgroup member and monitor its status.

So from now on you can have your office-phone and mobile phone act as one extension!

All calls answered by the destination of the virtual extension will cause the extension state of the virtual extension to be set as "BUSY". This means your office phone will appear as "in use" when you answer the call on your mobile phone when you are using it as a sub-extension of your office phone.

A virtual extension with call-forward could best be explained as a "proxy extension" in which the virtual extension appears to be an endpoint of the system.



2.1.5 Support for @COM5600N platform

This release is the first official release which will support the @COM5600N platform.

2.1.6 Automatic backup functionality

It's now possible to automatically make a dialy backup of your telephone system and send the backup to an external server. More information on how to set up this feature is provided in documentation present in the Service Documents within the @COM Business Manager.

2.1.7 Automatic update functionality

It's now possible to automatically update the @COM Business Manager when a new SMR version becomes available. How the automatic update is performed can be programmed by the System Manager;

- Do nothing
- Install automatically
- Download update, but let me install it manually (can be scheduled)
- Check if available, but let me decide when to download en install the update (can be scheduled)

Note:

Patch 010 has been made available for SMR.1.3.1002, SMR.1.3.1204 and SMR.1.3.1312 to add this functionality to those releases and will then allow you to automatically update to SMR release 1.3.1448.

2.1.8 Added service logbook and system remarks

A digital service logbook is now included in this release and will request a system manager to enter a logbook entry every time he/she logs off. The system manager is also capable of adding a remarks screen to the system that will popup every time a system manager logs onto the system.

This system remarks screen should be used to remind other system managers about specific knowlegde useful to this customer or specific installation/

2.1.9 Huntgroup types: "Call Waiting" or "Cyclic with memory"

Extra huntgroup types have been added to allow even more flexibility:

- Normal; ring all available extensions (**already existing**)
- Normal; ring all available extensions with call-waiting option (**new**)
- Cyclic; start ringing at first available extension in the list and loop (**already existing**)
- Cyclic; start ringing at last extension in the list that rang/answered (**new**)
- Cyclic; start ringing at the next extension in the list after the one that last answered/rang (**new**)
- Linear; start ringing at first available extension and keep ringing at last (**already existing**)

2.1.10 Global Call Completion CCBS (Redial on Busy)

In SMR.1.3.1312 the Call Completion feature was added for Snom phones, however other users not using Snom phones also wanted this functionality. So we added Global Call Completion to the system allowing all connected devices to use this feature by simply pressing the "5" key on their phone when they here the busy tone. Please note that Global Call Completion does not offer the nice interactive menus that the Call Completion functionality of the Snom phones offer. We advice you to choose only one method per system, since otherwise they could become very confusion to the user. The Global Call Completion can be configures in the "Global Settings" menu of the @COM Business Manager.



2.1.11 Time-based outbound call routing (LCR)

You can now add different outbound call-routings depending on a certain time and/or date. This option makes it possible to block outbound calling during for example evenings and weekends.

To enable this you need attach a calendar to a traffic-class.

2.1.12 Time-based system lock

You can now activate the the "System lock" feature of the @COM based on a calendar. This option makes it possible to block ALL outbound calls during for example evenings and weekends.

However if you know the "System lock" password you can still make outbound calls.

2.1.13 SIP Flood protection in IDS

VoIP has become more and more interessting to hacker, and thus also the way they try to hack VoIP systems have become more and more advanced. Currently the most common practice is to run a script that will try-out lots of different well-known username and passwords in order the hack the VoIP system. The problem with some of these scripts is that a simple firewall block provided by the Intrusion Detection System in previous SMR release would not be sufficient. This was because the actual sending of the packets by the script to the VoIP system would not stop eventhough all incoming packets were dropped by the firewall (IDS). This would cause some systems to become unreachable because all inbound bandwidth on their internet connection would be used by the hacker. This event we call SIP-Flooding. SIP flooding protection is now available in the @COM Business Manager and will prevent these types of attacks to ever cause any longtime interruption on your VoIP Internet connection.

2.1.14 Scheduled announcements

Scheduled announcements are recordings that are being played over the speakers of one or more phones at a specific time of day or date and time. It could for example be used to playback the lunch bell on your system or publicly announce someones birthday. To enable this feature you will first need to add a new calendar of the type "Trigger" to the system and then you can program a schedules announcement under the "Extra" menu in the LMT.

2.1.15 Support for "KPN VoIP Connect" TSP provider (or similar)

The Telephony Service Provider; "KPN" uses T.38 switch-over in their networks which was supported in SMR.1.3.1204 however they don't allow T.38 in the initial INVITE send to their system. In order to fully support T.38 on their SIP trunks we added the option to allow sending initial INVITE's without T.38.

This option might also be useful to other TSP.



2.2 New Features in SMR.1.3.1312

The following new features have been added:

2.2.1 Extra support for peterConnects

This SMR release in combination with the new version of the peterConnects Attendant System (PCA) will allow you to use the following peterConnects Attendant functionality:

- **You can make use of the PCA IVR (Interactive Voice Reponse)**

This enables you to offer the customer another way to give then ACD and Automated Attendant features other than the ones already present in the @COM Business Manager.

The main advantage is that the receptionist can use the PCA software to build and control the ACD and Automated Attendant menu's and does not need knowledge or access to the @COM's LMT.

The PCA AA offers voice menu's with options like; "press 1 for...", but also "You are the first in line..." announcements. Time based routing (calendars) can be maintained by the attendants through the PCA software itself.

- **Extension state monitoring**

Not only see if extensions are busy, but now you can also see if the DND feature is enabled or if the Immediate Call Forwarding feature of an extension is enabled.

- **Flexworker status**

You can now see if an flexworker is logged on or not, and where he/she is logged on.

2.2.2 Support for SIP trunks without inbound authentication

Some Telephony Service Providers (TSP) like OneCentral sent SIP INVITE messages without authentication and does not respond to "SIP 407 (Proxy Authentication Required)" messages.

These TSP are now supported without degrading the security of PBX. We also have implemented the possibility to define backup registrars and proxies.

Now we can support all types of SIP trunks, also VoIPBuster, FreeWorld Dialup etc.

2.2.3 Support for Aastra 6730i, 6731i, 6753i, 6755i, 6757i

The @COM Business Manager now has "Full Support" for almost all Aastra desktop IP phones.

Only the Aastra 6739i is not yet supported, but will be supported in the next release.

2.2.4 Audio codecs can now be defined in the device templates

Since this release it is possible to define the audio codecs in the device templates for the supported devices. Before this release the codec was automatically set to G.711 and has to be changed afterwards when necessary.

2.2.5 Multi language support for devices

The internationalization of fully supported devices is now completed by the implementation of language support for the display messages, for example call-forwarding information, recall information, DND states, etc. Currently English and Dutch are supported.

2.2.6 Extra Info Line on displays of Snom 360, 370 and Aastra devices

Additional information about agent states and call-forwarding states are now displayed on a separate line for these devices. Also on Snom 370 phones the agent names are visible instead of the 'Agent xxx'. This is useful when the phone is in use by flexworkers.



2.2.7 Call completion (redial on busy)

Since this SMR release it is possible to make use of the Call Completion function of the Snom phones. When you dial an internal phone number and that person is busy or is not picking up the phone, you can decide to activate the Call Completion function. The phone is now waiting for any activity of the other phone and notices you about that.

2.2.8 Agent states in the ACD Wallboard

The ACD Wallboard is extended so that you can consult the agent status. You can see whether an agent is connected with a queue or not. Also you can see the caller ID of the caller and the agent state.

2.2.9 Threshold management for the ACD Wallboard

For the ACD Wallboard is it possible to define thresholds. You can define how the wallboard should display the data in which colors, when alarms should be turned on, defining the range of the hold time, etc.



2.3 New Features in SMR.1.3.1204

The following new features have been added:

2.3.1 Support for @COM5250N and @COM5400N platforms

This release is the first official release which will support the @COM5250N and @COM5400N platforms. For the @COM5250N there was an unofficial support in SMR.1.3.1002, however it was incomplete. All systems running the firmware must be updated by placing a new image on the system!

2.3.2 New ACD Wallboard layout

A new ACD wallboard has been added to the system.

The wallboard can only be accessed using this specific URL: <http://172.17.0.100/acdwallboard/index3.php>

The wallboard looks like this:



TOTALEN		AGENTEN			WACHTRIJ		
WACHTENDEN	LANGST WACHTENDE	Ingelogd	Gepauzeerd	In gesprek	Actief	SLA	Totaal
3	3:07	3	2	1	1	--	44
NTK Algemeen	2	3	2	1	1	73%	32
Volendam Music	1	3	2	1	0	67%	5
Disney Reserveringen	0	3	2	1	0	83%	2
Ticketscript 0900-3000200	0	3	2	1	0	100%	2
Efteling	0	3	2	1	0	0%	2
Theaterhits	0	3	2	1	0	80%	1
Ticketscript 0900-1505	0	3	2	1	0	0%	0
Omroep MAX	0	3	2	1	0	100%	0
NTK Priolijn	0	3	2	1	0	0%	0

2.3.3 Use original CLIP on forwarded calls via PBX trunks

If the @COM is connected to another system via a trunk that is set to type "PBX"; the @COM will now use the original CLIP of the caller, instead of the forwarded extension, if the number length of the destination is less or equal to the nominal extension length. This feature enables users to see who is calling them even if their phone is not connected to the @COM but to a different PBX connected via a SIP trunk. This also applies to mobile users that are connected via a special SIP trunk to the PBX. (GRIP trunks)



2.3.4 Display trunk status in LMT

Just like the device status, the trunks status can now also be monitored from within the LMT. Items such as the "Round Trip Time" and "IP address" are now visible.

2.3.5 Disable "missed calls" counter on Snom phones

A device setting has been added that allows administrators to fully turn off the missed calls indicator on Snom devices.

2.3.6 Mouse over effect in CDL view

CDL programming just got easier! With this new feature you can easily see the destination details just by moving your mouse over the destination in de CDL overview.

2.3.7 Better filter capability on CDR reports (not ACD)

See chapter 5.2 for more detailed information.

2.3.8 Advanced DHCP scope can now be named

It is now possible to attach a name to an "Advanced DHCP Scope"

2.3.9 @COM Connect statistics can be viewed from the LMT

The @COM Connect statistics can be viewed from the LMT

2.3.10 TFTP management menu

A new menu has been added to allow administrators to upload files to the built-in TFTP server. This TFTP menu is meant to contain firmware or configuration files for devices connected to the @COM Business Manager.

2.3.11 Better debugging options

If the Telephony server crashes or locks-up development will want special debug information. Up until now it was not possible to provide this information as an administrator. With this release options have been added to the LMT and Command Shell Interface to enable and disable the "debug mode". When this mode is enabled these traces can easily be taken from the system. In case the Telephony Server (Asterisk) "crashes" these so called "backtraces" will be automatically sent via e-mail to a specific email address. This "error mail address" can now be defined/edited in the LMT. In case the Telephony Server (Asterisk) "Locks Up" the so called "locktraces" will be automatically generated when trying to restart the Telephony Server via either the LMT or Command Shell Interface.

Note: In order to enable or disable the "debug mode" the Telephony Server (Asterisk) needs to be recompiled and restarted.

2.3.12 Automatically create a firewall rule when a new vLAN interface is created

For convenience firewall rules are automatically created and removed when an interface is created or removed.



2.3.13 Advanced security options to protect the @COM for hackers

In this SMR version several security options are built-in to protect the @COM for hackers. This change was mandatory because of the increasing attacks on VoIP systems of which some were successful due to the programmer that ignored the security risks. To cancel out the "human factor" the following new and changed features have been set:

- **Automatically block hosts which are running a brute force attack (Intrusion Detection)**
Every minute the @COM is checking the log files to detect a brute force attack and create automatically a temporary firewall rule.
- **Prevent account information leakage**
To prevent account information leakage the @COM will not respond "Password incorrect" on failed authentications, but will always respond with "Unauthorized".
- **Support to only allow traffic from local networks for peers**
For each device and line registration it's possible to define whether SIP traffic from a peer is allowed from non-local networks. For new created peers traffic from non-local networks is not allowed. For existing peers all networks are allowed.
- **Set stronger passwords on SIP entities and deny creation of simple passwords**
- New created devices have stronger passwords (12 characters).
The password is now stronger than ever and it's no longer allowed to change passwords of Basic SIP devices to simple passwords like '123456' or 'Password1'. To change the password, the password should be at least 10 characters long, with lowercase, uppercase characters and numbers. Also the password should have at least 8 unique characters.
- **Add option to generate password, when creating multiple devices**
- **No empty passwords when creating multiple basic SIP devices**
When creating new multiple basic SIP devices it was possible to make devices without passwords or simple passwords. Now when the password field is empty the passwords are generated automatically.

2.3.14 Snom v8 FW support

The Snom v8 firmware is now compatible with the @COM, which means that it is possible to upload this firmware branch and upgrade Snom devices this version. Please note that currently no v8 firmware is officially released by R&D.

When R&D releases the v8 software officially it's also possible to upload language files provided by R&D.



2.3.15 Extra Snom features support

Some extra features available in Snom phones are now available for configuration via the LMT:

- **Option to define to playback key press tones**
This features enables you to configure to playback key press tones.
- **Option to disable Keyboard locking on Snom phones**
Sometimes customers are complaining that the phone is suddenly not working anymore, but in fact the keyboard is locked. It's now possible to disable keyboard locking.
- **Option to configure message LED indication**
Some customers are complaining about the message LED, which will indicate missed calls and changing dialog states. Now it's possible to disable the message LED.
- **Option to perform a call pickup with the Busy Lamp Fields**
This feature is requested long time ago and now possible. When BLF blinks, pressing the correspondently key, the call is automatically picked up (direct call pickup).

2.3.16 LCD message: "It's now safe to turn off the power"

When turning off the @COM 5500N's, it was not possible to see whether the @COM 5500N is turned off or is running. Now you will see when you can cut off the power. Turning the @COM 5500N on, you will see "System is booting up" after a while.



3. Changed functionality

Shown in the next paragraphs is a more elaborate explanation of changed functionality in this SMR release; however some smaller changes might not be listed here. For a full list of all new features, changes and resolved bugs please check the @COM website at <http://www.at-com.nl> or see the full list of changes in the last chapter of this release document.

3.1 Changed Functionality in SMR1.3.1448

The following functionality has been changed:

3.1.1 Changing ACD Queue names

ACD Queue names can now be changed.

3.1.2 Trunks can now be configured without authentication

IP only trunks require no authentication for inbound calls, however if the trunk-registration was programmed as type "friend" it would still send an authentication request to the SIP registrar not allowing inbound calls from SIP providers with these types of trunks.

(For example OneCentral trunks with multiple trunk-registrations per IP)

3.1.3 Security improvements

Several security improvements have been added:

- Close LMT session automatically after 10 minutes
- Added password protection to single-mode linux operation
- By default "Allow register from public network" is now off
- Change call-limit of peer to that of maximum allowed calls per extension + 1
- IDS could crash system if logfiles became to big.

3.1.4 Route point management for peterConnects Attendant.

For the peterConnects Attendant and @COM Connect software you previously needed to create CSTA route points using virtual extension. From this release on; all route points can be created via the menu "Route points" under menu "Extra". And special IVR route point can be defined in the "Global Settings".

3.2 Changed Functionality in SMR1.3.1312

The following functionality has been changed:

3.2.1 Better indication when blind transferring calls to a busy parking slots

When a call is blind transferred to a busy parking extension, the call is automatically returned and you can see that the parking lot is in use: "P2: is in use (<callerid>)".

3.2.2 The volume sliders are replaced by more compatible sliders

The volume sliders used in device settings for volume settings are replaced sliders which are compatible with all browsers. The previous sliders weren't compatible with Google Chrome and older versions of Internet Explorer.

3.2.3 When applying device settings the browser no longer asks for saving the password

When applying device settings, browsers automatically detect a password and ask you to save the password. This behavior is now prevented.



3.2.4 LDAP results are now default sorted

For Snom devices the LDAP results are now sorted when searching in the Global Addressbook. Please note that you have to select as display method 'Name' or 'Name + Number'. Otherwise the results are sorted by the numbers.

3.2.5 When viewing log files the modification date is also listed in the overview

For convenience you can see the modification date for the log files so you can easily pick the log file you just want to view.

3.2.6 Speed up the Snom phones by optimizing some phone settings

Since firmware version 8.4.26 a huge change is built-in so the Snom phones no longer can run into a race condition. Also little changes in the settings have been made so the phones are a speed up. By default all debug information is turned off.

3.2.7 The Intrusion Detection System is now counting also the historical entries

For security reasons the Intrusion Detection System (IDS) is now counting also the historical entries so the blocking time is increased when a host tries to hack again, after they have already been blocked.

3.3 Changed Functionality in SMR1.3.1204

The following functionality has been changed:

3.3.1 Supported link modes of the Network interfaces is displayed

When viewing an individual network interface in the LMT the specific "link-modes" that this interface supports can be seen. This helps administrators to prevent them from setting the interface into an unsupported mode.

3.3.2 Do not allow modem or fax devices in a call-group

Call pickup of modem or fax devices makes no sense, so why allow them to be assigned to a call-group.

3.3.3 ACD calls may no longer overflow if agents are all paused.

The overflow of new and/or waiting callers in an ACD group can now be programmed more detailed;

- No Overflow
- In case all agents are logged off
- In case no agents available (no members or all members paused)

3.3.4 Don't play queue-greeting if queue cannot answer and will immediately overflow

If a new caller was immediately overflowed to the next destination for some reason, it would still hear the queue greeting. This is not useful if you want to indicate to the caller why he/she overflowed with a totally different text.

3.3.5 More ACD Client Call History

The ACD Client call history used to contain only the last 5 calls, from now on it contains all calls of the current day.

3.3.6 Login as another agent within the ACD Agent application

It's now possible to login as another agent from the ACD Agent application without restarting the application.



3.3.7 Change the on/off cycle used by the ringing indicator for Snom devices

Using firmware version 8.4.20 or higher you will recognize incoming calls better by a smaller on/off cycle of the ringing indicator, like Siemens devices do. Now you can directly see whether a call is on hold, or it's a new incoming call.

3.3.8 The device overview is now showing more useful fields

In this issue the password field is removed for security reasons. To see the password you have to open the entry and double click on the password field.

Also 3 extra fields are added to the overview: VLAN id, whether a device can register from non-local networks, and whether T38 is enabled.

3.3.9 Allow resizing of ACD Client Application screen

When you have more than 2 queues in your ACD Client Application listed, you want to expand the application by sizing the window. Unfortunately the size of the application was programmed with a fixed height and width. Now the dimensions are programmed relative, so you can resize the application.

3.3.10 Advanced T.38 support

The T.38 stack in the @COM Business Manager is revised so that other Telephony Service Providers like OneCentral, FreeWorldDialup, etc. can connect to the @COM Business Manager.

As a result, we have also revised the LMT so it's less likely to make a mistake in the LMT configuration. The following changes have been applied to the LMT:

- When changing an extension from "normal" to a "fax" extension, the assigned device is automatically T.38 enabled. Also re-invite is automatically turned off. You can check this in the device overview.
- When a device is T.38 enabled it is possible to make the device T.38 only. This can be achieved by removing all codecs from the codec list of the device. This is also automatically done by changing the extension type to fax.
- You can enable RTP/T.38 switch-over by adding codecs to the device.

NOTE: All existing fax extensions/devices are automatically converted to T38 only devices.



4. Major bug fixes

Shown in the next paragraphs is a more elaborate explanation of major bug fixes in this SMR release; however some smaller fixes might not be listed here. For a full list of all new features, changes and resolved bugs please check the @COM website at <http://www.at-com.nl> or see the full list of changes in the last chapter of this release document.

4.1 Major bug fixes in SMR.1.3.1448

Below you will find an overview of the major bug fixes in this release.

4.1.1 LAN interfaces A3 & A4 sometime no longer respond.

The ethernet interfaces A3 & A4 on @COM5500N platforms would sometimes no longer respond. This was caused by the Intel driver in the Linux kernel which has now been updated.

4.1.2 "Registration allowed from" didn't work.

The option "Registration allowed from" was configurable but did not work, creating a false sense of safety.

4.1.3 Allow more than 10 license keys

It was not possible to add more than 10 license keys.

4.1.4 VLAN settings on Snom phones were lost after update.

VLAN settings on Snom phones were lost after update, causing phones to become unreachable.

4.1.5 IDS could crash the system

If the logfile became too big to evaluate within 1 minute by the IDS it could cause the system to spawn multiple processes ending up in using all processing power and/or available drive space, which would eventually lead to a crash of the system.

4.1.6 Flex-worker pincode could not be changed via phone

It was not possible anymore to change the pincode of a flex-worker via the phone.

4.1.7 Dynamic firewall rules were not activated after reboot.

Dynamic firewall rules were not activated after reboot.

4.1.8 Sub-extensions did not ring when used in huntgroups

Sub-extensions did not ring when used in huntgroups

4.2 Major bug fixes in SMR.1.3.1312

Below you will find an overview of the major bug fixes in this release.

4.2.1 Asterisk bugs resolved

This SMR contains a new version of the Asterisk OpenSource PBX (v1.4.41).

This version has been tweaked so that these issues should have been resolved:

- Asterisk could crash when the connection to the database is reset
- Phones in hunt groups could keep ringing



4.2.2 When generating the report in *.rpt format, some statistics are not correct

When generating the report in RPT format, some statistics are not correct. It doesn't occur if you generate a report in PDF format.

4.2.3 When changing an existing route, the routing table of Linux is not changed correctly

Now you cannot change a route anymore. When you want to change a route, you have to first delete the old route.

4.2.4 The recall fails when a call is parked, and then blind transferred after manual pickup from parking

When picking up a parked called and blind transferring the call to an extension which isn't answered, the call will be disconnected while it should be recalled. This bug also occurred when a call has been transferred after a parking timeout.

4.3 Major bug fixes in SMR.1.3.1204

Below you will find an overview of the major bug fixes in this release.

4.3.1 Asterisk bugs resolved

This SMR contains a new version of the Asterisk OpenSource PBX (v1.4.36).

This version has been tweaked so that these issues should have been resolved;

- Memory leak in Asterisk
- Sometimes a channel got "hung" causing extensions to become unreachable
- The Asterisk SIP channel sometimes stopped responding causing a "lock-up"
- Asterisk could crash when a call got hung up
- Dialplan execution would sometime stop in the middle after an attended transfer

4.3.2 Recall of a parked call would fail if the call was parked twice

This speaks for itself.

4.3.3 Agents can not logon or logout

It would happen sometimes that an agent would logoff but still received calls from the ACD group. The cause for this is usually that the agent dialed the service code used to logoff, but hung up before the system has announced that the logoff was successful. In order to minimize this risk, the code has been drastically altered and now runs much faster.

4.3.4 Cannot update Snom phones to firmware "snom3xx-7.3.30-SIP-bf.bin"

Updating to Snom firmware containing a boot-loader file was not possible, which made it impossible to upload firmware 7.3.30 onto devices which was needed to install boot-loader version 1.1.3u.

4.3.5 Flexworking extensions are not always completely logged off

Sometimes not all flexworking extensions are logged off during the process of automatically logging off flexworking extensions on a particular time. By adding a sleep of 1 second between the logoff actions this problem is solved. Please note that it is possible that the extensions aren't logged off at exactly the configured time.



4.3.6 Rebuild LDAP server on reboot

In case it's become corrupted after a power failure or database corruption. By adding extra checks it should not be possible anymore that the @COM Global Addressbook isn't working after a power failure. Please note that it could be possible that the addressbook isn't working directly after boot because of rebuilding and indexing.

4.3.7 Recordings are not converted to the correct format

Because of a bug introduced in SMR.1.3.1002 it is possible that the recordings aren't converted. This is happening when you adjust a recording by upload or speaking-in. When the recording is played back by the LMT, you will hear the new recording, but when the recording is played by the @COM you will hear the old recording.

4.3.8 Not all calls are logged when 'Only external incoming and outgoing calls' is selected

Not all calls were logged when this option was selected. The other option worked as expected.

4.3.9 When removing a VLAN interface, the DHCP range for this interface still exists

When a VLAN interface was removed, the DHCP server fails to restart resulting in that the DHCP isn't working anymore.



5. Major known issues

If you have access please refer to the bug tracker at <http://bugs.trends.nl> for more info. Only this bug tracker will contain all known issues, only the major issues will be shown:

5.1.1 Various issues caused by defects in Snom Phones (firmware <= v8)

Various issues have been reported with the Snom phones. Even though the Snom firmware is not part of this update it will influence some of the handling of calls. This is a list of some of the known issues:

- Configuration is not always loaded after receiving a SIP-notify instruction to do so. This causes phones to not register during upgrades.
(<http://bugs.trends.nl/view.php?id=517>)
- The on/off cycle of the ringing indicator is too slow causing confusion for operators on phones where there are many active calls.
(<http://bugs.trends.nl/view.php?id=521> Fixed in SMR.1.3.1204 in combination with firmware v7.3 or higher.)
- Partial audio is heard when dialing several functions (*21, *401, *34, *51 ...).
(<http://bugs.trends.nl/view.php?id=518> improved in 7.1.35 but not fully resolved.)
- No call waiting whilst in transfer state
(<http://bugs.trends.nl/view.php?id=494> Workaround created in @COM Business Manager!)

We advise to upgrade all Snom devices to firmware 8.4.27 after upgrading to this SMR release. In order to upgrade to firmware 8.4.27 you MUST always first upgrade to firmware 7.3.30 first using the "snom3xx-7.3.30-SIP-bf.bin" firmware file. This is because this firmware version contains a new bootloader (version 1.1.3u) which is not included in other files. After upgrading to version 7.3.30 you can continue upgrading to other versions.

5.1.2 Unexpected behavior of the Mobility Extender

During an attended transfer using the Mobility Extender some unexpected behavior will occur. Instead of immediately being connected to the caller after transfer, the announcement call will first be disconnected and after 3 seconds a new call will arrive at the extension to which the call was transferred which completes the call transfer.

This change in behavior was introduced in SMR.1.3.831 due to incorrect behavior of the Asterisk transfer feature causing 'hung' channels and incorrect CDR records.

(For more info see issue: <http://bugs.trends.nl/view.php?id=1023>)



6. Installation instructions

6.1 Specific installation notes & warnings for this release

The following **warnings (in red)** and notes **(in black)** apply for this release:

- **Always create a backup before attempting an update**
- **An update to at least SMR.1.3.1002 is mandatory for this release**
- **If the @COM Connect is in use and you are using an @COM5500N system you need to apply a new license for the @COM Connect. Make sure to request a new license key from TechNetworks BV for the hardware ID of this system!
This does NOT apply to systems where the glasfiber-port A1 is already activated.**
- **On systems using the peterConnect Attendant all programming concerning route point management must be re-programmed!**
- **A reboot will occur automatically upon successful completion of the update.**
This means you can simply close your browser window and ignore any warning AFTER the update is completed.
- At least Snom version 7.3.30 firmware is needed for use with this SMR, we however advise you to upload firmware release 8.4.31. But please take good notice of the issues reported in paragraph 2.1.1. If you're unaware of these issues you could be unpleasantly surprised!
The firmware is NOT included within this update!!
- **Patch 010 is available for SMR versions 1.3.1002, 1.3.1204 & 1.3.1312 to allow installing this update using the new automated update schedule.**
- **Consider configuring the new Auto-Backup feature.**
- **Fill in "System Remarks" to inform other system managers about specific programming and/or warnings for this specific system.**



6.2 How to activate this update

6.2.1 Manual update

Follow these instructions to manually install this update;

- Point your webbrowser to the URL for the LMT page of the @COM Business Manager. For example ; <http://pbx.example.com/lmt>
- Login as "Expert" or "System Administrator" and click on the main menu item named "Service".
- Within the Service main menu select the Software submenu.
- Within the Software submenu select the option updates.
- An overview containing already applied updates will be shown to you. Just click on the Update button to proceed.
- Browse to the file containing the update, example;"update-SMR.1.3.1448.tar.gz.pck"
- Press on the "Send" button to transmit the file to the @COM Business Manager. Based on the file size and the type of connection you are using this might take awhile, after the file transfer a message will be displayed. When the message says "Release Information" the file-transfer was successful, any other message will explain itself.
- The release information message may also contain warnings that are of concern to this update. Please make notice of these warnings since they might inform you that the system will reboot thus dropping any active calls.
- If you're sure you want to continue click on the "Update" button.
- The update will now be started and progress can be seen by lines declaring what action has been taken. Please note that some actions might take quite awhile, so no output for sometime less than 5 minutes is normal.

When the update is successful a message will be displayed saying;

```
----- UPDATE SUCCESSFUL -----
```

A reboot will automatically occur, so close your browser window and ignore the warning. After reboot reconnect to the @COM Business Manager.

Under no circumstance may the @COM Business Manager be turned off during the update process since this might lead to irreversible damage to the system.

If the checks included in the update detect that the updated failed it will automatically restore to the original settings and reboot.

During every update a full backup will be made which is available after update for technical engineer to manually restore in case this might be necessary.



6.2.2 Automated update

Follow these instructions to automatically install the update;

- Point your webbrowser to the URL for the LMT page of the @COM Business Manager. For example ; <http://pbx.example.com/lmt>
- Login as "Expert" or "System Administrator" and click on the main menu item named "Service".
- Within the Service main menu select the Software submenu.
- Within the Software submenu select the option patches.
- Upload one of these patches (depending on your current SMR version):
 - patch-SMR.1.3.1002-010.tar.gz.pck
 - patch-SMR.1.3.1204-010.tar.gz.pck
 - patch-SMR.1.3.1312-010.tar.gz.pck
- Now the system offers you the possibility to automatically update your system.
- Re-open the software menu and select the option "Settings".
- Program the service as you like.
(The preferred update server is <http://update.at-com.nl> but you may use your own server.)
- Check the HTTP-proxy settings of your system, if needed (networking menu)
- Check the Mail-relay settings of your system, if needed (networking menu)
- Test if emails can be sent to the email-address you programmed.

The system will now automatically download & install the service depending on your settings. After installing the update it will send an email with the update report to the email-address entered.



7. Dependencies

7.1 SMR dependencies

This update will only install on the following SMR release:

- **SMR.1.3.1002**
- **SMR.1.3.1092 (beta release)**
- **SMR.1.3.1119 (beta release)**
- **SMR.1.3.1204**
- **SMR.1.3.1312**

7.2 Update matrix

The matrix shown below shows more information about which update can be installed on which system:

From SMR	To SMR																@COM Version		
	1.3.000	1.3.022	1.3.104	1.3.200	1.3.230	1.3.255	1.3.377	1.3.406	1.3.545	1.3.585	1.3.719	1.3.723	1.3.831	1.3.1002	1.3.1204	1.3.1312		1.3.1448	1.3.xxx
1.3.000	x	✓	✓	✓	✓	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	x	1.3.0
1.3.022	x	x	✓	✓	✓	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	x	1.3.1
1.3.104	x	x	x	✓	✓	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	x	1.3.1
1.3.200	x	x	x	x	✓	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	x	1.3.2
1.3.230	x	x	x	x	x	✓	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	Δ	x	1.3.2
1.3.255	x	x	x	x	x	x	✓	✓	✓	✓	Δ	Δ	Δ	Δ	Δ	Δ	Δ	x	1.3.2
1.3.377	x	x	x	x	x	x	x	✓	✓	✓	Δ	Δ	Δ	Δ	Δ	Δ	Δ	x	1.3.3
1.3.406	x	x	x	x	x	x	x	x	✓	✓	Δ	Δ	Δ	Δ	Δ	Δ	Δ	x	1.3.3
1.3.545	x	x	x	x	x	x	x	x	x	✓	✓	✓	✓	Δ	Δ	Δ	Δ	x	1.3.3
1.3.585	x	x	x	x	x	x	x	x	x	x	✓	✓	✓	Δ	Δ	Δ	Δ	x	1.3.3
1.3.719	x	x	x	x	x	x	x	x	x	x	x	✓	✓	Δ	Δ	Δ	Δ	x	1.3.3
1.3.723	x	x	x	x	x	x	x	x	x	x	x	x	✓	Δ	Δ	Δ	Δ	x	1.3.4
1.3.831	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	Δ	Δ	Δ	x	1.3.4
1.3.1002	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	✓	✓	x	1.3.4
1.3.1204	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	✓	x	1.3.5
1.3.1312	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	1.3.5
1.3.1448	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	1.3.5
1.3.xxx	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

Legend:

x	Upgrade to this release not possible
x	Already on this release so why upgrade?
✓	Upgrade to this release possible
✓	Upgrade to this release possible, see comments!
Δ	Upgrade to this release only possible by first upgrading to the first release marked with ✓



8. Appendixes

8.1 What is a Software Maintenance Release (SMR)

A systems software configuration is the key element that determines the way a product behaves. This software configuration is also subject to change.

That is the reason why every different software configuration is assigned its own numbering scheme called the Software Maintenance Release (SMR).

The goal is include every bit of software that is subject to change between different @COM products or within itself to be included in the SMR configuration.

Customer specific configuration however is not included in the SMR.

One of the most important software configurations are the Asterisk® dialplan and the web pages of for example the Local Management Tool. These two components each have there individual numbering which changes with every change or bug fix.

The total count of every change or bug fix determines the serial number part of the SMR and is preceded by the main release number and the letters "SMR".

For example:

SMR: 1.3.085 stands for:

- SMR – Software Maintenance Release
- 1.3 – Release v1.3 for this product
(this is equal to the commercial release number)
- 085 – Is the serial number representing the total amount of changes and bugfixes since the first base release.



8.2 CDR filters

From SMR.1.3.1002 (with patch 003 installed) it is possible to more specifically filter the results in CDR reports. The combination of the available filters makes it possible to filter out any call you would like. In the next chapter we will explain which filters can be made.

8.2.1 Period selection

All CDR reports will always gather information about all calls within the selected period. This period can be set via a predefined period or a manual range of dates. To select a predefined period just select one of the predefined period via the "*period*" parameter;

- "None" No Period selected (use date range)
- "AllDatesFromToday" Today
- "WeekToDateFromSun" Current week (from Sunday)
- "MonthToDate" Current month
- "YearToDate" Current year
- "AllDatesToToday" All until today
- "LastFullWeek" Last full week (from Sunday)
- "LastFullMonth" Last full month
- "Calendar1stQtr" First quarter of this year
- "Calendar2ndQtr" Second quarter of this year
- "Calendar3rdQtr" Third quarter of this year
- "Calendar4thQtr" Fourth quarter of this year

If "No Period selected (use data range)" is selected the range defined by the parameter "*start_time*" and "*end_time*" will be used, however if the "*period*" parameter is set differently the parameter fields "*start_time*" and "*end_time*" will be ignored.

8.2.2 Filtering on certain extensions

The CDR report will gather all calls within the selected period; however the summaries that are shown can be filtered by entering the extra parameter fields;

- "src_ext" The Source Extension Parameter (in SMR.1.3.1002: "src_ext_from")
- "dst_ext" The Destination Extension Parameter (in SMR.1.3.1002: "src_ext_from")

Note: in SMR.1.3.1002 (and earlier) two deprecated extra parameters exist;

- "src_ext_to" The Source Extension To Parameter
(used to define a range between the "src_ext_from" and "src_ext_to" parameter)
- "dst_ext_to" The Destination Extension To Parameter
(used to define a range between the "dst_ext_from" and "dst_ext_to" parameter)



8.2.3 Filters

These parameter fields allow you to filter out calls coming from certain extensions (source) or addressed to certain extensions (destination). If you enter a filter in both fields than only the calls are shown in which the combination of the filters in both fields are true.

Each field can hold one or more filters, the following filters are available;

8.2.3.1 Extension filter "xxx"

To filter calls from or to a specific extension, the extension filter can be used.

The correct format for the filter is: "<extension>" (Example: "248")

The result will be that only calls from or to extension "248" will be displayed.

8.2.3.2 Range filter "-"

To define a range, use the following format: "<from extension>-<to extension>" (Example: "101-109")

The result will be that only calls from or to these extension will be displayed.

8.2.3.3 StartsWith filter "_"

To filter calls to for example international destination a StartsWith filter can be used.

This filter checks if the extension starts with a certain digit(s).

The correct format for the filter is: "_<first digit(s) of the extension>" (Example: "_00")

The result will be that only calls from or to extensions starting with "00" will be displayed.

8.2.3.4 LooksLike Filter "%"

To filter calls to or from extensions containing certain specific digits the LooksLike filter can be used.

This filter checks if an extension contains certain digits(s).

The correct format for the filter is: "%<digit(s)>" (Example: "%248")

The result will be that only calls from or to extensions containing the number "248" will be displayed.

So extensions like "0102481223", "2482" or "248" will be shown, but not "2348" since that one does not contain the whole "248" number.

8.2.4 Statements

It's also possible to use statements in a filter in order to get the inverse results or to enter multiple filters;

8.2.4.1 The "Not Like" statement "!"

Each filter can be preceded with the "Not Like" statement; this will result in an inverse operation of the filter. The correct format for this statement is: "!<filter>" (Example: "!248")

The result will be that ALL calls except those from or to extension "248" will be displayed.

This statement may be used with any of the previously mentioned filters.

8.2.4.2 The "OR" statement "|"

Multiple filters can be created by using the "OR" statements; this allows you to combine certain filters.

The correct format for this statement is: "<filter>|<filter2>|<filter..>" (Example: "248|345|_23")

The result will be that all results from the individual filters combined will be displayed.

For example the result from filter "248|345|_23" will result in all calls from or to extensions; "248", "345" and extensions starting with "23" will be displayed.

This statement may be used with any of the previously mentioned filters.



8.2.4.3 The "AND" statement "&"

Multiple filters can be created by using the "OR", but also the "AND" statement; this also allows you to combine certain filters.

The correct format for this statement is: "<filter>&<filter2>" (Example: "_00&!_0031")

The result will be that only the calls where filter 1 and filter 2 are true will be displayed.

For example the result from filter "_00&!0031" will result in all calls from or to extensions starting with "00" will be displayed except those starting with "0031".

This statement may be used with any of the previously mentioned filters.

8.2.5 Advanced use of the AND or OR statements:

8.2.5.1 OR and AND statements combined

The "AND" and "OR" statements can be used in combination with each other, however the OR statement is always independent from the "AND" statement. This means that a filter such as "1000-1040|1050-1099&!%9" will always display ALL extensions in the range 1000-1040 and is NOT affected by the "AND" statement, only the 1050-1099 filter is affected by the "AND" statement.

If you would like the first filter to also be affected by the "AND" statement the correct format of the filter would be: "1000-1040&!%9|1050-1099&!%9". This would result in all extensions in the ranges 1000-1040 and 1050-1099 will be displayed except those containing a "9".

8.2.5.2 AND explicitly filters certain calls

If you would use the filter "100-104|106-109" it would display every call in which extensions within the range 100-104 or 106-109 were present. This means that it is possible that the filtered calls may also contain extension 105 in case it was part of the call. However the filter "100-109&!105" may not provide the same result as you might think. The reason is that ALL calls containing extension 105 are explicitly being filtered in contrast to what would happen in a filter like "100-104|106-109".



8.3 Full Change Log / Fixes

This log can also be viewed online at <http://issues.at-com.nl>.

The following issues have been resolved and included in this update:

@COM Business Manager v1.3 - SMR.1.3.1448

=====

- [0001868](#): [SMR/Core System] Add option to monitor things like CPU temperature and send alarms via mail if threshold is reached
- [0001869](#): [! General] Add option to monitor available disk space
- [0001892](#): [LMT/Service/Tools] Add option configure and manage the @COM System monitor
- [0000649](#): [SMR/Core System] Add "check_peers_online" script to SMR
- [0000043](#): [PBX/General] Add Integration of SCSI and SMARTD tools
- [0001860](#): [HWR/5400N] The service SMARTD fails to start on @COM5400N and 5600N systems
- [0001887](#): [! General] Include new drivers in kernel (LAN, HWMON, SCSI and USB)
- [0001855](#): [PBX/Voicemail] Add option to allow opening other voicemail boxes than your own
- [0001920](#): [LMT/Telephony/Devices] The hold button for Snom devices is not provisioned
- [0001862](#): [SMR/Documentation] Update service- and user-documentation on systems
- [0001903](#): [! General] The "safe_asterisk" service sometimes stops running.
- [0001928](#): [SMR/Core System] The log database is not cleaned up by the cron daemon
- [0001923](#): [LMT/Telephony/Lines/Registrations] Multiple SIP registrations cannot be matched to peers in asterisk for inbound calls.
- [0001921](#): [LMT/Telephony/Extensions/Flexworkers] Creating a flexwork extension could have get a invalid context for flexworking
- [0001919](#): [PBX/CallerID] On some calls the outbound callerID is not formatted as configured by the route-settings
- [0000046](#): [! General] Add Virtual device type
- [0001904](#): [LMT/Telephony/Extensions] Add option to see which sub-device are attached to an extension
- [0001900](#): [! General] IDS can slow down the system when the logfiles aren't analyzed within a minute
- [0001891](#): [SMR/Core System] (IDS) It should not be possible to block IP addresses of own trunks
- [0001898](#): [! General] The "microcode_ctl" service is running, but it should not.
- [0001895](#): [LMT/Administrators] The password for user 'admin' in the default database is incorrect
- [0001894](#): [LMT/General] Add 'Service' item to the Maintenance menu and reorder some menu items
- [0001893](#): [LMT/Administrators] Remove the license user from the database since this user isn't used anymore
- [0001890](#): [LMT/Service/Firmware] When using spaces in the firmware naming for Aastra devices, the phones won't upgrade
- [0001889](#): [LMT/Service/Firmware] The batch function for upgrading Aastra devices with new firmware is not working
- [0001888](#): [LMT/Service/Traces] Logfile viewer doesn't show html characters or tags like < sip:anonymous@sip.blabla.com >
- [0001859](#): [HWR/5400N] The @COM5400N does not support more than 3Gb of System Memory, it should be 8Gb
- [0001727](#): [HWR/5300N] Sometimes the LAN interfaces A3 & A4 do not respond.
- [0001767](#): [SMR/Applications/Reporting] It's possible to schedule reports on the same time
- [0000308](#): [LMT/Service/Backup & Restore] Add option for auto backup
- [0001885](#): [LMT/Telephony/Lines/Routes] It's not possible to set all DID's to the "not selected" column
- [0001884](#): [SMR/Applications/Reporting] The cron daemon doesn't apply hen changing the repetition or date/time of an existing report
- [0001081](#): [LMT/Telephony/ACD] It should be possible to change the name of an ACD queue
- [0001870](#): [SMR/Applications/Wallboard] It is possible that the longest waiting time hangs.
- [0001882](#): [LMT/Network] Add advanced firewall rule description



-
- [0001840](#): [LMT/Service/Software] Add option to allow systems to check for new software automatically
 - [0001839](#): [LMT/Service/Software] Add option to allow for scheduled patching, updating and upgrading
 - [0001864](#): [! General] Add option to playback Announcements (Recordings) at preset time.
 - [0001880](#): [SMR/Applications/Reporting] The report "cdr_trunk_n1" fails when selection a large date range
 - [0000683](#): [SMR/Core System] Add a hardware check and overview
 - [0001798](#): [SMR/Core System] Add support for the NSA3110C4 and NSA7110W as 5400N and 5600N
 - [0001865](#): [LMT/Telephony/Calendars] Add option to set calendar type to Call Routing or Announcements
 - [0000238](#): [PBX/CallerID] Add feature to update CallerID after attendant transfer
 - [0001849](#): [PBX/Devices] Add option to display interactive service menus
 - [0001863](#): [LMT/Telephony/Recordings] Rename "Announcements" menu to "Recordings" menu
 - [0001751](#): [! General] Change the servicecode for silent monitoring in the Servicecodes overview document
 - [0001756](#): [SMR/Documentation] The wrong service code is mentioned for changing the pincode in the quick reference guide
 - [0001824](#): [PBX/Recall] Add option to redial on busy for all phones by dialing "5" during "busy" message
 - [0001825](#): [LMT/Telephony/Global Settings] Add global settings for CCBS (Call Completion Busy Subscriber) feature
 - [0000987](#): [LMT/Service/Tools] Add option for a service logbook
 - [0001642](#): [LMT/Telephony/Devices] Add support for defining backup proxy in devices
 - [0001861](#): [LMT/Telephony/Devices/Templates] The navigation buttons on Snom phones are programmed differently for each model, change to gain consistency.
 - [0001858](#): [LMT/Telephony/Lines/Routes] When changing the CLIP type of a route, can cause to change the CLIP's of a different route too
 - [0001815](#): [PBX/General] Add feature to the IDS to redirect unwanted traffic so that a SIP flooding will be stopped quickly
 - [0001857](#): [! General] Add password protection to Linux single-user mode
 - [0001856](#): [PBX/Huntgroups] Calls are disconnected after the CDL offered these to a "ring-all" huntgroup twice.
 - [0001207](#): [PBX/Huntgroups] Create option to create a "Cyclic" hunt group with memory function.
 - [0001846](#): [LMT/Telephony/Extensions/Huntgroups] In a cyclic or linear hunt group the sub-extension don't ring together with the main extension.
 - [0001110](#): [PBX/Huntgroups] Create option to create a "Call Waiting" hunt group or "Normal".
 - [0001853](#): [SMR/Applications/CallButton] When dialing using the Callbutton the maxcall settings is ignored/not set
 - [0001850](#): [PBX/Call Pickup] Using normal call pickup from a flex-extension will work, but the wrong CallerID is listed in CDR and COLP is shown.
 - [0001762](#): [LMT/Telephony/Extensions] If the "Type" field of a Basic SIP device is known, display it in the devicesettings and overview
 - [0001851](#): [LMT/Telephony/Extensions/Abbreviated Numbers] When using no VLAN for Aastra devices, it shows VLAN '0'
 - [0001770](#): [PBX/Devices] Add option to display the called name when you dial a number (for Aastra devices)
 - [0001780](#): [! General] When generating the 10th License key, this key can be overruled by a full key with a lower key ID
 - [0001005](#): [LMT/General] Add option to Upload, Download & Create SSH keys for the Remote Access user.
 - [0001778](#): [PBX/General] Switch-over from inbound INVITE without T.38 to T.38 is not working.
 - [0001848](#): [PBX/General] Switch-over on an outbound INVITE without T.38 to T.38 is not possible.
 - [0001537](#): [PBX/Call Outbound] T.38 only calls, cannot be reinvited and other T.38 stuff
 - [0001817](#): [SMR/Core System] Some files exist in the SMR while they should not
 - [0001841](#): [LMT/Telephony/Devices] The SIP tab is duplicate when using the "device copy settings" function
 - [0001834](#): [LMT/Telephony/Global Settings] Add option for time-based system-lock
 - [0001739](#): [SMR/Applications/Reporting] When selecting a period which overlaps 2 months, the sorting of the date axis is incorrect.



- [0001847](#): [LMT/General] Destroy the LMT session after 5 minutes of inactivity
- [0001781](#): [SMR/Applications/Reporting] The "route limit" statistics are not correct
- [0001842](#): [SMR/Core System] Change default CDR logging to Outgoing logging of calls even there is no license for reporting
- [0001835](#): [LMT/Users] Add IDS protection to the LMT login page.
- [0001799](#): [SMR/Applications/Reporting] The language in the CDR Outbound Report (NL) is not correctly used
- [0001844](#): [PBX/Devices] Add to option to log re-registrations when IP adres has changed
- [0001843](#): [PBX/Devices] Disable peer setting 'Allow register from public network' by default.
- [0001324](#): [LMT/Telephony/Global Settings] Add option to change the monitor peer timing
- [0001845](#): [LMT/Telephony/Call Distribution Lists] Add option to allow override of the CallerID Name in the CDL list
- [0001631](#): [LMT/General] Add optimal support for the peterConnects attendant in the LMT
- [0001772](#): [PBX/Least Cost Routing] The Curl function of asterisk sometimes crashes
- [0001836](#): [LMT/Telephony/Devices] Change the call-limit on peers from 30 to the max simultaneous calls of the device (per type)
- [0001833](#): [LMT/Telephony/LCR] Add option for time-based outbound routing
- [0001765](#): [LMT/Telephony/Devices] Add option to set the option "Switch Focus to Ringing Line" for Aastra devices
- [0001830](#): [PBX/Devices] Add option to display DTMF digits (for Aastra Devices)
- [0001832](#): [LMT/Telephony/Lines/Registrations] It should be possible to configure a trunk without authentication
- [0000988](#): [LMT/Service/Tools] Add option for a "Remarks/Attention window" after logon
- [0001791](#): [PBX/Twinning] The Maxcall counter on twinned extensions is not set correctly
- [0001794](#): [PBX/Twinning] The CDR Records on twinned extensions is are not set correctly
- [0001818](#): [SMR/Core System] The backup script does not backup aastra firmware and config files
- [0001796](#): [LMT/Telephony/Devices] The language column is not always set
- [0001828](#): [PBX/General] Update to Asterisk 1.4.42
- [0001829](#): [PBX/Call Inbound] Do not play Early media on incoming calls from trunks when BUSY or CONGESTED
- [0001827](#): [SMR/Command Line Interface] Add option to CLI menu to access the Linux CLI via OneTime password
- [0001823](#): [SMR/Services/@COM Connect] PCA Routepoints can be shown as via extension in the CallerID name
- [0001820](#): [SMR/Services/@COM Connect] Too many SIP Diversion Headers can cause dropped calls
- [0001784](#): [PBX/General] The "pipe" character in the extension name is not encoded by Asterisk, and the name is cut off
- [0001777](#): [PBX/CallerID] The callerID is wrong when the DID number is rerouted by the abbreviated numbers
- [0001816](#): [PBX/CallerID] An external callerID cannot be transparently transmitted when forwarded via abbreviated numbers
- [0001790](#): [PBX/Call Forwarding] The Diversion header is not always correctly set what results in failed calls
- [0001785](#): [SMR/Applications/PCM] Received calls in the PCM application doesn't show calls answered on the twinned extension
- [0001814](#): [LMT/Service/Firmware] In the Firmware overview for Aastra and Snom device blank rows are displayed
- [0001812](#): [LMT/Telephony/Devices] Setting a function key of a Snom device to the Hold key won't work
- [0001802](#): [PBX/Devices] The VLAN settings are lost immediately after updating the Snom firmware from v7 to v8
- [0001793](#): [LMT/Telephony/Devices] Changing the dialplan in Aastra devices causes no number can be dialed until a reboot
- [0001792](#): [LMT/Telephony/Extensions/Huntgroups] Calls to hunt groups with logged of flex workers give CLI errors
- [0001763](#): [LMT/Telephony/Devices] When a ":" is used in the MAC address field when creating devices, an unknown error occurs
- [0001774](#): [LMT/Telephony/Lines/Registrations] The "Registration allowed from" is not correctly parsed
- [0001789](#): [LMT/Telephony/Devices/Templates] The VLAN id from the Swissvoice template is not copied to the device at creation



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- [0001787](#): **[PBX/General]** The SIP T1 Timer is not working properly causing incompatibility with the SIP standard
 - [0001786](#): **[LMT/Telephony/Devices]** The display is not always updated if users use the the "gettextennr" procedure to enter numbers.
 - [0001775](#): **[PBX/Flexworking]** It is not possible anymore to use the servicecode *51
 - [0001776](#): **[PBX/General]** When using the @COM Callbutton for internal numbers, the called phone is also auto answered
 - [0001771](#): **[SMR/Applications/PCM]** When using the @COM callbutton it is not possible to send your own CLIP
 - [0001783](#): **[LMT/Network]** It could be possible that the temporary parse directory is created incorrectly
 - [0001759](#): **[LMT/Network]** Setting the mail relay is no longer parsed since SMR.1.3.1312
 - [0001769](#): **[LMT/Telephony/Devices/Templates]** Add option to program a 'transfer' key for Aastra devices
 - [0001773](#): **[LMT/Network]** The IDS system blocks it's own IP address after an attempt to register on the IP address of the @COM
 - [0001782](#): **[SMR/Core System]** Dynamic firewall rules for IDS are not activated after boot
 - [0001747](#): **[LMT/Telephony/Lines/Registrations]** Codecs for Line Registrations should not be required when T38 is enabled
 - [0001760](#): **[LMT/Telephony/Devices]** Cannot add new Aastra Devices to programming.
 - [0001758](#): **[PBX/Call Forwarding]** When forwarding calls over a PBX link to external numbers the originating caller ID is lost.
 - [0001754](#): **[PBX/Flexworking]** Changing the pincode via *52 doesn't work
 - [0001755](#): **[LMT/Telephony/MusicOnHold]** Setting the volume for MusicOnOnHold files is not working
 - [0001750](#): **[LMT/Telephony/Devices/Templates]** When creating a new snom template, the ldap_display_name field is empty
 - [0001752](#): **[SMR/Applications/Wallboard]** Total agents in call is not being calculated
 - [0001745](#): **[PBX/General]** Errors can be seen in the asterisk logfiles
 - [0001740](#): **[PBX/Huntgroups]** Sub-extensions are not dialed if main extension is logged onto huntgroup
 - [0001744](#): **[PBX/Call Forwarding]** When forwarding to an external destination ">Voice" is displayed instead of the external number
 - [0001743](#): **[PBX/Least Cost Routing]** When configuring 2 dialrules both with the same route, only the last dialrule is parsed
 - [0001742](#): **[PBX/Devices]** The setting server url in the Snom phones is not correctly set when the registration address differs from default
 - [0001741](#): **[LMT/Telephony/Devices/Templates]** When creating a new template for Snom devices, the default option for call completion is empty
 - [0001737](#): **[LMT/Telephony/Devices]** The setting "Auto-Answer Type" in device settings is not pushed to the Snom phones



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- [0001735](#): [SMR/Applications/Reporting] Sometimes the CDR Outbound Report failes to export
- [0001714](#): [! I didn't set the Category correctly] Calls do no return to Intercept extension if this is a flex-extension which is logged off
- [0001684](#): [LMT/Telephony/Devices/Templates] Remove IP settings from device templates because they are not neccessary
- [0001588](#): [SMR/Services/@COM Connect] Add support for the peterConnects IVR service and some other new features
- [0001702](#): [SMR/Services/@COM Connect] Add basic support for the Asterisk Connect v2.0 configuration
- [0001731](#): [PBX/Call Transfers] CLI errors and incorrecr CDR on disconnect of external call that was transferred to a queue
- [0001728](#): [SMR/Licensing] Cannot copy/paste a license with more than 255 characters to the textarea
- [0001725](#): [SMR/Applications/Wallboard] If font color changes due the color change a bar its not reset back to grey afterwards
- [0001724](#): [LMT/Telephony/MusicOnHold] Re-uploading a file after an error has occured results in an invalid moh db repository
- [0001723](#): [PBX/Call Detail Recording] Hunt group calls that are cancelled result in NOANSWER CDR records instead of CANCEL (and visa-versa)
- [0001722](#): [PBX/Voicemail] Voicemail announced dates of received messages in wrong format
- [0001721](#): [PBX/Emergency Call] CDR Errors when dialing Emergency Number
- [0001720](#): [PBX/Call Parking] When blind-transferring a call to a busy parking extension no good indication is given.
- [0001719](#): [PBX/Call Forwarding] Call that are forwarded externally dial all routes before advancing with the next CDL destination
- [0001718](#): [PBX/CallerID] The standard CallerID when overflowing to a joined route is not being set
- [0001717](#): [SMR/Applications/Reporting] If a a report descriptions contains a comma the report will fail to export
- [0001675](#): [SMR/Applications/Reporting] When generating the report in *.rpt format, some statistics are not correct
- [0001716](#): [SMR/Applications/Reporting] When setting the date range in the period selection of a report to the same day the report doesn't show any results.
- [0001420](#): [PBX/Call Inbound] Add support for inbound calls via SIP trunks without authentication
- [0001643](#): [LMT/Telephony/Devices] Add autoprovisioning support for all Aastra 67xx phone (and keymodules)
- [0001678](#): [PBX/Call Outbound] when dialing a wrong phone number, SQL errors are displayed on the asterisk CLI
- [0001713](#): [LMT/Network] The IDS system does not block SIP attacks if a domain name is used
- [0001633](#): [SMR/Databases] Asterisk may crash when PostgreSQL database is reconnecting
- [0000419](#): [SMR/Core System] Add support for external SIP Proxies as VoIP-Providers (such as VoIPBuster, FreeWorld Dialup, etc..)
- [0001698](#): [LMT/Service/Firmware] Rewrite the Firmware management for the support of Aastra firmware
- [0001712](#): [PBX/Call Detail Recording] CDR Error when dialing trunks that are not active
- [0001667](#): [PBX/Voicemail] SQL errors are seen in the message log
- [0001704](#): [PBX/Call Inbound] Prevent WARNING messages in log files when dialing non-registered extensions
- [0001652](#): [PBX/Voicemail] After recording a temporary message, you cannot access the "options" menu
- [0001711](#): [PBX/General] Add missing core-sound files to system
- [0001710](#): [PBX/CallerID] CallerID is evaluated twice if diversion header is present in some cases, causing corrupted CallerID number
- [0001664](#): [LMT/Telephony/Extensions/Huntgroups] Phones in hunt group keep ringing if caller cancels the call before the full hunt group has started ringing.
- [0001674](#): [SMR/Applications/Reporting] When changing a scheduled report to "no repetition", the cron job is not



deleted

- [0001665](#): [SMR/Applications/Wallboard] Total agents in call is not being calculated correctly (often 0)
- [0001709](#): [SMR/Applications/Wallboard] The wallboard is not compatible with Internet Explorer
- [0001707](#): [SMR/Services/@COM Connect] Dialplan execution still slows down a little when the @COM Connect is running
- [0001622](#): [SMR/Services/@COM Connect] Dialplan execution slows down and sometimes is incomplete when the @COM Connect is running
- [0001697](#): [PBX/Call Inbound] The own country code is not removed from incoming RPID headers.
- [0001705](#): [PBX/Call Inbound] If call is from anonymous or unknown caller the display show "nynomouse" or "nknown".
- [0001700](#): [PBX/Call Inbound] Add option to Auto-Answer certain calls in the dialplan.
- [0001699](#): [LMT/Telephony/Extensions] Provisioning of extension names with special characters is not working correctly
- [0001696](#): [SMR/Services/@COM Connect] Diversion header in SIP messages is not always correct.
- [0001694](#): [LMT/Telephony/Devices/Templates] Applying global setting for Snom devices slows down the system
- [0001691](#): [SMR/Core System] When dialing numbers via the @COM Callbutton using flexwork extensions fails
- [0001644](#): [PBX/Devices] Change update display procedure to allow updating displays of Aastra 67xx devices
- [0001647](#): [SMR/Services/Global Addressbook] Add XML-application for Central Phonebook support on Aastra 67xx phones
- [0001683](#): [SMR/Core System] Add option for the HTTP server to use .htaccess files in subdirectories
- [0001682](#): [SMR/Services/@COM Connect] Sometimes the devicelist in the @COM Connect Statistics is empty
- [0001680](#): [LMT/Service/Firmware] It is not possible upload files larger than 5 MB
- [0001679](#): [LMT/General] Change layer support to use the jQuery library
- [0001677](#): [LMT/Telephony/Devices] Due to changes of language provisioning of Snom devices, code changes are required
- [0001672](#): [SMR/Services/Global Addressbook] Synchronized Global Addressbook items aren't deleted on the sites where synchronisation is set up
- [0001669](#): [LMT/Telephony/Devices] Replace the sliders by the more compatible jQuery sliders
- [0001668](#): [PBX/Recordings] Race condition could occur when Asterisk can't playback a recording
- [0001655](#): [LMT/Telephony/Devices/Templates] Add option to set codecs on device templates
- [0000612](#): [SMR/Core System] We need multilanguage support throughtout the PBX (phase 2)
- [0001640](#): [SMR/Services/@COM Connect] The !CSTA section in the Asterisk Database is not fully correct
- [0001659](#): [PBX/General] Errors can be seen in the log files during startup because of missing functions.
- [0001658](#): [SMR/Applications/Wallboard] Some mandantory files are missing in the patch 001 for the wallboard
- [0001648](#): [PBX/Devices] Create custom Dutch & English language packs for Aastra 67xx phones
- [0001657](#): [LMT/Telephony/Devices] Changing the language of Snom devices doesn't affect the change on the phone
- [0001654](#): [SMR/Core System] The push device config script isn't pushing all Snom settings
- [0001645](#): [PBX/Devices] Allow intercom,paging & auto-answer on Aastra 67xx devices (Change "Alert-Info" Header)
- [0001650](#): [PBX/Devices] Allow custom-ringtones on SwissVoice devices.
- [0001646](#): [PBX/Devices] Allow custom-ringtones on Aastra 67xx devices.
- [0001649](#): [PBX/Call Inbound] Bellcore ringtone setting do not work on Snom 370's
- [0001619](#): [SMR/Core System] Add option to display Agent states on secondary line on Snom 360 & 370 & Aastra phones
- [0001386](#): [LMT/Telephony/ACD] Add option to display Agent name in phone display when logged on
- [0001580](#): [SMR/Services/@COM Connect] Add a CSTA section in Asterisk Database for @COM Connect
- [0001586](#): [LMT/Service/Firmware] The pager of the Snom device overview of firmware versions is incorrects
- [0001639](#): [SMR/Core System] Change the DHCP server to deal with other devices
- [0001598](#): [SMR/Applications/ACD Agent] Sometimes the buttons and queue checkboxes stays disabled
- [0001637](#): [SMR/Core System] Asterisk crashes sometimes
- [0001627](#): [PBX/Call Parking] Change device state handling on parked calls



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- [0001638](#): [PBX/General] The new Call Completion feature breaks active subscriptions of phones
 - [0001613](#): [PBX/Recall] Add option to redial on busy
 - [0001617](#): [SMR/Applications/Wallboard] Change the ACD Wallboard with new features and a better view (part 3)
 - [0000781](#): [PBX/CallerID] Add option to trust or not, the RPID & Diversion headers per route
 - [0001636](#): [LMT/Network] The networks settings are always parsed and restarted while it should not
 - [0001635](#): [LMT/Network] The mail relay server isn't parsed by the parse-all script
 - [0001634](#): [LMT/Service/Tools] If debugmode is enabled the debug email still reports that it isn't
 - [0001629](#): [PBX/CallerID] Asterisk crashes on a CallerID with a subaddress
 - [0001632](#): [PBX/Virtual Extensions] MOH is not played if "Playback MOH instead of Ringing" and "Use new calendar" is set.
 - [0001628](#): [LMT/Network] When changing an existing route, the routing table of linux is not changed correctly
 - [0001630](#): [SMR/Applications/ACD Agent] Sometimes the ACD Agent Application shows no data
 - [0001624](#): [SMR/Core System] When the system is just booted and not correctly stopped (e.g. due to power failure) the time is incorrect
 - [0001625](#): [LMT/Telephony/Devices] When applying device settings, the browser should not ask to save the password
 - [0001621](#): [LMT/Telephony/Devices/Templates] Changing Snom global settings is not applied to the phones
 - [0001620](#): [LMT/Telephony/Devices] It's possible to create basic SIP device with a "-" sign in the name
 - [0001459](#): [SMR/Applications/Wallboard] Change the ACD Wallboard with new features and a better view (part 2)
 - [0001606](#): [LMT/Telephony/Devices] It's possible to have non-unique device names
 - [0001615](#): [SMR/Services/Global Addressbook] Add option to sort the LDAP results Snom phones
 - [0001609](#): [SMR/Core System] It is not necessary to provision all settings to the phone, while device system settings or global settings are not changed
 - [0001605](#): [LMT/Telephony/Devices] Remove the "Next" button on when adding new device but no device type as been selected yet.
 - [0001597](#): [LMT/Service/Tools] Add extra information when viewing logfiles
 - [0001607](#): [LMT/Telephony/Devices] Do not allow the changing of certain settings on Snom phones
 - [0001610](#): [PBX/Devices] Improve the speed of snom phones a little bit by simple set the debugging variables to optimal values
 - [0001608](#): [SMR/Core System] IDS: Count the overall number of intrusion attempts, so include the history
 - [0001614](#): [PBX/General] Do not answer channels on busy, congestion but use Early media instead
 - [0001612](#): [PBX/Recall] Calls that are being dropped due to a failed recall should get BUSY instead of just a disconnect
 - [0001602](#): [PBX/Recall] The recall fails when a call is parked, and then blind transferred after manual pickup from parking
 - [0001611](#): [PBX/Call Parking] The recall fails when a call is parked, and then blind transferred after parking-timeout
 - [0001600](#): [SMR/Core System] Dahdi transcode isn't working due to incorrect file rights.
 - [0001599](#): [LMT/Network] The firewall rules aren't parsed correctly when the protocol ICMP is
 - [0001604](#): [SMR/Core System] The DHCP server always gives out a new IP address on new requests.
 - [0001603](#): [PBX/Devices] Snom 370 with firmware 7 don't accept 'Nederlands' as language
 - [0001596](#): [LMT/Service/Tools] It's no longer possible to view the Connect log files.
 - [0001583](#): [LMT/Telephony/Devices] Change the Dutch menu description for "Discovered" devices
 - [0001587](#): [PBX/General] Dialplan files should not use the .conf file extension.



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- [0001523](#): [SMR/Core System] The logfile '/var/log/asterisk/full' exists since SMR.1.3.1002
- [0001570](#): [LMT/Telephony/Extensions] Deleting a context may cause several CLI errors
- [0001579](#): [PBX/Flexworking] Call forwarding external calls to unavailable flex extension fails causing unexpected behavior
- [0001497](#): [PBX/Flexworking] Flexworking extensions are not always completely logged off
- [0001549](#): [SMR/Core System] Newchannel AMI event is missing during masquerading process
- [0001560](#): [LMT/Network] When a new vLAN interface is created no DNS requests are accepted until the system is rebooted.
- [0001561](#): [PBX/Devices] Snom phones sometimes subscribes before it actually registers
- [0001496](#): [SMR/Core System] Add option to display on LCD: "It's now safe to turn off the power"
- [0000604](#): [LMT/Telephony/Devices] Add language support for Snom v8 firmware
- [0001504](#): [LMT/Telephony/Devices] Add option to generate password, when creating multiple devices
- [0001528](#): [LMT/Telephony/Devices] Change the on/off cycle used by the ringing indicator for Snom devices
- [0001541](#): [SMR/Applications/Wallboard] Change the ACD Wallboard with a better view with multiple wallboards
- [0001578](#): [SMR/Applications/PresenceBoard] The presenceboard extensions sometimes show a blank line in the administrator part
- [0001577](#): [LMT/General] Speed up the overviews since the SQL queries are executed twice
- [0001575](#): [PBX/Devices] Do not update display information on flexworking enabled extensions if flexworker is logged on
- [0001574](#): [LMT/Telephony/Global Addressbook] It is possible to adjust a synchronized Global Addressbook item
- [0001572](#): [LMT/Telephony/Global Addressbook] Rebuild LDAP server on reboot in case it's become corrupted after a power failure or database corruption
- [0001571](#): [LMT/Telephony/Extensions/Flexworkers] It is possible to create flexworker extensions with non-numeric extension numbers
- [0001568](#): [LMT/Telephony/Devices] It is possible to create Basic SIP devices with an already existing device name
- [0001569](#): [PBX/Call Forwarding] Combined call forwardings of different types fail.
- [0001567](#): [LMT/Telephony/Extensions] When creating multiple device extensions sometimes the lines got mixed up
- [0001566](#): [LMT/Telephony/Extensions] When creating new device extensions the extension template is resetted when the devicetype is changed
- [0001565](#): [PBX/Recall] No recall if anonymous caller was transferred to non-existing extension
- [0001564](#): [LMT/Telephony/Global Settings] The text used for CDR settings is confusing.
- [0001539](#): [LMT/Telephony/Recordings] Recordings are not converted to the correct format
- [0001527](#): [PBX/Call Outbound] T.38 negotiation is not working as expected, causing failure of outbound fax messages
- [0001456](#): [LMT/General] Option to (dis)allow blocking of administrators to change their administrator name isn't working
- [0001562](#): [PBX/Call Forwarding] Service #20 does not cancel *21* call forwardings
- [0001556](#): [PBX/Call Forwarding] Call Forwarding plays an incorrect message in certain cases
- [0001558](#): [LMT/Network] When creating a new DHCP pool the "name" the entered name is ignored.
- [0001559](#): [LMT/Network] Add option to automatically create a firewall rule when a new vLAN interface is created
- [0001546](#): [SMR/Applications/Wallboard] When asterisk is crashed while callers are waiting in the queue, the wallboard will show incorrect information
- [0001557](#): [SMR/Core System] Session failure with specific SDP-Content (one media specific c= line, no session specific c= line)
- [0001547](#): [LMT/Telephony/Devices] Add extra fields in the Device overview
- [0001548](#): [LMT/Network] show "drop" or "reject" in overview of the advanced firewall rules



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- [0000653](#): [PBX/Devices] Add support to only allow users to login via certain IP-addresses. (peer based)
 - [0001426](#): [SMR/Core System] Set stronger passwords on SIP entities and deny creation of simple passwords
 - [0001545](#): [PBX/Call Pickup] Alternative call pickup fails when your own flex enabled extension is forwarded
 - [0000822](#): [PBX/Call Parking] Parked calls should be indicated as calls on hold on phones, not as active calls.
 - [0001427](#): [SMR/Core System] Add option to block IP access after 10 failed SSH or SIP log on attempts.
 - [0001508](#): [LMT/Telephony/ACD] Activating queue settings clears queue statistics
 - [0001463](#): [PBX/ACD] SIP channel of an Agent sometimes "hangs", causing the agent to become unreachable.
 - [0001425](#): [SMR/Core System] Add the "alwaysauthreject=yes" setting to prevent information leakage + other small SIP settings
 - [0001535](#): [SMR/Applications/Reporting] A "floating" is instead of "absolute zero" baseline used in the CDR report for simultaneous calls
 - [0001403](#): [LMT/Telephony/Extensions] The buttons for "Show All" and "Search" are missing after searching for an extension that doesn't exist.
 - [0001540](#): [PBX/Call Detail Recording] Not all calls are logged when 'Only external incoming and outgoing calls' is selected
 - [0001536](#): [SMR/Core System] SIP channel sometimes no longer accepts calls
 - [0001531](#): [PBX/Recall] When attended transferring a call, the recall extension should be reset
 - [0001533](#): [LMT/Service/Software] It's possible to apply an update, while this update is already installed on the system.
 - [0001516](#): [PBX/CallerID] Some international CLID's are recognized as national format
 - [0001488](#): [SMR/Services/@COM Connect] Update @COM Connect to latest release because of several bugs.
 - [0001538](#): [SMR/Core System] Update to Asterisk version 1.4.36
 - [0001348](#): [PBX/Call Outbound] The maximum speed for T.38 is 9600 instead of 14400 baud
 - [0001530](#): [SMR/Applications/ACD Agent] Separate queue selection the the ACD Agent Application is not working as expected
 - [0001474](#): [SMR/Applications/ACD Agent] Allow resizing of ACD clients application screen
 - [0001534](#): [SMR/Core System] Asterisk eventmanager locks up when asterisk is stop for a longer time (> 30sec)
 - [0001529](#): [LMT/Network] When removing a VLAN interface, the DHCP range for this interface still exists
 - [0000978](#): [LMT/Telephony/Devices] Add option to support Snom firmware version 8 (Part 1)
 - [0001524](#): [LMT/Telephony/Extensions/Huntgroups] In the overview of huntgroup settings, the assigned extensions field should be cut off when the length is over 50 characters
 - [0001526](#): [SMR/Services/@COM Connect] Add option to supply diversion header in SIP messages for use with the PCA IVR module
 - [0001520](#): [SMR/Applications/Reporting] The Dutch ACD group report has a double graph for maximum waiting callers on the summary page
 - [0001519](#): [SMR/Applications/Reporting] ACD Queue Reports contain incorrect "Other" entries in the "Calls abandoned after" and "Calls answered after" graphs
 - [0001518](#): [LMT/Telephony/Extensions/Flexworkers] An unknown error occurs when deleting extensions
 - [0001517](#): [LMT/Service/Software] Incorrect text is displayed after an update or patch
 - [0001515](#): [SMR/Applications/Wallboard] The data in the wallboard is not refreshing since SMR 1.3.1119
 - [0001512](#): [PBX/Call Detail Recording] Incorrect CDR record after ending a Paging call
 - [0001511](#): [PBX/Paging] Paging works but displays error on CLI because of missing DAHDI channels
 - [0001510](#): [PBX/Intercom] EXTRADIALOPTIONS do not function on Intercom and Paging calls
 - [0001513](#): [SMR/Applications/ACD Agent] It is possible to login with another agent to the same device
 - [0001503](#): [LMT/Network] Add option to define a block of source IP addresses in the firewall
 - [0001495](#): [LMT/Telephony/Extensions] The "Synchronized" column takes up to much space causing the Extension overview to become messy.
 - [0001506](#): [SMR/Applications/ACD Agent] The call history will not be logged for an agent which is logged on elsewhere
 - [0000457](#): [LMT/Telephony/Devices] Provisioning of Snom Devices with xml files



- [0000993](#): [HWR/5400N] Add support for the @COM5400N unit
- [0001499](#): [SMR/Licensing] When activating G.729a codecs (Digium) it's not displayed in the LMT
- [0001500](#): [SMR/Core System] After answering a call via a cyclic group the second phone in the group starts ringing if the first one disconnects
- [0001501](#): [LMT/Telephony/Extensions/Flexworkers] Sometimes a loop occurs with flex extensions
- [0000892](#): [SMR/Core System] Snom devices are not automatically rebooted after provisioning since firmware version 7.1.39
- [0000318](#): [SMR/Core System] Add universal method for hardware type detection
- [0001494](#): [SMR/Applications/ACD Agent] The current call and the call history information isn't correct updated
- [0001122](#): [LMT/Telephony/Devices] Add option to define option to playback keypress tones.
- [0000664](#): [LMT/Telephony/Devices] Add option to disable Keyboard locking on Snom phones
- [0000678](#): [LMT/Telephony/Devices] Add option to configure message LED indication
- [0000626](#): [LMT/Telephony/Devices] Add option to perform a call pickup with the Busy Lamp Fields
- [0001492](#): [SMR/Applications/Billing] The billing application fails to charge calls.

@COM Business Manager v1.3 - SMR.1.3.1119 (included in SMR.1.2.1448 update)

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- [0001490](#): [SMR/Applications/ACD Agent] Change call history so it can display all calls of the current day.
- [0001481](#): [LMT/Service/Traces] Add several options for better debugging
- [0001484](#): [SMR/Core System] Support newer Asterisk v1.3.35 release
- [0001476](#): [SMR/Core System] Add option to create an "Asterisk BackTrace" from the SSH-Shell
- [0001486](#): [LMT/Telephony/ACD] Overflow parameters in LMT are mixed up.
- [0001487](#): [LMT/General] Uploading documents in the Documentation menu fails
- [0000647](#): [LMT/Service/Firmware] Add TFTP/Firmware management menu
- [0001472](#): [LMT/Telephony/Global Addressbook] Rebuild LDAP server on reboot in case it's become corrupted after a power failure.
- [0001473](#): [SMR/Applications/ACD Agent] Add option to block agents from logging in/out of individual queues
- [0001445](#): [SMR/Applications/ACD Agent] The total number of calls in the ACD agent is not correct
- [0000651](#): [SMR/Applications/ACD Agent] Add option to logoff and login as another agent within the ACD Agent application
- [0001461](#): [SMR/Core System] Asterisk sometimes stops reponding; CLI shows "Exceptionally long voice queue length queuing to Local/xxx@!HG-xxxx"
- [0001470](#): [SMR/Command Line Interface] Cannot display running processes from the shell menu.
- [0001480](#): [PBX/Call Parking] Call parking feature does not function anymore since update SMR1.3.1092
- [0001475](#): [PBX/General] System crashes without any logs whatsoever.
- [0001483](#): [SMR/Applications/ACD Agent] After a while the ACD Client en ACD Wallboard will become slower and slower
- [0001482](#): [SMR/Applications/ACD Agent] ACD Client Application and ACD Wallboard are not working when special chars are used in queue names
- [0001465](#): [LMT/Service/Firmware] Cannot update Snom phones to firmware "snom3xx-7.3.30-SIP-bf.bin"
- [0001466](#): [LMT/Network] A vLAN can be programmed but displays as an empty line in the LMT
- [0001460](#): [LMT/Telephony/Devices] The MAC address field may not be left empty
- [0001469](#): [SMR/Applications/Reporting] Reports can no longer be generated after update to SMR.1.3.1092
- [0001478](#): [PBX/Huntgroups] If all devices in a hunt group are unavailable it does not mean the hunt group has no members
- [0001471](#): [SMR/Command Line Interface] Change menu name for "Factory Default LDAP / Global AddressBook"
- [0001467](#): [LMT/Telephony/Extensions/Huntgroups] Hunt groups are incorrectly parsed.
- [0001462](#): [PBX/General] CLI Error: "No closing parenthesis found? 'Set(ENDTIME=\${EPOCHF})'"
- [0001464](#): [LMT/Service/Backup & Restore] Cannot update firmware or display of phones



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- [0001446](#): [SMR/Applications/Wallboard] Change the ACD Wallboard with new features and a better view (part 1)
- [0001035](#): [HWR/5500N] Sometimes the LAN interfaces A3 & A4 do not respond. (Fixed for NEW SYSTEMS ONLY!)
- [0001458](#): [LMT/Service/Backup & Restore] During a Restore all symbolic links are destroyed.
- [0001304](#): [PBX/ACD] Sometimes ACD agents cannot logout (development)
- [0001440](#): [PBX/ACD] Agent status seems to be in use while phone isn't
- [0001275](#): [SMR/Core System] The Asterisk SIP channel sometimes stops responding. (it appears deadlocks are occurring)
- [0000662](#): [SMR/Core System] Update to Asterisk version 1.4.33
- [0001321](#): [PBX/General] Dialplan execution sometimes just stops in the middle of channels.
- [0001454](#): [SMR/Applications/PCM] In the call overview an "x" is sometimes shown in front of the callers name
- [0001430](#): [PBX/Call Forwarding] Call forwarding of a flex extension to another flex extension fails if the last extension is logged off.
- [0001453](#): [PBX/Call Outbound] Play a different message when an outbound call is returning CONGESTED.
- [0001452](#): [PBX/Call Outbound] If a call was rejected it could receive the wrong message "All lines are currently unavailable"
- [0001451](#): [PBX/Call Detail Recording] If an internal call is transferred to an external party the "exttype" in the CDR is incorrect
- [0001433](#): [PBX/CallerID] Some international CLID's are recognized as national format
- [0000837](#): [SMR/Core System] Change processes other than Asterisk to run at a lower priority.
- [0000663](#): [SMR/Core System] Stopping and downloading a trace results in very slow responding of Asterisk
- [0001436](#): [LMT/Telephony/Devices] Mac Address can no longer be changed in basic SIP devices
- [0001450](#): [PBX/Devices] Display information is not updated if an single tick (') is present in the displaytext.
- [0001449](#): [SMR/Applications/Wallboard] QueueEntry event has no 'UniqueId' field
- [0001448](#): [SMR/Applications/Wallboard] Add option to list the device at which an agent is logged on, into the acd_agents table.
- [0001447](#): [PBX/ACD] When an agent logs onto an extension with a subextension the display of the subextension incorrectly displays "logged on".
- [0001390](#): [SMR/Core System] The zone files for the forward and reverse localhost doesn't exist anymore [DNS]
- [0001382](#): [LMT/Telephony/Extensions/Flexworkers] An error occurs when creating new flex working extensions (again)
- [0001363](#): [LMT/Telephony/Devices] Copying codec settings to multiple devices is not working correctly
- [0001417](#): [PBX/ACD] Add option to allow waiting or new callers into queues with only paused agents, but not when all logged off.
- [0001441](#): [SMR/Core System] The system "locks up" when an external process is called from the 'h' extension with a lower priority than Asterisk.
- [0001443](#): [PBX/Call Pickup] It's no longer possible to edit the Call Pickup groups on Basic SIP devices
- [0000883](#): [SMR/Core System] After failed registration to peer the registration isn't reattempted
- [0001435](#): [SMR/Core System] Update Zaptel to Dahdi
- [0000672](#): [PBX/General] Memory leak in Asterisk
- [0000698](#): [PBX/General] Sometimes a channel gets "hung" in Asterisk causing extension to become unreachable
- [0001438](#): [LMT/Network] It is not possible to adjust the DHCP scope of a user defined scope
- [0000858](#): [PBX/Call Forwarding] Add option to define which CLIP to use during call forwarding, the CLIP of the caller or the forwarded extension.
- [0001419](#): [PBX/Virtual Extensions] If a CSTA routepoint does not respond the CDL destination sometime does not continue
- [0001416](#): [PBX/ACD] No ACD call record was created in case the waiting callers limit was reached
- [0001415](#): [PBX/ACD] Don't play queue-greeting if queue cannot answer and will immediately overflow



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- [0001401](#): [PBX/Call Detail Recording] Calls to a CSTA routepoint are logged as ANSWERED1 instead of DEFLECTED
 - [0001400](#): [PBX/Call Detail Recording] Sometimes calls to a routepoint are not correctly logged in CDR
 - [0001388](#): [PBX/ACD] When an ACD queue timesout, the DIALSTATUS is ANSWER, which is a problem when overflowing to Voicemail
 - [0001374](#): [PBX/Call Transfers] If the Queue is the second destination in the CDL, after a virtual extension incorrect evaluation might occur
 - [0001373](#): [PBX/Call Transfers] If Incoming CDR logging is not enabled, transfers from queues are incorrectly evaluated.
 - [0001362](#): [PBX/Call Parking] Recall of a parked call fails, when the call is parked twice
 - [0001353](#): [PBX/Call Transfers] Agent is busy, after attended transferring an external call
 - [0001349](#): [PBX/Call Forwarding] Maxcall counter of a twinning extension is not reset after blind transfer.
 - [0001333](#): [PBX/Call Detail Recording] CLI errors and no CDR recording if a single tick (') is present in the name of a CallerID
 - [0001330](#): [PBX/General] CLI error occurs when calling an unavailable intercept extension.
 - [0001327](#): [PBX/Virtual Extensions] Calls are disconnected if forwarded from AA to virtual extension with ringtime set to 0
 - [0001332](#): [LMT/Telephony/Global Addressbook] Synchronized global address book items cannot be edit, but can be deleted.
 - [0001414](#): [LMT/Telephony/Lines/Routes] In the overview of route settings, the did field should be cut off when the length is over 50 characters
 - [0001412](#): [LMT/Telephony/Lines/Registrations] Add option show the current state of a line registration
 - [0001411](#): [LMT/Users] When a user is created by importing from the Active Directory, the user does not show up in the addressbook
 - [0001410](#): [LMT/General] Optimize PHP code
 - [0001405](#): [LMT/Telephony/Devices] It is not possible to use '#' in a speed dial function key for Snom devices
 - [0001375](#): [LMT/Telephony/Auto Attendant] Calls to external numbers fails when routed by the automated attendant
 - [0001352](#): [LMT/Network] Show the supported link modes for the ethernet ports
 - [0001350](#): [LMT/Telephony/Recordings] Audio Recordings sometimes do not have the highest available quality (noise can be heard)
 - [0001347](#): [LMT/General] Add option to (dis)allow blocking of administrators to change their administrator name.
 - [0001331](#): [LMT/General] Sometimes the LMT Freezes
 - [0001135](#): [LMT/Users] Allow sorting of results on the "AD User Synchronization, Preview Result" page
 - [0001134](#): [LMT/Users] Add button "Sync Now" to user synchronization
 - [0001131](#): [LMT/Telephony/Extensions] Display in extension overviews if an extension has been synchronized.
 - [0001113](#): [LMT/Telephony/Devices] Feature request to enable/disable "missed calls" counter for snom devices
 - [0001084](#): [LMT/Telephony/Devices] Add option to allow or disallow incoming calls if phone is offhook
 - [0001080](#): [LMT/Telephony/Calendars] Add feature to change the calendar status from the LMT
 - [0000935](#): [LMT/Telephony/Extensions] Do not allow modem or fax extensions in a call-group (call-pickup)
 - [0000813](#): [LMT/Telephony/Call Distribution Lists] Add "mouse-over" in for destination in CDL overview
 - [0000656](#): [LMT/Telephony/Devices] Add option to define the Tone Scheme per device
 - [0001399](#): [SMR/Applications/Reporting] Change the call details view (RPT only) to a more "readable" view
 - [0001396](#): [SMR/Applications/PCM] Calls that are forwarded to voicemail due to busy or direct forwarding are not logged as missed calls
 - [0001395](#): [SMR/Applications/Reporting] The sorting of call details is incorrect
 - [0001393](#): [SMR/Applications/Reporting] The ringtime displayed in Extension Reports is not correct
 - [0001392](#): [SMR/Applications/Reporting] When filtering on certain extension the totals include all calls, not just the filtered calls.
 - [0001372](#): [SMR/Applications/Reporting] Total Ringingtime per agent is often zero in the ACD Agent report
 - [0001371](#): [SMR/Applications/Reporting] The Average call duration per ACD Agent is always reported as being zero.



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- [0001370](#): [**SMR/Applications/Reporting**] The WHERE clause doesn't exist in the query for reporting for example Last Full Week
 - [0001369](#): [**SMR/Core System**] Some Intel Ethernet controllers are not recognized by lspci
 - [0001368](#): [**SMR/Services/Global Addressbook**] The global address book is not updated when an extension number is changed
 - [0001364](#): [**SMR/Applications/PresenceBoard**] Add option to set on which column to sort by default
 - [0001345](#): [**SMR/Applications/ACD Agent**] When refreshing the ACD client (F5), the wrong extension is selected
 - [0001339](#): [**SMR/Applications/Reporting**] The total duration of all ACD queues is not correct
 - [0001307](#): [**SMR/Services/Global Addressbook**] It's possible to enter TAB's into the name fields causing a corrupted LDAP database
 - [0001292](#): [**SMR/Applications/Reporting**] Add a report capable of filtering on multiple entries (AND OR feature)
 - [0000667](#): [**LMT/Network**] Add an option to enter a name for an advanced DHCP Scope
 - [0001337](#): [**SMR/Command Line Interface**] Add option to define nameserver to search at for an NS-lookup
 - [0001336](#): [**SMR/Services/@COM Connect**] Update to new @COM Connect v1.2 to @COM Business Manager v1.3.4
 - [0001335](#): [**SMR/Services/@COM Connect**] Add option to display the @COM Connect version in the LMT
 - [0001334](#): [**SMR/Services/@COM Connect**] Add option to display the @COM Connect statistics as shown by "statistics.py"
 - [0001329](#): [**SMR/Applications/Reporting**] The ACD agent report shows no results when the language is set to Dutch
 - [0001328](#): [**SMR/Applications/Reporting**] Downloading reports with a quote in the task description fails





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